

Addendum 1 DATED 4-11-2025

FOR

**REQUEST FOR PROPOSAL FOR SELECTION OF BIDDER FOR SUPPLY
INSTALLATION, IMPLEMENTATION, MAINTENANCE & MANAGEMENT OF IT
SECURITY SOLUTIONS - B**

BID NO: PSB/HOIT/RFP/2025-26/45 DATED 01/10/2025

GEM Bid No. GEM/2025/B/6746008



**Punjab & Sind Bank
Second Floor
IT Department
Plot Number 151, Sector 44,
Gurugram, 122003**

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Introduction

Bank has published the RFP vide tender No: BID NO: PSB/HOIT/RFP/2025-26/45 DATED 01/10/2025 for REQUEST FOR PROPOSAL FOR SELECTION OF BIDDER FOR SUPPLY INSTALLATION, IMPLEMENTATION, MAINTENANCE & MANAGEMENT OF IT SECURITY SOLUTIONS - B. Following amendments have been made in the above stated RFP. All other terms and conditions of the RFP shall remain unchanged. Please treat this Addendum as an integral part of the RFP documents issued.

With reference to the aforesaid RFP, all are advised to note following:

Section 1: Modification in RFP dates:

S.No.	Pg.	RFP Section	Original Date	Revised Date
1.	RFP page no. 9	Key Information: Last Date and Time for submission of Bids	7/11/2025 at 3:00 PM.	20/11/2025 at 3:00 PM.
2.	RFP Page No. 9	Key Information: Date and Time of Opening of Bids	7/11/2025 at 3:30 PM.	20/11/2025 at 3:30 PM.
Note: - The GeM bid submission date is 20/11/2025 at 3:00 PM - Hard Copy Bid submission can be done on 21/11/2025 by 3:00 PM. - Hard copy of the bid should not contain any Commercial information.				

**Section 2: Modification in RFP clauses:**

S.No.	Page No.	RFP reference	Existing Clause	Modified Clause
RFP				
1.	RFP Page no. 11	Glossary Pt 5	Configured Bill of Materials	Cryptographic Bill of Material
2.	RFP Page no. 17 Section 6 INSTRUCTION TO BIDDER	Sub Section: 6.1 Cost of Tender	The tender document may also be downloaded from the Bank's official website https://punjabandsindbank.co.in . The bidder downloading the tender document from the website is required to submit a non-refundable fee online as mentioned in Key-Information in favor of PUNJAB & SIND BANK, (Bank a/c details given in Key Information) before the last date and time of submission of bid, failing which the bid of the concerned Bidder will be rejected. It may be noted that the amount will not be refunded to any prospective bidder under any circumstances including cancellation of RFP.	Clause stands deleted
3.	RFP Page no. 22 Section 6 INSTRUCTION TO BIDDER	Sub Section 6.12 Performance Bank Guarantee/Security Deposit (PBG) Clause 8	If the Contract is extended, the selected bidder has to submit fresh PBG for 10% of the extended Contract value and period along with claim period and also execute fresh/extension of Contract with the Bank within 15 days from the date of issuance of Purchase Order for renewal.	If the Contract is extended, the selected bidder has to submit fresh PBG for 5% of the extended Contract value and period along with claim period and also execute fresh/extension of Contract with the Bank within 15 days from the date of issuance of Purchase Order for renewal.
4.	RFP Page no. 92 Section 10 : Evaluation Criteria	Section 10.2 Eligibility Evaluation Criteria Clause 17	The proposed OEM solution should have been implemented in at least two Scheduled Commercial Bank (Including banking Regulator)/PSU/ PSE/Government Organizations / BFSI in India. Credential is to be submitted for the following solutions: a. Centralised Key Management Solution b. Information / Digital Rights Management (DRM) c. Mobile SDK d. IDAM e. MFA	The proposed OEM solution should have been implemented in at least two Scheduled Commercial Bank (Including banking Regulator)/PSU/ PSE/Government Organizations / BFSI in India. Credential is to be submitted for the following solutions: h. Centralised Key Management Solution i. Information / Digital Rights Management (DRM) j. Mobile SDK



S.No.	Page No.	RFP reference	Existing Clause	Modified Clause
			f. DAM g. S-BOM & CBOM Note: - Experience of solution can be shown in single /multiple Clients/work orders meeting the above criteria Note: The above experience/project should not be later than last 5 years from the date of bid opening	k. IDAM l. MFA m. DAM n. S-BOM / CBOM o. IT GRC Note: - Experience of solution can be shown in single /multiple Clients/work orders meeting the above criteria Note: The above experience/project should not be later than last 5 years from the date of bid opening
5.	RFP Page no. 96 Section 10 : Evaluation Criteria	Section 10.3 Technical Evaluation Criteria Clause 4	The proposed OEM solution should have been implemented in at least two Scheduled Commercial Bank (Including banking Regulator)/PSU/ PSE/Government Organizations / BFSI in India. Credential is to be submitted for the following solutions: a. Centralised Key Management Solution b. Information / Digital Rights Management (DRM) c. Mobile SDK d. IDAM e. MFA f. DAM g. S-BOM & CBOM h. IT GRC Matrix: a. Point 1: Client 1 - BFSI and Client 2- BFSI b. Point 2: Client 1: PSU/PSE/Govt. Organization in and Client 2- PSU/PSE/Govt. Organization	The proposed OEM solution should have been implemented in at least two Scheduled Commercial Bank (Including banking Regulator)/PSU/ PSE/Government Organizations / BFSI in India. Credential is to be submitted for the following solutions: a. Centralised Key Management Solution b. Information / Digital Rights Management (DRM) c. Mobile SDK d. IDAM e. MFA f. DAM g. S-BOM / CBOM h. IT GRC Matrix: a. Point 1: Client 1 - BFSI and Client 2- BFSI b. Point 2: Client 1: PSU/PSE/Govt. Organization in and Client 2- PSU/PSE/Govt. Organization



S.No.	Page No.	RFP reference	Existing Clause	Modified Clause
			c. Point 3: Client 1 – Scheduled Commercial Bank (Including banking Regulator) and Client 2- PSU/PSE/Govt. Organization/BFSI d. Point 4: Client 1 - Scheduled Commercial Bank (Including banking Regulator) and Client 2- Scheduled Commercial Bank (Including banking Regulator) Note: - Experience of solution can be shown in single /multiple Clients/work orders meeting the above criteria Note: The above experience/project should not be later than last 5 years from the date of bid opening	c. Point 3: Client 1 – Scheduled Commercial Bank (Including banking Regulator) and Client 2- PSU/PSE/Govt. Organization/BFSI d. Point 4: Client 1 - Scheduled Commercial Bank (Including banking Regulator) and Client 2- Scheduled Commercial Bank (Including banking Regulator) Note: - Experience of solution can be shown in single /multiple Clients/work orders meeting the above criteria Note: The above experience/project should not be later than last 5 years from the date of bid opening
6.	RFP Page no.120 Section 13 Terms & Conditions	Sub Section 13.17 Order Cancellation (Complete excerpt)	The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons (after providing a cure period of 30 days and thereafter providing a 30 days' notice period) 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: a) Delay in delivery of services in the specified period. b) Serious discrepancies are noted in the inspection. c) Breaches in the terms and conditions of the Order. 2. The Bank reserves the right to cancel the contract placed on the selected bidder and recover the expenditure incurred by the Bank on the following circumstances: a) Non submission of acceptance of order within 7 days of order. b) Excessive delay in execution of orders placed by the Bank. c) The selected bidder commits a breach of any of the terms and	Bank's Right to terminate the entire/ unexecuted part of the Purchase Order on Convenience 1) The Bank reserves its right to cancel the entire unexecuted part of the Purchase Order at any time on its convenience without assigning any reason/s whatsoever. 2) In the event of termination of the Agreement for the Bank's convenience, bidder shall be entitled to receive payment for the Services rendered (delivered) up to the effective date of termination. Bank's Right to terminate the entire/ unexecuted part of the Purchase Order on Non-Performance/Default 1) The Bank reserves its right to cancel the entire / unexecuted part of the purchase order at any time by assigning appropriate reasons (after providing a



S.No.	Page No.	RFP reference	Existing Clause	Modified Clause
			conditions of the bid. d) The bidder goes into liquidation voluntarily or otherwise. e) An attachment is levied or continues to be levied for a period of 7 days upon the effects of the bid. f) The progress made by the selected bidder is found to be unsatisfactory. g) If deductions on account of liquidated Damages/penalties exceeds more than 10% of the total contract price. h) If found blacklisted by any Govt. Department / PSU / other Banks / CERT-In, during contracted period. i) Non satisfactory performance of the Project in terms of affecting the Core Systems of the Bank or the Core Business of the Bank and the functioning of the Branches/Offices of the Bank. 3. In case of Implementation delay by the bidder beyond the specific period (i.e., Implementation Period + Cure Period granted by the bank), the Bank shall have the right to recover from the Bidder any amounts already paid by the Bank in respect of the product/solution concerned (including related hardware) and/or services, after duly adjusting for any penalties already levied and recovered by the Bank for that specific product or service. However, if the Bidder can provide satisfactory evidence to the Bank that the delay, deficiency, or default was not attributable to the Bidder, such portion shall be excluded from the scope of recovery. 4. Bank shall serve the notice of termination to the bidder at least 30 days prior of its intention to terminate services without assigning any reasons. 5. In case the selected bidder fails to conduct an event as per stipulated schedule, the Bank reserves the right to get it conducted by alternate sources at the risk, cost and responsibility of the selected bidder by giving 7 days' prior notice to the bidder. 6. After the award of the contract, if the selected bidder does not	cure period of 30 days and thereafter providing a 30 days' notice period). Bank shall serve the notice of termination to the bidder at least 30 days prior of its intention to terminate services because of one of more of the following reasons but not limited to - a) Non submission of acceptance of order within 7 days of order. b) Excessive delay in execution of orders placed by the Bank. c) The selected bidder commits a breach of any of the terms and conditions of the bid. d) The bidder goes into liquidation voluntarily or otherwise. e) An attachment is levied or continues to be levied for a period of 7 days upon the effects of the bid. f) The progress made by the selected bidder is found to be unsatisfactory. g) If deductions on account of liquidated Damages/penalties exceeds more than h) 10% of the total contract price. i) If found blacklisted by any Govt. Department / PSU / other Banks / CERT-In, during contracted period. j) Non satisfactory performance of the Project in terms of affecting the Core Systems of the Bank or the Core Business of the Bank and the



S.No.	Page No.	RFP reference	Existing Clause	Modified Clause
			perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one-month notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable if for any reason, the contract is cancelled. 7. The Bank reserves the right to recover any dues payable by the selected bidder from any outstanding amount to the credit of the selected bidder, including the pending bills and security deposit, if any, under this contract. 13.18 In addition to the cancellation of purchase order, the Bank reserves its right to take appropriate action on the bidder for non- performance and/or invoke the Bank Guarantee or foreclose the Security Deposit given by the bidder towards non-performance/non-compliance of the terms and conditions of the contract, to appropriate towards damages	functioning of the Branches/Offices of the Bank. 2) If the Bank decides to cancel the unexecuted part of the purchase order in whole or in part in the event of one or more of the following conditions: - Delay in delivery of the product installation and Go-Live in the specified period (Implementation Timelines + Cure Period). - Serious discrepancies are noted in product capability and services. - Breaches in the terms and conditions of the Order. Then the Bank shall have the right to recover from the Bidder any amounts already paid by the Bank in respect of the product (including respective hardware) and/or services after adjusting for the penalties already levied and recovered by the Bank for that specific product/ service. Further, where the Bidder is able to provide satisfactory evidence that the delay or default was not attributable to the Bidder, such portion shall be excluded from the scope of recovery. In such case, the Bank may procure on its discretion, upon such terms and in such manner as it deems appropriate, Hardware, software and services similar to those part of the cancelled purchase order, and subject to limitation of liability clause of this RFP. However, Bidder shall continue performance of the Contract to the extent not terminated.



