Sl. No.	Section/ Annexure/ Appendix of the GeM bid	Clause No.	Bidder's Query	Bank's Reply
1	GeM bid ref. No. GEM/2022/B/22364 57 dated: 04-06-2022	MII Purchase Preference: Yes	Request the bank to remove the MII clause since most of the foreign OEMs don't have the Intellectual Property rights registered in India thereby not able to satisfy the minimum local content clause to be the Class 1-Local supplier of the offered product.	Bidder to comply with GeM bid terms and conditions.
2	GeM bid ref. No. GEM/2022/B/22364 57 dated: 04-06-2022	MII Purchase Preference: Yes	Request the bank to remove the MII clause since most of the foreign OEMs don't have the Intellectual Property rights registered in India thereby not able to satisfy the minimum local content clause to be the Class 1-Local supplier of the offered product.	Bidder to comply with GeM bid terms and conditions.
3	GeM bid ref. No. GEM/2022/B/22364 57 dated: 04-06-2022	MII Purchase Preference: Yes	Request the bank to remove the MII clause since most of the foreign OEMs don't have the Intellectual Property rights registered in India thereby not able to satisfy the minimum local content clause to be the Class 1-Local supplier of the offered product.	Bidder to comply with GeM bid terms and conditions.
4	GeM bid ref. No. GEM/2022/B/22364 57 dated: 04-06-2022	MII Purchase Preference: Yes	Request the bank to remove the MII clause since most of the foreign OEMs don't have the Intellectual Property rights registered in India thereby not able to satisfy the minimum local content clause to be the Class 1-Local supplier of the offered product.	Bidder to comply with GeM bid terms and conditions.
5	GeM bid ref. No. GEM/2022/B/22364 57 dated: 04-06-2022	Minimum Average Annual Turnover of the bidder (For 3 Years) - 2000 Lakhs	Request Bank to amend the Turnover Clause as "Minimum Average Annual Turnover of the bidder (For 3 Years) - Rs.1000 Lakhs"	Bidder to comply with GeM bid terms and conditions.
6	GeM bid ref. No. GEM/2022/B/22364 57 dated: 04-06-2022	EMD Details EMD Amount Rs. 1,50,00,000/-	Can we submit the Bank Gurantee for EMD?	Yes. Format attached in Corrigendum-1.
7	GeM bid ref. No. GEM/2022/B/22364 57 dated: 04-06-2022	EMD Details EMD Amount Rs. 1,50,00,000/-	Request Bank to reduce the EMD amout to Rs. 50,00,000/-	Bidder to comply with GeM bid terms and conditions.
8	Buyer Added Bid Specific Terms and Conditions 9. Buyer Added Bid Specific ATC	5. Scope of Onsite Support: 5.17. All Critical Security Logs, User activity Logs, Admin activity Logs, etc. with regard to Endpoint Protection, Application Whitelisting, Advanced Threat Protection Solution, Sandboxing, etc. should be maintained by the Bidder for the entire Contract Period and has to be produced to the Bank, as and when required.	as per the RFP, there is no SIEM service so maintain the required logs on the endpoint security management console for the entire contract period is difficult without SIEM service	Bidder to comply with GeM bid terms and conditions.
9	Buyer Added Bid Specific Terms and Conditions 9. Buyer Added Bid Specific ATC	5. Scope of Onsite Support: 5.18. The Bidder is responsible to ensure that the OEM provides 24x7x365 technical support through phone and Web with respect to Product Updates, Patches, and Signatures. Access to Technical Library of OEM and Documentation of the proposed solutions shall be made available to the Bank at no additional cost.	24/7/365 days support from OEM can only be delivered if it is platinum or higher support. Has canara bank taken platinum service from OEM?	Bidder to comply with GeM bid terms and conditions.

10	Buyer Added Bid Specific Terms and Conditions 9. Buyer Added Bid Specific ATC	5. Scope of Onsite Support: 5.19. The Bidder has to ensure regular backups of all Central application and database servers at the DC & DR Locations to the Bank's Disk-to-Disk Backup System. The Bidder has to comply with the Bank's backup policy and ensure the periodic checking on readability of the Backups. Backup process should be automated at preset regular intervals with no manual intervention.	Does bidder have to provide infra support apart from AV, ATP and Sandboxing services like DB management, server management like OS, its patch management??	Bidder to comply with GeM bid terms and conditions.
11	Buyer Added Bid Specific Terms and Conditions 9. Buyer Added Bid Specific ATC	8. Supply, Installation, Integration, Commissioning, Maintenance and Support of integrated Endpoint Antivirus, Application Whitelisting, Sandbox and Advanced Threat Protection Solution: 8.1. Bank shall provide the address and contact details for delivery of required hardware/software & other items as mentioned in the GeM bid while placing the purchase order. Delivery and installation instruction are mentioned as below: Contents: (c) Installation, Configuration, Integration and Commissioning of the delivered Hardware & Software and completion of all the work specified in the Scope of Work at the bank branch/office. Timelines: Within 8 Weeks from the date of Delivery of the Hardware & Software with OS & Middleware Licenses at DC & DRC Locations.	Considering the no. of endpoints to be implemented across multiple locations, it is suggested to increase this period to 12 weeks.	The GeM bid clause is modified as under: "8. Supply, Installation, Integration, Commissioning, Maintenance and Support of integrated Endpoint Antivirus, Application Whitelisting, Sandbox and Advanced Threat Protection Solution: 8.1. Bank shall provide the address and contact details for delivery of required hardware/software & other items as mentioned in the GeM bid while placing the purchase order. Delivery and installation instruction are mentioned as below: c. Installation, Configuration, Integration and Commissioning of the delivered Hardware & Software and completion of all the work specified in the Scope of Work at the bank branch/office - Within 12 Weeks from the date of Delivery of the Hardware & Software with OS & Middleware Licenses at DC & DRC Locations."
12	Buyer Added Bid Specific Terms and Conditions 9. Buyer Added Bid Specific ATC	8. Supply, Installation, Integration, Commissioning, Maintenance and Support of integrated Endpoint Antivirus, Application Whitelisting, Sandbox and Advanced Threat Protection Solution 8.1. Bank shall provide the address and contact details for delivery of required hardware/software & other items as mentioned in the GeM bid while placing the purchase order. Delivery and installation instruction are mentioned as below: Contents: (c) Installation, Configuration, Integration and Commissioning of the delivered Hardware & Software and completion of all the work specified in the Scope of Work at the bank branch/office. Timelines: Within 8 Weeks from the date of Delivery of the Hardware & Software with OS & Middleware Licenses at DC & DRC Locations.	8-weeks is a very short to roll-out client to endpoints, Request Bank to amend as " Within 20-Weeks from the date of Delivery of the Hardware & Software with OS & Middleware Licenses at DC & DRC Locations "	The GeM bid clause is modified as under: "8. Supply, Installation, Integration, Commissioning, Maintenance and Support of integrated Endpoint Antivirus, Application Whitelisting, Sandbox and Advanced Threat Protection Solution: 8.1. Bank shall provide the address and contact details for delivery of required hardware/software & other items as mentioned in the GeM bid while placing the purchase order. Delivery and installation instruction are mentioned as below: c. Installation, Configuration, Integration and Commissioning of the delivered Hardware & Software and completion of all the work specified in the Scope of Work at the bank branch/office - Within 12 Weeks from the date of Delivery of the Hardware & Software with OS & Middleware Licenses at DC & DRC Locations."

13	Buyer Added Bid Specific Terms and Conditions 9. Buyer Added Bid Specific ATC	8. Supply, Installation, Integration, Commissioning, Maintenance and Support of integrated Endpoint Antivirus, Application Whitelisting, Sandbox and Advanced Threat Protection Solution 8.1. Bank shall provide the address and contact details for delivery of required hardware/software & other items as mentioned in the GeM bid while placing the purchase order. Delivery and installation instruction are mentioned as below: Contents: (c) Installation, Configuration, Integration and Commissioning of the delivered Hardware & Software and completion of all the work specified in the Scope of Work at the bank branch/office. Timelines: Within 8 Weeks from the date of Delivery of the Hardware & Software with OS & Middleware Licenses at DC & DRC Locations.	Request the bank to increase the time lines for deployment from the current 8 weeks to minimum of 20 weeks , as there are bound to be challenges on the end point . If not bank to own the responsibility of deploying these agents at the endpoint, and OEM/ bidder owns the responsibility of deploying the same at DC & DR and in the first 100 branches .	The GeM bid clause is modified as under: "8. Supply, Installation, Integration, Commissioning, Maintenance and Support of integrated Endpoint Antivirus, Application Whitelisting, Sandbox and Advanced Threat Protection Solution: 8.1. Bank shall provide the address and contact details for delivery of required hardware/software & other items as mentioned in the GeM bid while placing the purchase order. Delivery and installation instruction are mentioned as below: c. Installation, Configuration, Integration and Commissioning of the delivered Hardware & Software and completion of all the work specified in the Scope of Work at the bank branch/office - Within 12 Weeks from the date of Delivery of the Hardware & Software with OS & Middleware Licenses at DC & DRC Locations."
14	Buyer Added Bid Specific Terms and Conditions 9. Buyer Added Bid Specific ATC	8. Supply, Installation, Integration, Commissioning, Maintenance and Support of integrated Endpoint Antivirus, Application Whitelisting, Sandbox and Advanced Threat Protection Solution 8.1. Bank shall provide the address and contact details for delivery of required hardware/software & other items as mentioned in the GeM bid while placing the purchase order. Delivery and installation instruction are mentioned as below: Contents: (c) Installation, Configuration, Integration and Commissioning of the delivered Hardware & Software and completion of all the work specified in the Scope of Work at the bank branch/office. Timelines: Within 8 Weeks from the date of Delivery of the Hardware & Software with OS & Middleware Licenses at DC & DRC Locations.	Section 8 - clause c - is the completion requested for deployment, configration for all 1.25 lakh enpoints?	No.
15	Buyer Added Bid Specific Terms and Conditions 9. Buyer Added Bid Specific ATC	8. Supply, Installation, Integration, Commissioning, Maintenance and Support of integrated Endpoint Antivirus, Application Whitelisting, Sandbox and Advanced Threat Protection Solution 8.1. Bank shall provide the address and contact details for delivery of required hardware/software & other items as mentioned in the GeM bid while placing the purchase order. Delivery and installation instruction are mentioned as below: Contents: (f) One Time Training Timelines: Bank will inform the dates of the training, and Bidder should conduct training within 1 week from the date of intimation from the Bank.	Does it require only training or certificationa also	Training only

16	Buyer Added Bid Specific Terms and Conditions 9. Buyer Added Bid Specific ATC	8. Supply, Installation, Integration, Commissioning, Maintenance and Support of integrated Endpoint Antivirus, Application Whitelisting, Sandbox and Advanced Threat Protection Solution 8.1. Bank shall provide the address and contact details for delivery of required hardware/software & other items as mentioned in the GeM bid while placing the purchase order. Delivery and installation instruction are mentioned as below: Contents: (b) Delivery of the Hardware & Software with OS & Middleware, Licenses at DC & DRC Locations. Timelines: Within 8 Weeks from the date of acceptance of Purchase Order.	Request Bank to amend the clause as "Delivery of the Hardware & Software with OS & Middleware, Licenses at DC & DRC Locations Within 16 Weeks from the date of acceptance of Purchase Order." As the delivery of the hardware is delayed due to global semiconductor issue.	The GeM bid clause is modified as under: "8. Supply, Installation, Integration, Commissioning, Maintenance and Support of integrated Endpoint Antivirus, Application Whitelisting, Sandbox and Advanced Threat Protection Solution: 8.1. Bank shall provide the address and contact details for delivery of required hardware/software & other items as mentioned in the GeM bid while placing the purchase order. Delivery and installation instruction are mentioned as below: b. Delivery of the Hardware & Software with OS & Middleware, Licenses at DC & DRC Locations - Within 16 Weeks from the date of acceptance of Purchase Order."
17	Buyer Added Bid Specific Terms and Conditions 9. Buyer Added Bid Specific ATC	8. Supply, Installation, Integration, Commissioning, Maintenance and Support of integrated Endpoint Antivirus, Application Whitelisting, Sandbox and Advanced Threat Protection Solution 8.1. Bank shall provide the address and contact details for delivery of required hardware/software & other items as mentioned in the GeM bid while placing the purchase order. Delivery and installation instruction are mentioned as below: Contents: (c) Installation, Configuration, Integration and Commissioning of the delivered Hardware & Software and completion of all the work specified in the Scope of Work at the bank branch/office. Timelines: Within 8 Weeks from the date of Delivery of the Hardware & Software with OS & Middleware Licenses at DC & DRC Locations.	Installation, Configuration, Integration and Commissioning of the delivered Hardware & Software and completion of all the work specified in the Scope of Work at the bank branch/office.Within 12 Weeks from the date of Delivery of the Hardware & Software with OS & Middleware Licenses at DC & DRC Locations.	The GeM bid clause is modified as under: "8. Supply, Installation, Integration, Commissioning, Maintenance and Support of integrated Endpoint Antivirus, Application Whitelisting, Sandbox and Advanced Threat Protection Solution: 8.1. Bank shall provide the address and contact details for delivery of required hardware/software & other items as mentioned in the GeM bid while placing the purchase order. Delivery and installation instruction are mentioned as below: c. Installation, Configuration, Integration and Commissioning of the delivered Hardware & Software and completion of all the work specified in the Scope of Work at the bank branch/office - Within 12 Weeks from the date of Delivery of the Hardware & Software with OS & Middleware Licenses at DC & DRC Locations."
18	Buyer Added Bid Specific Terms and Conditions 9. Buyer Added Bid Specific ATC	8. Supply, Installation, Integration, Commissioning, Maintenance and Support of integrated Endpoint Antivirus, Application Whitelisting, Sandbox and Advanced Threat Protection Solution 8.1. Bank shall provide the address and contact details for delivery of required hardware/software & other items as mentioned in the GeM bid while placing the purchase order. Delivery and installation instruction are mentioned as below: Contents: (b) Delivery of the Hardware & Software with OS & Middleware, Licenses at DC & DRC Locations. Timelines: Within 8 Weeks from the date of acceptance of Purchase Order.	Due to global chip shortage and Pandemic situation delivery of hardware materials will be delayed by OEMs , So requesting Bank to modify the clause as "Delivery of the Hardware & Software with OS & Middleware, Licenses at DC & DRC Locations -Within16 Weeks from the date of acceptance of Purchase Order."	The GeM bid clause is modified as under: "8. Supply, Installation, Integration, Commissioning, Maintenance and Support of integrated Endpoint Antivirus, Application Whitelisting, Sandbox and Advanced Threat Protection Solution: 8.1. Bank shall provide the address and contact details for delivery of required hardware/software & other items as mentioned in the GeM bid while placing the purchase order. Delivery and installation instruction are mentioned as below: b. Delivery of the Hardware & Software with OS & Middleware, Licenses at DC & DRC Locations - Within 16 Weeks from the date of acceptance of Purchase Order."

