

**Replies to the Pre-Bid Queries of Ref: KaGB/Project Office/RFP/03/2024-25 dated 12.06.2024**

Si No	Document	Page Number	Section No. and RFP Clause No	Clause/Technical Specification (as per RFP)	Bidder's Query	Bank's Reply
1	A. RFP Main Document	10	1	This RFP is floated by Karnataka Gramin Bank on behalf of two RRBs sponsored by Canara Bank viz., 1) Karnataka Gramin Bank (KaGB) with Head Office at Ballari operating in 22 districts of Karnataka with around 1149 branches and 2) Kerala Gramin Bank (KGB) with Head office at Malappuram operating in entire state of Kerala with around 649 branches. Both the Banks together are having around 8700 endpoints.	Please clarify: - DC and DR connectivity with all the branch locations with bandwidth details - Whether any centralized control is available with the bank to roll out the agents on all 8700 endpoints - OS details of all endpoints	The bidder has to provide end to end solution required for smooth implementation of endpoint DLP in all our endpoints by creating/setting up suitable infrastructure in both DC and DRC with HA which includes Hardware, Software, Middleware, OS, agent installation(in case of agent based solution), agent deployment solution, data classification solutions etc.. and the cost for the same should be included in the BOM.  In case of any endpoint unable to bring under the centralized management control for enforcing policies, the engineer has to ensure to bring such endpoints under centralized control either online or by making physical visit to the respective branches.
2	A. RFP main document	11	Clause 3.1 (Page 11)	Clause 3.1 (Page 11): The Bank proposes to select a Service Provider for Supply, Configuration, Implementation and Maintenance of Endpoint Data Loss Prevention (DLP) Solution as per Terms and Conditions & Scope of Work described in this RFP document.	As per the RFP we understand the scope is to supply, configuration, implementation and maintenance of endpoint DLP and one L2 engineer to be required for onsite at bank premises. But there is nothing defined about the incident management process and DLP desk operations requirement after DLP deployment to monitor DLP alerts	Bidder has to comply RFP terms

**Replies to the Pre-Bid Queries of Ref: KaGB/Project Office/RFP/03/2024-25 dated 12.06.2024**

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3	A. RFP main document	13	10	Third Party Co-ordination Services:	We presume our resource deployed at the bank will be responsible for the solution provided and some amount of coordination with bank's 3rd party service providers and we will not be responsible for any other issues and rectification of the same.	Bidder has to comply RFP terms
4	A. RFP main document	15	Section -C Deliverables & Service Level Agreements (SLAs)	1.4. Time Schedule: Entire endpoint DLP solution end to end should be completed within 8 weeks from the date of acceptance of the purchase order which includes supply of Hardware, OS, Software, License, Database etc and also installation, configuration, implementation of all the deliverables/solution as well as agents (if required) in all the endpoints by building redundancy in both DC as well as DRC in Active-Active High availability mode.	Does bidder needs to deploy DLP agent on all 8700 endpoints OR deploy on few number of test user within given timeline and handover to KaGB IT team for bulk deployment later?	Bidder has to comply RFP terms

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5	A. RFP main document	15	Section -C Deliverables & Service Level Agreements (SLAs) Clause: 1. Supply, Configuration/Installation, Implementation, Maintenance and its Acceptance:1.4	1.4. Time Schedule: Entire endpoint DLP solution end to end should be completed within 8 weeks from the date of acceptance of the purchase order which includes supply of Hardware, OS, Software, License, Database etc and also installation, configuration, implementation of all the deliverables/solution as well as agents (if required) in all the endpoints by building redundancy in both DC as well as DRC in Active-Active High availability mode.	Do you have SCCM or AD in place to push DLP agent in bulk on end-user machines for agent based DLP?	Bidder has to comply RFP terms

**Replies to the Pre-Bid Queries of Ref: KaGB/Project Office/RFP/03/2024-25 dated 12.06.2024**

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6	A. RFP main document	15	Section -C	Supply, Configuration/Installation, Implementation, Maintenance and its Acceptance: 1.1	It's a cloud based solution so no hardware required	<p>If the solution is agent based, the bidder has to make necessary arrangement to deploy the agent by setting up appropriate infrastructure in both DC and DRC with HA and either on the discovery based or the polling based or manually agent to be installed in all the endpoint devices and it should be brought under the centralized control for pushing the endpoint DLP policies. The cost should be included as per the BOM.</p> <p>In case of agentless solution the bidder has to make necessary arrangement to bring all the endpoints either on the discovery based or the polling based and it should be brought under the centralized control for pushing the endpoint DLP policies by setting up appropriate infrastructure in both DC and DRC with HA. The cost should be included as per the BOM</p>

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7	A. RFP main document	15	Section -C & Clause 1.4 (Page 15)	Clause 1.4 (Page 15): Entire endpoint DLP solution end to end should be completed within 8 weeks from the date of acceptance of the purchase order which includes supply of Hardware, OS, Software, License, Database etc. and also installation, configuration, implementation of all the deliverables/solution as well as agents (if required) in all the endpoints by building redundancy in both DC as well as DRC in Active-Active High availability mode.	Is Hardware, OS, Database to be supplied by bidder?	<p>The bidder has to provide end to end solution required for smooth implementation of endpoint DLP in all our endpoints by creating/setting up suitable infrastructure in both DC and DRC with HA which includes Hardware, Software, Middleware, OS, agent installation(in case of agent based solution), agent deployment solution, data classification solutions etc.. and the cost for the same should be included in the BOM.</p> <p>In case of any endpoint unable to bring under the centralized management control for enforcing policies, the engineer has to ensure to bring such endpoints under centralized control either online or by making physical visit to the respective branches.</p>
8	A. RFP main document	16	1.6	Acceptance shall be on or after 30 days of successful working from the date of successful implementation of all DLP features of the Endpoint DLP solution in all endpoints. Acceptance shall be carried out by the Bank.	Request bank to change it 15 days	Bidder has to comply RFP terms

**Replies to the Pre-Bid Queries of Ref: KaGB/Project Office/RFP/03/2024-25 dated 12.06.2024**

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9	A. RFP main document	16	2.1	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.	Can bank call out the different applications vendor details which will help us in providing the required efforts for the integration and also validate if the integration expected by the bank is possible.	Bidder has to comply RFP terms
10	A. RFP main document	17	Section -C Deliverables & Service Level Agreements (SLAs) 4. Uptime: 4.4	4.4. The Downtime calculated shall not include any failure due to bank, third party and Force Majeure.	Request not to consider any planned activity downtime.	Bidder has to comply RFP terms
11	A. RFP main document	17	Penalty and liquidated damages	Cl. 5	<b><u>We propose to modify</u></b> -- Clause 5.1.b - This should be restricted to 5% on the delayed portion & not on the entire order value Clause 5.2.b - This should be restricted to 5% on the delayed services portion & not on the entire order value	Bidder has to comply RFP terms
12	A. RFP main document	17	Section -C	4. Uptime:	Based on the OEM uptime	Bidder has to comply RFP terms