S.No.	Page No.	RFP reference	Existing Clause	Modified Clause
				3) The Bank reserves its right to invoke the Bank Guarantee/ foreclose the Security Deposit / recover from outstanding amount to the credit of the selected bidder towards the non-performance/non-compliance of the terms and conditions of the contract and/ or to recover the dues payable by the Bidder from any, to appropriate towards damages (as mentioned in Point-1 and Point-2). Bidder's Obligation on termination If the Contract is terminated on Non-Performance/ contract expiry then – 1) The Bidder shall handover all documents/ executable/ Bank's data or any other relevant information to the Bank in timely manner and in proper format as per scope of this RFP and shall also support the orderly transition to another vendor or to the Bank. 2) During the transition, the Bidder shall also support the Bank on technical queries/support on process implementation or in case of software provision for future upgrades 3) During the transition, the bidder shall continue to provide services as per the terms of the Agreement until a 'New Service Provider' completely takes over the work. During the transition phase, the bidder shall render all reasonable assistance to



S.No.	Page No.	RFP reference	Existing Clause	Modified Clause
				the new Service Provider within such period prescribed by the Bank, at no extra cost to the Bank, for ensuring smooth switch over and continuity of services, provided where transition services are required by the Bank or New Service Provider beyond the term of this Agreement, reasons for which are not attributable to the bidder, payment shall be made to the bidder for such additional period on the same rates and payment terms as specified in this Agreement. If bidder is in breach of the obligations mentioned in the Point1, 2 and 3, the bidder shall be liable for paying a penalty (as per the SLAs) on demand to the Bank, which may be settled from the payment of invoices or Bank Guarantee for the contracted period or by invocation of Bank Guarantee.
7.	RFP Page no.131	Section 15: Annexure, Sub Section 15.4: Annexure 4: Bid Security Declaration	Bid Security Declaration	Please find the updated format in Section 3 1) Annexure 4: Bid Security Declaration {Please note: Organisation which are exempted from EMD (as per GeM guidelines) are mandatory to submit Annexure 4}
8.	Section 13 TERMS AND CONDITIONS RFP Page no. 116	Sub Section 13.1 Assignment & Subcontracting	3.1 Assignment & Subcontracting 1. The selected bidder shall not subcontract or permit anyone to perform any of the work, service or other performance required under the contract other than the L1 Resources services (O&M Phase). 2. If the Bank undergoes a merger, amalgamation, takeover, consolidation, reconstruction, change of ownership, etc., this tender shall be assigned to the	2.1 Assignment & Subcontracting 1. The selected bidder shall not subcontract/JV/Consortium or permit anyone to perform any of the work, service or other performance required under the contract (excluding OEM) 2. If the Bank undergoes a merger, amalgamation, takeover, consolidation, reconstruction, change



S.No.	Page No.	RFP reference	Existing Clause	Modified Clause
			new entity, and such an act shall not affect the rights of the Agency under this tender.	of ownership, etc., this tender shall be assigned to the new entity, and such an act shall not affect the rights of the Agency under this tender.
9.	Section 15: Annexures RFP Page No. 159	15.13 Annexure 13: Non-Disclosure Agreement	The obligations of this clause shall survive the expiration, cancellation or termination of this Agreement	The obligations of this clause shall survive the expiration, cancellation, or termination of this Agreement and for a period of five (5) years with respect to project confidentiality. However, confidentiality obligations with respect to individually identifiable information, data/ information classified as PII, any customer's data of bank and any IPR of the bank shall survive in perpetuity.
10.	RFP Page no.154	Section 15: Annexure, Sub Section 15.17: Annexure 17: Pre Contract Integrity Pact	Pre-Contract Integrity Pact	Please find the updated format in Section 3B 2) Annexure 17: Pre Contract Integrity Pact
11.	RFP Page no.154	Section 7.9 Resource Requirement L2 Resource Experience/skillset	At least one recognized security certification such as CISA, CISM, CISSP.	At least two certifications from recognized Cyber security OEMs or a recognized security certification such as CISA, CEH
12.	RFP Page No. 89 – 97		Note: The above experience/project should not be later than last 5 years from the date of bid opening	CLARFICATION Please be guided by RFP The experience in Supply and Installation shall be considered eligible whether the work was completed within the last five (5) years or earlier, provided that the bidder is currently maintaining the solution or has maintained the solution at any time within the last five (5) years from the date of bid opening
FRS TRS Sheet				
13.	Additional	Appendix 1A:	The solution is able to support databases like Microsoft	Clause stands deleted



S.No.	Page No.	RFP reference	Existing Clause	Modified Clause
	Document 1 - FRS TRS Sheet Page no. 3	Functional Solution Name: DRM Clause 5	SQL, Oracle, and MySQL etc. Bidder to provide comprehensive list of supported databases.	
14.	Additional Document 1 - FRS TRS Sheet Page no. 3	Appendix 1A: Functional Solution Name: DRM Clause 21	Solution should have workspace to share the files outside the organization without any dependency on the Email solution and shared drive being used by the Bank	Solution should have workspace or with bidder provided workspace solution to share the files outside the organization without any dependency on the Email solution and shared drive being used by the Bank All the Tools, Licenses and Workspace have to be factored by bidder from Day 1.
15.	Additional Document 1 - FRS TRS Sheet Page no. 4	Appendix 1A: Functional Solution Name: DRM Clause 29	API is offered which can be integrated with Source systems/Vendor applications to apply/embed policy in the data for protection.	Clause stands deleted
16.	Additional Document 1 - FRS TRS Sheet Page no. 16.6	Appendix 1A: Functional Solution Name: DRM Clause 32	Clear Security Questions	Clause Stands deleted
17.	Additional Document 1 - FRS TRS Sheet Page no. 4	Appendix 1A: Functional Solution Name: DRM Clause 33	The solution is having capability to protect documents and emails text during storage, transmission and while it is being used	The solution is having capability to protect documents during storage, transmission and while it is being used
18.	Additional Document 1 - FRS TRS Sheet Page no. 4	Appendix 1A: Functional Solution Name: DRM Clause 47	The solution should have capability of providing documents/ information security irrespective of vendor's/external users computing environment (Storage, Network Connectivity). This will be a fully offline environment.	The solution should have capability of providing documents/ information security irrespective of vendor's/external users computing environment (Storage, Network Connectivity).
19.	Additional	Appendix 1A:	The solution is having capability for supporting automatic	Clause stands deleted



S.No.	Page No.	RFP reference	Existing Clause	Modified Clause
	Document 1 - FRS TRS Sheet Page no. 4	Functional Solution Name: DRM Clause 47	deletion /disabling of internal and external users based on changes in Identity Sources.	
20.	Additional Document 1 - FRS TRS Sheet Page no. 16	Appendix 1A: Functional Solution Name: DAM Clause 40	The proposed DAM solution should be able to track both the application sessions and the database calls for applications and should identify the user session that was responsible for the given database call. It should support various platforms like .NET Core, .NET Framework, Nodejs, Java, Python etc.	The proposed solution should monitor Application Database calls, through API and all Privilege users activities
21.	Additional Document 1 - FRS TRS Sheet Page no. 16	Appendix 1A: Functional Solution Name: DAM Clause 42	Solution should be able to capture and monitor customized scripts like *.scr, *.sh, *.com	Proposed solution should monitor all commands executed on manually or through Stored procedures or any SQL Scripts at the database level.
22.	Additional Document 1 - FRS TRS Sheet Page no. 16	Appendix 1A: Functional Solution Name: DAM Clause 56	The proposed DAM solution should maintain the inventory of known IDS / IPS Signatures to be used in policies and detect the exploits in near real-time.	Clause stands deleted
23.	Additional Document 1 - FRS TRS Sheet Page no. 20	Appendix 1A: Functional Solution Name: DAM Clause 110	The database agent monitoring Solution should possess the capability to conduct vulnerability scans and provide reports adhering to SANS 25, OWASP Top 10, and database-related CVEs, also be scan and adhering to compliance standards such as PCI DSS, DPDP etc. Integration with CVSS, NIST databases, and robust compliance reporting mechanism are also essential.	The database agent monitoring Solution should possess the capability to conduct vulnerability scans and provide reports adhering to database-related CVEs, also be scan and adhering to compliance standards such as PCI DSS, DPDP etc. Integration with CVSS, NIST databases, and robust compliance reporting mechanism are also essential.
24.	Additional Document 1 - FRS TRS Sheet Page no. 24	Appendix 1A: Functional Solution Name: IDAM Clause 12	Solution should provide out of box integration with Finacle(CBS)	Solution should provide integration with Finacle(CBS) 10 and above. Bidder to provide the client reference where integration has been done with CBS Finacle 10 and above



S.No.	Page No.	RFP reference	Existing Clause	Modified Clause
25.	Additional Document 1 - FRS TRS Sheet Page no. 31	Appendix 1A: Functional Solution Name: Multi-factor authentication (MFA) Clause 10	MFA solution should Support FIDO and FIDO2 compliant Tokens	The MFA solution should support FIDO2-compliant MFA tokens
26.	Additional Document 1 - FRS TRS Sheet Page no. 31	Appendix 1A: Functional Solution Name: Multi-factor authentication (MFA) Clause 11.1	Microsoft Windows a. 32 Bit Platforms • Windows Server b. 64 Bit Platforms • Windows Server	Microsoft Windows 64 Bit Platforms Windows Server
27.	Additional Document 1 - FRS TRS Sheet Page no. 40	Appendix 1A: Functional Solution Name: Primary Storage Clause 7	The proposed array should support FC, iSCSI, vVols 2.0, NFS v4.0 or above/ SMB 3.1 or above/ FTP / SFTP, NVMe/TCP, NVMe/FC from day one.	The proposed array should support FC, iSCSI, NFS v4.0 or above/ SMB 3.1 or above/ FTP / SFTP, NVMe/TCP, NVMe/FC from day one.
28.	Additional Document 1 - FRS TRS Sheet Page no. 40	Appendix 1A: Functional Solution Name: Primary Storage Clause 8	The proposed array should be configured with at least 8 x 32Gbps & 8 x 10Gbps optical frontend ports & Proposed storage should support 100GbE Backend /100Gb PCI backend.	he proposed array should be configured with at least 8 x 32Gbps & 8 x 10Gbps optical front end ports & Proposed storage should support 100GbE Backend /100Gb PCI backend.
29.	Additional Document 1 - FRS TRS Sheet Page no. 40	Appendix 1A: Functional Solution Name: Primary Storage Clause 11	The proposed array should support enterprise class data services including - Thin Provisioning, Inline Compression & Deduplication, replication. Data reduction must be supported on block and vVol. The data reduction feature should have no performance impact on the storage due to DRR	The proposed array should support enterprise class data services including - Thin Provisioning, Inline Compression & Deduplication, replication. Data reduction must be supported on block. The data reduction feature should have no performance impact on the storage due to DRR.



S.No.	Page No.	RFP reference	Existing Clause	Modified Clause
30.	Additional Document 1 - FRS TRS Sheet Page no. 40	Appendix 1A: Functional Solution Name: Primary Storage Clause 20	The proposed array must include SED (or hardware) or controller-based data at rest encryption solution to encrypt data on all drives (AES 256 bit) with embedded automated key management. Encryption should seamlessly work with all the storage features and without any performance penalty.	The proposed array must include SED (or hardware) or controller-based data at rest encryption solution to encrypt data on all drives (AES 256 bit) with embedded automated key management. Encryption should seamlessly work with all the storage features and without any performance penalty. However, In Controller based Encryption - The bidder must provision and propose additional cache to accommodate the encryption and decryption overhead, over and above the baseline cache requirements specified per controller and performance requirement (in terms of IOPS, Latency etc.) outlined in the RFP. The bidder must provide benchmark reports for overhead proposed and architectural documentation showing the same for the volumetrics/sizing proposed by bidder.
31.	Additional Document 1 - FRS TRS Sheet Page no. 42	Appendix 1A: Functional Solution Name: x86 Server Clause 5	The Server hardware RAID controller should support the following configurations RAID 0, 1, 5, 6, 10, 50, and 60. The raid controller should have minimum 8GB NV cache, capable of supporting minimum 22.5Gb/s SAS or higher	Revised clause: The Server hardware RAID controller should support the following configurations RAID 0, 1, 5, 6, 10, 50, and 60. The raid controller should have minimum 4GB NV cache, capable of supporting minimum 22.5Gb/s SAS or higher
32.	Additional Document 1 - FRS TRS Sheet Page no. 47	Appendix 1B: Technical Solution Name: Backup Solution/Appliance Clause 3	Proposed Disk Based Appliance /backup storage must support global /in-line data duplication using variable block length de-duplication technology.	Proposed Disk Based Appliance/backup storage must support global/in-line data duplication
33.	Additional Document 1 - FRS TRS Sheet	Appendix 1A: Functional Solution Name:	Proposed Disk Based Appliance /backup storage should support backup throughput of minimum 30 TB /hr while maintaining a single deduplication pool with RAID 6 or	Proposed appliance/backup storage should support backup throughput of minimum 30 TB/hr while maintaining a deduplication pool with RAID 6 or



S.No.	Page No.	RFP reference	Existing Clause	Modified Clause
	Page no. 47	Backup Solution/Appliance Clause 8	equivalent and min. one hot spare disk with base and every expansion shelf as well.	equivalent and min. one hot spare disk with base and every expansion shelf as well. Backup software must support required technology and storage capacity to manage and compensate duplication across multiple pools, ensuring consistent performance and efficiency. Overheads in terms of memory, capacity, technology and IOPS to handle the bottleneck due to multiple deduplication pools should be factored and required documentation from the OEM is to be submitted along with the proposal.
34.	Additional Document 1 - FRS TRS Sheet Page no. 50	Appendix 1A: Functional Solution Name: Long Term Storage Clause 1	Proposed storage would be proposed for long retention of Backup data - Scale Out Unified storage (Protocol- NAS, CIFS, SMB, S3, SAN)	Proposed storage would be proposed for long retention of Backup data for the duration of the contract. (Protocol- NAS/CIFS/SMB/S3/SAN storage (Protocol- iSCSI)

Section 3 : New Annexure Format

Section 3A: Annexure 4: Bid Security Declaration

Bid Security Declaration

(To be stamped in accordance with stamp act)

(Should be submitted by eligible Company's letter head with company seal and signature of the authorized person)

Date: _____

To,

Deputy General Manager

Punjab & Sind Bank

Second Floor

IT Department

Plot Number 151, Sector 44,

Gurugram, 122003

Dear Sir,

We, the undersigned, declare that:

We, M/s..... (herein referred to as bidder) understand that, according to bid clause No. 1.12, bids may be supported with a Bid Security Declaration, bidder render the declaration that:-

Bank may proceed against us for recovery of actual direct losses as per the remedy available under an applicable law (maximum up to Rs...../-) and In case of Execution of Bid Security Declaration, we, M/s..... may be suspend for three (3) years from being eligible to submit our bids for any contracts with the Bank if we, M/s..... are in breach of our obligation(s) under the bid conditions, in case we, M/s.....:-

- Fails to honor submitted bid; and/or
- If the bidder withdraws the bid during the period of bid validity (180 days from the date of opening of bid).
- If the bidder makes any statement or encloses any form which turns out to be false, incorrect and / or misleading at any time prior to signing of contract and/or conceals or suppresses material information; and / or
- The selected bidder withdraws his tender before furnishing the unconditional and irrevocable Performance Bank Guarantee.
- The bidder violates any of the provisions of the terms and conditions of this tender specification.
- In case of the successful bidder, if the bidder fails:
 - To sign the contract in the form and manner to the satisfaction of Punjab & Sind Bank
 - To furnish Performance Bank Guarantee in the form and manner to the satisfaction of Punjab & Sind Bank either at the time of or before the execution of Agreement.