19	Buyer Added Bid Specific Terms and Conditions 9. Buyer Added Bid Specific ATC	8. Supply, Installation, Integration, Commissioning, Maintenance and Support of Integrated Endpoint Antivirus, Application Whitelisting, Sandbox and Advanced Threat Protection Solution 8.3. The selected bidder should ensure successful Installation & configuration of the delivered Hardware & Software Licenses/Subscription (OS, Database & Middleware) which is required to install, configure and implement the proposed solution as specified in the Scope of Work at the bank branch/office.	All installation to be remote or On-site for all bank /offices	All installation should be done onsite centrally at HO.
20	Buyer Added Bid Specific Terms and Conditions 9. Buyer Added Bid Specific ATC	8. Supply, Installation, Integration, Commissioning, Maintenance and Support of Integrated Endpoint Antivirus, Application Whitelisting, Sandbox and Advanced Threat Protection Solution 8.5. Bank reserves the right to change/modify locations for supply of the solution (hardware/software). In the event of any change/modification in the locations where the solution (hardware/software) is to be delivered, the selected bidder in such cases shall deliver, install and commission at the modified locations at no extra cost to the Bank. Also, if the hardware, software and other items are already delivered, and if the modifications in locations are made after delivery, the selected bidder shall carry out installation and commissioning at the modified locations without any extra cost to the Bank. The Warranty/AMC (if contracted) should be applicable to the altered locations also.	We propose modification Bank reserves the right to change/modify locations for supply of the solution (hardware/software). In the event of any change/modification in the locations where the solution (hardware/software) is to be delivered, the selected bidder in such cases shall deliver, install and commission at the modified locations	Bidder to comply with GeM bid terms and conditions.
21	Buyer Added Bid Specific Terms and Conditions 9. Buyer Added Bid Specific ATC	9. Uptime: 9.1. The selected bidder shall guarantee a 24x7x365 availability with monthly uptime of 99.90% for the solution as specified in Annexure-1 (Scope of Work) and Annexure-2 (Technical Specification) during the contract period, which shall be calculated on monthly basis.	Availability monitoring solution and services to be provided Partner ?	Bidder to comply with GeM bid terms and conditions.
22	Buyer Added Bid Specific Terms and Conditions 9. Buyer Added Bid Specific ATC	11. Onsite Resources & Support: 11.1. The selected bidder should provide 365x24x7 dedicated onsite support for the operations, maintenance and helpdesk support of the Antivirus, Application Whitelisting, Sandbox and ATP Solution at Bangalore. At least four support resources (in addition to OEM resource) should be available onsite between 10 AM to 6 PM on all working days. The onsite support resources should be skilled & technically efficient for ensuring end-to-end management of the proposed solution. It says at least 4 resources including OEM resources	Please confirm whether OEM resource must be placed onsite in DC or Bidder resources are alone sufficient and also to run 24/7/365, we may require more resources than mentioned in RFP.	Bidder to comply with GeM bid terms and conditions.

23	Buyer Added Bid Specific Terms and Conditions 9. Buyer Added Bid Specific ATC	11. Onsite Resources & Support: 11.1. The selected bidder should provide 365x24x7 dedicated onsite support for the operations, maintenance and helpdesk support of the Antivirus, Application Whitelisting, Sandbox and ATP Solution at Bangalore. At least four support resources (in addition to OEM resource) should be available onsite between 10 AM to 6 PM on all working days. The onsite support resources should be skilled & technically efficient for ensuring end-to-end management of the proposed solution.	Please clarify if the same no. of resources are required in other shifts as well. Please confirm the role OEM resource in day-to-day operations	Bidder should place sufficient resources to manage the solution 365x24x7. Minimum 4 bidder resources should be available in general shift of 10 AM to 6 PM. Roles of OEM is attached in Corrigendum-1.
24	Buyer Added Bid Specific Terms and Conditions 9. Buyer Added Bid Specific ATC	11. Onsite Resources & Support: 11.1. The selected bidder should provide 365x24x7 dedicated onsite support for the operations, maintenance and helpdesk support of the Antivirus, Application Whitelisting, Sandbox and ATP Solution at Bangalore. At least four support resources (in addition to OEM resource) should be available onsite between 10 AM to 6 PM on all working days. The onsite support resources should be skilled & technically efficient for ensuring end-to-end management of the proposed solution.	Is Bank is looking for OEM resource during sustenance period	Yes
25	Buyer Added Bid Specific Terms and Conditions 9. Buyer Added Bid Specific ATC	11. Onsite Resources & Support: 11.17. Response Time and Meantime to Restore [MTTR] 11.17.1.Response Time shall be 30 minutes and MTTR shall be 2 hours. 11.17.2.Time specified above is from lodging of complaint. 11.17.3.However, penalty shall be applicable as per uptime clause.	Can your elaborate on response time	Time from identification of issue to first reponse provided by bidder
26	Buyer Added Bid Specific Terms and Conditions 9. Buyer Added Bid Specific ATC	12. Integration & Interfaces 12.1 The selected bidder has to work with different application vendors in order to integrate new solution to the existing workload or new workloads during contract period	Workload integration for AV / EPP or ITSM or Other solutions like SIEM etc?	Other solutions available with the Bank as per Scope of Work.
27	Buyer Added Bid Specific Terms and Conditions 9. Buyer Added Bid Specific ATC	13. Security: 13.3 The selected bidder will ensure the software delivered is in conformity with security standards and is without any security vulnerability	What security standards are to be followed - like NIST / ISO / PCI DSS etc?	Bidder will be responsible to provide solution that is free of any security vulnerabilities.
28	Buyer Added Bid Specific Terms and Conditions 9. Buyer Added Bid Specific ATC	13. Security: 13.4 The Bank may conduct security audit in the proposed solution after complete implementation	Audit Criteria to be shared or pre established on the line items of audit with communication of internal or external and timelines.	Details will be shared with selected bidder

29	Buyer Added Bid Specific Terms and Conditions 9. Buyer Added Bid Specific ATC	13. Security 13.5. The selected bidder has to do necessary changes in the configuration directed by security team of the bank after security audits like VAPT, Code Audit, RBI Audit etc. without disturbing the production and existing backed up copies.	It is applicable for the application but need to exclude for OS-related as the bank would have their internal team to manage/deploy OS related security patches. Request Bank to amend as " The selected bidder has to do necessary changes in the configuration directed by security team of the bank after security audits like VAPT, Code Audit, RBI Audit etc. without disturbing the production and existing backed up copies, excluding the OS-patches "	Entire solution will be managed by the bidder including application, OS, DB, hardware etc.
30	Buyer Added Bid Specific Terms and Conditions 9. Buyer Added Bid Specific ATC	14. Acceptance 14.2. The warranty will start from the date of Go-Live.	Request Bank to consider Date of issue as Start Date	Bidder to comply with GeM bid terms and conditions.
31	Buyer Added Bid Specific Terms and Conditions 9. Buyer Added Bid Specific ATC	15. Warranty: 15.11 The selected bidder shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship. The selected bidder must warrant all components, accessories, spare parts etc. against any manufacturing defects during the warranty period	We propose modification: The selected bidder and OEM shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship. The selected bidder must warrant all components, accessories, spare parts etc. against any manufacturing defects during the warranty period	Bidder to comply with GeM bid terms and conditions.
32	Buyer Added Bid Specific Terms and Conditions 9. Buyer Added Bid Specific ATC	17. Penalties/Liquidated Damages 17.3. Penalties/liquidated damages for onsite resources: In case the resources goes on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the selected bidder to ensure that regular functioning of the solution is not hampered. In case replacements are not arranged, bank shall pay only the proportionate amount of Resident resource charges during the particular quarter. The Bank shall also impose a penalty of 0.5% (Plus GST) of the Resident resource charges (Excl. of GST) payable to the selected bidder for that quarter for each week and part thereof of absence. However, total penalty under this clause will be limited to 20% (Plus GST) of the total charges (Exclusive of GST) payable for Resident Resource charges for that quarter.	We suggest to reduce the capping of 20% penalty to 10% .	Bidder to comply with GeM bid terms and conditions.

33	Buyer Added Bid Specific Terms and Conditions 9. Buyer Added Bid Specific ATC	17. Penalties/Liquidated Damages 17.3. Penalties/liquidated damages for onsite resources: In case the resources goes on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the selected bidder to ensure that regular functioning of the solution is not hampered. In case replacements are not arranged, bank shall pay only the proportionate amount of Resident resource charges during the particular quarter. The Bank shall also impose a penalty of 0.5% (Plus GST) of the Resident resource charges (Excl. of GST) payable to the selected bidder for that quarter for each week and part thereof of absence. However, total penalty under this clause will be limited to 20% (Plus GST) of the total charges (Exclusive of GST) payable for Resident Resource charges for that quarter.	Requesting Bank to modify the clause as "However, total penalty under this clause will be limited to 10% (Plus GST) of the total charges (Exclusive of GST) payable for Resident Resource charges for that quarter."	Bidder to comply with GeM bid terms and conditions.
34	Buyer Added Bid Specific Terms and Conditions 9. Buyer Added Bid Specific ATC	17. Penalties/Liquidated Damages 17.3. Penalties/liquidated damages for onsite resources: In case the resources goes on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the selected bidder to ensure that regular functioning of the solution is not hampered. In case replacements are not arranged, bank shall pay only the proportionate amount of Resident resource charges during the particular quarter. The Bank shall also impose a penalty of 0.5% (Plus GST) of the Resident resource charges (Excl. of GST) payable to the selected bidder for that quarter for each week and part thereof of absence. However, total penalty under this clause will be limited to 20% (Plus GST) of the total charges (Exclusive of GST) payable for Resident Resource charges for that quarter.	We suggest to reduce the capping of 20% penalty to 10% .	Bidder to comply with GeM bid terms and conditions.
35	Buyer Added Bid Specific Terms and Conditions 9. Buyer Added Bid Specific ATC	17. Penalties/Liquidated Damages 17.4. Penalties for integrated anti-virus signature/ pattern updates: A minimum of 99 % endpoints covering desktops, laptops, roaming agents, etc. should be updated with N-7 days signature release on a daily basis. The Bank will impose a penalty of 0.5% (Plus GST) of resident resource charges (Excl. of GST) for the quarter for each day where the compliance level goes below 99%. However, total penalty under this clause will be limited to 20% (Plus GST) of the total charges (Exclusive of GST) payable for resident resource charges for that quarter.	Requesting Bank to modify the clause as "Total penalty under this clause will be limited to 10% (Plus GST) of the total charges (Exclusive of GST) payable for resident resource charges for that quarter. "	Bidder to comply with GeM bid terms and conditions.

36	Buyer Added Bid Specific Terms and Conditions 9. Buyer Added Bid Specific ATC	17. Penalties/Liquidated Damages: 17.4. Penalties for integrated anti-virus signature/ pattern updates: A minimum of 99 % endpoints covering desktops, laptops, roaming agents, etc. should be updated with N-7 days signature release on a daily basis. The Bank will impose a penalty of 0.5% (Plus GST) of resident resource charges (Excl. of GST) for the quarter for each day where the compliance level goes below 99%. However, total penalty under this clause will be limited to 20% (Plus GST) of the total charges (Exclusive of GST) payable for resident resource charges for that quarter.	Penlaties are on Higher side, Request Bank to amend as " Penalties for integrated anti-virus signature/ pattern updates: A minimum of 95% endpoints covering desktops, laptops, roaming agents, etc. should be updated with N-7 days signature release on a daily basis. The Bank will impose a penalty of 0.5% (Plus GST) of resident resource charges (Excl. of GST) for the quarter for each day where the compliance level goes below 99%. However, total penalty under this clause will be limited to 10% (Plus GST) of the total charges (Exclusive of GST) payable for resident resource charges for that quarter "	Bidder to comply with GeM bid terms and conditions.
37	Buyer Added Bid Specific Terms and Conditions 9. Buyer Added Bid Specific ATC	17. Penalties/Liquidated Damages 17.5 Penalties for detection and remediation of vulnerabilities	RFP does not have SIEM scope for real time monitoring to meet this SLA therefore would like to know whether the customer has SIEM service running?	Bank has SIEM solution.
38	Buyer Added Bid Specific Terms and Conditions 9. Buyer Added Bid Specific ATC	18. Payment Terms 18.1 a) Delivery of Hardware, Software & other Licenses including OS, System Software/Middleware/ Database License at DC & DRC -50 % of the payment will be released on delivery.	Requesting Bank to modify the clause as "Delivery of Hardware, Software & other Licenses Including OS, System Software/Middleware/ Database License at DC & DRC -70 % of the payment will be released on delivery.	Bidder to comply with GeM bid terms and conditions.
39	Buyer Added Bid Specific Terms and Conditions 9. Buyer Added Bid Specific ATC	18. Payment Terms 18.1 b) Installation, configuration and commissioning of solution. -40 % of the payment will be released on full implementation and sign-off from the Bank.	Requesting Bank to modify the clause as "Installation, configuration and commissioning of solution. -20 % of the payment will be released on full implementation and sign-off from the Bank. "	Bidder to comply with GeM bid terms and conditions.
40	Buyer Added Bid Specific Terms and Conditions 9. Buyer Added Bid Specific ATC	19. Scope involved during Contract Period 19.8 The bidder shall provide centralized complaint booking/lodging facility to the bank and the dash board, if available, shall be provided to the Bank. The method of booking complaints shall be E-mail, Toll-free no, on line portal, web, etc	ITSM to be factored - Question on on -prem or cloud based to be asked.	Bank is looking for a support portal with the OEM for booking complaints. No change in clause.
41	Buyer Added Bid Specific Terms and Conditions 9. Buyer Added Bid Specific ATC	19. Scope involved during Contract Period 19.10 Bidder should keep the Bank explicitly informed about the end of support dates on related products/ hardware and should ensure support during warranty period	Threat advisory services to be included?	Bidder to comply with GeM bid terms and conditions.
42	Buyer Added Bid Specific Terms and Conditions 9. Buyer Added Bid Specific ATC	20. Local support 20.1 The bidder is responsible for providing Incident Management for offered solution. Bidder is responsible for providing practical solution for resolution of the issues and implementation of the same to resolve the issue	Extent of incident management to be clarified along with severity matric definition for priority of tickets	Bidder to comply with GeM bid terms and conditions.

43	Buyer Added Bid Specific Terms and Conditions

9. Buyer Added Bid Specific ATC | 20. Local support
20.3 The bidder will be responsible for attending complaints during all hours 24x7x365 basis of contract period. | If on premise team is during business hours, the 24/7 can be remote soc - pre bid query - conditions for remote soc and resource requirements? | Bidder to comply with GeM bid terms and conditions. |
| 44 | Buyer Added Bid Specific Terms and Conditions

9. Buyer Added Bid Specific ATC | 37. Order Cancellation/Termination of Contract
37.1 The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions: | We propose modification:The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract in case Bidder is not capable to rectify the default within the 30 days of cure period post notification sent by Bank in the event of one or more of the following conditions: | Bidder to comply with GeM bid terms and conditions. |
| 45 | Buyer Added Bid Specific Terms and Conditions

9. Buyer Added Bid Specific ATC | 49. Intellectual Property Rights | Tata Comm shall modify or replace the infringed material with the non infringing materials. However, it shall not provide any indemnification for the same. | Bidder to comply with GeM bid terms and conditions. |
| 46 | Buyer Added Bid Specific Terms and Conditions

9. Buyer Added Bid Specific ATC | 51. Indemnity | Insertion of two new clauses: 51.2.3

"NOTWITHSTANDING ANY OTHER PROVISION HEREOF, NEITHER PARTY SHALL BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, EXEMPLARY OR PUNITIVE DAMAGES"

51.2.4 .

