Sl. No.	Section & Page Number	RFP Clause	Clause/Technical Specification (as per RFP)	Bidder's Query	Bank's Reply
1	RFP Page No. 16	1.4.1	Supply of HW, SW, Appliance/s, and Antivirus Licenses: Within Four Weeks from the date of acceptance of Purchase Order	Please considering the relaxation for the time shedule as *Supply of HW, SW, Appliance/s, and Antivirus Licenses: Within 08 Weeks from the date of acceptance of Purchase Order*	Please refer Amendment No.1.
2	RFP Page No. 16	1.4.2	Installation & Implementation: Within Eight Weeks from the date of acceptance of Purchase Order. Installation & Implementation of the entire solution (including agent installation in the servers and DDAN installation) to be done by the OEM only. The successful bidder to ensure the same with a proper plan and coordination with OEM	Please considering the relaxation for the time shedule as *Installation & Implementation: Within 16 Weeks from the date of acceptance of Purchase Order.*	Please refer Amendment No.1.
3	RFP Page No. 16	1.4.2	Installation & Implementation: Within Eight Weeks from the date of acceptance of Purchase Order. Installation & Implementation of the entire solution (including agent installation in the servers and DDAN installation) to be done by the OEM only. The successful bidder to ensure the same with a proper plan and coordination with OEM	We are platinum partners of TrendMicro and we have all required technical capabilty to handle implementation by our own resources, end to end. We request you to make it as OEM / Bidder to do the implementation for this RFP.	Please refer Amendment No.1.
4	RFP Page No. 17	1.11	The Bank and/or its nominated officials/consultants may carry out pre-dispatch inspection (before delivery) or post-dispatch inspection (before acceptance of the solution) of all ordered equipment or any part thereof.	In case of any pre / post dispatch inspection, we assume that bank will provide additional timeline for the same. Kindly confirm on the same.	Bidder to comply with RFP terms & Conditions.
5	RFP Page No. 19	5.1.a	Non-compliance of the Supply /Delivery clause will result in the Bank imposing penalty of 0.50% on delay in delivery per week or part thereof, as per clause 1.4.1 of this Schedule, on the value of the undelivered item as per PO per location/office address wise	Please considering the relaxation for the penalty terms as *Non-compliance of the Supply /Delivery clause will result in the Bank imposing penalty of 0.10% on delay in delivery per week or part thereof, as per clause 1.4.1 of this Schedule, on the value of the undelivered item as per PO per location/office address wise*	Bidder to comply with RFP terms & Conditions.

6	RFP Page No. 19	5.1.b	Non-compliance of the Installation, Configuration and Implementation will result in the Bank imposing penalty of 0.50% on delay on installation per week or part thereof, as per clause 1.4.2 of this Schedule, on the total value of the order	Please considering the relaxation for the penalty terms as **Non-compliance of the Installation, Configuration and Implementation will result in the Bank imposing penalty of 0.10% on delay on installation per week or part thereof, as per clause 1.4.2 of this Schedule, on the total value of the order**	Bidder to comply with RFP terms & Conditions.
7	RFP Page No. 21	7.1	The Bidder has to quote for cost of one resident L1 & one L2 engineer (onsite resources) from OEM for the period of 5 years.	We can provide costing per resource to bank, as mentioned in RFP arrive at TCO. However, the same may not be sufficient to cover the shifts on a 24x7x365 basis. Kindly clarify whether you are looking at shift coverage or only per resource cost.	Please refr clause No. 7.4 of Section-C of RFP for further details.
8	RFP Page No. 23	8.1	Payment schedule will be as under: Hardware:	We request bank to modify the clause as below: Delivery: 40% - **50%** Installation, Implementation and Commissioning: 30% Acceptance: 20% **- 10%** Warranty: 10% - 10% of the hardware cost shall be paid only after completion of Warranty period of Three years **or against submission of BG for advance warranty payment for three years.** AMC - Quarterly in arrears after completion of Warranty period of 3 years if contracted. **OR Yearly in advance against submission of BG of equivalent value**	Please refer Amendment No.1.