-
- Bank may proceed against the selected bidder in the event of any evasion, avoidance, refusal or delay on the part of bidder to sign and execute the Purchase Order / Service Level Agreements or any other documents, as may be required by the Bank, if the bid is accepted.

We, M/s.....understand that this declaration shall expire if we are not the successful bidder and on receipt of purchaser's notification of the award to another bidder; or forty-five days after the validity of the bid; whichever is later.

Name of Signatory

Designation

Section 3B: Annexure 17: Pre-contract integrity pact

(To be stamped in accordance with stamp act)

PRE-CONTRACT INTEGRITY PACT

Between

Punjab & Sind Bank (PSB) hereinafter referred to as "The Principal",

And

_____ hereinafter referred to as "The Bidder/ Contractor"

Preamble

The Principal intends to award, under laid down organizational procedures, contract/ s for _____. The Principal values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness / transparency in its relations with its Bidder(s) and / or Contractor(s).

In order to achieve these goals, the Principal has appointed a) Sh. Debal kumar Gayen(Gayen.dk@gmail.com) b) Sh. Pramod Kumar Garg (Pkgarg.1957@gmail.com) as Independent External Monitors (IEMs) who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section 1 - Commitments of the Principal

(1) The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles: -

a. No employee of the Principal, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.

b. The Principal will, during the tender process treat all Bidder(s) with equity and reason. The Principal will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.

c. The Principal will exclude from the process all known prejudiced persons.

(2) If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions

Section 2 - Commitments of the Bidder(s)/ Contractor(s)

(1) The Bidder(s)/ Contractor(s) commit themselves to take all measures necessary to prevent corruption. The Bidder(s)/ Contractor(s) commit themselves to observe the following principles during participation in the tender process and during the contract execution.

- a. The Bidder(s)/ Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he / she is not legally entitled to, in order to obtain in exchange any advantage of an kind whatsoever during the tender process or during the execution of the contract.
- b. The Bidder(s)/ Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contract submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelisation in the bidding process.
- c. The Bidder(s)/ Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s)/ Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
- d. The Bidder(s)/Contractors(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any, similarly the Bidder(s)/Contractors(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details as mentioned in the "Guidelines on Indian Agents of Foreign Suppliers" shall be disclosed by the Bidder(s)/Contractor(s). Further, as mentioned in the Guidelines all the payments made to the Indian agent/representative have to be in Indian Rupees only.
- e. The Bidder(s)/ Contractor(s) will, when presenting their bid, disclose any and all payments made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.
- f. Bidder(s) /Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.

(2) The Bidder(s)/ Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3 - Disqualification from tender process and exclusion from future contracts

If the Bidder(s)/Contractor(s), before award or during execution has committed a transgression through a violation of Section 2, above or in any other form such as to put their reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s)/Contractor(s) from the tender process or take action as per the procedure mentioned in the "Guidelines on Banning of business dealings".

Section 4 - Compensation for Damages

(1) If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit/ Bid Security.

(2) If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

Section 5 - Previous transgression

(1) The Bidder declares that no previous transgressions occurred in the last three years with any other Company in any country conforming to the anti-corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the tender process.

(2) If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process or action can be taken as per the procedure mentioned in "Guidelines on Banning of business dealings".

Section 6 - Equal treatment of all Bidders /Contractors / Subcontractors

(1) In case of Sub-contracting, the Principal Contractor shall take the responsibility of the adoption of Integrity Pact by the Sub-contractor.

(2) The Principal will enter into agreements with identical conditions as this one with all Bidders and Contractors.

(3) The Principal will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

Section 7 - Criminal charges against violating Bidder(s) / Contractor(s) / Subcontractor(s)

If the Principal obtains knowledge of conduct of a Bidder, Contractor or Subcontractor, or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer.

Section 8 - Independent External Monitor

(1) The Principal appoints competent and credible Independent External Monitor for this Pact after approval by Central Vigilance Commission. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.

(2) The Monitor is not subject to instructions by the representatives of the parties and performs his/her functions neutrally and independently. The Monitor would have access to all Contract documents, whenever required. It will be obligatory for him / her to treat the information and documents of the Bidders/Contractors as confidential. He/ she reports to the MD & CEO of Punjab & Sind Bank.

(3) The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal including that provided by the Contractor. The Contractor will also grant the Monitor, upon his/her request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to Sub-contractors.

(4) The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/ Contractor(s)/ Sub-contractor(s) with confidentiality. The Monitor has also signed declarations on 'Non-Disclosure of Confidential Information' and of 'Absence of Conflict of Interest'. In case of any conflict of interest arising at a later date, the IEM shall inform MD & CEO of Punjab & Sind Bank and recuse himself / herself from that case.

(5) The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.

(6) As soon as the Monitor notices, or believes to notice, a violation of this agreement, he/she will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.

(7) The Monitor will submit a written report to the MD & CEO of Punjab & Sind Bank, within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situations.

(8) If the Monitor has reported to the MD & CEO of Punjab & Sind Bank, a substantiated suspicion of an offence under relevant IPC/ PC Act, and the MD & CEO of Punjab & Sind Bank has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

(9) The word 'Monitor' would include both singular and plural

Section 9 - Pact Duration

This Pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract, and for all other Bidders 6 months after the contract has been awarded. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.

If any claim is made / lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged / determined by MD & CEO of Punjab & Sind Bank.

Section 10 - Other provisions

(1) This agreement is subject to Indian Law. Place of performance and jurisdiction is the Registered Office of the Principal, i.e. New Delhi.

(2) Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.

(3) If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.

(4) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

(5) Issues like Warranty / Guarantee etc. shall be outside the purview of IEMs.

(6) In the event of any contradiction between the Integrity Pact and its Annexure, the Clause in the Integrity Pact will prevail.

(For & On behalf of the Principal)

(For & On behalf of Bidder / Contractor)

Place -----

Date -----

Witness 1:

(Name & Address)

Witness 2:

(Name & Address)

S. No.	Page No.	Section	Solutions Segregation	RFP Clause	Clause/Technical Specification	Bidder's Query	Response
1	11	Glossary	MFA			Clarification on Acronym and Abbreviation of CBOM (Page 11 of 172 – Glossary Section) We noticed that the acronym CBOM has been listed in the glossary section on Page 11, but its full form or context is not clearly defined. • Request: Kindly provide the full form and standard industry definition of CBOM as intended in this RFP.	Please refer addendum
2	NA	Glossary	Scope of Work			Is CBOM Mandatory or is SBOM (Software Bill of Materials) Sufficient? There appears to be a mention of both CBOM and SBOM, which raises a question on whether both are required or if submission of SBOM alone would suffice for compliance. • Request: Kindly clarify whether the inclusion of CBOM is mandatory, or whether a detailed and comprehensive SBOM would meet the RFP requirement.	Both CBOM and SBOM are mandatory
3	27	Scope of Work	Scope of Work			Ambiguity Regarding CBOM on Page 27 of 172 On page 27, CBOM (assumed to be Code Bill of Materials) is mentioned, but its scope, expected format, and level of detail are not clearly outlined. • Request: We seek further clarification on the intent and expectations related to CBOM on this page. Specifically: o What exact information should be included in the CBOM? o Are there any preferred or mandated formats? o Is CBOM expected at the component, library, or source code level?	Please be guided by the RFP
4	89	10.2 Eligibility Evaluation Criteria	Eligibility	Eligibility Criteria/Clause	The bidder should have a minimum turnover of INR 250 crore per annum in India for each of the past 3 financial years (i.e. 2021-22, 2022-23 & 2023-24) along with positive net worth.	We request you to consider Bidders Minimum Turnover of INR 100 Cr Per annum in India for each of the past 3 Financial Years(i.e. 2021-22, 2022-23 & 2023-24) along with positive net worth.	Please be guided by the RFP
5	90	10.2 Eligibility Evaluation Criteria	Eligibility	Eligibility Criteria/Clause	Bidder should have supplied, installed and maintained (or under maintenance) any 3 of the below solutions in any one PSU/PSE/ Government Organizations / BFSI in India: a. Centralized Key Management Solution /Certificate Lifecycle management b. Information / Digital Rights Management (DRM) c. Mobile SDK d. IDAM e. MFA/2FA f. PIM g. DAM h. S-BOM & CBOM i. IT GRC Note: - 1. Experience of DAM and IDAM is mandatory 2. Experience can be shown in single /multiple Clients/work orders meeting the above criteria 3. The above experience/project should not be later than last 5 years from the date of bid opening	We request you to revise the Clause as-Bidder should have supplied /On own cloud ,installed and maintained (or under maintenance) any 3 of the below solutions in any one PSU/PSE/ Government Organizations / BFSI in India for wider participation- a. Centralized Key Management Solution /Certificate Lifecycle management b. Information / Digital Rights Management (DRM) c. Mobile SDK d. IDAM e. MFA/2FA f. PIM g. DAM h. S-BOM & CBOM i. IT GRC Note: - 1. Experience of DAM and IDAM is mandatory 2. Experience can be shown in single /multiple Clients/work orders meeting the above criteria 3. The above experience/project should not be later than last 5 years from the date of bid opening	Please be guided by the RFP
6	44	2.4.13	Scope of Work	General	General	How many non prod env will be in HA?	>there will be on 1 Non production environment for all the applications. For Further details Please refer Section 7.6 IT Infrastructure requirements, point no. 20, page 49 of the RFP
7	44	2.4.13	Scope of Work	General	General	What is the load for which the non prod env be sized?	>there will be on 1 Non production environment for all the applications. For Further details Please refer Section 7.6 IT Infrastructure requirements, point no. 20, page 49 of the RFP
8	33	APPENDIX 1A: FUNCTIONAL	IDAM	Unified Identity Platform	Proposed unified platform components (Authentication, SSO and IDAM) should be from a single OEM for seamless integration	1. This inquiry emphasizes the importance of best-of-breed solutions for Identity Security. While a unified platform for Authentication, SSO, and IDAM is being considered, it's crucial that this doesn't compromise the need for top-tier solutions. Identity Security can be seen as having three parts: SSO/MFA, PAM, and Identity Governance. The focus should be on ensuring the best possible solution for each. 2. It's especially important that SSO/MFA works independently, using its own methods for access requests, without being tied to Identity Governance. The goal is to avoid a single system that attempts to do everything but doesn't excel in any one area. Because Identity Security is so critical, and because public funds are involved, the priority is complete, best-of-breed solutions in each area, particularly separate SSO/MFA and IDAM solutions. The bank should buy the best available SSO and IGA solutions in the market.	Please be guided by the RFP
9	8	1	Terms	KEY INFORMATION	Performance Bank Guarantee The selected bidder shall be responsible for providing the PBG for the duration of the contract (Including the extension) + claim period (12 months) of the Bank guarantees.	Suggest to consider Insurance Security Bond (GOI, MoF Memo Number :F.No.eR-13011/02/2019-Ins.II Part-I) in lieu of PBG and revisit the claim period to 6 months.	Please be guided by RFP