**Replies to the Pre-Bid Queries of Ref: KaGB/Project Office/RFP/03/2024-25 dated 12.06.2024**

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13	A. RFP main document	19	6.3	The Selected Bidder has to arrange the onsite-classroom training with workstations and required necessary amenities to facilitate the training at the Bidder's/OEM location.	Request bank to get their laptops for the training as there won't be any workstations available	Bidder has to comply RFP terms
14	A. RFP main document	19	Section -C	6.3 The Selected Bidder has to arrange the onsite-classroom training with workstations and required necessary amenities to facilitate the training.	Bank has to arrange the workstations and necessary amenities for training	Bidder has to comply RFP terms
15	A. RFP main document	20	7.1	The Bidder has to quote for cost of one resident L2 engineer for the period of 5 years. Resident engineer/s must have relevant certification from respective OEM along with any kind of security solutions and working experience of at least 5 years in Security solutions, during which he/she must have handled DLP solutions for at least 2 years. Availing Onsite Resources is an Optional Item.	Bank is asking for an RE, but also mentions as optional item. Please clarify.	Bidder has to comply RFP terms
16	A. RFP main document	20	Section -C Deliverables & Service Level	7.2. The initial deployment of L2 engineer will be at Project Office, Bangalore. Later on, based on requirements the Engineer may be deployed at DC,	For DR same engineer may not possible to provide support, hope this fine kindly confirm.	Bidder has to comply RFP terms

**Replies to the Pre-Bid Queries of Ref: KaGB/Project Office/RFP/03/2024-25 dated 12.06.2024**

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			Agreements (SLAs) 7. Onsite Resources: 7.2	Bangalore or DR, Mumbai which is at the discretion of the Bank. The Bank may take resources at DC & DR at their discretion. However, the cost of resources for five years shall be taken into account in arriving at TCO as per Bill of Material.		
17	A. RFP main document	20	Section -C Deliverables & Service Level Agreements (SLAs) 7. Onsite Resources: 7.8	7.8. Resident engineer should provide support for resolving the issues related to any data loss/leak information and prevent and to take corrective measures and virus attacks, security threat, signature updates, daily updates, product related issues and any other issues to the Bank as per SOW/SLA at no extra cost. In case of L3 support need, Resident engineer should take up the issue with OEM and resolve the issue at no extra cost to the Bank.	Could you please share your SLA timelines for consideration of end-to-end SLA?	Bidder has to comply RFP terms
18	A. RFP main document	20	Section -C	7.2 The deployment of L2 engineer at Project Office, Bangalore or DC, Bangalore or	Please confirm where 1 L2 resource should be deployed	Bidder has to comply RFP terms



**Replies to the Pre-Bid Queries of Ref: KaGB/Project Office/RFP/03/2024-25 dated 12.06.2024**

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				DR, Mumbai is at the discretion of the Bank. The Bank may take resources at DC & DR at their discretion. However, the cost of resources for three years shall be taken into account in arriving at TCO as per Bill of Material.		
19	A. RFP main document	20	Section -C	7.9 . The Support should be for an unlimited number of incidents reported to them and provides a practical solution to resolve the issue. The support should be provided in person. All escalations will be attended / responded-promptly not later than 1 hour of reporting, in case of breaching of 1 hour timeline bank will take appropriate measures	Please confirm if bank has a ticketing tool for support	The bidder may provide necessary facility to raise the ticket in any kind of digital modes.

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20	A. RFP main document	21	7.10.	Bidder is responsible for providing endpoint DLP solution in effective manner. In case of any issues faced by the users or affected by the endpoints or non-performance of the solution, the resident engineer should take appropriate measures to bring up the solution early and restore the endpoint quickly. Bidder is responsible for providing practical solution for resolution of the issues and implementation of the same to resolve the issue. If the Issue requires OEMs technical persons/ product developer etc intervention, Bidder has to take up suitability with the appropriate level at OEM and obtain the solution and implement it for resolution of the issue at no extra cost to the Bank. If the analysis of the issue requires log submission, SI will submit the same for further analysis in consultation with the Bank.	Bidder will be responsible to sort out issues pertaining to the solution provided. Any issues other than the solution needs to be address by the bank such as OS, Network related & etc.	Bidder has to comply RFP terms

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21	A. RFP main document	21	Section -C Deliverables & Service Level Agreements (SLAs) 7. Onsite Resources: 7.9	7.9 The Support should be for an unlimited number of incidents reported to them and provides a practical solution to resolve the issue. The support should be provided in person. All escalations will be attended / responded-promptly not later than 1 hour of reporting, in case of breaching of 1-hour timeline bank will take appropriate measures. Appropriate arrangement to be made by the Bidder along with solution.	Hope 1 hr respond time is applicable only for location where L2 is located , please confirm?	Bidder has to comply RFP terms
22	A. RFP main document	21	Onsite resources	Cl.7	<b><u>We propose to modify:</u></b> Clause 7.14 - This should be at Rs. 500 per day Clause 7.15 - This should be restricted to 10%	Bidder has to comply RFP terms
23	A. RFP main document	21	Section -C	7.15 . However, total penalty under clause 7.14 will be limited to 50% of the total charges payable for Resident Resource charges for that quarter.	Requesting bank to cap penalty at 10%	Bidder has to comply RFP terms
24	A. RFP Main Document	22	8.1. Payment schedule	on Delivery - 60%, Configuration and Implementation - 20% and Acceptance - 20%	Request Bank to Amend the clause as on <b>Delivery - 80%, Configuration and Implementation - 10% and Acceptance - 10%</b>	Bidder has to comply RFP terms

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25	A. RFP main document	22	Payment Terms Clause 8	8. Payment terms: 8.1. Payment schedule will be as under: Hardware:	We request bank to modify the clause as below: Delivery: 60% - 80% Configuration and Implementation: 20% - 10% Acceptance: 20% - 10% After Project Completion	Bidder has to comply RFP terms
26	A. RFP main document	22	Payment Terms Clause 8	Charges for Resident Engineer (if engaged by Bank) will be paid quarterly in arrears basis and on production of undisputed invoices duly approved by Bank's Officials.	We request bank to change this to monthly in arrears.	Bidder has to comply RFP terms
27	A. RFP main document	23	Section -C	10.4The contract Period for the Software/Solution will commence when the Bank has accepted the Solution in production.	Please clarify	Bidder has to comply RFP terms
28	A. RFP main document	24	Section -C	10.11 The support shall be given in person only.	Please confirm if resource to travel to other locations for troubleshooting	Bidder has to comply RFP terms. Please refer above
29	A. RFP main document	24	Section -C	10.15. During the contract period, the Bidder should extend the On Site Service Support if required. The scope of work shall include	Please share location details	Bidder has to comply RFP terms

**Replies to the Pre-Bid Queries of Ref: KaGB/Project Office/RFP/03/2024-25 dated 12.06.2024**

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30	A. RFP main document	25	Section -C	11. Mean time to Restore (MTTR)	Please clarify	Bidder has to comply RFP terms
31	A. RFP main document	41	Security Deposit / Performance Bank Guarantee	Cl.8	We propose to modify: <u>Clause 8.2 - Penalties at 0.5% per week &amp; restriction of overall 5% should be on Performance Guarantee amount and not on the order value</u>	Bidder has to comply RFP terms
32	A. RFP main document	43	Order Cancellation/Termination of Contract	Cl. 11, Addition of new clause	<u>We propose to add this clause to Termination</u> : (1) The selected bidder agrees that in case the Bank has materially breached any terms and conditions of the contract, it shall inform Bank of the same through a notice in writing giving thirty (30) days' time for remedying the breach. The selected bidder may terminate this contract, if such breach is not remedied during such thirty (30) day period. (2)The selected bidder may terminate this contract by giving written 30 days" notice to Bank, if Bank fails to pay any amount due as on the due date for payment and remains in default not less than 30 days after being notified in writing to make that payment.	Bidder has to comply RFP terms