"NOTWITHSTANDING THE ABOVE, THE BIDDER SHALL IN NO EVENT BE LIABLE IN AN AMOUNT THAT EXCEEDS, IN THE AGGREGATE FOR ALL SUCH LIABILITIES, THE MOST RECENT TWELVE (12) MONTHS OF CHARGES COLLECTED BY BIDDER PURSUANT TO THE APPLICABLE COF GIVING RISE TO THE LIABILITY." | Bidder to comply with GeM bid terms and conditions. |
| 47 | Buyer Added Bid Specific Terms and Conditions

9. Buyer Added Bid Specific ATC | 52. Force Majeure: | iv. Force Majeure Conditions - We propose extension of the force majeure condition period from 10 days to 60 days before terminating the contract by either parties | Bidder to comply with GeM bid terms and conditions. |
| 48 | ATC

Annexure-1
Scope of Work

1. Broad Scope: | 1.7. The entire solution shall be deployed on-premises in the Bank's DC & DR locations in Active-Active mode with load balancing within and between DC and DR. The entire solution shall support high availability between DC and DR. Both DC & DR Setups should be individually capable of catering the entire scope of the solution. Said load balancing should be an in-built feature of the solution and no external load balancing appliance should be required. The architecture for the DC-DR Setup has to be vetted by the OEM | Next Gen AV solutions should be cloud powered to adapts to changing threats by utilizing advance analytics and big data.
Request to change the clause to "Solution should be a cloud-delivered endpoint security solution with in built HA & monthly uptime of atleast 99.9 %". | Bidder to comply with GeM bid terms and conditions. |

49	ATC Annexure-1 Scope of Work 1. Broad Scope:	1.7. The entire solution shall be deployed on-premises in the Bank's DC & DR locations in Active-Active mode with load balancing within and between DC and DR. The entire solution shall support high availability between DC and DR. Both DC & DR Setups should be individually capable of catering the entire scope of the solution. Said load balancing should be an in-built feature of the solution and no external load balancing appliance should be required. The architecture for the DC-DR Setup has to be vetted by the OEM	It is vendor specific point, to have greater paticipation request Bank to remove this point or remove the HA capabilities	To maintain uptime and compliance it is necessary that the solution is designed with Active-Active mode with high availability.
50	ATC Annexure-1 Scope of Work 1. Broad Scope:	1.8. The bidder should create one instance of UAT setup in DC location in addition to the production setup for testing policy/upgrades before deployment in production.	Request bank to confirm if Bidder should consider this also as a part of the Hardware sizing?	Yes. UAT setup to be provided by the bidder.
51	ATC Annexure-1 Scope of Work 2. Scope of Endpoint Antivirus Solution:	2.1. The Bidder shall design, implement and maintain the Centralized Antivirus Solution for the updation of Antivirus on all existing and new endpoints including Desktops, Laptops, Kiosks, etc. at branches, ROs, COs, HO and any other office locations of the Bank, with Central Server Setup at the DC & DR locations, during the tenure of the contract.	Request the Bank to provide the detials regarding the Kiosks devices such as: 1. what is the qty of Kiosks machines in this RFP scope? 2. What OS are they running on these Kiosks machines?	Details will be shared with selected bidder
52	ATC Annexure-1 Scope of Work 2. Scope of Endpoint Antivirus Solution:	2.1. The Bidder shall design, implement and maintain the Centralized Antivirus Solution for the updation of Antivirus on all existing and new endpoints including Desktops, Laptops, Kiosks, etc. at branches, ROs, COs, HO and any other office locations of the Bank, with Central Server Setup at the DC & DR locations, during the tenure of the contract.	Request the bank to provide the detials regarding the Kiosks devices such as: 1. what is the qty of Kiosks machines in this RFP scope? 2. What OS are they running on these Kiosks machines?	Details will be shared with selected bidder
53	ATC Annexure-1 Scope of Work 2. Scope of Endpoint Antivirus Solution:	2.2. Bidder has to ensure more than 99% updation for N-7(days) signatures released by OEM for all the desktops of the Bank at any point of time during the contract period.	Request Bank to amend as " Bidder has to ensure more than 95% updation for N-7(days) signatures released by OEM for all the desktops of the Bank at any point of time during the contract period "	Bidder to comply with GeM bid terms and conditions.

54	ATC Annexure-2 Technical Requirements A. Technical Experience	Evaluation parameter: (Sl. No.1) The bidder should provide proof of having Supplied & Maintained minimum 50,000 Anti-virus Licenses (with all components including ATP and application control) as a single installation for any Government Organizations / PSUs / BFSI / Listed companies in India during the last two years as on GeM bid date. Documents to be submitted: The bidder should submit the details of contract like Work Orders & reference Letters from the Clients in their name to this effect.	Request to revise this to - "The bidder/OEM should provide proof of having Supplied & Maintained minimum 50,000 Anti-virus Licenses (with all components including ATP and application control) as a single installation for any Government Organizations / PSUs / BFSI / Listed companies in India during the last two years as on GeM bid date."	The GeM bid clause is modified as under: "1. The bidder should provide proof of having Supplied & Maintained minimum 50,000 Anti-virus Licenses (with all components including ATP and application control) as a single/multiple (upto 3) installation for any Government Organizations / PSUs / BFSI / Listed companies in India during the last two years as on GeM bid date. Documents to be submitted The bidder should submit the details of contract like Work Orders & reference Letters from the Clients in their name to this effect."
55	ATC Annexure-2 Technical Requirements A. Technical Experience	Evaluation parameter: (Sl. No.1) The bidder should provide proof of having Supplied & Maintained minimum 50,000 Anti-virus Licenses (with all components including ATP and application control) as a single installation for any Government Organizations / PSUs / BFSI / Listed companies in India during the last two years as on GeM bid date. Documents to be submitted: The bidder should submit the details of contract like Work Orders & reference Letters from the Clients in their name to this effect.	Requesting Bank to modify the clause as "The bidder should provide proof of having Supplied & Maintained minimum 25,000 Anti-virus Licenses as a single installation for any Government Organizations / PSUs / BFSI / Listed companies in India during the last two years as on GeM bid date."	The GeM bid clause is modified as under: "1. The bidder should provide proof of having Supplied & Maintained minimum 50,000 Anti-virus Licenses (with all components including ATP and application control) as a single/multiple (upto 3) installation for any Government Organizations / PSUs / BFSI / Listed companies in India during the last two years as on GeM bid date. Documents to be submitted The bidder should submit the details of contract like Work Orders & reference Letters from the Clients in their name to this effect."
56	ATC Annexure-2 Technical Requirements A. Technical Experience	Evaluation parameter: (Sl. No.1) The bidder should provide proof of having Supplied & Maintained minimum 50,000 Anti-virus Licenses (with all components including ATP and application control) as a single installation for any Government Organizations / PSUs / BFSI / Listed companies in India during the last two years as on GeM bid date. Documents to be submitted: The bidder should submit the details of contract like Work Orders & reference Letters from the Clients in their name to this effect.	Requesting the clause to be revised to "The bidder/OEM should provide proof of having Supplied & Maintained minimum 50,000 Anti-virus Licenses (with all components including ATP and application control) as a single installation for any Government Organizations / PSUs / BFSI / Listed companies in India during the last two years as on GeM bid date.	The GeM bid clause is modified as under: "1. The bidder should provide proof of having Supplied & Maintained minimum 50,000 Anti-virus Licenses (with all components including ATP and application control) as a single/multiple (upto 3) installation for any Government Organizations / PSUs / BFSI / Listed companies in India during the last two years as on GeM bid date. Documents to be submitted The bidder should submit the details of contract like Work Orders & reference Letters from the Clients in their name to this effect."
57	ATC Annexure-2 Technical Requirements A. Technical Experience	Evaluation parameter: (Sl. No.1) The bidder should provide proof of having Supplied & Maintained minimum 50,000 Anti-virus Licenses (with all components including ATP and application control) as a single installation for any Government Organizations / PSUs / BFSI / Listed companies in India during the last two years as on GeM bid date. Documents to be submitted: The bidder should submit the details of contract like Work Orders & reference Letters from the Clients in their name to this effect.	Request Bank to amend as " The bidder should provide proof of having Supplied & Maintained minimum 19,000 Anti-virus Licenses (including ATP) as a single installation for any Government Organizations / PSUs / BFSI / Listed companies in India during the last five years as on GeM bid date "	The GeM bid clause is modified as under: "1. The bidder should provide proof of having Supplied & Maintained minimum 50,000 Anti-virus Licenses (with all components including ATP and application control) as a single/multiple (upto 3) installation for any Government Organizations / PSUs / BFSI / Listed companies in India during the last two years as on GeM bid date. Documents to be submitted The bidder should submit the details of contract like Work Orders & reference Letters from the Clients in their name to this effect."

58	ATC Annexure-2 Technical Requirements A. Technical Experience	Evaluation parameter: (Sl. No.1) The bidder should provide proof of having Supplied & Maintained minimum 50,000 Anti-virus Licenses (with all components including ATP and application control) as a single installation for any Government Organizations / PSUs / BFSI / Listed companies in India during the last two years as on GeM bid date. Documents to be submitted: The bidder should submit the details of contract like Work Orders & reference Letters from the Clients in their name to this effect.	Though the bank specifies the over all requirement as one lakh twenty five thousands. We can see the initial requirement is only for 42,500 and there is a request for additional 82,500 units in lot. Hence request the bank to consider minimum eligibility criteria as 30,000 Units . Kindly make revision as per mentioned below:- The bidder or OEM should provide proof of having supplied & maintained minimum 25000 End Point Cyber Security solution with antivirus based on Application Whitelisting with all the components of application control as a single installation for any Government Organizations / PSUs / BFSI / Listed companies in India during the last one year.	The GeM bid clause is modified as under: "1. The bidder should provide proof of having Supplied & Maintained minimum 50,000 Anti-virus Licenses (with all components including ATP and application control) as a single/multiple (upto 3) installation for any Government Organizations / PSUs / BFSI / Listed companies in India during the last two years as on GeM bid date. Documents to be submitted The bidder should submit the details of contract like Work Orders & reference Letters from the Clients in their name to this effect."
59	ATC Annexure-2 Technical Requirements A. Technical Experience	Evaluation parameter: (Sl. No.1) The bidder should provide proof of having Supplied & Maintained minimum 50,000 Anti-virus Licenses (with all components including ATP and application control) as a single installation for any Government Organizations / PSUs / BFSI / Listed companies in India during the last two years as on GeM bid date. Documents to be submitted: The bidder should submit the details of contract like Work Orders & reference Letters from the Clients in their name to this effect.	In India EDR/XDR as a technology is in nacent stage of implementation and the most customers prefer Cloud based EDR for the user count you have mentioned. Hence for On prem we request bank to consider 20000 node deployment reference for AV, and EDR in last 4 years OR The OEM should have 50K node reference of AV , EDR/XDR reference in India in last 2 Years for any Government Organizations / PSUs / BFSI / Listed companies in India during the last two years as on GeM bid date.	The GeM bid clause is modified as under: "1. The bidder should provide proof of having Supplied & Maintained minimum 50,000 Anti-virus Licenses (with all components including ATP and application control) as a single/multiple (upto 3) installation for any Government Organizations / PSUs / BFSI / Listed companies in India during the last two years as on GeM bid date. Documents to be submitted The bidder should submit the details of contract like Work Orders & reference Letters from the Clients in their name to this effect."
60	ATC Annexure-2 Technical Requirements A. Technical Experience	Evaluation parameter: (Sl. No.1) The bidder should provide proof of having Supplied & Maintained minimum 50,000 Anti-virus Licenses (with all components including ATP and application control) as a single installation for any Government Organizations / PSUs / BFSI / Listed companies in India during the last two years as on GeM bid date. Documents to be submitted: The bidder should submit the details of contract like Work Orders & reference Letters from the Clients in their name to this effect.	Request Bank to amend the clause as "The bidder should provide proof of having Supplied & Implemented minimum 25,000 Anti-virus Licenses as a single installation for any Government Organizations / PSUs / BFSI / Listed companies in India during the last two years as on GeM bid date."	The GeM bid clause is modified as under: "1. The bidder should provide proof of having Supplied & Maintained minimum 50,000 Anti-virus Licenses (with all components including ATP and application control) as a single/multiple (upto 3) installation for any Government Organizations / PSUs / BFSI / Listed companies in India during the last two years as on GeM bid date. Documents to be submitted The bidder should submit the details of contract like Work Orders & reference Letters from the Clients in their name to this effect."
61	ATC Annexure-2 Technical Requirements A. Technical Experience	Evaluation parameter: (Sl. No.1) The bidder should provide proof of having Supplied & Maintained minimum 50,000 Anti-virus Licenses (with all components including ATP and application control) as a single installation for any Government Organizations / PSUs / BFSI / Listed companies in India during the last two years as on GeM bid date. Documents to be submitted: The bidder should submit the details of contract like Work Orders & reference Letters from the Clients in their name to this effect.	Request for change: We request bank to also include any enterprise organizations as well and also reduce the AV licenses to 250000.	The GeM bid clause is modified as under: "1. The bidder should provide proof of having Supplied & Maintained minimum 50,000 Anti-virus Licenses (with all components including ATP and application control) as a single/multiple (upto 3) installation for any Government Organizations / PSUs / BFSI / Listed companies in India during the last two years as on GeM bid date. Documents to be submitted The bidder should submit the details of contract like Work Orders & reference Letters from the Clients in their name to this effect."