10	7	10.2	Eligibility	Eligibility Evaluation Criteria	Bidder should have supplied, installed and maintained (or under maintenance) any 3 of the below solutions in any one PSU/PSE/ Government Organizations / BFSI in India: a. Centralized Key Management Solution /Certificate Lifecycle management b. Information / Digital Rights Management (DRM) c. Mobile SDK d. IDAM e. MFA/2FA f. PIM g. DAM h. S-BOM & CBOM i. IT GRC Note: - 1. Experience of DAM and IDAM is mandatory 2. Experience can be shown in single /multiple Clients/work orders meeting the above criteria 3. The above experience/project should not be later than last 5 years from the date of bid opening	Bidder should have supplied, installed and maintained (or under maintenance) any 3 of the below solutions in any one PSU/PSE/ Government Organizations / BFSI in India: a. Centralized Key Management Solution /Certificate Lifecycle management b. Information / Digital Rights Management (DRM) c. Mobile SDK d. IDAM e. MFA/2FA f. PIM g. DAM h. S-BOM & CBOM i. IT GRC Note: - 1. Experience can be shown in single /multiple Clients/work orders meeting the above criteria 2. The above experience/project should not be later than last 7 years from the date of bid opening.	Please be guided by the RFP
11	91	10.2	Eligibility	Eligibility Evaluation Criteria	If the bidder or its subsidiary or its associate or sister company or its holding company has already had an association with Punjab & Sind Bank in the past 5 years or at present as a service provider on any project, then the bidder is required to submit the satisfactory certificate from the bank issued/dated post the issuance of the RFP. Additionally, the Bidder should not have any Service Level Agreement/Contract pending to be signed with the Bank pending for more than 6 months from the date of issue of purchase order	We would like to seek clarification on the following points regarding the letter mentioned in the tender: Issuing Authority: Kindly confirm who within the Bank is authorized to issue this letter.	1) The Bidder is required to reach out to the respective SPOC of the project in the bank for the said information 2) The Clause is applicable to the existing bidder or its subsidiary or its associate or sister company or its holding company.
12	38	7.2.4.1	IDAM	Identity & Access Management Solution	Bidder/OEM Responsibility: The OEM shall ensure integration of the IDAM solution with the Bank's HRMS, ITSM, Microsoft Active Directory, Microsoft Exchange, SIEM, SOAR, and PAM tools.	How many applications are in scope for the IDAM and SSO integration.	List of integrations shall be discussed with the successful bidder during SRS stage as required and applicable
13	39	7.2.5.1	MFA	Multi Factor Authentication	Bidder/OEM Responsibility: The bidder must ensure integration readiness with existing and potential future systems including SIEM, PIM, and Fraud Management solutions.	How many applications are in scope for the MFA integration.	List of integrations shall be discussed with the successful bidder during SRS stage as required and applicable
14	64	7.7.7	Training	Training-Activities are to be performed by Respective solution OEM (supported by bidder)	Beginner training by each OEM - Each Training session should be 2 Days Duration - Number of Training session should be 5	Kindly explain the users in each training and how many such trainings need to be covered.	Training should be conducted in online mode and Bank will enroll the number of users as per the requirement. Each Training session should be 2 Days Duration - Number of Training session should be 5
15	PG:30 - APPENDIX 1A: FUNCTIONAL	MFA	MFA	6	Solutions should be capable for integration with TACACS solution being used by the Bank.	Kindly confirm the OEM and version of the TACACS solution in the bank	Bank is using CISCO ISE version: 3.3.0.181
16	PG:30 - APPENDIX 1A: FUNCTIONAL	MFA	MFA	10	MFA solution should Support FIDO and FIDO2 compliant Tokens	As FIDO is an internet based technology, this point contradicts with point 2 of being onprem. Kindly confirm if this requirement be removed.	Please refer addendum
17	PG:30 - APPENDIX 1A: FUNCTIONAL	MFA	MFA	11.1	Microsoft Windows a. 32 Bit Platforms	MS 32 bit is already deprecated by Microsoft. Kindly remove this from the section.	Please refer addendum
18	100	Product (Software) Cost	Cost	11.1	License Cost and Subscription Cost (One time license Cost)	Kindly clarify the difference between the two.	The license cost shall apply to all solutions proposed by the bidder that are offered under either perpetual or term-based licensing models. Subscription cost shall apply to solutions that operate on a subscription-based model.
19	100	Product (Software) Cost	Cost	11.1	License Cost and Subscription Cost (One time license Cost)	OEM License cost should be in advance	Please be guided by the RFP
20	100	Product (Software) Cost	Cost	11.1	Implementation Cost	OEM implementation cost should be in advance	Please be guided by the RFP
21	101	OEM Services Cost	Cost	11.2	OEM Services Cost	Need Clarity	Please be guided by the RFP

22			Backup		Backup software/solution should be able to protect the databases (online) through online agents enabling granular restores. Backup Major DBs like Oracle, DB2, MS SQL, Hadoop, MongoDB, Cassandra etc. and Applications etc. across wide range of popular Windows / Linux and Unix flavours	Validate it with Backup Software vendor	Please be guided by the RFP. No query
23			Backup		Should be able to integrate with native backup interfaces of Hyper Converged Solutions in future agentless and/or image level backup of VMs	Validate it with Backup Software vendor	Please be guided by the RFP. No query
24			Backup		Should be able to protect data by backing it up to another disk target with different hardware or tape target. All necessary licenses for achieving the functionality should be provided	Validate it with Backup Software vendor	Please be guided by the RFP. No query
25			Backup		The Proposed solution should ensure Data Protection & Archival: a) Backup and Recovery: Protects data by creating secure backups and enables fast recovery in case of failures or cyber incidents. b) Data Immutability & Encryption: Ensures that sensitive data is protected both in transit and at rest using strong encryption methods. c) Data Integrity and Availability: Ensures that data remains intact and available for recovery in case of an outage, system failure, or cyberattack. d) Archival: Reduces the cost of storing inactive or less frequently accessed data. e) Compliance and Legal Hold: Ensures that data is retained for the necessary period as required by regulatory bodies and the organization's internal policies. f) Search and Retrieval: Enables fast and efficient retrieval of archived data, ensuring that critical information can be accessed quickly when needed. g) Long Term Retention/Forever Retention: Covers a "No Loss of Data" policy using long-term retention.	Validate it with Backup Software vendor	Please be guided by the RFP. No query
26			Backup		The proposed backup software should be independent of storage hardware	Validate it with Backup Software vendor	Please be guided by the RFP. No query
27			Backup		The Backup software must be able to compress and encrypt data and should also support de-duplication.	Validate it with Backup Software vendor	Please be guided by the RFP. No query
28			Backup		Offered solution should support writing the long term retention copies of the backup data on <i>Long term Storage</i> and required software licenses for the Long term retention on to <i>Long term Storage</i>	Validate it with Backup Software vendor	Please be guided by the RFP. No query
29			Backup		Solution should provide historic backup & retrieval reports for success & failure Daily, Monthly & Quarterly or as per Bank requirement.	Validate it with Backup Software vendor	Please be guided by the RFP. No query
30			Backup		The solution should provide data validation features to ensure data integrity by validating data integrity during backup, when data is at rest and during data copy operations.	Validate it with Backup Software vendor	Please be guided by the RFP. No query
31	Page No. 77, APPENDIX 1A: FUNCTIONAL	Backup Solution / Appliance	Backup	Clause 3	Proposed Disk Based Appliance/backup storage must support global/in-line data duplication using variable block length de-duplication technology.	Requested Modification : Proposed Disk Based Appliance/backup storage must support global/in-line data duplication. Justification : Variable block length is not a necessity for deduplication technology and can be efficiently carried out with any block length. Hence we request to remove the clause to allow us to participate.	Please refer addendum
32	Page No. 77, APPENDIX 1A: FUNCTIONAL	Backup Solution / Appliance	Backup	Clause 8	Proposed Disk Based Appliance/backup storage should support backup throughput of minimum 30 TB/hr while maintaining a single deduplication pool with RAID 6 or equivalent and min. one hot spare disk with base and every expansion shelf as well.	Requested Modification : Proposed Disk Based Appliance/backup storage should support backup throughput of minimum 30 TB/hr while maintaining a single/multiple deduplication pool with RAID 6 or equivalent and min. one hot spare disk with base and every expansion shelf as well. Justification : The architecture is not dependent on a single storage pool hence we request to modify the clause to single/multiple deduplication pool to allow us to participate.	Please refer addendum
33	Page No. 78, APPENDIX 1A: FUNCTIONAL	Backup Solution / Appliance	Backup	Clause 19	The appliance should be configured with all the licenses backup and replication necessary for the above functionalities	Requested Modification : The Backup Solution should be configured with all the licenses backup and replication necessary for the above functionalities Justification : The clause is applicable to both Backup Software and Backup Storage/Appliance hence please modify the clause as requested.	The said requirement should be read as backup Appliance/ Backup Storage
34			Scope of Work		We have observed that the same infrastructure has been requested in both IT Security Part A and Part B RFPs. Please clarify if the required infrastructure for both the RFPs will be separate or will it be consolidated into one.		Infrastructure of the respective RFP is to be proposed in the respective RFP proposal

35	30		MFA		The MFA server must support multiple replicas when necessary without any additional cost and licenses	1.Please confirm whether the term "replicas" refers to high-availability (HA) nodes or disaster recovery (DR) instances. 2.Please confirm whether the expectation is for unlimited replica deployments or a specific number of replicas (e.g., active-active or active-passive configurations).	1. Please be guided by the RFP 2. Please be guided by the RFP
36	31		MFA		The 2FA solution should support or Integrate with cryptographic modules certified by FIPS 140-2 Level 2 & Level 3 for all cryptographic operations including the encryption of sensitive data at rest (password hashes, PINs, token records, etc.) and sensitive data in transit (server-to-browser, interserver communication, etc.). All Agents used by the server should be compliant with the aforesaid	1.Should the MFA solution support integration with a FIPS-certified HSM? 2.If integration with a FIPS HSM is acceptable, will the FIPS HSM be provided by the client, or is the bidder expected to supply it as part of the solution?	The MFA solution shall support integration with a Hardware Security Module (HSM). However, a dedicated HSM for the MFA solution is not required as part of MFA requirement. (HSM supplied by bidder as a part of this RFP can be used for multiple solutions)
37	31		MFA	Self Service Module	Self Service portal must include the following functions: 16.1 Authenticator Enrollment 16.2 Request token 16.3 Replace token 16.4 Change/Set PIN 16.5 Resync token 16.6 Clear Security Questions 16.7 Test Authenticator 16.8 Report Lost Authenticator & Active Directory Password change and reset	Does the Self-Service portal need to be FIPS 140-2 certified, or is a non-FIPS solution acceptable as long as it provides the specified functionality?	Please be guided by the RFP, FIPS requirement for the Self-Service Module
38	31		MFA	Sizing	a. HA (Active/Active – N+N redundant Deployment) at DC b. HA (Active/Active – N+N redundant Deployment) at DR c. DR should be 100% replica of DC (Primary)	Kindly specify the locations or expected setup for the Data Center (DC) and Disaster Recovery Center (DRC)	DC - Mumbai DR - Noida
39	31		MFA	Sizing	Online Logs & Data Storage : 1 Month on primary storage and 2 months on Object Storage	Will the tendering authority provide the storage solution for integration with the MFA system, or should our solution maintain data persistence independently in its own database?	Bidder is required to factor in all the IT infrastructure, tools, solutions and services for successful go-live and maintenance of the solution during the contract period
40			MFA			Will the tendering authority provide the required infrastructure (servers, network, storage, etc.) for deploying the MFA/2FA solution, or is the bidder expected to provision the complete infrastructure independently?	Infrastructure of the respective RFP is to be proposed in the respective RFP proposal
41	35-36	Section 7 scope of Work	SDK		The SDK will enable key features such as biometric authentication, device binding, secure PIN input, fraud detection, transaction risk scoring, and in-app messaging. It will ensure that all security events originating from the mobile application are captured and correlated with the Bank's central security infrastructure for improved monitoring and response.	Functionalities such as biometric authentication device binding, secure PIN entry, and transaction risk scoring generally belong to the parent mobile application authentication or transaction modules, not the runtime security SDK. Therefore, these features (biometric, device binding risk scoring etc) should be made part of either banks existing application stack or another section/module.	The features such as biometric authentication, device binding, secure PIN entry, and transaction risk scoring are part of the mobile application's core authentication or transaction modules. The SDK is to be designed to complement the application by focusing on runtime security, threat detection, and seamless correlation of security events with the Bank's infrastructure.
42	38	7.2.4.1	IDAM	Identity & Access Management Solution	Bidder/OEM Responsibility: The OEM shall ensure integration of the IDAM solution with the Bank's HRMS, ITSM, Microsoft Active Directory, Microsoft Exchange, SIEM, SOAR, and PAM tools.	How many applications are in scope for the IDAM and SSO integration.	List of integrations shall be discussed with the successful bidder during SRS stage as required and applicable
43	39	7.2.5.1	MFA	Multi Factor Authentication	Bidder/OEM Responsibility: The bidder must ensure integration readiness with existing and potential future systems including SIEM, PIM, and Fraud Management solutions.	How many applications are in scope for the MFA integration.	List of integrations shall be discussed with the successful bidder during SRS stage as required and applicable
44	64	7.7.7	Training	Training-Activities are to be performed by Respective solution OEM (supported by bidder)	Beginner training by each OEM - Each Training session should be 2 Days Duration - Number of Training session should be 5	Kindly explain the users in each training and how many such trainings need to be covered.	Training should be conducted in online mode and Bank will enroll the number of users as per the requirement. Each Training session should be 2 Days Duration - Number of Training session should be 5
45	PG:30 - APPENDIX 1A: FUNCTIONAL	MFA	MFA	6	Solutions should be capable for integration with TACACS solution being used by the Bank.	Kindly confirm the OEM and version of the TACACS solution in the bank	Bank is using CISCO ISE version: 3.3.0.181
46	PG:30 - APPENDIX 1A: FUNCTIONAL	MFA	MFA	10	MFA solution should Support FIDO and FIDO2 compliant Tokens	As FIDO is an internet based technology, this point contradicts with point 2 of being onprem. Kindly confirm if this requirement be removed.	Please refer addendum
47	PG:30 - APPENDIX 1A: FUNCTIONAL	MFA	MFA	11.1	Microsoft Windows a. 32 Bit Platforms	MS 32 bit is already deprecated by Microsoft. Kindly remove this from the section.	Please refer addendum