**Replies to the Pre-Bid Queries of Ref: KaGB/Project Office/RFP/03/2024-25 dated 12.06.2024**

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33	A. RFP main document	48	Section-G General Conditions 8. Assignment:	11.Mean time to Restore (MTTR) If during the contract period the Endpoint DLP features are not functioning as per the Bank's requirements/scope of work specified in this RFP, then without any additional cost the bidder should resolve the issues and ensure all these DLP functionality work without any concerns.	We suggest please increase DC MTTR to 60min.	Bidder has to comply RFP terms
34	C. Annexures	2	Eligibility Annexure 1 - Point No. 3	The IT Turnover of the Bidder should be minimum ₹. 100 Crores each year during last three financial years (i.e., 2021-22, 2022-23, 2023-24)	We request Bank to modify this clause as below:- The IT Turnover of the Bidder should be minimum ₹. 100 Crores each year during last three financial years (i.e., 2020-21, 2021-22, 2022-23)	Bidder has to comply RFP terms
35	C. Annexures	2	Eligibility Annexure 1 - Point No. 4	The net worth of the Bidder firm should be Positive as on 31/03/2024 and also should have not eroded by more than 30% in the last three financial years. Or The bidder must be a profit making entity (after tax) in each of the last three Financial	We request Bank to modify this clause as below:- The net worth of the Bidder firm should be Positive as on 31/03/2023 and also should have not eroded by more than 30% in the last three financial years. Or The bidder must be a profit making entity (after tax) in each of the last three Financial years viz. 2020-21,2021-22 and 2022-23.	Bidder has to comply RFP terms

**Replies to the Pre-Bid Queries of Ref: KaGB/Project Office/RFP/03/2024-25 dated 12.06.2024**

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				years viz. 2021-22, 2022-23 and 2023-24.		
36	C. Annexures	5	Eligibility Criteria Declaration, 5	The Bidder's proposed OEM's should be either Class I or Class II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order dt 16/9/2020.	As per the notification, we do not fall under the definition of 'local supplier' but fall under the Exclusion to the definition of local supplier. In view of that, can we submit a letter stating the percentage of development for the product that is happening in India? Please confirm.	Bidder has to comply RFP terms
37	C. Annexures	31	Annexure -20 - Timelines, Payment & Penalty details	Payment: (i) 60% of Total Order Value: payment after complete delivery of all deliverables including End Point licenses, Hardware etc	We request to amend the clause as below:  Pament: (i) 70% of Total Order Value: payment after complete delivery of all deliverables including End Point licenses, Hardware etc	Bidder has to comply RFP terms
38	C. Annexures	31	Annexure -20 - Timelines, Payment & Penalty details	Payment:20% of Total Order Value : Out of which, 100% Payment will be made after project acceptance & signoff given by Bank's officials.	We request to amend the clause as below:  Pament: 10% of Total Order Value : Out of which, 100% Payment will be made after project acceptance & signoff given by Bank's officials.	Bidder has to comply RFP terms

**Replies to the Pre-Bid Queries of Ref: KaGB/Project Office/RFP/03/2024-25 dated 12.06.2024**

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39	C. Annexures	31	Annexure -20	Payment: Quarterly in arrears	Payment: Yearly in advance	Bidder has to comply RFP terms
40	C. Annexures	31	Annexure -20 - Timelines, Payment & Penalty details	Timelines: 8 weeks from the date of acceptance of purchase order	We request to amend the clause as below: Timelines: 16 weeks from the date of acceptance of purchase order	Please refer amendment no 1
41	C. Annexures	31	Annexure -20 - Timelines, Payment & Penalty details	Penalty: 0.50% of total order value for delay of every week or part thereof and the delay will be counted from 9th week onwards	We request to amend the clause as below: Penalty: 0.50% of undelivered value for delay of every week or part thereof and the delay will be counted from 17th week onwards	Bidder has to comply RFP terms
42	C. Annexures	31	Annexure -20 - Timelines, Payment & Penalty details	Penalty: 50% of total order value for delay of every week or part thereof in resolving the issues observed during the acceptance period and this will be counted from the 31st day of installation sign-off.	We request to amend the clause as below: Penalty: 50% of undelivered value for delay of every week or part thereof in resolving the issues observed during the acceptance period and this will be counted from the 31st day of installation sign-off.	Bidder has to comply RFP terms



**Replies to the Pre-Bid Queries of Ref: KaGB/Project Office/RFP/03/2024-25 dated 12.06.2024**

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43	C. Annexures	NA	Annexure 1, Eligibility Criteria Declaration - Additional Clause	NA	In case of corporate restructuring involving Business Transfer, all the Qualifying Criteria / Technical Scoring Criteria (or any other criteria pertaining to bidder's credentials) can be met by the bidding entity itself, or by the bidding entity's parent company (if the bidding entity is 100% owned subsidiary of the parent company) or by fellow subsidiary company (which is 100% owned by the parent company). Supporting documents of the parent company's / fellow subsidiary company's credentials shall also be acceptable for all the Eligibility Criteria/Technical Scoring and any other criteria requiring bidder's credentials to qualify."	No modification
44	D. Annexure-2 SOW & Technical Specifications	1	Scope of Work: 4	The proposed solution should be able to block/alert pdf content access /Cut/Copy by image writer or by application like screen capturing /session recording tools etc.	Need more clarity, is the requirement is to stop screen capturing in designated apps	Bidder has to comply RFP terms

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Si No	Document	Page Number	Section No. and RFP Clause No	Clause/Technical Specification (as per RFP)	Bidder's Query	Bank's Reply
45	D. Annexure-2 SOW & Technical Specifications	1	Section B & Clause 8.1 (Page 13)	Clause 8 (Page 1): The proposed solution should also capture violations made by users are out of the Bank's network.	Does bank have DFA details or already have set of logical policy rules can be defined in solution. Or bank wants bidder to conduct DFA to understand the organization structure and type of information the bank department deals and associated keywords, that will help to define fresh policies in DLP for triggering incidents and preventing data leaks?	Bidder has to comply RFP terms
46	D. Annexure-2 SOW & Technical Specifications	1	3	The proposed solution should be deployable in inline as well as in listening mode.	Assuming listening mode means as monitoring or audit mode, please clarify	Bidder has to comply RFP terms
47	D. Annexure-2 SOW & Technical Specifications	1	5	The proposed solution should have wide range of out of the box rule sets	Will be implementing as the the product availability	Bidder has to comply RFP terms
48	D. Annexure-2 SOW & Technical Specifications	1	7 ( C)	Ability to create custom rule set and apply it on select IP addresses/email IDs / directory groups etc.	We can achieve policy based on Email Id and groups	Bidder has to comply RFP terms

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Si No	Document	Page Number	Section No. and RFP Clause No	Clause/Technical Specification (as per RFP)	Bidder's Query	Bank's Reply
49	D. Annexure-2 SOW & Technical Specifications	1	Scope of Work, 3	The proposed solution should be deployable in inline as well as in listening mode.	This RFP is released to for the selection of Endpoint DLP solution. Endpoint DLP solution would be deployed on endpoint using the agent and doesn't require to be in inline mode. However, solution can be run in listening mode or monitoring mode. We request to change the clause as: "The proposed solution should be deployable on endpoints in listening/monitoring mode."	Bidder has to comply RFP terms
50	D. Annexure-2 SOW & Technical Specifications	1	Scope of Work, 6	The solution must include predefined scanning and protection templates (SITs) that are ready to use for all industry platforms	The term "SITs" is specific to OEM. Any vendor can support the include predefined scanning and protection templates on the solution. We request to change the clause as "The solution must include predefined scanning and protection templates that are ready to use as per requirement"	The solution must include predefined scanning and protection templates that are ready to use for all industry platforms
51	D. Annexure-2 SOW & Technical Specifications	2	11	The proposed solution must have the mechanism to index and retain all documents by monitoring all traffic policy rules.	DLP tools monitor the Data Incidents based on the Data Pattern Logic , doing monitoring all will lead to more false positive and excessive file storage. Request amendment for the point	Bidder has to comply RFP terms
52	D. Annexure-2 SOW & Technical Specifications	2	11	The proposed solution must have the mechanism to index and retain all documents by monitoring all traffic policy rules.	Request amendment for the point Proposed specification: "The proposed solution must have the mechanism to index and retain all Sensitive documents being exfiltrated across endpoint channels by monitoring traffic policy rules defined for detecting the sensitive data"	Bidder has to comply RFP terms