62	ATC Annexure-2 Technical Requirements A. Technical Experience	Evaluation parameter: (Sl. No.2) The proposed solution should have been implemented (not necessarily by the bidder) with minimum 50,000 Anti-virus Licenses (with all components including ATP and application control) as a single installation for any Government Organizations / PSUs / BFSI / Listed companies in India during the last two years as on GeM bid date. Documents to be submitted: The bidder should submit the details of contract like Work Orders & reference Letters from the Clients to this effect.	Kindly make revision as per mentioned below:- The proposed solution should have been implemented (not necessarily by the bidder) on minimum 25000 End Points as Cyber Security solution with antivirus based on Application Whitelisting protection mechanism and all components including application control) as a single installation for any Government Organizations / PSUs / BFSI / Listed companies in India during the one year.	The GeM bid clause is modified as under: "2. The proposed solution should have been implemented (not necessarily by the bidder) with minimum 50,000 Anti-virus Licenses (with all components including ATP and application control) as a single/multiple (upto 2) installation for any Government Organizations / PSUs / BFSI / Listed companies in India during the last two years as on GeM bid date. Documents to be submitted The bidder should submit the details of contract like Work Orders & reference Letters from the Clients to this effect."
63	ATC Annexure-2 Technical Requirements A. Technical Experience	Evaluation parameter: (Sl. No.2) The proposed solution should have been implemented (not necessarily by the bidder) with minimum 50,000 Anti-virus Licenses (with all components including ATP and application control) as a single installation for any Government Organizations / PSUs / BFSI / Listed companies in India during the last two years as on GeM bid date. Documents to be submitted: The bidder should submit the details of contract like Work Orders & reference Letters from the Clients to this effect. ‹	What do you mean by Single installation? Since our clients are under NDA, no work orders/Reference letters can be provided. Upon confirmation/approval from client, a reference call can be set up. Request to change to this clause to -- The proposed solution should have been implemented (not necessarily by the bidder) with minimum 50,000 Anti-virus Licenses (preferably with all components including ATP and application control) installation for any Government Organizations / PSUs / BFSI / Listed companies in India or globally during the last 5 years.. --- The bidder should submit the details of contract like Work Orders & reference Letters or reference call from the Clients to this effect.	The GeM bid clause is modified as under: "2. The proposed solution should have been implemented (not necessarily by the bidder) with minimum 50,000 Anti-virus Licenses (with all components including ATP and application control) as a single/multiple (upto 2) installation for any Government Organizations / PSUs / BFSI / Listed companies in India during the last two years as on GeM bid date. Documents to be submitted The bidder should submit the details of contract like Work Orders & reference Letters from the Clients to this effect."
64	ATC Annexure-2 Technical Requirements A. Technical Experience	Evaluation parameter: (Sl. No.2) The proposed solution should have been implemented (not necessarily by the bidder) with minimum 50,000 Anti-virus Licenses (with all components including ATP and application control) as a single installation for any Government Organizations / PSUs / BFSI / Listed companies in India during the last two years as on GeM bid date. Documents to be submitted: The bidder should submit the details of contract like Work Orders & reference Letters from the Clients to this effect.	In India EDR/XDR as a technology is in nacent stage of implementation and the most customers prefer Cloud based EDR for the user count you have mentioned. Hence for On prem we request bank to consider 20000 node deployment reference for AV, and EDR in last 4 years OR The OEM should have 50K node reference of AV , EDR/XDR reference in India in last 2 Years for any Government Organizations / PSUs / BFSI / Listed companies in India during the last two years as on GeM bid date.	The GeM bid clause is modified as under: "2. The proposed solution should have been implemented (not necessarily by the bidder) with minimum 50,000 Anti-virus Licenses (with all components including ATP and application control) as a single/multiple (upto 2) installation for any Government Organizations / PSUs / BFSI / Listed companies in India during the last two years as on GeM bid date. Documents to be submitted The bidder should submit the details of contract like Work Orders & reference Letters from the Clients to this effect."
65	ATC Annexure-2 Technical Requirements A. Technical Experience	Evaluation parameter: (Sl. No.4) The OEM should be in business of Development / Manufacturing / Selling Information Security products in India during the last two years as on GeM bid date. Documents to be submitted: Bidder should provide the purchase order copy or reference letter to this effect.	Request to change to Purchase order copy or reference letter or reference call Since our clients are under NDA, no work orders/Reference letters can be provided. Upon confirmation/approval from client, a reference call can be set up.	Bidder to comply with GeM bid terms and conditions.
66	ATC Annexure-2 Technical Requirements A. Technical Experience	Evaluation parameter: (Sl. No.5) The proposed solution should be ISO-27001 & ISO 27017 certified. Documents to be submitted: Bidder should submit valid ISO-27001 & ISO 27017 certificate.	Request Bank to delete this clause as these 2 ISO standards are applicable only where the solution is hosted in the cloud (SaaS model)	The GeM bid clause is modified as under: "5. The bidder should be fully compliant with ISO27001 controls at the time of bidding. Bidder should submit valid ISO 27001 certificate."

67	ATC Annexure-2 Technical Requirements A. Technical Experience	Evaluation parameter: (Sl. No.5) The proposed solution should be ISO-27001 & ISO 27017 certified. Documents to be submitted: Bidder should submit valid ISO-27001 & ISO 27017 certificate.	Kindly make revision as per mentioned below:-The proposed solution or OEM should be ISO-27001 & ISO 20000 and ISO 9001 certified	The GeM bid clause is modified as under: "5. The bidder should be fully compliant with ISO27001 controls at the time of bidding. Bidder should submit valid ISO 27001 certificate."
68	ATC Annexure-2 Technical Requirements A. Technical Experience	Evaluation parameter: (Sl. No.5) The proposed solution should be ISO-27001 & ISO 27017 certified. Documents to be submitted: Bidder should submit valid ISO-27001 & ISO 27017 certificate.	Request the bank to delete this clause as these 2 ISO standards are applicable only where the solution is hosted in the cloud(SaaS model)	The GeM bid clause is modified as under: "5. The bidder should be fully compliant with ISO27001 controls at the time of bidding. Bidder should submit valid ISO 27001 certificate."
69	ATC Annexure-2 Technical Requirements A. Technical Experience	Evaluation parameter: (Sl. No.6) The solution with all components (Anti-virus, ATP and application control) should have been available in the market for atleast preceding two years. Documents to be submitted: OEM certificate / product sheet mentioning the date of release of the product/component.	Kindly make revision as per mentioned below:-The solution with all components (Cyber security application Whitelisting and application control) should have been available in the market for atleast preceding two years.	Bidder to comply with GeM bid terms and conditions.
70	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 1. Bank propose to implement a Comprehensive Endpoint Antivirus, Application Whitelisting, Sandbox and Advanced Threat Protection Solution for approx., 1.25 Lakh endpoints for period of 5 Years.	Kindly make revision as per mentioned below:-Bank propose to implement a Comprehensive Endpoint Cyber Security solution with application Whitelisting based Antivirus, Sandbox and Advanced Threat Protection Solution for approx., 1.25 Lakh endpoints for period of 5 Years.	Bidder to comply with GeM bid terms and conditions.
71	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 3. The entire solution shall be deployed on-premises in the Bank's DC & DR locations in Active-Active mode with load balancing within and between DC and DR. The entire solution shall support high availability between DC and DR. Both DC & DR Setups should be individually capable of catering the entire scope of the solution. Said load balancing should be an in-built feature of the solution and no external load balancing appliance should be required. The architecture for the DC-DR Setup has to be vetted by the OEM.	Request for change: We request bank to change the clause as below: "The entire solution shall be deployed on-premises in the Bank's DC & DR location. The entire solution shall support high availability between DC and DR. The architecture for the DC-DR Setup has to be vetted by the OEM." Justification: Each vendor follows different architecture to support solution availability. We have an architecture to make sure service is always available. We have no single point of failure for policy management. Please clarify if bank is ok with this approach.	Bidder to comply with GeM bid terms and conditions.

72	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 3. The entire solution shall be deployed on-premises in the Bank's DC & DR locations in Active-Active mode with load balancing within and between DC and DR. The entire solution shall support high availability between DC and DR. Both DC & DR Setups should be individually capable of catering the entire scope of the solution. Said load balancing should be an in-built feature of the solution and no external load balancing appliance should be required. The architecture for the DC-DR Setup has to be vetted by the OEM.	Next Gen AV solutions should be cloud powered to adapts to changing threats by utilizing advance analytics and big data. Request to change the clause to "Solution should be a cloud-delivered endpoint security solution with in built HA & monthly uptime of atleast 99.9 %".	Bidder to comply with GeM bid terms and conditions.
73	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 3. The entire solution shall be deployed on-premises in the Bank's DC & DR locations in Active-Active mode with load balancing within and between DC and DR. The entire solution shall support high availability between DC and DR. Both DC & DR Setups should be individually capable of catering the entire scope of the solution. Said load balancing should be an in-built feature of the solution and no external load balancing appliance should be required. The architecture for the DC-DR Setup has to be vetted by the OEM.	Request for change: We request bank to change the clause as below: "The entire solution shall be deployed on-premises in the Bank's DC & DR location. The entire solution shall support high availability between DC and DR. The architecture for the DC-DR Setup has to be vetted by the OEM." Justification: Each vendor follows different architecture to support solution availability. We have an architecture to make sure service is always available. We have no single point of failure for policy management. Please clarify if bank is ok with this approach.	Bidder to comply with GeM bid terms and conditions.
74	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 3. The entire solution shall be deployed on-premises in the Bank's DC & DR locations in Active-Active mode with load balancing within and between DC and DR. The entire solution shall support high availability between DC and DR. Both DC & DR Setups should be individually capable of catering the entire scope of the solution. Said load balancing should be an in-built feature of the solution and no external load balancing appliance should be required. The architecture for the DC-DR Setup has to be vetted by the OEM.	Request the bank to modify the clause to "The entire solution shall be deployed on-premises in the Bank's DC & DR locations in Active-Active/Active-standby mode. Both DC & DR Setups should be individually capable of catering the entire scope of the solution. The architecture for the DC-DR Setup has to be vetted by the OEM.	Bidder to comply with GeM bid terms and conditions.
75	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 3. The entire solution shall be deployed on-premises in the Bank's DC & DR locations in Active-Active mode with load balancing within and between DC and DR. The entire solution shall support high availability between DC and DR. Both DC & DR Setups should be individually capable of catering the entire scope of the solution. Said load balancing should be an in-built feature of the solution and no external load balancing appliance should be required. The architecture for the DC-DR Setup has to be vetted by the OEM.	Request for change: We request bank to change the clause as below: "The entire solution shall be deployed on-premises in the Bank's DC & DR location. The entire solution shall support high availability between DC and DR. The architecture for the DC-DR Setup has to be vetted by the OEM." Justification: Each vendor follows different architecture to support solution availability. We have an architecture to make sure service is always available. We have no single point of failure for policy management. Please clarify if bank is ok with this approach.	Bidder to comply with GeM bid terms and conditions.

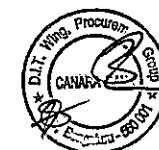|				
76	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 3. The entire solution shall be deployed on-premises in the Bank's DC & DR locations in Active-Active mode with load balancing within and between DC and DR. The entire solution shall support high availability between DC and DR. Both DC & DR Setups should be individually capable of catering the entire scope of the solution. Said load balancing should be an in-built feature of the solution and no external load balancing appliance should be required. The architecture for the DC-DR Setup has to be vetted by the OEM.	Request for change: We request bank to change the clause as below: "The entire solution shall be deployed on-premises in the Bank's DC & DR location. The entire solution shall support high availability between DC and DR. The architecture for the DC-DR Setup has to be vetted by the OEM." Justification: Each vendor follows different architecture to support solution availability. We have an architecture to make sure service is always available. We have no single point of failure for policy management. Please clarify if bank is ok with this approach.	Bidder to comply with GeM bid terms and conditions.
77	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 3. The entire solution shall be deployed on-premises in the Bank's DC & DR locations in Active-Active mode with load balancing within and between DC and DR. The entire solution shall support high availability between DC and DR. Both DC & DR Setups should be individually capable of catering the entire scope of the solution. Said load balancing should be an in-built feature of the solution and no external load balancing appliance should be required. The architecture for the DC-DR Setup has to be vetted by the OEM.	Request the Bank to modify the clause to "The entire solution shall be deployed on-premises in the Bank's DC & DR locations in Active-Active/Active-standby mode. Both DC & DR Setups should be individually capable of catering the entire scope of the solution. The architecture for the DC-DR Setup has to be vetted by the OEM.	Bidder to comply with GeM bid terms and conditions.
78	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 5. The solution should provide support across platforms of operating systems for endpoints - versions of Windows, Linux, MAC, Customized OS etc. The proposed solution should also support mobile operating systems like android, iOS, etc. Bidder has to mention clearly the feature parity of solution between Operating System if any.	1. Request Bank to confirm the quantity of the no. of mobile devices part of this RFP scope. 2. Request Bank to confirm if the EDR scope is also applicable to Linux systems 3. Plesase mention the total quantity of linux systems part of this rfp scope.	Details will be shared with selected bidder
79	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 5. The solution should provide support across platforms of operating systems for endpoints - versions of Windows, Linux, MAC, Customized OS etc. The proposed solution should also support mobile operating systems like android, iOS, etc. Bidder has to mention clearly the feature parity of solution between Operating System if any.	Clarification: We request bank to share the Customized OS details to check compatibility of the solution.	Details will be shared with selected bidder
80	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 5. The solution should provide support across platforms of operating systems for endpoints - versions of Windows, Linux, MAC, Customized OS etc. The proposed solution should also support mobile operating systems like android, iOS, etc. Bidder has to mention clearly the feature parity of solution between Operating System if any.	Clarification: We request bank to share the Customized OS details to check compatibility of the solution.	Details will be shared with selected bidder

81	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 5. The solution should provide support across platforms of operating systems for endpoints - versions of Windows, Linux, MAC, Customized OS etc. The proposed solution should also support mobile operating systems like android, iOS, etc. Bidder has to mention clearly the feature parity of solution between Operating System if any.	1. Request the bank to confirm the quantity of the no. of mobile devices part of this RFP scope. 2. Request the bank to confirm if the EDR scope is also applicable to Linux systems 3. Plesase mention the total quantity of linux systems part of this rfp scope.	Details will be shared with selected bidder
82	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 5. The solution should provide support across platforms of operating systems for endpoints - versions of Windows, Linux, MAC, Customized OS etc. The proposed solution should also support mobile operating systems like android, iOS, etc. Bidder has to mention clearly the feature parity of solution between Operating System if any.	Clarification: We request bank to share the Customized OS details to check compatibility of the solution.	Details will be shared with selected bidder
83	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 5. The solution should provide support across platforms of operating systems for endpoints - versions of Windows, Linux, MAC, Customized OS etc. The proposed solution should also support mobile operating systems like android, iOS, etc. Bidder has to mention clearly the feature parity of solution between Operating System if any.	Kindly mention OS version	Details will be shared with selected bidder
84	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 5. The solution should provide support across platforms of operating systems for endpoints - versions of Windows, Linux, MAC, Customized OS etc. The proposed solution should also support mobile operating systems like android, iOS, etc. Bidder has to mention clearly the feature parity of solution between Operating System if any.	Clarification: We request bank to share the Customized OS details to check compatibility of the solution.	Details will be shared with selected bidder
85	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 5. The solution should provide support across platforms of operating systems for endpoints - versions of Windows, Linux, MAC, Customized OS etc. The proposed solution should also support mobile operating systems like android, iOS, etc. Bidder has to mention clearly the feature parity of solution between Operating System if any.	AV, Application Control & EDR Components are on-prem. Can we propose Cloud management for mobile threat management.	Entire solution management should be on premises
86	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 6. The complete solution must be implemented On-Premises at the Bank's DC and DR Location. Any data of the Bank should not transit outside the Bank's environment at any point of time.	Clarification: During the scan of the file generally vendors take the meta data/trace data to check with vendor threat intelligence to convict the file. However the actual file is not taken into the cloud/vendor environment. Please clarify whether collecting the metadata/trace data to verify the reputations/intelligence is ok with the bank. Hence some telemetry data does leave the premisis. This doesnt include PII or PHI data.	Bidder to comply with GeM bid terms and conditions.