48	100	Product (Software) Cost	Cost	11.1	License Cost and Subscription Cost (One time license Cost)	Kindly clarify the difference between the two.	The license cost shall apply to all solutions proposed by the bidder that are offered under either perpetual or term-based licensing models. Subscription cost shall apply to solutions that operate on a subscription-based model.
49	100	Product (Software) Cost	Cost	11.1	License Cost and Subscription Cost (One time license Cost)	OEM License cost should be in advance	Please be guided by the RFP
50	100	Product (Software) Cost	Cost	11.1	Implementation Cost	OEM implantation cost should be in advance	Please be guided by the RFP
51	101	OEM Services Cost	Cost	11.2	OEM Services Cost	Need Clarity	Please be guided by the RFP
52			Backup		Backup software/solution should be able to protect the databases (online) through online agents enabling granular restores. Backup Major DBs like Oracle, DB2, MS SQL, Hadoop, MongoDB, Cassandra etc. and Applications etc. across wide range of popular Windows / Linux and Unix flavours	Validate it with Backup Software vendor	Please be guided by the RFP. No query
53			Backup		Should be able to integrate with native backup interfaces of Hyper Converged Solutions in future agentless and/or image level backup of VMs	Validate it with Backup Software vendor	Please be guided by the RFP. No query
54			Backup		Should be able to protect data by backing it up to another disk target with different hardware or tape target. All necessary licenses for achieving the functionality should be provided	Validate it with Backup Software vendor	Please be guided by the RFP. No query
55			Backup		The Proposed solution should ensure Data Protection & Archival: a) Backup and Recovery: Protects data by creating secure backups and enables fast recovery in case of failures or cyber incidents. b) Data Immutability & Encryption: Ensures that sensitive data is protected both in transit and at rest using strong encryption methods. c) Data Integrity and Availability: Ensures that data remains intact and available for recovery in case of an outage, system failure, or cyberattack. d) Archival: Reduces the cost of storing inactive or less frequently accessed data. e) Compliance and Legal Hold: Ensures that data is retained for the necessary period as required by regulatory bodies and the organization's internal policies. f) Search and Retrieval: Enables fast and efficient retrieval of archived data, ensuring that critical information can be accessed quickly when needed. g) Long Term Retention/Forever Retention: Covers a "No Loss of Data" policy using long-term retention.	Validate it with Backup Software vendor	Please be guided by the RFP. No query
56			Backup		The proposed backup software should be independent of storage hardware	Validate it with Backup Software vendor	Please be guided by the RFP. No query
57			Backup		The Backup software must be able to compress and encrypt data and should also support de-duplication.	Validate it with Backup Software vendor	Please be guided by the RFP. No query
58			Backup		Offered solution should support writing the long term retention copies of the backup data on <i>Long term Storage</i> and required software licenses for the Long term retention on to <i>Long term Storage</i>	Validate it with Backup Software vendor	Please be guided by the RFP. No query
59			Backup		Solution should provide historic backup & retrieval reports for success & failure Daily, Monthly & Quarterly or as per Bank requirement.	Validate it with Backup Software vendor	Please be guided by the RFP. No query
60			Backup		The solution should provide data validation features to ensure data integrity by validating data integrity during backup, when data is at rest and during data copy operations.	Validate it with Backup Software vendor	Please be guided by the RFP. No query
61	Page No. 77, APPENDIX 1A: FUNCTIONAL	Backup Solution / Appliance	Backup	Clause 3	Proposed Disk Based Appliance/backup storage must support global/in-line data duplication using variable block length de-duplication technology.	Requested Modification : Proposed Disk Based Appliance/backup storage must support global/in-line data duplication. Justification : Variable block length is not a necessity for deduplication technology and can be efficiently carried out with any block length. Hence we request to remove the clause to allow us to participate.	Please refer addendum

62	Page No. 77, APPENDIX 1A: FUNCTIONAL	Backup Solution / Appliance	Backup	Clause 8	Proposed Disk Based Appliance/backup storage should support backup throughput of minimum 30 TB/hr while maintaining a single deduplication pool with RAID 6 or equivalent and min. one hot spare disk with base and every expansion shelf as well.	Requested Modification : Proposed Disk Based Appliance/backup storage should support backup throughput of minimum 30 TB/hr while maintaining a single/multiple deduplication pool with RAID 6 or equivalent and min. one hot spare disk with base and every expansion shelf as well. Justification : The architecture is not dependent on a single storage pool hence we request to modify the clause to single/multiple deduplication pool to allow us to participate.	Please refer addendum
63	Page No. 78, APPENDIX 1A: FUNCTIONAL	Backup Solution / Appliance	Backup	Clause 19	The appliance should be configured with all the licenses backup and replication necessary for the above functionalities	Requested Modification : The Backup Solution should be configured with all the licenses backup and replication necessary for the above functionalities Justification : The clause is applicable to both Backup Software and Backup Storage/Appliance hence please modify the clause as requested.	The said requirement should be read as backup Appliance/ Backup Storage
64			Scope of Work		We have observed that the same infrastructure has been requested in both IT Security Part A and Part B RFPs. Please clarify if the required infrastructure for both the RFPs will be separate or will it be consolidated into one.		Infrastructure of the respective RFP is to be proposed in the respective RFP proposal
65	30		MFA		The MFA server must support multiple replicas when necessary without any additional cost and licenses	1.Please confirm whether the term "replicas" refers to high-availability (HA) nodes or disaster recovery (DR) instances. 2.Please confirm whether the expectation is for unlimited replica deployments or a specific number of replicas (e.g., active-active or active-passive configurations).	1. Please be guided by the RFP 2. Please be guided by the RFP
66	31		MFA		The 2FA solution should support or integrate with cryptographic modules certified by FIPS 140-2 Level 2 & Level 3 for all cryptographic operations including the encryption of sensitive data at rest (password hashes, PINs, token records, etc.) and sensitive data in transit (server-to-browser, interserver communication, etc.). All Agents used by the server should be compliant with the aforesaid	1.Should the MFA solution support integration with a FIPS-certified HSM? 2.If integration with a FIPS HSM is acceptable, will the FIPS HSM be provided by the client, or is the bidder expected to supply it as part of the solution?	The MFA solution shall support integration with a Hardware Security Module (HSM). However, a dedicated HSM for the MFA solution is not required as part of MFA requirement. (HSM supplied by bidder as a part of this RFP can be used for multiple solutions)
67	31		MFA	Self Service Module	Self Service portal must include the following functions: 16.1 Authenticator Enrollment 16.2 Request token 16.3 Replace token 16.4 Change/Set PIN 16.5 Resync token 16.6 Clear Security Questions 16.7 Test Authenticator 16.8 Report Lost Authenticator & Active Directory Password change and reset	Does the Self-Service portal need to be FIPS 140-2 certified, or is a non-FIPS solution acceptable as long as it provides the specified functionality?	Please be guided by the RFP, FIPS requirement for the Self-Service Module
68	31		MFA	Sizing	a. HA (Active/Active – N+N redundant Deployment) at DC b. HA (Active/Active – N+N redundant Deployment) at DR c. DR should be 100% replica of DC (Primary)	Kindly specify the locations or expected setup for the Data Center (DC) and Disaster Recovery Center (DRC)	DC - Mumbai DR - Noida
69	31		MFA	Sizing	Online Logs & Data Storage : 1 Month on primary storage and 2 months on Object Storage	Will the tendering authority provide the storage solution for integration with the MFA system, or should our solution maintain data persistence independently in its own database?	Bidder is required to factor in all the IT infrastructure, tools, solutions and services for successful go-live and maintenance of the solution during the contract period
70			MFA			Will the tendering authority provide the required infrastructure (servers, network, storage, etc.) for deploying the MFA/2FA solution, or is the bidder expected to provision the complete infrastructure independently?	Infrastructure of the respective RFP is to be proposed in the respective RFP proposal
71	35-36	Section 7 scope of Work	SDK		The SDK will enable key features such as biometric authentication, device binding, secure PIN input, fraud detection, transaction risk scoring, and in-app messaging. It will ensure that all security events originating from the mobile application are captured and correlated with the Bank's central security infrastructure for improved monitoring and response.	Functionalities such as biometric authentication device binding, secure PIN entry, and transaction risk scoring generally belong to the parent mobile application authentication or transaction modules, not the runtime security SDK. Therefore, these features (biometric, device binding risk scoring etc) should be made part of either banks existing application stack or another section/module.	The features such as biometric authentication, device binding, secure PIN entry, and transaction risk scoring are part of the mobile application's core authentication or transaction modules. The SDK is to be designed to complement the application by focusing on runtime security, threat detection, and seamless correlation of security events with the Bank's infrastructure.
72	52	7.6.3	Scope of Work	Networking and Security Equipment	Ensure network equipment is compatible with existing infrastructure and configured to optimize security, speed, and reliability.	Please elaborate on the compatibility requirement. Please provide details about existing infrastructure.	Details will be shared with the successful bidder
73	52	7.6.3	Scope of Work	Networking and Security Equipment	Specify quality of service (QoS) settings, VLANs, and any necessary configuration protocols to ensure seamless data flow and security.	Please provide details on the existing LAN architecture, Switches Make, Model, Topology, Protocols, traffic flow, about each intended location of deployment.	Details will be shared with the successful bidder
74	164	15.21	Scope of Work	Annexure 21: Sizing/Volume metrics	All the necessary cables/SFP's etc. should be factored by the bidder to connect the servers/devices in DC and DR. Bank will provide the leaf switch (Model - Cisco - 93108/93180) ports for connectivity.	The bidder will provide the cables/SFPs required for each device to be supplied as per RFP Scope. The SFPs required at the Leaf Switches will be provided by the Bank. Please confirm this understanding.	SFPs to be provided by the Bidder. Please refer Annexure 21
75	BOM Excel File		BOM	Hardware Cost	Bank will provide the Ports on their LEAF and OOB switches. Bidder is required to explicitly provide the port requirements on LEAF and OOB switches	If Bank is going to provide the ports on their LEAF Switch and OOB Switches, then bidder is not required to provide any Network Switch at all. Please confirm. Bidder will provide only the port requirement for each new device to be supplied as per RFP Scope and Bank will provide the port connectivity on their existing LEAF and OOB Switches. Please confirm if the understanding is correct.	Bank will provide Leaf Switch and OOB switch