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53	D. Annexure-2 SOW & Technical Specifications	2	Scope of Work, 12	The proposed solution should be able to perform following searches:	Searching of the incidents related to the email, protocols or ports, document type/document properties using the vector can be performed on the DLP solution under incident data. DLP solution doesn't provide the search based on specific parameters like email ID, protocols or ports, document type/document properties. We request to change the clause as: "The proposed solution should be able to perform following searches based on DLP vector/Classification/Rule:"	Bidder has to comply RFP terms
54	D. Annexure-2 SOW & Technical Specifications	2	Scope of Work, 12	b. traffic sent across protocols or ports	"Network communication"	Bidder has to comply RFP terms
55	D. Annexure-2 SOW & Technical Specifications	2	Scope of Work, 12	c. Documents leaving the network based on document type/ document properties	" Document Classification"	Bidder has to comply RFP terms
56	D. Annexure-2 SOW & Technical Specifications	2	Section B & Clause 8.1 (Page 13)	Clause 11 (Page 2): The proposed solution must have the mechanism to index and retain all documents by monitoring all traffic policy rules.	As per the SOW point its explain about the retention of documents. Need clarification on this as retention of information is separate solution.	The bidder has to make necessary arrangement to store incidents and file forensics data for the period of six months either by using storage or by any suitable solutions and the cost of the same should be included in the BOM.

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57	D. Annexure-2 SOW & Technical Specifications	2	11	The proposed solution must have the mechanism to index and retain all documents by monitoring all traffic policy rules.	DLP tools monitor the Data Incidents based on the Data Pattern Logic , doing monitoring all will lead to more false positive and excessive file storage. Request amendment for the point	Bidder has to comply RFP terms
58	D. Annexure-2 SOW & Technical Specifications	3	21	The proposed solution should be able to deploy both pattern matching and document tagging with 3rd party and Fingerprinting also the proposed solution should have a Data classification feature for enforcing the Endpoint DLP controls as well as policies and must have the capability to integrate with third party Data classification feature in case of need by the Bank in future.	While the current RFP is for Endpoint DLP but this specification is about classification, Classification is a standalone solution.	Bidder has to comply RFP terms
59	D. Annexure-2 SOW & Technical Specifications	3	23	The solution must include robust identity and access management features, relying on third-party services for Multi-Factor Authentication (MFA)	Please clarify if this feature is being asked for Admins logging in to management console. The Endpoint agent captures the logged in user automatically	Bidder has to comply RFP terms
60	D. Annexure-2 SOW & Technical	3	24	The proposed solution should have the capability to encrypt the sensitive content when copied.	Encryption is applicable when the data is sent to removal media	Bidder has to comply RFP terms

**Replies to the Pre-Bid Queries of Ref: KaGB/Project Office/RFP/03/2024-25 dated 12.06.2024**

Si No	Document	Page Number	Section No. and RFP Clause No	Clause/Technical Specification (as per RFP)	Bidder's Query	Bank's Reply
	Specifications					
61	D. Annexure-2 SOW & Technical Specifications	3	30	The proposed solution should control access to USB based on various parameters such as designation of individuals	"Endpoint DLP tools help in identifying the USB device name and apply policies based on USB device name /group Request to clarify if this is the use case and amend the point accordingly"	Bidder has to comply RFP terms
62	D. Annexure-2 SOW & Technical Specifications	3	21	The proposed solution should be able to deploy both pattern matching and document tagging with 3rd party and Fingerprinting also the proposed solution should have a Data classification feature for enforcing the Endpoint DLP controls as well as policies and must have the capability to integrate with third party Data classification feature in case of need by the Bank in future.	While the current RFP is for Endpoint DLP but this specification is about classification, Classification is a standalone solution.	Bidder has to comply RFP terms

**Replies to the Pre-Bid Queries of Ref: KaGB/Project Office/RFP/03/2024-25 dated 12.06.2024**

Si No	Document	Page Number	Section No. and RFP Clause No	Clause/Technical Specification (as per RFP)	Bidder's Query	Bank's Reply
63	D. Annexure-2 SOW & Technical Specifications	3	21	The proposed solution should be able to deploy both pattern matching and document tagging with 3rd party and Fingerprinting also the proposed solution should have a Data classification feature for enforcing the Endpoint DLP controls as well as policies and must have the capability to integrate with third party Data classification feature in case of need by the Bank in future.	Request omission of the specification. if Bank also need a classification then we recommend a specialized, automated classification solution powered with AI assistance to accurately classify the documents based on content matching and taxonomy	Bidder has to comply RFP terms
64	D. Annexure-2 SOW & Technical Specifications	3	19	The proposed solution should be able to discover and identify sensitive information stored on endpoints, databases, file shares SFTP & FTP servers (for endpoints only).	Can be achieved on File shares & sharepoint. Also need more clarity	Bidder has to comply RFP terms
65	D. Annexure-2 SOW & Technical Specifications	3	Scope of Work, 19	The proposed solution should be able to discover and identify sensitive information stored on endpoints, databases, file shares SFTP & FTP servers (for endpoints only).	This RFP is released to for the selection of Endpoint DLP solution. Is bank looking to discover and identify sensitive information stored on endpoints, databases, file shares SFTP & FTP servers. This is a DLP discover and classification use case. Endpoint DLP solution will not be able to discover data on the databases, file shares SFTP & FTP servers. If we need to consider the same, please clarify?	Bidder has to comply RFP terms

**Replies to the Pre-Bid Queries of Ref: KaGB/Project Office/RFP/03/2024-25 dated 12.06.2024**

Si No	Document	Page Number	Section No. and RFP Clause No	Clause/Technical Specification (as per RFP)	Bidder's Query	Bank's Reply
66	D. Annexure-2 SOW & Technical Specifications	3	Scope of Work, 23	The solution must include robust identity and access management features, relying on third-party services for Multi-Factor Authentication (MFA)	Is bank looking for the Multi-Factor Authentication on the management solution? Please clarify. If yes, we request to change the clause as "The solution management console must include robust identity and access management features, relying on third-party services for Multi-Factor Authentication (MFA) or certificate-based authentication or IP and user binding authentication	Bidder has to comply RFP terms
67	D. Annexure-2 SOW & Technical Specifications	3	Scope of Work, 24	The proposed solution should have the capability to encrypt the sensitive content when copied	Encryption of sensitive data requires encryption licenses. Is bank looking for the encryption as well? Please clarify?	The Bidder has to provide the encryption licenses.
68	D. Annexure-2 SOW & Technical Specifications	3	Scope of Work, 25	The proposed solution should Encrypt data transferred to portable media with encryption of 256 bit and above	Encryption of data transfer on portable media requires encryption licenses. Is bank looking for the encryption as well? Please clarify?	The Bidder has to provide the encryption licenses for transferring the data to the portable media.
69	D. Annexure-2 SOW & Technical Specifications	4	37	The proposed solution should be able to enforce policies to detect and prevent data leaks even on image files on all endpoints	OCR is enforced in Network DLP to reduce the impact on end user machine performance and improve efficacy, deploying OCR on Endpoint will severely impact the system resources and make the end-user device not functional	Bidder has to comply RFP terms