87	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 6. The complete solution must be implemented On-Premises at the Bank's DC and DR Location. Any data of the Bank should not transit outside the Bank's environment at any point of time.	Clarification: During the scan of the file generally vendors take the meta data/trace data to check with vendor threat intelligence to convict the file. However the actual file is not taken into the cloud/vendor environment. Please clarify whether collecting the metadata/trace data to verify the reputations/intelligence is ok with the bank. Hence some telemetry data does leave the premisis. This doesnt include PII or PHI data.	Bidder to comply with GeM bid terms and conditions.
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89	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 6. The complete solution must be implemented On-Premises at the Bank's DC and DR Location. Any data of the Bank should not transit outside the Bank's environment at any point of time.	Clarification: During the scan of the file generally vendors take the meta data/trace data to check with vendor threat intelligence to convict the file. However the actual file is not taken into the cloud/vendor environment. Please clarify whether collecting the metadata/trace data to verify the reputations/intelligence is ok with the bank. Hence some telemetry data does leave the premisis. This doesnt include PII or PHI data.	Bidder to comply with GeM bid terms and conditions.
90	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 6. The complete solution must be implemented On-Premises at the Bank's DC and DR Location. Any data of the Bank should not transit outside the Bank's environment at any point of time.	Next Gen AV solutions should be cloud powered to adapts to changing threats by utilizing advance analytics and big data. Request to change the clause to "Solution should be a cloud-delivered endpoint security solution with in built HA & monthly uptime of atleast 99.9 %".	Bidder to comply with GeM bid terms and conditions.
91	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 7. The solution should support single installer / agent for all components of the solution. The agent size should not exceed 300MB including latest signature/pattern definitions. Updates to the signature/pattern files on the agent should be incremental and should not be more than 2 MB per update. The agent installed at endpoints should be lightweight and should not utilize more than 5% of system resources.	Request Bank to modify the clause to "The solution should support single installer / agent for all components of the solution. The agent size should not exceed 350MB including latest signature/pattern definitions. Updates to the signature/pattern files on the agent should be incremental and should not be more than 2 MB per update. The agent installed at endpoints should be lightweight and should not utilize more than 5% of system resources."	Bidder to comply with GeM bid terms and conditions.
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93	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 7. The solution should support single installer / agent for all components of the solution. The agent size should not exceed 300MB including latest signature/pattern definitions. Updates to the signature/pattern files on the agent should be incremental and should not be more than 2 MB per update. The agent installed at endpoints should be lightweight and should not utilize more than 5% of system resources.	Clarification: We can achieve the utilization of system resources by configuration parameters on the EPP solution. Please clarify if bank is ok with this approach.	Bidder to comply with GeM bid terms and conditions.
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97	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 9. The Endpoint Agent uninstallation/ unloading / any activity involving changes to the agent locally should be password protected.	During cyber attacks, bad actors try to disable security features, such as antivirus protection, on your machines. The Endpoint protection solution should have a "Tamper protection" mechanism to prevent bad actors from:- - Disabling virus and threat protection - Disabling real-time protection - Turning off behavior monitoring - Disabling antivirus protection - Removing security intelligence updates - Disabling automatic actions on detected threats	Bidder to comply with GeM bid terms and conditions.
98	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 10. The Endpoint Agent should have functionality of high availability where automatic switching to available update server should take place.	Clarification: Each vendor follows different architecture to support solution availability. We have an architecture to make sure service is always available. We have no single point of failure for policy management. Please clarify if bank is ok with this approach.	The agent redirection should be automatic without any manual intervention at the agent or server level.

99	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 10. The Endpoint Agent should have functionality of high availability where automatic switching to available update server should take place.	Clarification: Each vendor follows different architecture to support solution availability. We have an architecture to make sure service is always available. We have no single point of failure for policy management. Please clarify if bank is ok with this approach.	The agent redirection should be automatic without any manual intervention at the agent or server level.
100	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 10. The Endpoint Agent should have functionality of high availability where automatic switching to available update server should take place.	Clarification: Each vendor follows different architecture to support solution availability. We have an architecture to make sure service is always available. We have no single point of failure for policy management. Please clarify if bank is ok with this approach.	The agent redirection should be automatic without any manual intervention at the agent or server level.
101	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 10. The Endpoint Agent should have functionality of high availability where automatic switching to available update server should take place.	Clarification: Each vendor follows different architecture to support solution availability. We have an architecture to make sure service is always available. We have no single point of failure for policy management. Please clarify if bank is ok with this approach.	The agent redirection should be automatic without any manual intervention at the agent or server level.
102	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 11. For laptops and tabs outside the Corporate Network, policy configurations should happen through edge relay server and the updates should take place directly from internet.	Request Bank to confirm the qty of tabs part of this rfp scope.	Details will be shared with selected bidder
103	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 11. For laptops and tabs outside the Corporate Network, policy configurations should happen through edge relay server and the updates should take place directly from internet.	Request the bank to confirm the qty of tabs part of this rfp scope.	Details will be shared with selected bidder
104	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 12. The Solution should be capable of integration with SIEM of the Bank, ensuring smooth and seamless flow of logs to the SIEM Server.	Clarification: Please share the details of SIEM solution used by the bank to check the compatibility.	Details will be shared with selected bidder

105	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 12. The Solution should be capable of integration with SIEM of the Bank, ensuring smooth and seamless flow of logs to the SIEM Server.	Clarification: Please share the details of SIEM solution used by the bank to check the compatibility.	Details will be shared with selected bidder
106	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 12. The Solution should be capable of integration with SIEM of the Bank, ensuring smooth and seamless flow of logs to the SIEM Server.	Clarification: Please share the details of SIEM solution used by the bank to check the compatibility.	Details will be shared with selected bidder
107	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 12. The Solution should be capable of integration with SIEM of the Bank, ensuring smooth and seamless flow of logs to the SIEM Server.	Which SIEM solution used by bank ?	Details will be shared with selected bidder
108	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 12. The Solution should be capable of integration with SIEM of the Bank, ensuring smooth and seamless flow of logs to the SIEM Server.	Clarification: Please share the details of SIEM solution used by the bank to check the compatibility.	Details will be shared with selected bidder
109	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 13. The solution provided by the bidder should work in unison with the existing security solutions implemented in the Bank viz., NAC, Active directory, SOC solutions, PIM, DLP, IT Asset Management package, Bank's firewall, IDS and IPS for threat intelligence etc.	Kindly provide details of existing security solutions and uses cases bank looking for integration with Endpoint protection solution.	Details will be shared with selected bidder
110	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 15. The solution should offer protection against zero day attack by feature of virtual patching and vulnerability protection including pre execution behavior analysis and run time behavior analysis.	Request for change: We request bank to change the clause as below: "The solution should offer protection against zero day attack by feature like virtual patching and vulnerability protection including pre execution behavior analysis and run time behavior analysis on Windows endpoints." Justification: Virtual patching is a vendor specific language. However we achieve the same by way of identifying the known malware and provide the protection to the endpoint.	The GeM bid clause is modified as under: "15. The solution should offer protection against zero day attack by features like virtual patching and vulnerability protection including pre execution behaviour analysis and run time behavior analysis."

111	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 15. The solution should offer protection against zero day attack by feature of virtual patching and vulnerability protection including pre execution behavior analysis and run time behavior analysis.	Request for change: We request bank to change the clause as below: "The solution should offer protection against zero day attack by feature like virtual patching and vulnerability protection including pre execution behavior analysis and run time behavior analysis on Windows endpoints." Justification: Virtual patching is a vendor specific language. However we achieve the same by way of identifying the known malware and provide the protection to the endpoint.	The GeM bid clause is modified as under: "15. The solution should offer protection against zero day attack by features like virtual patching and vulnerability protection including pre execution behaviour analysis and run time behavior analysis."
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113	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 15. The solution should offer protection against zero day attack by feature of virtual patching and vulnerability protection including pre execution behavior analysis and run time behavior analysis.	Virtual Patching is specifc to an OEM. Can we propose vulnerability mitigation for vulnerable applications.	The GeM bid clause is modified as under: "15. The solution should offer protection against zero day attack by features like virtual patching and vulnerability protection including pre execution behaviour analysis and run time behavior analysis."
114	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 15. The solution should offer protection against zero day attack by feature of virtual patching and vulnerability protection including pre execution behavior analysis and run time behavior analysis.	Request for change: We request bank to change the clause as below: "The solution should offer protection against zero day attack by feature like virtual patching and vulnerability protection including pre execution behavior analysis and run time behavior analysis on Windows endpoints." Justification: Virtual patching is a vendor specific language. However we achieve the same by way of identifying the known malware and provide the protection to the endpoint.	The GeM bid clause is modified as under: "15. The solution should offer protection against zero day attack by features like virtual patching and vulnerability protection including pre execution behaviour analysis and run time behavior analysis."
115	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 23. The solution should maintain a database of website reputation score that prevent end user from accessing known malicious websites. The solution should maintain a log of such attempted accesses and alert the end user on such attempts.	Clarification: Our solution maintains the reputation scores of the website in our cloud through query to maintain updated reputations for the websites. Please clarify if bank is ok to allow solution to check the reputation from cloud environment.	Entire solution should be implemented on premises

116	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 23. The solution should maintain a database of website reputation score that prevent end user from accessing known malicious websites. The solution should maintain a log of such attempted accesses and alert the end user on such attempts.	Clarification: Our solution maintains the reputation scores of the website in our cloud through query to maintain updated reputations for the websites. Please clarify if bank is ok to allow solution to check the reputation from cloud environment.	Entire solution should be implemented on premises
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119	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 29. The solution should support for uninstallation of existing anti-virus solutions from the endpoint and replacing with own agent during initial deployment or otherwise.	Request to change the clause to "The proposed solution should have capability to coexist with existing AV solution during migration stage before removing existing AV solution"	Bidder to comply with GeM bid terms and conditions.
120	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 31. Solution should be able to isolate non-compliant nodes and force latest updates on the endpoint and bring it back into the network once the agent has been updated to the latest signature available. This feature should be extended to component version updates/ hot fixes available at the agent level.	Request for Change: We request bank to change the clause as below: "Solution should be able to report non-compliant nodes. Solution should be able to automatically update DAT on the nodes to the latest available updates on the endpoint. " Justification: EPP solutions identify the endpoints as non-complaint based on the DAT/signature versions on the endpoint. Forcing the nodes to specific version/hotfix is a functionality of Posture management solution which is not an inherent feature of EPP solution. Will it be ok to the bank to integrate with the NAC solution to achieve the said functionality?	Isolation of endpoints has to be performed by the proposed solution based on the AV updates and component versions/hotfixes only.

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124	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 33. Endpoint Protection should able to block devices based on Windows Class ID and should include USB, DVD/CD, Infrared, Bluetooth, Wi-Fi, Serial, Parallel, Fire wire, SCSI and PCMCIA. Solution should also be able to block and give read / write / execute permission for mentioned devices. The solution should be able to block auto run feature.	Request Bank to modify the clause to "Endpoint Protection should able to block devices based on Windows Class ID / Serial number and should include USB, DVD/CD, Infrared, Bluetooth, Wi-Fi, Serial, Parallel, Fire wire, SCSI and PCMCIA. Solution should also be able to block and give read / write / execute permission for mentioned devices. The solution should be able to block auto run feature."	Bidder to comply with GeM bid terms and conditions.

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126	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 34. Solution must provide automatic threat detection and response in the event of outbreak by blocking shared folders, vulnerable ports and/or deny grant access to specific files and folders for quick response and containment against outbreak. The solution must be capable of acting on the detection by isolating and cleaning the infected computers.	Request for removal of this specification. Justifications: Response and containment is a EDR use cases. We understand this RFP is specific to EPP requirements. We also understand that bank is planning to release a separate RFP for EDR requirements. Hence we request bank to consider to remove this specification.	Bidder to comply with GeM bid terms and conditions.
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130	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 35. Endpoint Antivirus should be able to deploy flexible and different security policies depending upon the AND / OR relationship of following network triggers like IP address (range or mask), hostname, DNS Server, DHCP Server, Gateway Address, Network Connection (Wireless, VPN, Ethernet, Dialup, etc.).	Request for change: We request to change the clause as below: "Endpoint Protection should be able to deploy flexible and different firewall security policies depending upon the location of the endpoint." Justification: This is a OEM specific use case and related to posture management which is not an inherent feature of EPP solution. However we can apply location aware firewall rules/rule groups on the endpoints using the host based firewall. Plesse clarify if the ask functionality is achieved by way of integrating our solution with the existing NAC solution of the bank.	Bidder to comply with GeM bid terms and conditions.
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135	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 35. Endpoint Antivirus should be able to deploy flexible and different security policies depending upon the AND / OR relationship of following network triggers like IP address (range or mask), hostname, DNS Server, DHCP Server, Gateway Address, Network Connection (Wireless, VPN, Ethernet, Dialup, etc.).		No query
136	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 36. Endpoint Antivirus solution should scan POP, IMAP, MAPI including email desktop clients like Microsoft Outlook, Lotus Notes etc. and scan e-mail and e-mail attachments before allowing for download.	Clarification: EPP solution scans the email while the user accesses the email from POP applications like outlook client on the endpoint. In case of IMAP & MAPI, which normally accessed from the browser, EPP solution doesn't scan the content. However when the users try to download the attachments, the EPP solution scans the attachments downloaded in the endpoints. Please clarify if this is the expectation from the solution.	Bidder to comply with GeM bid terms and conditions.
137	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 36. Endpoint Antivirus solution should scan POP, IMAP, MAPI including email desktop clients like Microsoft Outlook, Lotus Notes etc. and scan e-mail and e-mail attachments before allowing for download.	Clarification: EPP solution scans the email while the user accesses the email from POP applications like outlook client on the endpoint. In case of IMAP & MAPI, which normally accessed from the browser, EPP solution doesn't scan the content. However when the users try to download the attachments, the EPP solution scans the attachments downloaded in the endpoints. Please clarify if this is the expectation from the solution.	Bidder to comply with GeM bid terms and conditions.
138	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 36. Endpoint Antivirus solution should scan POP, IMAP, MAPI including email desktop clients like Microsoft Outlook, Lotus Notes etc. and scan e-mail and e-mail attachments before allowing for download.	Clarification: EPP solution scans the email while the user accesses the email from POP applications like outlook client on the endpoint. In case of IMAP & MAPI, which normally accessed from the browser, EPP solution doesn't scan the content. However when the users try to download the attachments, the EPP solution scans the attachments downloaded in the endpoints. Please clarify if this is the expectation from the solution.	Bidder to comply with GeM bid terms and conditions.
139	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 36. Endpoint Antivirus solution should scan POP, IMAP, MAPI including email desktop clients like Microsoft Outlook, Lotus Notes etc. and scan e-mail and e-mail attachments before allowing for download.	Clarification: EPP solution scans the email while the user accesses the email from POP applications like outlook client on the endpoint. In case of IMAP & MAPI, which normally accessed from the browser, EPP solution doesn't scan the content. However when the users try to download the attachments, the EPP solution scans the attachments downloaded in the endpoints. Please clarify if this is the expectation from the solution.	Bidder to comply with GeM bid terms and conditions.