9	RFP Page No. 24 & 25	8.1	Hardware: d.10% of the hardware cost shall be paid only after completion of Warranty period of Three years All Other Software: c.10% of the all other software cost shall be paid only after completion of Warranty period of Three years.	Request Bank to amend the clause as " 10% of the all otherHardware cost and software cost shall be paid only after completion of Warranty period of Three years **or** **On submission of BG equivalent to warranty payment.**	Please refer Amendment No.1.

10	RFP Page No. 24	8.1	Payment terms: Payment schedule will be as under: Licenses for Deep Security:	We request bank to modify the clause as below: ATS - Quarterly in advance after completion of 3 years from the project sign-off or acceptance if contracted. **- OR Yearly in advance against submission of BG of equivalent value**	Please refer Amendment No.1.
11	RFP Page No. 25	8.1	All Other Software (if any):	We request bank to modify the clause as below: Warranty: 10% - 10% of the all other software cost shall be paid only after completion of Warranty period of Three years OR **against submission of BG for advance warranty payment for three years.**. ATS: Quarterly in advance after completion of 3 years of Warranty Period **OR Yearly in advance against submission of BG of equivalent value**	Please refer Amendment No.1.
12	RFP Page No. 26	8.2	Charges for Resident Engineer (if engaged by Bank) will be paid quarterly in arrear basis and on production of invoices duly approved by Bank's Officials.	We request bank to change this to monthly in arrears.	Bidder to comply with RFP terms & Conditions.
13	Annexure 1 - Page No. 2	Annexure -1 Eligibility Criteria Point No.6	The Bidder should have experience in Supplying minimum 500 Deep Security Licenses & Maintaining the Trend Micro Deep Security Antivirus Solution in at least two organisations - Government Department/ Financial Institution/Public Sector Units/Scheduled Commercial Bank/ IT/ITES in India in the past three years (as on RFP date)	Request Bank to relax the clase as follows "The Bidder should have experience in Supplying minimum **250 Deep Security** Licenses & Maintaining the Trend Micro Deep Security Antivirus Solution in at least **2 organisation** - Government Department/ Financial Institution/Public Sector Units/Scheduled Commercial Bank/ IT/ITES in India in the past three years (as on RFP date)	Please refer Amendment No.1.
14	Annexure 1 - Page No. 2	Annexure -1 Eligibility Criteria Point No.6	The Bidder should have experience in Supplying minimum 500 Deep Security Licenses & Maintaining the Trend Micro Deep Security Antivirus Solution in at least two organisations - Government Department/ Financial Institution/Public Sector Units/Scheduled Commercial Bank/ IT/ITES in India in the past three years (as on RFP date)	Request Bank to relax the clase as follows "The Bidder should have experience in Supplying minimum **400 Deep Security** Licenses & Maintaining the Trend Micro Deep Security Antivirus Solution in at least two organisations - Government Department/ Financial Institution/Public Sector Units/Scheduled Commercial Bank/ IT/ITES in India in the **past Five year**s (as on RFP date)	Please refer Amendment No.1.

15	RFP Page No. 13	7.1	Eligibility Criteria: Please note that Authorized Partners/dealers of Trend Micro alone can participate in the Bid.	We are platinum partners, as recognized by TrendMicro. We have resource in-house on our company payrolls, who have all required certification and experience to handle this project and implementation. Considering the criticality of bank environment, and the securiy aspects of this project, we suggest bank to please allow participation by ONLY Platinum partners of TrendMicro. This will ensure only quality bids for bank to consider.	Bidder to comply with RFP terms & Conditions.
16	Annexure -2 Scope of Work - Page No. 1	1.7	Proposed Deep Server Security solution should support with or without an agent in the servers it is protecting.	Request bank to remove this point since we have already covered agent based solution in tech specs for Deep Security Server.	Bidder to comply with RFP terms & Conditions.