76	86	Project Timelines	Scope of Work	Hardware & Software Delivery & Installations	Delivery of hardware is T1=T0+2 Months and delivery of software is T1 which is T2=T1+0.5 Months	We request bank to kindly amend the clause as under: Delivery of hardware is T1=T0+3 Months and delivery of software is T1 which is T2=T1+0.5 Months	Please be guided by the RFP
77	89	10.2 Eligibility Evaluation Criteria	Eligibility	Clause No. 5	Bidder should have supplied, installed and maintained (or under maintenance) any 3 of the below solutions in any one PSU/PSE/ Government Organizations / BFSI in India: a. Centralized Key Management Solution /Certificate Lifecycle management b. Information / Digital Rights Management (DRM) c. Mobile SDK d. IDAM e. MFA/2FA f. PIM g. DAM h. S-BOM & CBOM i. IT GRC Note: - 1. Experience of DAM and IDAM is mandatory 2. Experience can be shown in single /multiple Clients/work orders meeting the above criteria 3. The above experience/project should not be later than last 5 years from the date of bid opening	We request to amend this clause as Under: Bidder should have supplied, installed and maintained (or under maintenance) any 3 of the below solutions in any one PSU/PSE/ Government Organizations / BFSI in India: a. Centralized Key Management Solution /Certificate Lifecycle management b. Information / Digital Rights Management (DRM) c. Mobile SDK d. IDAM e. MFA/2FA f. PIM g. DAM h. S-BOM & CBOM i. IT GRC Note: - 1. Experience of DAM and IDAM is mandatory 2. Experience can be shown in single /multiple Clients/work orders meeting the above criteria 3. The above experience/project should not be later than last 7 years from the date of bid submission.	Please be guided by RFP The Experience in which the bidder is either maintaining the solution or have maintained the solution within the last 5 years from the date of bid opening shall be considered. The proposed solution must have been supplied & Installed by bidder earlier to the client whose credentials are submitted as part of this RFP
78	94	10.3 Technical Evaluation Criteria	Eligibility	Clause No. 2	Bidder should have supplied, installed and maintained (or under maintenance) from the following solutions: i. Information / Digital Rights Management (DRM) ii. Mobile SDK iii. IDAM iv. MFA/2FA v. PIM vi. DAM vii. Centralized Key Management Solution/Certificate lifecycle management viii. S-BOM & CBOM Point 1: = 3 of the above-mentioned solution in any PSU/ PSE/ Government Organizations / BFSI in India Point 2: ≥ 4 above mentioned solution in any PSU/ PSE/ Government Organizations / BFSI in India Note: - Experience of solution can be shown in single /multiple Clients/work orders meeting the above criteria Note: The above experience/project should not be later than last 5 years from the date of bid opening	We request to amend this clause as Under: Bidder should have supplied, installed and maintained (or under maintenance) from the following solutions: i. Information / Digital Rights Management (DRM) ii. Mobile SDK iii. IDAM iv. MFA/2FA v. PIM vi. DAM vii. Centralized Key Management Solution/Certificate lifecycle management viii. S-BOM & CBOM ix. IT GRC Point 1: = 3 of the above-mentioned solution in any PSU/ PSE/ Government Organizations / BFSI in India Point 2: ≥ 4 above mentioned solution in any PSU/ PSE/ Government Organizations / BFSI in India Note: - Experience of solution can be shown in single /multiple Clients/work orders meeting the above criteria Note: The above experience/project should not be later than last 7 years from the date of bid submission.	Please be guided by RFP The Experience in which the bidder is either maintaining the solution or have maintained the solution within the last 5 years from the date of bid opening shall be considered. The proposed solution must have been supplied & Installed by bidder earlier to the client whose credentials are submitted as part of this RFP
79	89	10.2 Eligibility Evaluation Criteria	Eligibility	Clause No. 5	vii. Centralized Key Management Solution/Certificate lifecycle management	We understand that Centralized Key Management Solution/Certificate lifecycle management refers to Hardware Security Module (HSM). Please confirm	Please be guided by the RFP
80	NA	NA	Scope of Work	NA	Additional Clause	In case of any delay for >15 days from bank side / not attributable to bidder, then bank should release the payment against submission of BG for corresponding value of the Product / service, with BG validity of 6 months. Warranty of such product / service will start from the 15th day of such delay.	Please be guided by the RFP
81	NA	NA	Scope of Work	NA	Additional Clause	Since the RFP has multiple technologies, we request bank should provide Technology-wise sign-off	Please be guided by the RFP
82		12.2 Penalties	SLA	12.2 Penalties - Installation & Implementation	If the LD due to Implementation of the respective product cost/existing product cost reaches 25% of the implementation cost of the respective product/services, the bidder is required to replace the product/services.	As per the said clause we understand that in case the implementation of a respective product/services is delayed beyond 25 weeks, the bidder is required to replace the OEM of the product/services. Please confirm	Please be guided by the RFP
83	105	12 SERVICE LEVELS & PENALTIES	SLA	12.1 Service Level Agreement	16. For all issues related to the solution supplied by the bidder, RCA (Root Cause Analysis) from the respective OEM to be provided by the bidder within 3 working days. The delay in submission of RCA will lead to penalty Rs. 20000/day	For all issues related to the solution supplied by the bidder, RCA (Root Cause Analysis) from the respective OEM to be provided by the bidder within 3 working days. The delay in submission of RCA will lead to penalty Rs. 5000/day for Critical, Rs. 3000 for High and Rs. 1000 for Medium.	Please be guided by the RFP
84	111	Management, Reporting and Governance - Key resources	SLA	Penalty	More than 1 change would lead to a penalty of INR 2,00,000 for each default for each key resource	We request bank to delete this clause.	Please be guided by the RFP

85	112	Management, Reporting and Governance - Key resources	SLA	Manpower availability	• <80% of required strength -- Rs. 25,000/- per resource per week or part thereof • <60% of required strength -- Rs. 50,000/- per resource per week or part thereof • <35% of required strength -- Rs. 1 Lakh per resource per week or part thereof • from the day of breach of SLA until the required strength is achieved.	We request to amend this clause as under : <80% of required minimum strength -- 1 day payout of the respective resource(s) for the requisite no. of days <60% of required minimum strength -- 2 day payout of the respective resource(s) for the requisite no. of days <35% of required minimum strength -- 3 day payout of the respective resource(s) for the requisite no. of days from the day of breach of SLA until the required strength is achieved.	Please be guided by the RFP
86	89	10.2 Eligibility Evaluation Criteria	Eligibility	Clause No. 5	vii. Centralized Key Management Solution/Certificate lifecycle managemen	As per the clause, we understand that experience of Hardware Security Module (HSM) will be considered as Centralized Key Management Solution/Certificate lifecycle management works inline with HSM solution. Please confirm	The Experience of Centralized Key Management Solution/Certificate lifecycle management will only be considered as sought in the RFP.
87	112	Management, Reporting and Governance - Key resources	SLA	Report Generation	The SLA reports are to be shared with the BANK by the 7th of every month. For each default the penalty of INR 20,000 per week or part thereof may be charged to the bidder	The SLA reports are to be shared with the BANK by the 7th of every month. For each default the penalty of INR 5,000 per week or part thereof may be charged to the bidder	Please be guided by the RFP
88	113	Management & health checkup:	SLA	OEM Involvement	Penalty of Rs. 2,00,000 per day for each such a solution for each default would be imposed.	Penalty of Rs. 10,000 per week for each such a solution for each default would be imposed.	Please be guided by the RFP
89	113	Management & health checkup:	SLA	Compliance of RBI/ CERT-IN Advisories/other regulatory advisory	By Delay of each day, 0.5% of Monthly Contract Value, per day	We request bank to amend the clause as under : By Delay of each week, 0.5% of Monthly Contract Value of resources, per week	Please be guided by the RFP
90		Audit (IS & VAPT and other internal/external audit) Gaps	SLA	Audit Gaps Resolution	For Critical : INR 16,000 per issue per day post the resolution period till the issue/gap closure date. For High : INR 8,000 per issue per day post the resolution period till the issue/gap closure date. For Medium : INR 5,000 per issue per day post the resolution period till the issue/gap closure date. For Low :INR 3,000 per issue per day post the resolution period till the issue/gap closure date	We request bank to amaend the clause as under : For Critical : INR 1,000 per issue per day post the resolution period till the issue/gap closure date. For High : INR 800 per issue per day post the resolution period till the issue/gap closure date. For Medium : INR 500 per issue per day post the resolution period till the issue/gap closure date. For Low :INR 300 per issue per day post the resolution period till the issue/gap closure date	Please be guided by the RFP
91	100	11.1 Product (Software) Cost	Cost	11.1 Product (Software) Cost	Payment terms	We request to amend the payment terms as below:	Please be guided by the RFP
92			Cost		License Cost	License Cost	Please be guided by the RFP
93			Cost		On successful Delivery of the Licenses - 50%	On successful Delivery of the Licenses - 70%	Please be guided by the RFP
94			Cost		On successful UAT Signoff of the respective product - 20%	On successful UAT Signoff of the respective product - 20%	Please be guided by the RFP
95			Cost		On successful Go-live of the respective product - 30%	On successful Go-live of the respective product - 10%	Please be guided by the RFP
96			Cost		Implementation Cost	Implementation Cost	Please be guided by the RFP
97			Cost		On Successful installation of OOTB product - 20%	On Successful installation of OOTB product - 70%	Please be guided by the RFP
98			Cost		On successful UAT Signoff - 50%	On successful UAT Signoff - 10%	Please be guided by the RFP
99			Cost		On successful Go-live - 20%	On successful Go-live - 10%	Please be guided by the RFP
100			Cost		Within 3 months of successful Go-live - 10%	Within 3 months of successful Go-live - 10%	Please be guided by the RFP
101			Cost		Subscription Cost (One time license Cost)	Subscription Cost (One time license Cost)	Please be guided by the RFP
102			Cost		On successful Delivery of the Licenses - 50%	On successful Delivery of the Licenses - 70%	Please be guided by the RFP
103			Cost		On successful UAT Signoff - 20%	On successful UAT Signoff - 20%	Please be guided by the RFP
104			Cost		On successful Go-live - 30%	On successful Go-live - 10%	Please be guided by the RFP
105			Cost		Hardware Cost (For Appliance)	Hardware Cost (For Appliance)	Please be guided by the RFP
106	100	11.3 Hardware Cost	Cost	11.3 Hardware Cost	On successful Delivery of the Appliance - 50%	On successful Delivery of the Appliance - 70%	Please be guided by the RFP
107			Cost		On successful UAT Signoff - 20%	On successful UAT Signoff - 20%	Please be guided by the RFP
108			Cost		On successful Go-live - 30%	On successful Go-live - 10%	Please be guided by the RFP
109	38	7.2.4.1	IDAM	Identity & Access Management Solution	Bidder/OEM Responsibility: The OEM shall ensure integration of the IDAM solution with the Bank's HRMS, ITSM, Microsoft Active Directory, Microsoft Exchange, SIEM, SOAR, and PAM tools.	How many applications are in scope for the IDAM and SSO integration.	List of integrations shall be discussed with the succesfull bidder during SRS stage as required and applicable
110	39	7.2.5.1	MFA	Multi Factor Authentication	Bidder/OEM Responsibility: The bidder must ensure integration readiness with existing and potential future systems including SIEM, PIM, and Fraud Management solutions.	How many applications are in scope for the MFA integration.	List of integrations shall be discussed with the succesfull bidder during SRS stage as required and applicable
111	64	7.7.7	Traning	Training-Activities are to be performed by Respective solution OEM (supported by bidder)	Beginner training by each OEM – Each Training session should be 2 Days Duration – Number of Training session should be 5	Kindly explain the users in each training and how many such trainigs need to be covered.	Training should be conducted in online mode and Bank will enroll the number of users as per the requirement. Each Training session should be 2 Days Duration – Number of Training session should be 5

112	PG:30 - APPENDIX 1A: FUNCTIONAL	MFA	MFA	6	Solutions should be capable for integration with TACACS solution being used by the Bank.	Kindly confirm the OEM and version of the TACACS solution in the bank	Bank is using CISCO ISE version: 3.3.0.181
113	PG:30 - APPENDIX 1A: FUNCTIONAL	MFA	MFA	10	MFA solution should Support FIDO and FIDO2 compliant Tokens	As FIDO is an internet based technology, this point contradicts with point 2 of being onprem. Kindly confirm id this requirement be removed.	Please refer addendum
114	PG:30 - APPENDIX 1A: FUNCTIONAL	MFA	MFA	11.1	Microsoft Windows a. 32 Bit Platforms	MS 32 bit is already deprecated by Microsoft. Kindly remove this from the section.	Please refer addendum
115	100	Product (Software) Cost	Cost	11.1	License Cost and Subscription Cost (One time license Cost)	Kindly clarify the difference between the two.	The license cost shall apply to all solutions proposed by the bidder that are offered under either perpetual or term-based licensing models. Subscription cost shall apply to solutions that operate on a subscription-based model.
116	100	Product (Software) Cost	Cost	11.1	License Cost and Subscription Cost (One time license Cost)	OEM License cost should be in advance	Please be guided by the RFP
117	100	Product (Software) Cost	Cost	11.1	Implementation Cost	OEM implimantation cost should be in advance	Please be guided by the RFP
118	30	7.2.1.1. Information/Digital Right Management	DRM	Features & modules	2. The Solution is having integration capability with existing DLP (Data Loss Prevention) solution and able to apply Keyword based / File Classification based document protection.	1. The REST APIs are available for integration with DLP and classification tools to enable automatic protection at the endpoint level. However, for this integration to be feasible, the existing DLP or classification tool must be capable of consuming these REST APIs to apply DRM policies. Kindly confirm bank existing DLP/classification OEM supports consumption of REST APIs for integrations. 2. Additionally, since DRM licenses required is 200, please confirm that integration capabilities are required only for these 200 users.	1. Bidder is required to ensure the successful integration with the bank DLP solution and liasion with the IT security vendor - (Part A) for integration 2. Please be guided by the RFP
119	30	7.2.1.1. Information/Digital Right Management	DRM	Architecture/D eployment model	3. The bidder is required to undertake the migration of historical logs spanning a one-year duration from all existing solutions to new setup. This action is intended to enhance the security posture and to comply with the audit requirements.	Kindly clarify, if bank is looking for one year logs from the existing solution to be migrated to banks current SIEM or log management system.	All the previous logs available in the solution online are to be archived on to the backup solution using the proposed backup. 1 months on primary and 2 months on object storage is to be kept online post migration.
120	30	7.2.1.1. Information/Digital Right Management	DRM	Architecture/D eployment model	6. The IRM/DRM solution must support the Bank's Data Governance Framework and integrate with its existing infrastructure including SIEM, ITSM, LDAP, PIM/PAM, and DLP.	Kindly confirm the OEM for existing SIEM, LDAP, PIM/PAM solution. Kindly delete ITSM and there is no integration use case with DRM.	1. Bank is in process of procuring the SIEM solution. Details will be shared with the successful bidder. LDAP- Microsoft Active Directory PIM - Arcon 2. Please be guided by the RFP. List of itegration will be disussed with the successful bidder
121	31	7.2.1.1. Information/Digital Right Management	DRM	Key Deliverables	1.(i) Data Classification Rules	Kindly clarify if the DRM solution is expected to have the capability to classify documents as part of its functionality. Additionally, since 200 licenses are requested for the DRM solution, please confirm that the document classification capability—if required—will apply only to these 200 users.	Bidder is required to ensure the successful integration with the bank DLP solution and liasion with the IT security vendor - (Part A) for integration Data Classification rules are configured in DLP and Data Classification tool available/sourced by the bank
122	1	APPENDIX 1A: FUNCTIONAL	Scope of Work	Instruction	2. Any feature or functionality of the proposed solution that is described in the RFP/FRS as "the solution should support" or "the solution should have the capability" or "Solution should provide" or "Solution should/shall have " shall be deemed to be included in the bidder's proposal and must be made available from Day 1. The Bank shall not bear any additional cost for enabling such features or functionalities, and the bidder shall factor in all such requirements in the Total Cost of the product	Kindly clarify: while the platform may meet all technical and functional requirements, the licensing requirements may vary based on specific protection capabilities. Is the bank expecting all capabilities/licenses to be provisioned on Day 1, regardless of actual usage?	Yes. All the functionality and capability sought in the RFP is to be proposed and provided from day 1.
123	2	DRM Required Functionalities/Features	DRM	A. General	7. The solution does not have any dependency on software from other vendor for its working.	Kindly clarify, the banks requirement from this clause. The RFP asks for deployment and integration capabilities (like DLP, SIEM etc.) will have dependency on those software's from other vendors.	Please be guided by the RFP DRM solution should not have any dependency on any third party licenses including Microsoft. DRM solution must be independent and must be able to work standalone.