140	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 37. The solution must be able to pass user-defined Indicators of Compromise (IOCs) such as file hashes (SHA1, SHA 256, MD5), IP, URLs, Domains, etc. to the Endpoint Solution so that, the Endpoint Solution can block current and future detection of similar files.	Request Bank to modify the clause to "The solution must be able to pass user-defined Indicators of Compromise (IOCs) such as file hashes (SHA1), IP, file, URLs, Domains, etc. to the Endpoint Solution so that, the Endpoint Solution can block current and future detection of similar files."	Bidder to comply with GeM bid terms and conditions.
141	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 37. The solution must be able to pass user-defined Indicators of Compromise (IOCs) such as file hashes (SHA1, SHA 256, MD5), IP, URLs, Domains, etc. to the Endpoint Solution so that, the Endpoint Solution can block current and future detection of similar files.	Request the bank to modify the clause to "The solution must be able to pass user-defined Indicators of Compromise (IOCs) such as file hashes (SHA1), IP, file, URLs, Domains, etc. to the Endpoint Solution so that, the Endpoint Solution can block current and future detection of similar files."	Bidder to comply with GeM bid terms and conditions.
142	ATC Annexure-2 Technical Requirements B. Technical Requirements	Endpoint Antivirus Solution 41. The solution should allow communication between client and server to happen over a single or two configurable ports and reduce dependency on usage of default ports (HTTPS – on different port other than port 443).		No query
143	ATC Annexure-2 Technical Requirements B. Technical Requirements	Advanced Threat Protection Solution 45. The solution should have inbuilt sandboxing facility and host virtual machines of commonly used operating systems in the Bank. Sandboxing solution must support custom images including Windows, LINUX, embedded OS, etc. to emulate actual endpoints used in Bank's environment, with ability to customize operating system, configuration, drivers, language preferences, etc.	Request the bank to modify the clause to "The solution should have inbuilt sandboxing facility and host virtual machines of commonly used operating systems in the Bank. Sandboxing solution must support custom images including Windows, LINUX, etc. to emulate actual endpoints used in Bank's environment, with ability to customize operating system, configuration, drivers, language preferences, etc."	Bidder to comply with GeM bid terms and conditions.
144	ATC Annexure-2 Technical Requirements B. Technical Requirements	Advanced Threat Protection Solution 45. The solution should have inbuilt sandboxing facility and host virtual machines of commonly used operating systems in the Bank. Sandboxing solution must support custom images including Windows, LINUX, embedded OS, etc. to emulate actual endpoints used in Bank's environment, with ability to customize operating system, configuration, drivers, language preferences, etc.	Request Bank to modify the clause to "The solution should have inbuilt sandboxing facility and host virtual machines of commonly used operating systems in the Bank. Sandboxing solution must support custom images including Windows, LINUX, etc. to emulate actual endpoints used in Bank's environment, with ability to customize operating system, configuration, drivers, language preferences, etc."	Bidder to comply with GeM bid terms and conditions.
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146	ATC Annexure-2 Technical Requirements B. Technical Requirements	Advanced Threat Protection Solution 45. The solution should have inbuilt sandboxing facility and host virtual machines of commonly used operating systems in the Bank. Sandboxing solution must support custom images including Windows, LINUX, embedded OS, etc. to emulate actual endpoints used in Bank's environment, with ability to customize operating system, configuration, drivers, language preferences, etc.	Request for change: We request bank to change the clause as below: "The solution should have inbuilt sandboxing solution and host virtual machines of commonly used operating systems in the Bank. Sandboxing solution must support custom images of Windows & Android OS, etc. to emulate actual endpoints used in Bank's environment, with ability to customize operating system, configuration, drivers, etc." Justification: Majority of the threats are identified by the EPP solution with its signature based & signature less capabilities. EPP solution deploy/sends the file for malware analysis on the sandboxing solution to take the final verdict of the file weather it is malware or a clean file. Sandboxing solutions are used to understand the intention of the malware by running in a honey pot environment rather than running in different OS.	Bidder to comply with GeM bid terms and conditions.
147	ATC Annexure-2 Technical Requirements B. Technical Requirements	Advanced Threat Protection Solution 45. The solution should have inbuilt sandboxing facility and host virtual machines of commonly used operating systems in the Bank. Sandboxing solution must support custom images including Windows, LINUX, embedded OS, etc. to emulate actual endpoints used in Bank's environment, with ability to customize operating system, configuration, drivers, language preferences, etc.	Request for change: We request bank to change the clause as below: "The solution should have inbuilt sandboxing solution and host virtual machines of commonly used operating systems in the Bank. Sandboxing solution must support custom images of Windows & Android OS, etc. to emulate actual endpoints used in Bank's environment, with ability to customize operating system, configuration, drivers, etc." Justification: Majority of the threats are identified by the EPP solution with its signature based & signature less capabilities. EPP solution deploy/sends the file for malware analysis on the sandboxing solution to take the final verdict of the file weather it is malware or a clean file. Sandboxing solutions are used to understand the intention of the malware by running in a honey pot environment rather than running in different OS.	Bidder to comply with GeM bid terms and conditions.
148	ATC Annexure-2 Technical Requirements B. Technical Requirements	Advanced Threat Protection Solution 45. The solution should have inbuilt sandboxing facility and host virtual machines of commonly used operating systems in the Bank. Sandboxing solution must support custom images including Windows, LINUX, embedded OS, etc. to emulate actual endpoints used in Bank's environment, with ability to customize operating system, configuration, drivers, language preferences, etc.	Request for change: We request bank to change the clause as below: "The solution should have inbuilt sandboxing solution and host virtual machines of commonly used operating systems in the Bank. Sandboxing solution must support custom images of Windows & Android OS, etc. to emulate actual endpoints used in Bank's environment, with ability to customize operating system, configuration, drivers, etc." Justification: Majority of the threats are identified by the EPP solution with its signature based & signature less capabilities. EPP solution deploy/sends the file for malware analysis on the sandboxing solution to take the final verdict of the file weather it is malware or a clean file. Sandboxing solutions are used to understand the intention of the malware by running in a honey pot environment rather than running in different OS.	Bidder to comply with GeM bid terms and conditions.

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150	ATC Annexure-2 Technical Requirements B. Technical Requirements	Advanced Threat Protection Solution 46. Sandboxing solution should be dedicated Appliance on-premise, preferably with purpose built hardened operating system. Services and ports that are not required for ATP shall be disabled. The sandboxing device should be able to securely analyze sample collected from endpoint locally in the on-premise device and should not require to share the file samples/data to cloud/global network to complete the malware analysis.	Clarification: Can we consider Sandboxing solution as software/virtual appliances? or we need to consider only the hardware based appliance? Please clarify.	Bidder to comply with GeM bid terms and conditions.
151	ATC Annexure-2 Technical Requirements B. Technical Requirements	Advanced Threat Protection Solution 46. Sandboxing solution should be dedicated Appliance on-premise, preferably with purpose built hardened operating system. Services and ports that are not required for ATP shall be disabled. The sandboxing device should be able to securely analyze sample collected from endpoint locally in the on-premise device and should not require to share the file samples/data to cloud/global network to complete the malware analysis.	Clarification: Can we consider Sandboxing solution as software/virtual appliances? or we need to consider only the hardware based appliance? Please clarify.	Bidder to comply with GeM bid terms and conditions.
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154	ATC Annexure-2 Technical Requirements B. Technical Requirements	Advanced Threat Protection Solution 49. The solution should create an event for any activity on the endpoint. The solution should correlate similar malicious events created across endpoints into an incident for review of the administrator.	Request for removal of this specification. Justifications: Correlation of similar malicious events and incident review is a EDR use cases. We understand this RFP is specific to EPP requirements. We also understand that bank is planning to release a separate RFP for EDR requirements. Hence we request bank to consider to remove this specification. Also, as the proposed solution would be integrated with SIEM, hence bank can run correlation at SIEM.	Bidder to comply with GeM bid terms and conditions.
155	ATC Annexure-2 Technical Requirements B. Technical Requirements	Advanced Threat Protection Solution 49. The solution should create an event for any activity on the endpoint. The solution should correlate similar malicious events created across endpoints into an incident for review of the administrator.	Request the bank to modify the clause to "The solution should create an event for any activity on the endpoint. The solution should able to provide the RCA of the activity perfromed by the threat within the endpoint"	Bidder to comply with GeM bid terms and conditions.
156	ATC Annexure-2 Technical Requirements B. Technical Requirements	Advanced Threat Protection Solution 49. The solution should create an event for any activity on the endpoint. The solution should correlate similar malicious events created across endpoints into an incident for review of the administrator.	Request Bank to modify the clause to "The solution should create an event for any activity on the endpoint. The solution should able to provide the RCA of the activity perfromed by the threat within the endpoint"	Bidder to comply with GeM bid terms and conditions.
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160	ATC Annexure-2 Technical Requirements B. Technical Requirements	Advanced Threat Protection Solution 50. The solution should support containment activity (deletion of malware, stopping/removal of services, etc.) of such identified incidents across all the endpoints based on the criticality of the events.	Request for removal of this specification. Justifications: Containment is a EDR use cases. We understand this RFP is specific to EPP requirements. We also understand that bank is planning to release a separate RFP for EDR requirements. Hence we request bank to consider to remove this specification.	Bidder to comply with GeM bid terms and conditions.
161	ATC Annexure-2 Technical Requirements B. Technical Requirements	Advanced Threat Protection Solution 50. The solution should support containment activity (deletion of malware, stopping/removal of services, etc.) of such identified incidents across all the endpoints based on the criticality of the events.	Request for removal of this specification. Justifications: Containment is a EDR use cases. We understand this RFP is specific to EPP requirements. We also understand that bank is planning to release a separate RFP for EDR requirements. Hence we request bank to consider to remove this specification.	Bidder to comply with GeM bid terms and conditions.
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164	ATC Annexure-2 Technical Requirements B. Technical Requirements	Advanced Threat Protection Solution 51. Solution should be able to provide a drill down analysis on the entire length of infection including entry of the malware, changes made on the local endpoint, identification and action taken for termination of infection along with extent of infection on other endpoints.	Request for removal of this specification. Justifications: Drill down analysis, extent of infection on other endpoints is a EDR use cases. We understand this RFP is specific to EPP requirements. We also understand that bank is planning to release a separate RFP for EDR requirements. Hence we request bank to consider to remove this specification.	Bidder to comply with GeM bid terms and conditions.
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168	ATC Annexure-2 Technical Requirements B. Technical Requirements	Advanced Threat Protection Solution 52. The solution should support endpoint quarantine/ isolation from network after identification of malware and/or spread of infection to other endpoints and allow endpoint to connect to the network after remediation by integration with the anti-virus platform. When isolated, the endpoint should still be able to communicate to the central server and take pattern/policy updates and also provide the capability such as running a coordinated command, script or a file from a network location for remediation or shutting down an endpoint etc.	Request for removal of this specification. Justifications: Quarantine/ isolation from network, remediation is a EDR use cases. We understand this RFP is specific to EPP requirements. We also understand that bank is planning to release a separate RFP for EDR requirements. Hence we request bank to consider to remove this specification.	Bidder to comply with GeM bid terms and conditions.

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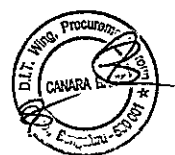|				
173	ATC Annexure-2 Technical Requirements B. Technical Requirements	Advanced Threat Protection Solution 52. The solution should support endpoint quarantine/ isolation from network after identification of malware and/or spread of infection to other endpoints and allow endpoint to connect to the network after remediation by integration with the anti-virus platform. When isolated, the endpoint should still be able to communicate to the central server and take pattern/policy updates and also provide the capability such as running a coordinated command, script or a file from a network location for remediation or shutting down an endpoint etc.	Request for removal of this specification. Justifications: Quarantine/ isolation from network, remediation is a EDR use cases. We understand this RFP is specific to EPP requirements. We also understand that bank is planning to release a separate RFP for EDR requirements. Hence we request bank to consider to remove this specification.	Bidder to comply with GeM bid terms and conditions.
174	ATC Annexure-2 Technical Requirements B. Technical Requirements	Advanced Threat Protection Solution 56. The solution should support instantaneous sweep of endpoints across Bank's network for presence of IOCs. The solution should have the capability of threat hunting, incident response, breach preparation, alert validation and triage, root cause analysis, forensic investigations and host isolation available as part of the on-premise product.	Request for removal of this specification. Justifications: Instantaneous sweep/realtime search, threat hunting, incident response, alert validation and triage, root cause analysis, forensic investigations and host isolation is a EDR use cases. We understand this RFP is specific to EPP requirements. We also understand that bank is planning to release a separate RFP for EDR requirements. Hence we request bank to consider to remove this specification.	Bidder to comply with GeM bid terms and conditions.
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178	ATC Annexure-2 Technical Requirements B. Technical Requirements	Advanced Threat Protection Solution 57. The proposed solution should have scope to import the existing list of IOCs blocked in the current solution. There should not be any CAP on the number of IOCs that can be blocked in the proposed solution. The solution should support bulk upload of IOCs like IPs, hashes, URLs, Domains, etc.	Request for change: We request bank to change the clause as below: "The proposed solution should have scope to import the existing list of IOCs blocked in the current solution into respective EPP modules." Justification: Bulk upload of IPs, URLs, Domains into the EPP solution causes lot of performance degradation on the endpoint as these IOC information will be added into the EPP modules. So, It is recommended to block IPs on the perimeter firewall solution and URLs, Domains on the Secure Web gateway solutions. However file hashes can be bulk uploaded into the EPP solution.	The GeM bid clause is modified as under: "B. Technical Requirements: 57. The proposed solution should have scope to import the existing list of IOCs blocked in the current solution. The solution should support blocking of minimum one lakh IOCs. The solution should support bulk upload of IOCs like IPs, hashes, URLs, Domains, etc."
179	ATC Annexure-2 Technical Requirements B. Technical Requirements	Advanced Threat Protection Solution 57. The proposed solution should have scope to import the existing list of IOCs blocked in the current solution. There should not be any CAP on the number of IOCs that can be blocked in the proposed solution. The solution should support bulk upload of IOCs like IPs, hashes, URLs, Domains, etc.	Adding IOC's to endpoint is like adding more signatures and increase the performance overheads for endpoint agent. It is recommended to setup a process to validate the coverage and add IOC's which is not covered by endpoint security. Adding unlimted IOC's are not recommended.	The GeM bid clause is modified as under: "B. Technical Requirements: 57. The proposed solution should have scope to import the existing list of IOCs blocked in the current solution. The solution should support blocking of minimum one lakh IOCs. The solution should support bulk upload of IOCs like IPs, hashes, URLs, Domains, etc."
180	ATC Annexure-2 Technical Requirements B. Technical Requirements	Advanced Threat Protection Solution 57. The proposed solution should have scope to import the existing list of IOCs blocked in the current solution. There should not be any CAP on the number of IOCs that can be blocked in the proposed solution. The solution should support bulk upload of IOCs like IPs, hashes, URLs, Domains, etc.	Request for change: We request bank to change the clause as below: "The proposed solution should have scope to import the existing list of IOCs blocked in the current solution into respective EPP modules." Justification: Bulk upload of IPs, URLs, Domains into the EPP solution causes lot of performance degradation on the endpoint as these IOC information will be added into the EPP modules. So, It is recommended to block IPs on the perimeter firewall solution and URLs, Domains on the Secure Web gateway solutions. However file hashes can be bulk uploaded into the EPP solution.	The GeM bid clause is modified as under: "B. Technical Requirements: 57. The proposed solution should have scope to import the existing list of IOCs blocked in the current solution. The solution should support blocking of minimum one lakh IOCs. The solution should support bulk upload of IOCs like IPs, hashes, URLs, Domains, etc."
181	ATC Annexure-2 Technical Requirements B. Technical Requirements	Advanced Threat Protection Solution 57. The proposed solution should have scope to import the existing list of IOCs blocked in the current solution. There should not be any CAP on the number of IOCs that can be blocked in the proposed solution. The solution should support bulk upload of IOCs like IPs, hashes, URLs, Domains, etc.	Request Bank to modify the clause to "The proposed solution should have scope to import the existing list of IOCs blocked in the current solution. The solution should support bulk upload of IOCs like IPs, hashes, URLs, Domains, etc"	The GeM bid clause is modified as under: "B. Technical Requirements: 57. The proposed solution should have scope to import the existing list of IOCs blocked in the current solution. The solution should support blocking of minimum one lakh IOCs. The solution should support bulk upload of IOCs like IPs, hashes, URLs, Domains, etc."