**Replies to the Pre-Bid Queries of Ref: KaGB/Project Office/RFP/03/2024-25 dated 12.06.2024**

Si No	Document	Page Number	Section No. and RFP Clause No	Clause/Technical Specification (as per RFP)	Bidder's Query	Bank's Reply
70	D. Annexure-2 SOW & Technical Specifications	4	37	The proposed solution should be able to enforce policies to detect and prevent data leaks even on image files	Need Azure subscription for images	Bidder has to comply RFP terms
71	D. Annexure-2 SOW & Technical Specifications	4	39	The proposed solution should support reports in different formats such as PDF, Excel or CSV, etc. format.	Reports can be downloaded only in PDF	Bidder has to comply RFP terms
72	D. Annexure-2 SOW & Technical Specifications	4	41-C	c. Full text/ URL requested.	Please clarify	Bidder has to comply RFP terms
73	D. Annexure-2 SOW & Technical Specifications	4	Scope of Work, 35	The proposed solution should enforce policies to detect and prevent low and slow data leaks.	Detection of low and slow data leaks causes lot of false positives and most of the time the decision would not be accurate as the data is fully copied or changed with the different characters. We request to relax/remove this clause.	Bidder has to comply RFP terms
74	D. Annexure-2 SOW & Technical Specifications	4	Scope of Work, 37	The proposed solution should be able to enforce policies to detect and prevent data leaks even on image files on all endpoints.	Detection and prevention of data leaks on image files on endpoints is not supported by all the prominent vendors in the DLP market as it requires a lot of computer power to extract the data in image format. OCE is available on network DLP solutions only. If	Bidder has to comply RFP terms

**Replies to the Pre-Bid Queries of Ref: KaGB/Project Office/RFP/03/2024-25 dated 12.06.2024**

Si No	Document	Page Number	Section No. and RFP Clause No	Clause/Technical Specification (as per RFP)	Bidder's Query	Bank's Reply
					bank is looking for only endpoint DLP solution, we request to relax/remove this clause.	
75	D. Annexure-2 SOW & Technical Specifications	5	Section B & Clause 8.1 (Page 13)	Clause 43 (Page 5): The proposed solution should provide an ability to perform full scans and incremental scans for endpoints only	Is it limited to endpoints only or Bank is looking for network scan as well.	Bidder has to comply RFP terms
76	D. Annexure-2 SOW & Technical Specifications	5	50	The proposed solution should have a mechanism to support easily downloadable upgrades from OEM official website	Please clarify	Bidder has to comply RFP terms
77	D. Annexure-2 SOW & Technical Specifications	5	Scope of Work, 49	The proposed solution should trigger only one incident per event, even if the event violates multiple policies.	DLP solution trigger incident for every match as policies would be applied on different vectors. Incident for every event will help the bank to analyse the severity and incidents happening on specific policy or DLP vector. we request to relax/remove this clause.	Bidder has to comply RFP terms
78	D. Annexure-2 SOW & Technical Specifications	6	Information Protection: 5	Proposed solution should designate individual (or groups of) removable devices as trusted and create policy exceptions for those devices.	"Endpoint DLP tools help in identifying the USB device name and apply policies based on USB device name /group Request to clarify if this is the use case and amend the point accordingly"	Bidder has to comply RFP terms

**Replies to the Pre-Bid Queries of Ref: KaGB/Project Office/RFP/03/2024-25 dated 12.06.2024**

Si No	Document	Page Number	Section No. and RFP Clause No	Clause/Technical Specification (as per RFP)	Bidder's Query	Bank's Reply
79	D. Annexure-2 SOW & Technical Specifications	6	Information Protection: Data Loss Prevention (Data Loss Prevention Policies)	<p>Should be able to detect and prevent:</p> <ul style="list-style-type: none"> <li>- Keywords/patterns and proximity to each other within documents</li> <li>- Pre-built dictionaries</li> <li>- Wide range of sensitive data types (e.g., Aadhar, PAN, SSNs, CCNsetc.)- Patterns with respect to various compliances like PCI-DSS, GDPR etc.</li> <li>- Classified Proprietary File types (types that are not predefined)- Content in images (for example JPEG, PNG etc.) using Optical Character Recognition (OCR).</li> <li>- File copied to cloud domains</li> <li>- File printed</li> <li>- Copy to clipboard</li> <li>- Copy to removable storage</li> <li>- copy to network share can be blocked- Copy to Bluetooth</li> <li>- Copy over RDP</li> <li>- User creates an item</li> <li>- User renames an item</li> <li>- data uploaded by unallowed browsers- Data accessed by unallowed apps</li> </ul>	<p>OCR is enforced in Network DLP to reduce the impact on end user machine performance and improve efficacy, Hope this point is about leveraging OCR for Network DLP. Also, need more information about, "User created and item" "Users renames an item" and "Data Accessed by unallowed apps"</p>	<p>Bidder has to comply RFP terms</p>

**Replies to the Pre-Bid Queries of Ref: KaGB/Project Office/RFP/03/2024-25 dated 12.06.2024**

Si No	Document	Page Number	Section No. and RFP Clause No	Clause/Technical Specification (as per RFP)	Bidder's Query	Bank's Reply
80	D. Annexure-2 SOW & Technical Specifications	6	Information Protection: Data Loss Prevention, Data Loss Prevention - Policies , 6	Ability to govern and restrict sensitive data transfer over Teams chats and channel message, including file transfers and also should support for other media channel transfer.	Detection of sensitive data transfer over team chats is not a DLP endpoint use case. As teams users proprietary encrypted communications and even if the data is monitored teams application, user can access teams app from different devices to exfiltrate the data. As per industry standard and recommendation CASB is the right solution for teams app. we request to relax/remove this clause.	Bidder has to comply RFP terms
81	D. Annexure-2 SOW & Technical Specifications	7	Information Protection: Data Loss Prevention (Data Loss Prevention - Policies ) 12	Evidence collection for file activities on devices.	Endpoint DLP solutions can detect and protect the outgoing data from endpoint, file access monitoring is generally done by EDR or IRM tools	Bidder has to comply RFP terms

**Replies to the Pre-Bid Queries of Ref: KaGB/Project Office/RFP/03/2024-25 dated 12.06.2024**

Si No	Document	Page Number	Section No. and RFP Clause No	Clause/Technical Specification (as per RFP)	Bidder's Query	Bank's Reply
82	D. Annexure-2 SOW & Technical Specifications	7	Information Protection: Data Loss Prevention (Data Loss Prevention - Policies ) 13	Solution should Index and retain all unfiltered files that are analysed while scanning files.	DLP tools monitor the Data Incidents in monitoring mode based on the Data Pattern Logic , doing monitoring all creates lead to more false positive and excessive file storage. Request amendment for the point	Bidder has to comply RFP terms
83	D. Annexure-2 SOW & Technical Specifications	7	Information Protection: Data Loss Prevention (Data Loss Prevention - Policies ) 13	Solution should Index and retain all unfiltered files that are analysed while scanning files.	Request amendment for the point Proposed specification: "The proposed solution must have the mechanism to index and retain all Sensitive documents being exfiltrated across endpoint channels by monitoring traffic policy rules defined for detecting the sensitive data"	Bidder has to comply RFP terms