124	2	DRM Required Functionalities/Features	DRM	A. General	8. The Solution is having integration capability with DLP (Data Loss Prevention) solution and able to apply Keyword based / File Classification based document protection.	The REST APIs are available for integration with DLP and classification tools to enable automatic protection at the endpoint level. However, for this integration to be feasible, the existing DLP or classification tool must be capable of consuming these REST APIs to apply DRM policies. Kindly confirm bank existing DLP/classification OEM supports consumption of REST APIs for integrations. Additionally, since DRM licenses required is 200, please confirm that integration capabilities are required only for these 200 users.	Bidder is required to ensure the successful integration with the bank DLP solution and liaison with the IT security vendor - (Part A) for integration
125	2	DRM Required Functionalities/Features	DRM	A. General	21. Solution should have workspace to share the files outside the organization without any dependency on the Email solution and shared drive being used by the Bank	Could you please clarify the capabilities expected from the workspace? If necessary, can we propose a tool from another vendor, integrated with a DRM solution, to meet this requirement?	Please refer addendum
126	3	DRM Required Functionalities/Features	DRM	A. General	29., API is offered which can be integrated with Source systems/Vendor applications to apply/embed policy in the data for protection	Kindly remove this clause.	Please refer addendum
127	3	DRM Required Functionalities/Features	DRM	A. General	43. The solution having capability of sharing protected documents to external users via secure method.	Kindly clarify "Secure method". If needed can we provide tool from other vendor to meet this requirement.	Please be guided by the RFP. DRM solution must be able to send the documents as secure link.
128	3	DRM Required Functionalities/Features	DRM	A. General	47. The solution should have capability of providing documents/ information security irrespective of vendor's/external users computing environment (Storage, Network Connectivity). This will be a fully offline environment.	Kindly delete "This will be a fully offline environment" from the clause.	Please refer addendum
129	4	DRM Required Functionalities/Features	DRM	A. General	49. The solution allows for automated folder-based protection in central file server.	Kindly clarify, if this capability is also needed for 200 users only as per DRM requirement. please specify the type of file server in use at bank (e.g., Windows, Linux, NetApp, EMC, etc.).	DRM solution must have files and folder based protection and a copy of protected file / folder is to be maintained in the DRM solution.
130	4	DRM Required Functionalities/Features	DRM	A. General	51. The solution is capable of providing protected document recovery in case of cyber-attacks (ransom ware etc.)	Please delete the reference to recovery, as it needs to be performed using the backup solution, which is outside the scope of the DRM solution.	Please be guided by the RFP
131	5	DRM Required Functionalities/Features	DRM	F. Interfaces	99. The system should be integrated with DLP system of Bank.	The REST APIs are available for integration with DLP and classification tools to enable automatic protection at the endpoint level. However, for this integration to be feasible, the existing DLP or classification tool must be capable of consuming these REST APIs to apply DRM policies. Kindly confirm bank existing DLP/classification OEM supports consumption of REST APIs for integrations. Additionally, since DRM licenses required is 200, please confirm that integration capabilities are required only for these 200 users.	1. Bidder is required to ensure the successful integration with the bank DLP solution and liaison with the IT security vendor - (Part A) for integration 2. Please be guided by the RFP
132	33	PIM-B-Authentication & Administration	PIM	PIM - 33	The PAM solution should provide Active Directory Bridging capability for *nix devices to connect with Active Directory.	AD Bridge often relies on Agent/ configuration target *nix servers, creates operational dependencies and doesn't well align with Zero standing privileges (ZSP), while JIT helps achieve and creates secure way of access without any Agent/ configuration on target *nix servers. We suggest to replace this point with JIT based access for more modern PAM use case.	Please be guided by the RFP
133	34	PIM- E- Security	PIM	PIM- 89	The offered PAM OEM Solution must be certified for Common Criteria Certificate EAL 2+ and supporting certificate document should be submitted during the bid submission.	As per publicly available information in Common Criteria portal, It is also to be noted that common criteria with assurance level of EAL 2+ may be restricted to a specific Make-In-India OEM in Privileged Access Management. Such clause may indicate only a certain vendor can participate in the bid. Reference: https://www.commoncriteriaportal.org/pps/collaborativePP.cfm?cpp=1 We understand that PSB would like high security assurance from supplied products during the term of the contract. We humbly request you to consider alternate certifications like ISO 27001 or Safe to Host Certificates / Penetration Testing Certificates .	Please be guided by the RFP
134	32	ARCON PAM (Privileged Access Management)	PIM	ARCON PAM (Privileged Access Management)	ARCON PAM (Privileged Access Management)	The RFP specifically mentions <i>ARCON PAM</i> under the Privileged Access Management requirement. Mentioning a specific brand limits participation to a single vendor, which may not align with standard procurement norms and MeitY guidelines encouraging brand-neutral specifications. Kindly confirm if the intent is to procure a <i>Privileged Access Management (PAM)</i> solution meeting the required technical specifications, rather than being restricted exclusively to <i>ARCON</i> .	Bank has recently procured and implemented new Arcon PAM Solution, including new Hardware for the same. Therefore, Bank has specifically mention the ARCON PAM solution, which needs to be augmented by the Bidder. Further, some additional features are required as per business requirement of the Bank in ARCON PAM.

135	35	ARCON Secret Management	PIM	ARCON Secret Management	ARCON Secret Management	The RFP specifies ARCON PAM under the Privileged Access Management requirement. Kindly confirm if this refers to a generic PAM solution meeting the specifications, as mentioning a specific brand may restrict fair competition and is not in line with standard procurement norms and MeitY guidelines promoting brand-neutral specifications.	Bank has recently procured and implemented new Arcon PAM Solution, including new Hardware for the same. Therefore, Bank has specifically mention the ARCON PAM solution, which needs to be augmented by the Bidder. Further, some additional features are required as per business requirement of the Bank in ARCON PAM.
136	140	Annexure 10	Scope of Work	Annexure 10: Litigation Certificate	Signature of CA/Statutory Auditor	Requesting you to accept litigation certificate signed by authorized signatory/Company Secretary	Please be guided by the RFP
137	13.16	Limitation of Liability	Terms	Limitation of Liability	Missing clause	Requesting you to add a clause on Indirect or Consequential losses for Limitation of Liability	Please be guided by the RFP
138	2 to 36	Appendix 1A	Scope of Work	APPENDIX 1A: FUNCTIONAL		Please clarify if there any minimum scoring criteria for each solution	Please be guided by the RFP
139	8	Key Information	Scope of Work	Date of Submission for Bid	General	Please provide extension for this bid uptil 20th Nov 2025.	Please refer addendum
140	29		Scope of Work	General	General	What is the existing SIEM solution used by the bank ?	Bank is in process of procuring the SIEM solution. Details will be shared with the successful bidder.
141	27	Management Security Layer	IDAM	General	General	What is the existing IDAM solution used by the bank ?	Bidder to proposed the IDAM solution
142	27	Data Security	DAM	General	General	What is the existing DAM solution used by the bank ?	Please refer Annexure 21 for existing solution details
143	26	Endpoint Security	PIM	General	General	What is the existing Priveleged Access Management solution used by the bank ?	Please refer Annexure 21 for existing solution details
144	7.2.1.6	PIM	DRM	General	General	What is the existing Digital Rights Management solution used by the bank ?	Please refer Annexure 21 for existing solution details
145	28	General	Scope of Work	General	General	RFP specifies: " The complete implementation including requirement gathering, designing, installation, configuration and implementation of the solution till the Go-live of respective solution is to be done by the OEMs" , please clarify if System Integrators can use their resources for doing implementation on the required solutions as well and rationale for restricting it to only OEMs?	Please be guided by the RFP
146	46	IT Infrastructure Requirements	Scope of Work	General	General	How many non-production environments are required to be setup ?	>there will ve on 1 Non production enviroenent for all the applications. For Furrterr details Please refer Section 7.6 IT Infrastructure requiements, point no. 20, page 49 of the RFP
147	86	Project Timelines	Scope of Work	General	General	Our understanding is overall delivery, installation and setup of hardware , software and the product and services setup needs to be completed in 6 months only. Please confirm if this understanding is correct?	Please be guided by RFP
148	86	Project Timelines	Scope of Work	General	General	Please confirm if the overall bid tenure for Base bid is 5 Years 6 Months	Please be guided by RFP
149	68	Resource Requirements	Scope of Work	General	General	Please confirm if the Bidders can propose offshore managed support besides the minimum number of onsite support resources	Please be guided by the RFP
150	NA	Commercials Excel	BOM	Tab- OEM Services Cost	General	Please confirm if the OEM Services Cost is limited only to architectural assessment ? What is the expected frequency for quoting the same?	Please be guided by the RFP
151	NA	Commercials Excel	BOM	Tab- FM Cost	General	Our understanding is that the FM Cost Tab in the commercials sheet is to be used to quote for the managed Services cost both for applications and infrastructure for 5 Years support period ? Please confirm if this understanding is correct?	Please be guided by the RFP
152	53	7.7.1	Scope of Work	Requirements Analysis	General	Can you share existing architecture diagrams in current landscape integration with existing SIEM, SOC Big Data Lake, ITSM, LDAP, PIM, DLP, etc	Details will be shared with the successful bidder
153	80	7.10.4	Scope of Work	OEM Services and Deployment	General	Are the OEM resources required to be deployed at onsite for architecural assesment ?	Please be guided by the RFP
154	29	APPENDIX 1A: FUNCTIONAL	ITGRC	IT GRC	The Solution should support advanced workflow capabilities such that multiple simultaneous paths/tasks and return back to earlier steps, phases or stages. The workflow configuration should be driven via a graphical user interface.	We understand that if certain conditions are not met, the workflow can be returned back to the previous step. Please confirm if this is the requirement.	The workflow should be designed as per best practices and as per desired requirements in RFP , it should controllable from control panel with easy to use interface
155	29	APPENDIX 1A: FUNCTIONAL	ITGRC	IT GRC	The Solution should document the IT and Cybersecurity infrastructure including overview of business products/services, business processes. information assets, facilities and personnel and hierarchy of the Department.	It is understood that the solution should act as a central repository for all IT/IS policies and details wherein the users should have option to enter or upload already created policies. Please confirm	Please be guided by the RFP
156	30	APPENDIX 1A: FUNCTIONAL	ITGRC	IT GRC	GRC Admin Users - 25 Scalable to 50	Please confirm on the number of Business users and the peak concurrency expected Business users are users who perform business-specific functions like risk assessments, policy reviews, or workflow approvals within assigned domains.	Please be guided by the RFP
157	30	APPENDIX 1A: FUNCTIONAL	ITGRC	IT GRC	GRC Admin Users - 25 Scalable to 50	Please confirm on the number of single function users and the peak concurrency expected Single function users ate users with access limited to specific tasks or modules, such as completing a form or acknowledging a policy, without broader system access.	Please be guided by the RFP