182	ATC Annexure-2 Technical Requirements B. Technical Requirements	Advanced Threat Protection Solution 57. The proposed solution should have scope to import the existing list of IOCs blocked in the current solution. There should not be any CAP on the number of IOCs that can be blocked in the proposed solution. The solution should support bulk upload of IOCs like IPs, hashes, URLs, Domains, etc.	Request for change: We request bank to change the clause as below: "The proposed solution should have scope to import the existing list of IOCs blocked in the current solution into respective EPP modules." Justification: Bulk upload of IPs, URLs, Domains into the EPP solution causes lot of performance degradation on the endpoint as these IOC information will be added into the EPP modules. So, it is recommended to block IPs on the perimeter firewall solution and URLs, Domains on the Secure Web gateway solutions. However file hashes can be bulk uploaded into the EPP solution.	The GeM bid clause is modified as under: "B. Technical Requirements: 57. The proposed solution should have scope to import the existing list of IOCs blocked in the current solution. The solution should support blocking of minimum one lakh IOCs. The solution should support bulk upload of IOCs like IPs, hashes, URLs, Domains, etc."
183	ATC Annexure-2 Technical Requirements B. Technical Requirements	Advanced Threat Protection Solution 57. The proposed solution should have scope to import the existing list of IOCs blocked in the current solution. There should not be any CAP on the number of IOCs that can be blocked in the proposed solution. The solution should support bulk upload of IOCs like IPs, hashes, URLs, Domains, etc.	Request the bank to modify the clause to "The proposed solution should have scope to import the existing list of IOCs blocked in the current solution. The solution should support bulk upload of IOCs like IPs, hashes, URLs, Domains, etc"	The GeM bid clause is modified as under: "B. Technical Requirements: 57. The proposed solution should have scope to import the existing list of IOCs blocked in the current solution. The solution should support blocking of minimum one lakh IOCs. The solution should support bulk upload of IOCs like IPs, hashes, URLs, Domains, etc."
184	ATC Annexure-2 Technical Requirements B. Technical Requirements	Advanced Threat Protection Solution 57. The proposed solution should have scope to import the existing list of IOCs blocked in the current solution. There should not be any CAP on the number of IOCs that can be blocked in the proposed solution. The solution should support bulk upload of IOCs like IPs, hashes, URLs, Domains, etc.	Request for change: We request bank to change the clause as below: "The proposed solution should have scope to import the existing list of IOCs blocked in the current solution into respective EPP modules." Justification: Bulk upload of IPs, URLs, Domains into the EPP solution causes lot of performance degradation on the endpoint as these IOC information will be added into the EPP modules. So, it is recommended to block IPs on the perimeter firewall solution and URLs, Domains on the Secure Web gateway solutions. However file hashes can be bulk uploaded into the EPP solution.	The GeM bid clause is modified as under: "B. Technical Requirements: 57. The proposed solution should have scope to import the existing list of IOCs blocked in the current solution. The solution should support blocking of minimum one lakh IOCs. The solution should support bulk upload of IOCs like IPs, hashes, URLs, Domains, etc."
185	ATC Annexure-2 Technical Requirements B. Technical Requirements	Advanced Threat Protection Solution 60. Solution should be able to integrate with threat intelligence portal for further investigation, understanding and remediation of an attack.	Clarifications: Is bank looking to integrate EPP solution with bank's existing threat intelligence portal/platform solution. If yes, Please share the details. Most of the vendors, like us, have inbuilt threat intelligence which is used for detection and prevention.	The proposed solution should integrate with proposed OEM's threat intelligence.

186	ATC Annexure-2 Technical Requirements B. Technical Requirements	Advanced Threat Protection Solution 60. Solution should be able to integrate with threat intelligence portal for further investigation, understanding and remediation of an attack.	Clarifications: Is bank looking to integrate EPP solution with bank's existing threat intelligence portal/platform solution. If yes, Please share the details. Most of the vendors, like us, have inbuilt threat intelligence which is used for detection and prevention.	The proposed solution should integrate with proposed OEM's threat intelligence.
187	ATC Annexure-2 Technical Requirements B. Technical Requirements	Advanced Threat Protection Solution 60. Solution should be able to integrate with threat intelligence portal for further investigation, understanding and remediation of an attack.	Clarifications: Is bank looking to integrate EPP solution with bank's existing threat intelligence portal/platform solution. If yes, Please share the details. Most of the vendors, like us, have inbuilt threat intelligence which is used for detection and prevention.	The proposed solution should integrate with proposed OEM's threat intelligence.
188	ATC Annexure-2 Technical Requirements B. Technical Requirements	Advanced Threat Protection Solution 60. Solution should be able to integrate with threat intelligence portal for further investigation, understanding and remediation of an attack.	Clarifications: Is bank looking to integrate EPP solution with bank's existing threat intelligence portal/platform solution. If yes, Please share the details. Most of the vendors, like us, have inbuilt threat intelligence which is used for detection and prevention.	The proposed solution should integrate with proposed OEM's threat intelligence
189	ATC Annexure-2 Technical Requirements B. Technical Requirements	Advanced Threat Protection Solution 61. Solution must be capable of performing multiple file format analysis which includes but not limited to the following: LNK, Microsoft objects, pdf, exe files, compressed files, .chm, .swf, .jpg, .dll, .sys, .jar, etc.	Request for Change: We request bank to change the clause as below: "Solution must be capable of performing multiple file format analysis which includes but not limited to the following: Microsoft objects, pdf, exe files, compressed files, .swf, .jpg, .dll, .sys, .jar, etc." Justification: We support lot other file extensions that are not mentioned in the clause. Please consider to change the clause.	Bidder to comply with GeM bid terms and conditions.
190	ATC Annexure-2 Technical Requirements B. Technical Requirements	Advanced Threat Protection Solution 61. Solution must be capable of performing multiple file format analysis which includes but not limited to the following: LNK, Microsoft objects, pdf, exe files, compressed files, .chm, .swf, .jpg, .dll, .sys, .jar, etc.	Request for Change: We request bank to change the clause as below: "Solution must be capable of performing multiple file format analysis which includes but not limited to the following: Microsoft objects, pdf, exe files, compressed files, .swf, .jpg, .dll, .sys, .jar, etc." Justification: We support lot other file extensions that are not mentioned in the clause. Please consider to change the clause.	Bidder to comply with GeM bid terms and conditions.

191	ATC Annexure-2 Technical Requirements B. Technical Requirements	Advanced Threat Protection Solution 61. Solution must be capable of performing multiple file format analysis which includes but not limited to the following: LNK, Microsoft objects, pdf, exe files, compressed files, .chm, .swf, .jpg, .dll, .sys, .jar, etc.	Request for Change: We request bank to change the clause as below: "Solution must be capable of performing multiple file format analysis which includes but not limited to the following: Microsoft objects, pdf, exe files, compressed files, .swf, .jpg, .dll, .sys, .jar, etc." Justification: We support lot other file extensions that are not mentioned in the clause. Please consider to change the clause.	Bidder to comply with GeM bid terms and conditions.
192	ATC Annexure-2 Technical Requirements B. Technical Requirements	Advanced Threat Protection Solution 61. Solution must be capable of performing multiple file format analysis which includes but not limited to the following: LNK, Microsoft objects, pdf, exe files, compressed files, .chm, .swf, .jpg, .dll, .sys, .jar, etc.	Request for Change: We request bank to change the clause as below: "Solution must be capable of performing multiple file format analysis which includes but not limited to the following: Microsoft objects, pdf, exe files, compressed files, .swf, .jpg, .dll, .sys, .jar, etc." Justification: We support lot other file extensions that are not mentioned in the clause. Please consider to change the clause.	Bidder to comply with GeM bid terms and conditions.
193	ATC Annexure-2 Technical Requirements B. Technical Requirements	Advanced Threat Protection Solution 62. The Proposed solution should have capability to detect and stop attacker behavior within the network like hash dumping, Hash Validation, Data Extraction from Database servers, DNS queries to suspicious or known C&C Servers, etc..	Request for change: We request bank to change the clause as below: "The Proposed solution should have capability to detect and stop attacker behavior within the network like hash dumping, Hash Validation, DNS queries to suspicious or known C&C Servers, etc." Justification: EPP solutions identify any data exfiltration by the attacker but will not identify the data type if it's a classified or non classified information since it's a DLP solution functionality. Data Extraction from Database servers is a Database Activity Monitoring solution functionality and its not an inherent feature or capability of a EPP solution as the modules will not monitor the databases.	Bidder to comply with GeM bid terms and conditions.
194	ATC Annexure-2 Technical Requirements B. Technical Requirements	Advanced Threat Protection Solution 62. The Proposed solution should have capability to detect and stop attacker behavior within the network like hash dumping, Hash Validation, Data Extraction from Database servers, DNS queries to suspicious or known C&C Servers, etc..	Request for change: We request bank to change the clause as below: "The Proposed solution should have capability to detect and stop attacker behavior within the network like hash dumping, Hash Validation, DNS queries to suspicious or known C&C Servers, etc." Justification: EPP solutions identify any data exfiltration by the attacker but will not identify the data type if it's a classified or non classified information since it's a DLP solution functionality. Data Extraction from Database servers is a Database Activity Monitoring solution functionality and its not an inherent feature or capability of a EPP solution as the modules will not monitor the databases.	Bidder to comply with GeM bid terms and conditions.

195	ATC Annexure-2 Technical Requirements B. Technical Requirements	Advanced Threat Protection Solution 62. The Proposed solution should have capability to detect and stop attacker behavior within the network like hash dumping, Hash Validation, Data Extraction from Database servers, DNS queries to suspicious or known C&C Servers, etc..	Request for change: We request bank to change the clause as below: "The Proposed solution should have capability to detect and stop attacker behavior within the network like hash dumping, Hash Validation, DNS queries to suspicious or known C&C Servers, etc." Justification: EPP solutions identify any data exfiltration by the attacker but will not identify the data type if it's a classified or non classified information since it's a DLP solution functionality. Data Extraction from Database servers is a Database Activity Monitoring solution functionality and its not an inherent feature or capability of a EPP solution as the modules will not monitor the databases.	Bidder to comply with GeM bid terms and conditions.
196	ATC Annexure-2 Technical Requirements B. Technical Requirements	Advanced Threat Protection Solution 62. The Proposed solution should have capability to detect and stop attacker behavior within the network like hash dumping, Hash Validation, Data Extraction from Database servers, DNS queries to suspicious or known C&C Servers, etc..	Request for change: We request bank to change the clause as below: "The Proposed solution should have capability to detect and stop attacker behavior within the network like hash dumping, Hash Validation, DNS queries to suspicious or known C&C Servers, etc." Justification: EPP solutions identify any data exfiltration by the attacker but will not identify the data type if it's a classified or non classified information since it's a DLP solution functionality. Data Extraction from Database servers is a Database Activity Monitoring solution functionality and its not an inherent feature or capability of a EPP solution as the modules will not monitor the databases.	Bidder to comply with GeM bid terms and conditions.
197	ATC Annexure-2 Technical Requirements B. Technical Requirements	Advanced Threat Protection Solution 66. The proposed solution should have scope to import the existing list of IOCs blocked in the current solution. There should not be any CAP on the number of IOCs that can be blocked in the proposed solution.	Request Bank to modify the clause to "The proposed solution should have scope to import the existing list of IOCs blocked in the current solution."	The GeM bid clause stands deleted.
198	ATC Annexure-2 Technical Requirements B. Technical Requirements	Advanced Threat Protection Solution 66. The proposed solution should have scope to import the existing list of IOCs blocked in the current solution. There should not be any CAP on the number of IOCs that can be blocked in the proposed solution.	Request the bank to modify the clause to "The proposed solution should have scope to import the existing list of IOCs blocked in the current solution."	The GeM bid clause stands deleted.

199	ATC Annexure-2 Technical Requirements B. Technical Requirements	Application Whitelisting: Point No 67-88	Application Inventory and Whitelisting along with reputation based blocking of apps can be done with hybrid deployment. Can. We propose On-prem and cloud components for addressing the compliance.	The complete solution should be implemented on-premises
200	ATC Annexure-2 Technical Requirements B. Technical Requirements	Application Whitelisting 68. Solution provided for Whitelisting of Applications should: a. Collect Software Application Inventory from the endpoints upon installation. b. Provide Software Application repository so collected to the Bank as and when required. c. Solution should be capable to clearly provide a report of Allowed as well as Disallowed Applications with scope of customization including timestamping, user details etc. d. Solution should be capable to provide a report of logs of access of blacklisted applications/ application versions. e. All such application whitelisting/blacklisting is to be carried out on the Software repository collected from all endpoints across the Bank. f. Allowing/ Disallowing of Entire applications (files, subfiles, DLLs) and linked Services and Process upon identification has to happen based on cryptographic hashes mandatorily.	Request Bank to modify the clause to" Solution provided for Whitelisting of Applications should: a. Collect Software Application Inventory from the endpoints upon installation. b. Provide Software Application repository so collected to the Bank as and when required. c. Solution should be capable to clearly provide a report or logs of Allowed as well as Disallowed Applications with scope of customization including timestamping, user details etc. d. Solution should be capable to provide a report or export the logs of access of blacklisted applications/ application versions. e. All such application whitelisting/blacklisting is to be carried out on the Software repository collected from all endpoints across the Bank or based on the logs detected f. Allowing/ Disallowing of Entire applications (files, subfiles, DLLs) and linked Services and Process upon identification has to happen based on cryptographic hashes mandatorily."	Bidder to comply with GeM bid terms and conditions.
201	ATC Annexure-2 Technical Requirements B. Technical Requirements	Application Whitelisting 68. Solution provided for Whitelisting of Applications should: a. Collect Software Application Inventory from the endpoints upon installation. b. Provide Software Application repository so collected to the Bank as and when required. c. Solution should be capable to clearly provide a report of Allowed as well as Disallowed Applications with scope of customization including timestamping, user details etc. d. Solution should be capable to provide a report of logs of access of blacklisted applications/ application versions. e. All such application whitelisting/blacklisting is to be carried out on the Software repository collected from all endpoints across the Bank. f. Allowing/ Disallowing of Entire applications (files, subfiles, DLLs) and linked Services and Process upon identification has to happen based on cryptographic hashes mandatorily.	Request the bank to modify the clause to" Solution provided for Whitelisting of Applications should: a. Collect Software Application Inventory from the endpoints upon installation. b. Provide Software Application repository so collected to the Bank as and when required. c. Solution should be capable to clearly provide a report or logs of Allowed as well as Disallowed Applications with scope of customization including timestamping, user details etc. d. Solution should be capable to provide a report or export the logs of access of blacklisted applications/ application versions. e. All such application whitelisting/blacklisting is to be carried out on the Software repository collected from all endpoints across the Bank or based on the logs detected f. Allowing/ Disallowing of Entire applications (files, subfiles, DLLs) and linked Services and Process upon identification has to happen based on cryptographic hashes mandatorily."	Bidder to comply with GeM bid terms and conditions.