**Replies to the Pre-Bid Queries of Ref: KaGB/Project Office/RFP/03/2024-25 dated 12.06.2024**

Si No	Document	Page Number	Section No. and RFP Clause No	Clause/Technical Specification (as per RFP)	Bidder's Query	Bank's Reply
84	D. Annexure-2 SOW & Technical Specifications	7	Information Protection: Data Loss Prevention, 9	Allow automatic movement of files with policy violations and replace with a message from admins.	Automatic movement of files with policy violation can be done but replacement of the file with a message is not a DLP use case. we request to relax/remove this clause.	Bidder has to comply RFP terms
85	D. Annexure-2 SOW & Technical Specifications	7	Data Loss Prevention - Policies , 14	Ability to detect the web uploads over the blocked web domains.	Detection and prevention of data upload on web based on the web domain is not the DLP use case, this is proxy use case. However, data upload on URL can be detected and blocked. We request to change the clause as "Ability to detect the web uploads over the blocked ULR's."	Bidder has to comply RFP terms
86	D. Annexure-2 SOW & Technical Specifications	8	Information Protection: Data Loss Prevention, 16	Ability to define a single set of policies based on content, sender/recipient, file characteristics and communications protocols once and deploy across all products.	Creation of policies based on content, sender/recipient, file characteristics and communications protocols are not a single vector use case. This is an email, and Network communication protection vector rule policy. We request to change the clause as "Ability to define a single set of policies based on content, sender/recipient, file characteristics and deploy across all endpoints".	Bidder has to comply RFP terms

**Replies to the Pre-Bid Queries of Ref: KaGB/Project Office/RFP/03/2024-25 dated 12.06.2024**

Si No	Document	Page Number	Section No. and RFP Clause No	Clause/Technical Specification (as per RFP)	Bidder's Query	Bank's Reply
87	D. Annexure-2 SOW & Technical Specifications	8	DLP: Centralized Management 4	The solution should support the onboarding and management of devices using the DLP console.	DLP tools don't deploy the agents and manage the devices as whole, on their own, rather they focus on the Agents status and DLP capabilities. Large enterprises and Banks rely on third party centralized deployment tools like Manage Engine, SCCM etc. to deploy and manage the software on endpoints	<p>The solution should support the onboarding and management of devices using the DLP console.</p> <p>If the solution is agent based, the bidder has to make necessary arrangement to deploy the agent by setting up appropriate infrastructure in both DC and DRC with HA and either on the discovery based or the polling based or manually agent to be installed in all the endpoint devices and it should be brought under the centralized control for pushing the endpoint DLP policies. The cost should be included as per the BOM.</p> <p>In case of agentless solution the bidder has to make necessary arrangement to bring all the endpoints either on the discovery based or the polling based and it should be brought under the centralized control for pushing the endpoint DLP policies by setting up appropriate infrastructure in both DC and DRC with HA. The cost should be included as per the BOM</p>

**Replies to the Pre-Bid Queries of Ref: KaGB/Project Office/RFP/03/2024-25 dated 12.06.2024**

Si No	Document	Page Number	Section No. and RFP Clause No	Clause/Technical Specification (as per RFP)	Bidder's Query	Bank's Reply
88	D. Annexure-2 SOW & Technical Specifications	NA	NA	Not existing in RFP, Request to add new point	The proposed classification solution should have the ability to suggest an appropriate classification to the user based on AI/ML identification of the content within files. Use advanced AI in addition to pattern matching to identify unstructured data accurately and quickly. AI/ML should provide the confidence percentage before classification	No modification
89	D. Annexure-2 SOW & Technical Specifications	NA	NA	Not existing in RFP, Request to add new point	<ul style="list-style-type: none"> <li>The proposed classification solution should have the ability to allow users to do Manual Classification on documents they create in Word / Excel / PowerPoint/PDF and Outlook and ability to apply classification metadata labels onto the files themselves. (Provide flexible - Classification, Compliance, and distribution) For - Confidential / PII / Internal.</li> </ul>	No modification
90	D. Annexure-2 SOW & Technical Specifications	NA	NA	Not existing in RFP, Request to add new point	The proposed classification solution could enforce users to classify the file when they print on Word, Excel, PowerPoint and apply visual markings on Word, Excel, PowerPoint files as well as headers on emails (Outlook Client).	No modification
91	D. Annexure-2 SOW & Technical Specifications	NA	NA	Not existing in RFP, Request to add new point	The proposed classification solution should have the ability for classifying email against the attachment classification. Highest classification should be inherited from the classified attachments	No modification



**Replies to the Pre-Bid Queries of Ref: KaGB/Project Office/RFP/03/2024-25 dated 12.06.2024**

Si No	Document	Page Number	Section No. and RFP Clause No	Clause/Technical Specification (as per RFP)	Bidder's Query	Bank's Reply
92	D. Annexure-2 SOW & Technical Specifications	NA	NA	Not existing in RFP, Request to add new point	The proposed classification solution should support metadata writer for example docx, docm, dotm, dotx, pdf, doc, dot, xls, xlt, ppt, pps, pptx, potm, potx, ppsm, pptm, ppsx, vsdx, jpg, jpeg, png, mp4, jpe ,bmp, wav , mov , avi,m4p, m4v,gif,tiff ,tif, zip, mpp.	No modification
93	D. Annexure-2 SOW & Technical Specifications	NA	NA	Not existing in RFP, Request to add new point	Existing Infrastructure and licenses components like Ms SQL can be leveraged in case proposed Endpoint DLP solution can integrate with the existing solution of the Bank	The bidder has to provide end to end solution required for smooth implementation of endpoint DLP in all our endpoints by creating/setting up suitable infrastructure in both DC and DRC with HA which includes Hardware, Software, Middleware, OS, agent installation(in case of agent based solution), agent deployment solution, data classification solutions etc.. and the cost for the same should be included in the BOM.
94	E. Annexure-15 BOM	1	Option 2: (Table A2): Agent based Endpoint	Total number of endpoints is mentoned as 8700	Does this endpoint count 87000 include both Karnataka Gramin Bank and Kerala Gramin Bank. Please clarify?	Bidder has to comply RFP terms

**Replies to the Pre-Bid Queries of Ref: KaGB/Project Office/RFP/03/2024-25 dated 12.06.2024**

Si No	Document	Page Number	Section No. and RFP Clause No	Clause/Technical Specification (as per RFP)	Bidder's Query	Bank's Reply
95	F. General Queries	NA	NA	NA	<ul style="list-style-type: none"> <li>• The proposed classification solution should have the ability to suggest an appropriate classification to the user based on AI/ML identification of the content within files. Use advanced AI in addition to pattern matching to identify unstructured data accurately and quickly. AI/ML should provide the confidence percentage before classification.</li> <li>• The proposed classification solution should have the ability to allow users to do Manual Classification on documents they create in Word / Excel / PowerPoint/PDF and Outlook and ability to apply classification metadata labels onto the files themselves. (Provide flexible - Classification, Compliance, and distribution) For - Confidential / PII / Internal.</li> <li>• The proposed classification solution could enforce users to classify the file when they print on Word, Excel, PowerPoint and apply visual markings on Word, Excel, PowerPoint files as well as headers on emails (Outlook Client).</li> <li>• The proposed classification solution should have the ability for classifying email against the attachment classification. Highest classification should be inherited from the classified attachments</li> <li>• The proposed classification solution should</li> </ul>	No modification