17	Annexure -2 Scope of Work - Page No. 1	1.11	The Bidder should ensure that implementation of Deep Security solution with Deep Discovery Analyzer by OEM only. All the activities related to implementation of the total solution should be done by OEM only.	Request bank to modify this clause as follows "The Bidder should ensure that implementation of Deep Security solution with Deep Discovery Analyzer by OEM certified partner only. All the activities related to implementation of the total solution should be done by OEM certified partner only."	Please refer Amendment No.1.
18	Annexure -2 Scope of Work - Page No. 2	1.18	The Bidder is responsible for setting up single management console for the entire solution.	Request bank to remove this clause since the proposed solutions include standalone hardware appliance and software solution and the respective management is separate.	Please refer Amendment No.1.
19	Annexure -2 Scope of Work - Page No. 2	1.20.	The Bidder should establish an Active-Passive configuration with high availability cluster mode in DC and DR for business continuity. If any additional hardware and/or software are required for implementing this, Bidder will provide the same without any extra commercials.	Request bank to modify this point as follows "The proposed solution should be configured on High availability between DC and DR for business continuity. If any additional hardware and/or software are required for implementing this, Bidder will provide the same without any extra commercials"	Bidder to comply with RFP terms & Conditions.
20	Annexure -2 Scope of Work - Page No. 4	1.42	Hardware and Software installation and configuration for the entire set up to be handled by the qualified/experienced OEM personnel only.	Request bank to modfiy this clause as follows "Hardware and Software installation and configuration for the entire set up to be handled by the qualified/experienced OEM certified partner only."	Please refer Amendment No.1.

21	Annexure -2 Scope of Work - Page No. 4	1.48	Bank will not provide any unsecured remote session like Team Viewer, WebEx etc. for any kind of installation, bug fixing, update and upgrade in entire project tenure.	Since fixing/upgrade/issue troubleshooting activities may require timely resolution, backend support and urgent attention, it may not be possible to perform these activities onsite always. Request bank to confirm if secure remote sessions such as Microsoft teams or any other application bank is using is allowed.	Bidder to comply with RFP terms & Conditions.
22	Annexure -2 Scope of Work - Page No. 4	1.50.	The proposed solution should not hamper the prescribed RPO i.e. 15 Minutes.	Request bank to modify this point "The bidder has to ensure the proposed solution should not hamper the prescribed RPO i.e. 15 Minutes."	Please refer Amendment No.1.
23	Annexure -2 Technical Specifications- Page No. 6	32	Anti Malware: The Proposed Solution should use a combination of cloud-based threat intelligence combined with traditional endpoint security technologies	Request bank to modify this clause as follows "The Proposed Solution should use a combination of cloud-based threat intelligence combined with the local intelligence collected from server security solution proposed."	Please refer Amendment No.1.
24	Annexure - 2 Technical Specifications- Page No. 12	4	General Requirement: The Proposed solution should support all versions of operating system like windows, RHEL etc.	Request bank to modify this as follows: "The proposed solution should support CentOS 7.8, Windows 7/8/10 and Microsoft 2012/2012 R2/2016/2019 operating environments for sandboxing. "	Bidder to comply with RFP terms & Conditions.
25	Annexure - 2 Technical Specifications- Page No. 12	8	Hardware & Interface Requirement: The proposed appliance should have minimum 1Gb /10 Gb Copper interface	Request bank to modify this clause as follows "The proposed appliance should have data interface which support 4x10G SFP28/SFP+ ports and 4x1G ethernet port."	Please refer Amendment No.1.
26	Annexure - 2 Technical Specifications- Page No. 15	55	Solution Capabilities: The Solution should have in-built connectors to share IOC's with Network Devices like Cisco, Pal Alto (Using Panorama) & Checkpoint (Using OPSEC)	Request bank to modify this clause as follows "The Solution should have in-built connectors to share IOC's with Network security Devices"	Please refer Amendment No.1.