202	ATC Annexure-2 Technical Requirements B. Technical Requirements	Application Whitelisting 74. Software Applications Inventory collected through the agents installed on endpoints should be comprehensive enough to ascertain which applications are presently running in the Bank along with versions, date of installation, metering, logs of access/block.	Request for change: We request bank to change the clause as below: "Software Applications Inventory collected through the agents installed on endpoints should be comprehensive enough to ascertain which applications are presently running in the Bank along with versions, date of installation, logs of access/block."	Bidder to comply with GeM bid terms and conditions.
203	ATC Annexure-2 Technical Requirements B. Technical Requirements	Application Whitelisting 74. Software Applications Inventory collected through the agents installed on endpoints should be comprehensive enough to ascertain which applications are presently running in the Bank along with versions, date of installation, metering, logs of access/block.	Request for change: We request bank to change the clause as below: "Software Applications Inventory collected through the agents installed on endpoints should be comprehensive enough to ascertain which applications are presently running in the Bank along with versions, date of installation, logs of access/block."	Bidder to comply with GeM bid terms and conditions.
204	ATC Annexure-2 Technical Requirements B. Technical Requirements	Application Whitelisting 74. Software Applications Inventory collected through the agents installed on endpoints should be comprehensive enough to ascertain which applications are presently running in the Bank along with versions, date of installation, metering, logs of access/block.	Request for change: We request bank to change the clause as below: "Software Applications Inventory collected through the agents installed on endpoints should be comprehensive enough to ascertain which applications are presently running in the Bank along with versions, date of installation, logs of access/block."	Bidder to comply with GeM bid terms and conditions.
205	ATC Annexure-2 Technical Requirements B. Technical Requirements	Application Whitelisting 74. Software Applications Inventory collected through the agents installed on endpoints should be comprehensive enough to ascertain which applications are presently running in the Bank along with versions, date of installation, metering, logs of access/block.	Request for change: We request bank to change the clause as below: "Software Applications Inventory collected through the agents installed on endpoints should be comprehensive enough to ascertain which applications are presently running in the Bank along with versions, date of installation, logs of access/block."	Bidder to comply with GeM bid terms and conditions.
206	ATC Annexure-2 Technical Requirements B. Technical Requirements	Application Whitelisting 75. Application Inventory collected through the agents installed on endpoints should also capture Endpoint Information like: IP Address, Computer Name, MAC Address, OS Version, Processor Type, RAM, HDD etc.	Request Bank to remove this clause to "Application Inventory collected through the agents installed on endpoints should also capture Endpoint Information like: IP Address, Computer Name, MAC Address"	Bidder to comply with GeM bid terms and conditions.
207	ATC Annexure-2 Technical Requirements B. Technical Requirements	Application Whitelisting 75. Application Inventory collected through the agents installed on endpoints should also capture Endpoint Information like: IP Address, Computer Name, MAC Address, OS Version, Processor Type, RAM, HDD etc.	Request the bank to remove this clause to "Application Inventory collected through the agents installed on endpoints should also capture Endpoint Information like: IP Address, Computer Name, MAC Address"	Bidder to comply with GeM bid terms and conditions.

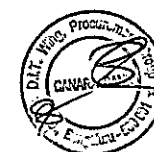|				
208	ATC Annexure-2 Technical Requirements B. Technical Requirements	Application Whitelisting 79. The solution should allow to whitelist applications based on the file type, manufacturer, publisher, version, file name, path, hash value, etc. by maintaining extensive application catalog.	Request Bank to modify the clause to "The solution should allow to whitelist applications based on the manufacturer, publisher, version, file name, path, hash value, etc. by maintaining extensive application catalog."	Bidder to comply with GeM bid terms and conditions.
209	ATC Annexure-2 Technical Requirements B. Technical Requirements	Application Whitelisting 79. The solution should allow to whitelist applications based on the file type, manufacturer, publisher, version, file name, path, hash value, etc. by maintaining extensive application catalog.	Request the Bank to modify the clause to "The solution should allow to whitelist applications based on the manufacturer, publisher, version, file name, path, hash value, etc. by maintaining extensive application catalog."	Bidder to comply with GeM bid terms and conditions.
210	ATC Annexure-2 Technical Requirements B. Technical Requirements	Application Whitelisting 83. The solution should able to provide custom reports clearly showing the details of approved applications, blocked applications, policies, audit logs, system details along with full software repository whenever required by the Bank.	Request the bank to modify the clause to " The solution should able to provide custom reports or export logs clearly showing the details of approved applications, blocked applications, policies, audit logs, system details along with full software repository whenever required by the Bank."	Bidder to comply with GeM bid terms and conditions.
211	ATC Annexure-2 Technical Requirements B. Technical Requirements	Application Whitelisting 83. The solution should able to provide custom reports clearly showing the details of approved applications, blocked applications, policies, audit logs, system details along with full software repository whenever required by the Bank.	Request Bank to modify the clause to " The solution should able to provide custom reports or export logs clearly showing the details of approved applications, blocked applications, policies, audit logs, system details along with full software repository whenever required by the Bank."	Bidder to comply with GeM bid terms and conditions.
212	ATC Annexure-2 Technical Requirements B. Technical Requirements	Application Whitelisting 85. Solution should have capability to set up approval workflow for permitting exceptions for specific applications based on user request/approvals.		No query
213	ATC Annexure-2 Technical Requirements B. Technical Requirements	Application Whitelisting 85. Solution should have capability to set up approval workflow for permitting exceptions for specific applications based on user request/approvals.	Request Bank to modify the clause to "Solution should have capability to allow the administrator to approve or deny specific applications based on user request from the logs detected."	Bidder to comply with GeM bid terms and conditions.

214	ATC Annexure-2 Technical Requirements B. Technical Requirements	Application Whitelisting 85. Solution should have capability to set up approval workflow for permitting exceptions for specific applications based on user request/approvals.	Request the bank to modify the clause to "Solution should have capability to allow the administrator to approve or deny specific applications based on user request from the logs detected."	Bidder to comply with GeM bid terms and conditions.
215	ATC Annexure-2 Technical Requirements B. Technical Requirements	Application Whitelisting 87. The Solution should be capable to provide daily/weekly/monthly status reports of applications duly mentioning the status of applications as allowed or blocked, Id used to block/allow applications, Endpoint Application Inventory Status etc.	Request Bank to modify the clause to "The Solution should be capable to provide daily/weekly/monthly status reports or logs of applications duly mentioning the status of applications as allowed or blocked.	Bidder to comply with GeM bid terms and conditions.
216	ATC Annexure-2 Technical Requirements B. Technical Requirements	Application Whitelisting 87. The Solution should be capable to provide daily/weekly/monthly status reports of applications duly mentioning the status of applications as allowed or blocked, Id used to block/allow applications, Endpoint Application Inventory Status etc.	Request the bank to modify the clause to "The Solution should be capable to provide daily/weekly/monthly status reports or logs of applications duly mentioning the status of applications as allowed or blocked.	Bidder to comply with GeM bid terms and conditions.
217	ATC Annexure-3 Bidder's Profile	g) Whether eligible for Purchase Preference linked with Local Content under Public Procurement (Preference to Make in India) Order 2017, and Notifications issued thereafter? (Proof of certificate as applicable as per GeM bid format)	"Make in India" product based companies are either not there in India which are "Enterprise grade"and if at all there, mostly born in other countries and spread their operations to India to gain cost advantage. In a way they are not "Make in India"We at Trend Micro will not be qualifying to this initiative in its true intent and hence request bank to relax/delete this clause. This clause is looked at by Other leading PSU banks in India for their Cyber Security needs, however they found its not viable Criteria to be mentioned since bank will loose out most of the leading Cyber Security Vendors including Trend Micro in End point Security Domain. After which they remove this criteria. We feel vendors who qualify also aren't compliant to the spirit of the declaration "Make in India"	Bidder to comply with GeM bid terms and conditions.
218	ATC Annexure-3 Bidder's Profile	g) Whether eligible for Purchase Preference linked with Local Content under Public Procurement (Preference to Make in India) Order 2017, and Notifications issued thereafter? (Proof of certificate as applicable as per GeM bid format)	"Make in India" product based companies are either not there in India which are "Enterprise grade"and if at all there, mostly born in other countries and spread their operations to India to gain cost advantage. In a way they are not "Make in India"We at Trend Micro will not be qualifying to this initiative in its true intent and hence request bank to relax/delete this clause. This clause is looked at by Other leading PSU banks in India for their Cyber Security needs, however they found its not viable Criteria to be mentioned since bank will loose out most of the leading Cyber Security Vendors including Trend Micro in End point Security Domain. After which they remove this criteria. We feel vendors who qualify also aren't compliant to the spirit of the declaration "Make in India"	Bidder to comply with GeM bid terms and conditions.

219	General Query		We propose the following clause to replace the current clause "NOTWITHSTANDING ANY OTHER PROVISION HEREOF, NEITHER PARTY SHALL 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 THIS AGREEMENT, 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. IN NO EVENT BIDDER SHALL BE LIABLE IN AN AMOUNT THAT EXCEEDS, IN THE AGGREGATE FOR ALL SUCH LIABILITIES, THE MOST RECENT TWELVE (12) MONTHS OF CHARGES COLLECTED BY BIDDER FROM THE CUSTOMER PURSUANT TO THE APPLICABLE PURCHASE ORDER GIVING RISE TO THE LIABILITY. "	Bidder to comply with GeM bid terms and conditions.
220	General Query	General Query	Clarification: Please share the no of samples per day/hour expected to size the sandboxing solution.	Details will be shared with selected bidder
221	General Query	General Query	Clarification: Can we propose management server as software/virtual appliances? or Bank is looking for any preference on hardware? If yes. Please clarify.	Management server can be on physical server or as virtual machine whichever the bidder provides. The architecture and server sizing should be vetted by proposed OEM.
222	General Query	General Query	Clarification: Please share us the branch with no of user & endpoint details? This will help us in sizing the hardware and required components.	Details will be shared with selected bidder
223	General Query	General Query	Clarification: Please share the no of samples per day/hour expected to size the sandboxing solution.	Details will be shared with selected bidder
224	General Query	General Query	Clarification: Can we propose management server as software/virtual appliances? or Bank is looking for any preference on hardware? If yes. Please clarify.	Management server can be on physical server or as virtual machine whichever the bidder provides. The architecture and server sizing should be vetted by proposed OEM
225	General Query	General Query	Clarification: Please share us the branch with no of user & endpoint details? This will help us in sizing the hardware and required components.	Details will be shared with selected bidder
226	General Query	General Query	We propose to include Total liability of the Bidder shall be limited to the amount of money actually received. Neither Party shall be liable to the other Party for loss of profit, loss of any contract or for any indirect or consequential loss or damage which may be suffered by the other Party regarding this Tender.	Bidder to comply with GeM bid terms and conditions.
227	General Query	General Query	Request the bank to make T1/L1 bid as it is a general practice in a larger RFP of a similar sizes .	Bidder to comply with GeM bid terms and conditions.
228	General Query	General Query	Request the bank to differentiate between the mandatory and desireable points and there by adopting minimum criteria points to clear the technical evulation.	Bidder to comply with GeM bid terms and conditions.
229	General Query	General Query	Request the bank to kindly consider minimum 70% of advace payment for both Hardware and software against the delivery	Bidder to comply with GeM bid terms and conditions.

230	General Query	General Query	Request the bank to have a seperate staging setup, because as and when new patches, versions ,upgrades, migration activites can be first rolled in the staging setup and then can be put on to the production and can be stabilized .	Bank has asked bidder to provide UAT setup for this purpose
231	General Query	General Query	Request the bank to consider bidder / OEM for making provision for other Indian emerging SI's also to take part in the RFP.	Bidder to comply with GeM bid terms and conditions.
232	General Query	General Query	Request bank to give us a clarity Can best of the bread OEM work together to address the bank requirement.	Bidder to comply with GeM bid terms and conditions.
233	General Query	Hands and feet support	Bidder requires hands and feet support from customer for endpoint remediation activities and end user management	As and when required
234	General Query	General Query	Clarification: Please share the no of samples per day/hour expected to size the sandboxing solution.	Details will be shared with selected bidder
235	General Query	General Query	Clarification: Can we propose management server as software/virtual appliances? or Bank is looking for any preference on hardware? If yes. Please clarify.	Management server can be on physical server or as virtual machine whichever the bidder provides. The architecture and server sizing should be vetted by propsed OEM.
236	General Query	General Query	Clarification: Please share us the branch with no of user & endpoint details? This will help us in sizing the hardware and required components.	Details will be shared with selected bidder
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240	General Query	Onsite resource	Can 3rd party support resources be placed onsite?	Bidder to comply with GeM bid terms and conditions.
241	Additional Clause Suggested	Additional recommended specification need to be added: "The proposed solution should provide the ability to create the custom behavior based rules like blocking & reporting of a specific process executing from particular location. (Example: Temp folder)"	Justification: This will help bank manually creating the custom rules to block and report the malware processes executing from a specific location on the endpoint wherever bank identifies the know behavior of a particular malware with a coverage from the signatures.	Bidder to comply with GeM bid terms and conditions.
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243	Additional Clause Suggested	Additional recommended specification need to be added: "The proposed solution should be able to integrate with third party feeds such as VirusTotal and provide the threat intelligence."	Justification: This will help bank to integrate with 3rd party sources on the threat intelligence but not just from a single vendor.	Bidder to comply with GeM bid terms and conditions.
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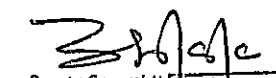| 246	Additional Clause Suggested	Additional recommended specification need to be added: "The solution should allow the user/users under the user profile to self approve any new application / software with business justification. So that new application can be run successfully with notification to administrator."	Justification: This will help bank to create a users profiles for specific trusted users where they can self approve the required applications and continue the business without break for the approval of the application to run	Bidder to comply with GeM bid terms and conditions.
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257	Additional Clause Suggested	NA	Customer may terminate only in case of material breach by the Bidder and in case Bidder fails to rectify the breach within 60 days of written notice from the Customer.	Bidder to comply with GeM bid terms and conditions.

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Date: 29/06/2022
Place: Bangalore

Deputy General Manager