**Replies to the Pre-Bid Queries of Ref: KaGB/Project Office/RFP/03/2024-25 dated 12.06.2024**

Si No	Document	Page Number	Section No. and RFP Clause No	Clause/Technical Specification (as per RFP)	Bidder's Query	Bank's Reply
					support metadata writer for example docx, docm, dotm, dotx, pdf, doc, dot, xls, xlt, ppt, pps, pptx, potm, potx, ppsm, pptm, ppsx, vsdx, jpg, jpeg, png, mp4, jpe ,bmp, wav , mov , avi,m4p, m4v,gif,tiff ,tif, zip, mpp.	
96	F. General Queries	NA	NA		Are both banks DC & DR is same? Or de we need to consider solution & licenses for 2 different DC & DR of Karnataka Gramin Bank and Kerala Gramin Bank. Please clarify?	No modification
97	F. General Queries	General	Generic	Generic	How many custom DLP policies to be configured?	Enterprise class policies which are suitable to the BFSI segment should be implmented in addition to the Bank's requirements suitable to our setup.
98	F. General Queries	General	Generic	Generic	We understand that Data classification is responsibility of bank and bank having existing Data Classification solution in place. We assume labelling of document is in place. Which data classification tool are you currently using?	The solution should include an inbuilt option without additional requirements for applying labels within office applications by properly making the appropriate classifications suitable to enterprise class standards.
99	G. Suggestions	NA	NA	Not existing in RFP, Request to add new point	Syncing new or updated DLP policies should occur on onboarded devices within 60 minutes	Syncing new or updated DLP policies should occur on onboarded devices immediately.
100	G. Suggestions	NA	NA	Not existing in RFP, Request to add new point	All Vendors (Agent & Agentless )should include the additional storage cost as applicable for storing the incident and file forensics for a period of at least 6 months in Bill of meterial	The bidder has to make necessary arrangement to store incidents and file forensics data for the period of six months either by using storage or by any suitable solutions and the cost of the same should be included in the BOM.

**Replies to the Pre-Bid Queries of Ref: KaGB/Project Office/RFP/03/2024-25 dated 12.06.2024**

Si No	Document	Page Number	Section No. and RFP Clause No	Clause/Technical Specification (as per RFP)	Bidder's Query	Bank's Reply
101	G. Suggestions	NA	NA	Not existing in RFP, Request to add new point	Syncing new or updated DLP policies should occur on onboarded devices within 60 minutes	Syncing new or updated DLP policies should occur on onboarded devices immediately.
102	A. RFP Main Document	15	Section -C Deliverables & Service Level Agreements (SLAs) and 1.4	Entire endpoint DLP solution end to end should be completed within 8 weeks from the date of acceptance of the purchase order which includes supply of Hardware, OS, Software, License, Database etc and also installation, configuration, implementation of all the deliverables/solution as well as agents (if required) in all the endpoints by building redundancy in both DC as well as DRC in Active-Active High availability mode.	Its is challenging to complete the entire project Completion in 8 weeks as the Hardware delivery only will take 8 weeks. Request Bank to amend the time lines as "Entire endpoint DLP solution end to end should be completed within <b>18 weeks</b> from the date of acceptance of the purchase order which includes supply of Hardware, OS, Software, License, Database etc and also installation, configuration, implementation of all the deliverables/solution as well as agents (if required) in all the endpoints by building redundancy in both DC as well as DRC in Active-Active High availability mode.	Please refer Amendment no. 01
103	A. RFP main document	15	Section -C	Supply, Configuration/Installation, Implementation, Maintenance and its Acceptance: 1.4	Please confirm if there is an Intune solution in place. Also we would request bank to reconsider on timelines from 8 weeks to 10 weeks from delivery of licenses	Please refer Amendment no. 01
104	A. RFP main document	19	Section -C	6. Training (No cost to the bank):	Please confirm every year how many number of trainings to be provided in bengaluru office	Please refer Amendment no. 01

**Replies to the Pre-Bid Queries of Ref: KaGB/Project Office/RFP/03/2024-25 dated 12.06.2024**

Si No	Document	Page Number	Section No. and RFP Clause No	Clause/Technical Specification (as per RFP)	Bidder's Query	Bank's Reply
105	A. RFP main document	57	26.4.2.	Bidder must have a documented patch management and distribution process that ensures security patches are applied to all systems (including servers, workstations, and laptops) that process and/or store Bank Sensitive Data.	Our understanding is that, we can use bank's software distribution tools such as SCCM to roll out the agents and patches. However, the entire process has to be documented only and not to provide any additional patch management tool as part of this RFP.	Please refer Amendment no. 01
106	A. RFP main document	57	26.4.4.	Bidder must employ network security architectural components (to include, at a minimum, firewalls, and network intrusion detection/prevention solutions) to adequately protect all systems.	Bank to clarify if they need additional security components such as firewalls and IPS as mentioned in this clause	Please refer Amendment no. 01
107	C. Annexures	3	Annexure - 1 Point number 7	Bidder should be having minimum accreditations of ISO: 9001:2015	Bidder should be having minimum accreditations of ISO: 9001:2015, and ISO 27001-, Being an ISO 27001 company ensures the protection of your information assets and hence reduces the probability of legal prosecution and losing clients' trust because of data breaches. ISO 27001 procedures enable you to promptly detect	Please refer Amendment no. 01

**Replies to the Pre-Bid Queries of Ref: KaGB/Project Office/RFP/03/2024-25 dated 12.06.2024**

Si No	Document	Page Number	Section No. and RFP Clause No	Clause/Technical Specification (as per RFP)	Bidder's Query	Bank's Reply
					an incident of security breach and take action.	
108	C. Annexures	3	Annexures of RFP Ref 03.24.25 Endpoint DLP - Eligibility Criteria	The Bidder must have successfully Supplied Configured, Implemented and Maintained Endpoint Data Loss Protection (DLP) solution with minimum 5000 endpoints in at least one PSU/Government Organizations / Scheduled Banks/Insurance Companies/BFSI in India, during last three financial years.	Request to allow Public & Private Enterprises along with the mentioned organization category and also request is to consider min 5000 endpoint during last three financial years. OR request to allow OEM experience in compliance to the asked eligibility criteria.	Please refer Amendment no. 01
109	C. Annexures	3	Annexure -1 Eligibility Criteria Declaration	The Bidder must have successfully Supplied Configured, Implemented and Maintained Endpoint Data Loss Protection (DLP) solution with minimum 5000 endpoints in at least one PSU/Government Organizations / Scheduled Banks/Insurance Companies/BFSI in India, during last three financial years.	Request Bank to include Network DLP also and amend the clause as "The Bidder must have successfully Supplied Configured, Implemented and Maintained Endpoint Data Loss Protection (DLP) <b>and/or Network DLP</b> solution with minimum 5000 endpoints in at least one PSU/Government Organizations / Scheduled Banks/Insurance Companies/BFSI in India, during last three financial years.	Please refer Amendment no. 01

**Replies to the Pre-Bid Queries of Ref: KaGB/Project Office/RFP/03/2024-25 dated 12.06.2024**

Si No	Document	Page Number	Section No. and RFP Clause No	Clause/Technical Specification (as per RFP)	Bidder's Query	Bank's Reply
110	C. Annexures	3	Annexure 1, Eligibility Criteria Declaration 6	The Bidder must have successfully Supplied Configured, Implemented and Maintained Endpoint Data Loss Protection (DLP) solution with minimum 5000 endpoints in at least one PSU/Government Organizations / Scheduled Banks/Insurance Companies/BFSI in India, during last three financial years.	The Bidder must have successfully Supplied Configured, Implemented and Maintained Endpoint Data Loss Protection (DLP) solution with minimum 5000 endpoints in at least one PSU/Government Organizations / Scheduled Banks/Insurance Companies/BFSI in India, during last seven financial years.	Please refer Amendment no. 01
111	C. Annexures	3	Annexure 1 Eligibility Criteria point number 6	The Bidder must have successfully Supplied Configured, Implemented and Maintained Endpoint Data Loss Protection (DLP) solution with minimum 5000 endpoints in at least one PSU/Government Organizations / Scheduled Banks/Insurance Companies/BFSI in India, during last three financial years.	the supply and solution implemented and maintained during last 3 financial year .	Please refer Amendment no. 01
112	C. Annexures	3	Eligibility	The Bidder must have successfully Supplied	We request Bank to modify this clause as below:-	Please refer Amendment no. 01

**Replies to the Pre-Bid Queries of Ref: KaGB/Project Office/RFP/03/2024-25 dated 12.06.2024**

Si No	Document	Page Number	Section No. and RFP Clause No	Clause/Technical Specification (as per RFP)	Bidder's Query	Bank's Reply
			Annexure 1 - Point No. 6	Configured, Implemented and Maintained Endpoint Data Loss Protection (DLP) solution with minimum 5000 endpoints in at least one PSU/Government Organizations / Scheduled Banks/Insurance Companies/BFSI in India, during last three financial years.	The Bidder must have successfully Supplied Configured, Implemented and Maintained Endpoint Data Loss Protection (DLP) solution with minimum 5000 endpoints in at least one PSU/Government Organizations / Scheduled Banks/Insurance Companies/BFSI in India, during last seven financial years.	
113	C. Annexures	3		The Bidder must have successfully Supplied Configured, Implemented and Maintained Endpoint Data Loss Protection (DLP) solution with minimum 5000 endpoints in at least one PSU/Government Organizations / Scheduled Banks/Insurance Companies/BFSI in India, during last three financial years.	<p>The Bidder or it's OEM must have successfully Supplied Configured, Implemented and Maintained Endpoint Data Loss Protection (DLP) solution with minimum 5000 endpoints in <b>multiple organizations including</b> PSU / Government Organizations / <b>healthcare</b> / Scheduled Banks/Insurance Companies / BFSI in India, during last three financial years.</p> <p><b>We are the Indian OEM and have been providing cyber security solutions for more than 2 lacs endpoints across organizations in India.</b></p>	Please refer Amendment no. 01



**Replies to the Pre-Bid Queries of Ref: KaGB/Project Office/RFP/03/2024-25 dated 12.06.2024**

Si No	Document	Page Number	Section No. and RFP Clause No	Clause/Technical Specification (as per RFP)	Bidder's Query	Bank's Reply
114	C. Annexures	3	PQ Clause 6	The Bidder must have successfully Supplied Configured, Implemented and Maintained Endpoint Data Loss Protection (DLP) solution with minimum 5000 endpoints in at least one PSU/Government Organizations / Scheduled Banks/Insurance Companies/BFSI in India, during last three financial years.	As of date, very few banks have implemented end point DLP, and only a few bidders can meet the requirement. We request bank to modify the clause as below: <u>The Bidder/OEM must have successfully Supplied Configured, Implemented and Maintained Endpoints Data Loss Protection (DLP) solution with minimum 5000 endpoints in at least one PSU/Government Organizations / Scheduled Banks/Insurance Companies/BFSI in India, during last three financial years.</u>	Please refer Amendment no. 01
115	C. Annexures	3	PQ Clause 6	The Bidder must have successfully Supplied Configured, Implemented and Maintained Endpoint Data Loss Protection (DLP) solutionwith minimum 5000 endpoints in at least one PSU/Government Organizations / Scheduled Banks/Insurance Companies/BFSI in India, during last three financial years.	As per the RFP, PO requires for the last three financial years. Kindly suggest whether you will consider a PO dated older than three financial years, but having a five year contract period.	Please refer Amendment no. 01

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Si No	Document	Page Number	Section No. and RFP Clause No	Clause/Technical Specification (as per RFP)	Bidder's Query	Bank's Reply
116	D. Annexure-2 SOW & Technical Specifications	1	Scope of Work: 9	The solution should include an inbuilt option without additional requirements for applying labels within office applications.	While the current RFP is for Endpoint DLP but this specification is about classification, Classification is a standalone solution.	Please refer Amendment no. 01
117	D. Annexure-2 SOW & Technical Specifications	1	Scope of Work: 9	Clause 9 (Page 1): The solution should include an inbuilt option without additional requirements for applying labels within office applications.	Does classification/labels solutions required separately?	Please refer Amendment no. 01
118	D. Annexure-2 SOW & Technical Specifications	2	Section B & Clause 8.1 (Page 13)	Clause 13 (Page 2): The solution must automatically classify and protect files and emails according to predefined policies without requiring manual intervention.		Please refer Amendment no. 01
119	D. Annexure-2 SOW & Technical Specifications	2	Section B & Clause 8.1 (Page 13)	Clause 14.e (Page 2): The proposed solution should support :a. Scanning file formats such as (Word, excel, ppt, xls)b. Non textual pdf, xpsc. data in archival tools (.zip/rar/.7z/.tar). Alert	1. This specification is a feature of WebDLP (as integration with web proxy is being requested) while the current RFP is only for endpoint, Please clarify if web DLP also being considered2. This specification is a feature of email DLP while RFP is only for	Please refer Amendment no. 01

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Si No	Document	Page Number	Section No. and RFP Clause No	Clause/Technical Specification (as per RFP)	Bidder's Query	Bank's Reply
				presence of encrypted archived files. analyze encrypted data over web proxies. analyze data sent over corporate email (organizational/nonorganizational)	endpoint, Please clarify if email DLP also being considered	
120	D. Annexure-2 SOW & Technical Specifications	2	12.a	The proposed solution should be able to perform following searches: a. e-mail sent from or to any email address	This specification is a feature of email DLP while RFP is only for endpoint, Please clarify if email DLP also being considered	Please refer Amendment no. 01
121	D. Annexure-2 SOW & Technical Specifications	2	16	The proposed solution should be able to prevent content getting posted or uploaded to specific geo-location.	This specification is a feature of WebDLP while RFP is only for endpoint, Please clarify if web DLP also being considered	Please refer Amendment no. 01
122	D. Annexure-2 SOW & Technical Specifications	2	13	The solution must automatically classify and protect files and emails according to predefined policies without requiring manual intervention.	While the current RFP is for Endpoint DLP but this specification is about classification, Classification is a standalone solution.	Please refer Amendment no. 01

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Si No	Document	Page Number	Section No. and RFP Clause No	Clause/Technical Specification (as per RFP)	Bidder's Query	Bank's Reply
123	D. Annexure-2 SOW & Technical Specifications	2	Scope of Work, 14	d. analyze encrypted data over web proxies	This RFP is released to for the selection of Endpoint DLP solution. Endpoint DLP solution doesn't support integration with web proxies for analysing the encrypted traffic. If bank is looking for network web DLP, please clarify if we need to consider the same if not kindly remove this clause.	Please refer Amendment no. 01
124	D. Annexure-2 SOW & Technical Specifications	7	Information Protection: Data Loss Prevention8	Shows a policy tip and sends an email notification to users when they attempt to share protected sensitive information with people outside/inside your organization.	Please provide more details on policy tip, is the expectation is to show user coaching notification on endpoint during the data intaraction	Please refer Amendment no. 01
125	D. Annexure-2 SOW & Technical Specifications	8	Information Protection: 17	Ability to search across all captured data, across all workloads during investigations and incident response workflows.	Need more details on "Across all workloads" and search with in "incident response workflows"	Please refer Amendment no. 01