158	12	APPENDIX 1A: FUNCTIONAL, 3, S-BOM & C-Bom	SBOM CBOM	Sizing	Unlimited Application License	License sizing is based on number of application, request to remove this clause	Please be guided by the RFP
159	12	APPENDIX 1A: FUNCTIONAL, 3, S-BOM & C-Bom	SBOM CBOM	Sizing	Online Logs & Data Storage : 1 Month on primary storage and 2 months on Object Storage	Please confirm if solution is required to be provided as SaaS, in case of On-premises deployment this clause can be removed	Please be guided by the RFP. Requisite storage has to be factored in.
160		General	SBOM CBOM	General	General	Please provide the Application count for which SBOM Management is required	Please be guided by the RFP. Licensing requirement is already mentioned
161	12	APPENDIX 1A: FUNCTIONAL, 3, S-BOM & C-Bom	SBOM CBOM	General	General	Please confirm whether 2 different product can be proposed for SBOM and CBOM	Yes, Bidder can propose 2 different production for SBOM & CBOM
162	14	DAM	DAM	5	The Proposed DAM Solution should support automatic updates to the signature database and based on global threat intelligence, ensuring complete protection against the latest threats.	As Dam souldion looks after crirical infrastrucre, best practise suggest to avoid any direct internet access. It is thus requested to re-phrase the same as " The proposed DAM solution should support manual update of VA signature/database ensuring the solution is upto date with latest updates. "	Product should support both automatic and Manual updates
163	15	DAM	DAM	20	The proposed DAM solution should provide CPU, RAM, disk capping capabilities on agent- based solution usually for agent-based system. The solution should not overload the network and delay real time monitoring and attack mitigation measures. Solution should have in-built capacity monitoring module and should support integration to any third-party Capacity Monitoring solution.	The DAM agent don't write any logs in the database and thus doent result in any disk/ram. It is thus requested to re-phrase the same as "The proposed DAM solution should provide CPU capping capabilities on agent- based solution usually for agent-based system. The solution should not overload the network and delay real time monitoring and attack mitigation measures. Solution should have in-built capacity monitoring module and should support integration to any third-party Capacity Monitoring solution." To promote higher participation	Please be guided by the RFP
164	15	DAM	DAM	24	The DAM solution should support integration of customized application database (where DB is in built- in application itself)	The agent based monitoring works on intercepting network traffic else one can leverage audit logs for non agent based deployment. In enterprise enviornment the application and database are always separate componenets to avoid single point of failure. It is thus requested to remove the clause as it is not relevant in enterprise enviornment and may favour single vendor.	Please be guided by the RFP
165	15	DAM	DAM	26	The proposed DAM solution should be able to monitor in scope structured/semi structured database without dropping any event.	Please share the details of DB version & respective OS with version which are to be integrated with the platform.	Bank is using both enterprise OEM DBs as well as Open Source DBs deployed in bank for various application, bidder to propose the application complying with the requirement mentioned in the RFP
166	16	DAM	DAM	40	The proposed DAM solution should be able to track both the application sessions and the database calls for applications and should identify the user session that was responsible for the given database call. It should support various platforms like .NET Core, .NET Framework, Nodejs, Java, Python etc.	DAM solution does not directly monitor or instrument application runtimes like .NET, Node.js, Java, or Python at the code level. Instead, it monitors all SQL/database activity that these applications generate — regardless of programming language or framework — by observing traffic at the database protocol level. It is thus requested to re-phrase the same as " The DAM solution should monitor the activity performed on database from application such as .NET Core, .NET Framework, Nodejs, Java, Python etc.	Please refer addendum
167	16	DAM	DAM	42	Solution should be able to capture and monitor customized scripts like *.scr, *.sh, *.com	DAM souldion is desgined to monitor activities performed on DB and not the OS activities. Usually scripts such as .src , .sh & .com are executed on the OS. Our solution is capable to monitor the impact of these kind of scripts on DB but doesn't monitor these scripts. It is thus requested to Re-phrase the same as " Solution should be able to monitor the impact/output on database when customized scripts like *.scr, *.sh, *.com are executed.	Please refer addendum
168	16	DAM	DAM	56	The proposed DAM solution should maintain the inventory of known IDS/ IPS Signatures to be used in policies and detect the exploits in near real-time.	The following is not a feature of DAM solution and is delivered using WAF solution. This may result in benifitting OEM with WAF offerings, we request you to remove the same to promote higher participation.	Please refer addendum
169	17	DAM	DAM	58	The proposed DAM solution should be able to virtually patch the known vulnerabilities automatically till a patch is installed for the same.	DAM solution is desgined to deliver Database based VA & creation of security policies to safeguard the DB against the exploitation of those vulnerability. Virtual patching is usually delivered by Patch management solution and not DAM. It is thus requested to rephrase the same as " The solution should be capable of delivering VA for the DB & create security policies to safeguard the DB against know vulnerabilities"	Please be guided by the RFP
170	17	DAM	DAM	59	The proposed DAM Solution should provide risk score of individual databases, based on combination of security alerts, discovery results, vulnerability assessment, sensitivity & confidentiality of data stored in the database.	Dam solution perform VA of DB's and assess its overall risk basis the discovered vulnerability. Additionally it provides visibility into the users risk score basis the activity he has performed on discovered databases. We hope the explanation meets the client requirement and is acceptable by client.	Please be guided by the RFP
171	17	DAM	DAM	67	The proposed Risk Analytics Solution should automatically detect the following:	Understanding of working hours and purpose of tables are subjective in nature and is ideally done manually. It is thus recommended the relax and allow the s.no 67 to be rephrased as "The proposed Risk determination Solution should allow configuration of the following:	Please be guided by the RFP
172		DAM	DAM	67.1	Nature of accounts which connect to the database (Service Account, DBA User Account, etc.)		Please be guided by the RFP
173		DAM	DAM	67.2	Purpose of database tables (Business Critical Tables, System Tables, and etc.)		Please be guided by the RFP
174		DAM	DAM	67.3	Data access habits (working hours, amount of data retrieved)		Please be guided by the RFP
175	18	DAM	DAM	71	The proposed Risk Analytics Solution must be able to integrate with active directory and perform peer group analysis to enhance forensics. It should be able to provide line of sight into user identity.	Peer group analysis is usually a functionality delivered from the solution like UEBA. The objective of DAM solution is to monitor Database activities and identify if a user is performing malicious activities which could hard the DB in any manner. It is thus requested to remove the following point to promote higher participation.	Please be guided by the RFP
176	18	DAM	DAM	72.1	Employee Details with information such as email, phone numbers and office location	Not every OEM provide similar information when integrated with third party solution. It is thus requested to relax the clause and allow "Employee Details with information such as email, phone numbers and office location etc."	Please be guided by the RFP

177	18	DAM	DAM	75	The proposed Risk Analytics Solution should automatically assign a Priority Score (a more granular threat score, on a scale of 1-100) to each incident for easier classification of important events	Not all solution leverage a similar mechanism to rate attack severity , some uses numerical representation and others uses legends such as high low medium. It is thus requested to re-phrase the same as: "The proposed Risk Analytics Solution should automatically assign a Priority Score to each incident for easier classification of important events"	Please be guided by the RFP
178	19	DAM	DAM	98	The DAM Solution for the following OS & DB combinations needs to be implemented and supported for all OS & DB Combination as and when implemented in the bank	Redhat, RHEL, Solaris, Ubuntu etc.. Details will be shared with successful bidder	Please be guided by the RFP
179	19	DAM	DAM	104	The DAM solution should run scheduled vulnerability scans for risk assessment and implement patches or apply virtual patches for all known vulnerabilities.	Request re-phrase to promote higher participation as virtual patching is not a DAM feature " The DAM solution should run scheduled vulnerability scans for risk assessment and apply virtual patches/security policies for all known vulnerabilities."	Please be guided by RFP
180	20	DAM	DAM	110	The database agent monitoring Solution should possess the capability to conduct vulnerability scans and provide reports adhering to SANS 25, OWASP Top 10, and database-related CVEs, also be scan and adhering to compliance standards such as PCI DSS, DPDP etc. Integration with CVSS, NIST databases, and robust compliance reporting mechanism are also essential.	SANS 25 list identifies software weakness and OWASP top 10 talks about top 10 application security risk. Ideally these are not directly related to Database security. It is thus requested to rephrase the same as "The database agent monitoring Solution should possess the capability to conduct vulnerability scans and provide reports adhering database-related CVEs, also be scan and adhering to compliance standards such as PCI DSS, DPDP etc. Integration with CVSS, NIST databases, and robust compliance reporting mechanism are also essential."	Please refer addendum
181			Scope of Work			RFP speaks of multiple proprietary terminology such a Risk analytics , data gateway which may result in impression of inclination towards certain OEM, we request usage of generic terminology to promote fair play and higher participation with multiple OEM.	Please be guided by the RFP. The Bank has mentioned minimum requirement, bidder to propose the solution complying with the minimum requirement
182	Appendix 1A	Appendix 1A functional IDAM Point no 12	IDAM	IDAM	Solution should provide out of box integration with Finacle(CBS)	The OOTB connectors is not available but the integration can be achived with the custome adaptor development for integration with Finacle CBS	Please refer addendum Durng the Implementatio Phase it is the responsibility of the OEM to ensure the Integration
183	Appendix 1A	Appendix 1A functional IDAM Point no 20	IDAM	IDAM	The solution must support full lifecycle management of user's machine identities and access governance using cryptographic keys. This includes automated provisioning and deprovisioning to minimize the risk of credential sprawl and unauthorized access.	This requirement for Machine identity not IDAM. IDAM solution can manage lifecycle of human identities.	User's Machine Identity Management is an integral component of modern Identity and Access Management (IDAM), as recognized by global standards such as NIST SP 800-207 (Zero Trust Architecture) and ISO/IEC 27001. By governing the cryptographic credentials that bind user identities to their authorized devices that authentication and access decisions are based on both user and device trust.
184	Appendix 1A	Appendix 1A functional PAM	PIM	PIM	ARCON PAM (Privileged Access Management)	Is this PAM solution already present and we dont have to consider from licensing perspective or is it a named product for this RFP	Bank is currently having PIM from ARCON which bank would like to augment with new functionality as sought in the RFP and additional licenses
185	Appendix 1A	Appendix 1A functional PAM	PIM	PIM	ARCON Secret Management	Is this Secret managemebt solution already present and we dont have to consider from licensing perspective or is it a named product for this RFP	Bank is currently having PIM from ARCON which bank would like to augment with new functionality as sought in the RFP and additional licenses
186	Appendix 1A	Appendix 1A functional PAM point 155	PIM	PIM	User Licenses : 500 User (Day 1) scalable to 750 Services Licenses - 2500 service (Day 1) scalable to 3000 License to Access Vcenter - 25 (Day 1) Scalable 50	This is vendor specific licensing model . Please provide the below Details: 1. No of privilege user- 2. No of servers to be onboarded to PAM -	Bank is currently having PIM from ARCON which bank would like to augment with new functionality as sought in the RFP and additional licenses
187	Appendix 1A	Appendix 1A functional MFA point 6	PIM	PIM	Solutions should be capable for integration with TACACS solution being used by the Bank	Can you please provide the detail on this application and does it support modern authentication protocols for integration	Bank is using CISCO ISE version: 3.3.0.181
188	10	KMS	KMS	57	Sizing	How many Nodes failure is needed?	Please refer Section 7.6 IT Infrastructure requirements, point no. 20, page 49 of the RFP
189	10	KMS	KMS	57	Sizing	What is the network latency available for DC-DR sites?	<1ms
190	11	KMS	KMS	59	Online Logs & Data Storage : 1 Month on primary storage and 2 months on Object Storage	What log aggregation solution is deployed?	Bank is in the process of procuring SIEM solution. Details will be shared with the successful bidder
191	11	KMS	KMS	59	Online Logs & Data Storage : 1 Month on primary storage and 2 months on Object Storage	What level of audit logging and traceability is required for key operations?	Please be guided by the RFP
192	8	KMS	KMS	1	Key Manager platform should have the capability of Transparent Encryption for large-scale high-performance file system encryption	Do you currently use any Key Management System (KMS)?	Bank does not have any KMS currently
193	9	KMS	KMS	31	HSM should be able to support : RSA(2048-8192), DSA, Diffie-Hellman, ECC, ECDSA, ECDH, Ed25519, ECIES, KCDSA, BIP32 (Digital Wallet Encryption), Milenage & Tuak (No separate license for algorithm)	Do you currently use any Hardware Security Module (HSM)?	Bank has HSM deployed for multiple solutions . However, as a part of this RFP Bidder to propose HSM Solution for relevant Solutions

194	9	KMS	KMS	31	HSM should be able to support : RSA(2048-8192), DSA, Diffie-Hellman, ECC, ECDSA, ECDH, Ed25519, ECIES, KCDSA, BIP32 (Digital Wallet Encryption), Milenage & Tuak (No separate license for algorithm)	Which HSM vendor/model (Thales, Entrust etc.)?	Details will be shared with the successful bidder
195	9	KMS	KMS	31	HSM should be able to support : RSA(2048-8192), DSA, Diffie-Hellman, ECC, ECDSA, ECDH, Ed25519, ECIES, KCDSA, BIP32 (Digital Wallet Encryption), Milenage & Tuak (No separate license for algorithm)	Which systems or applications are currently consuming encryption keys?	Details will be shared with the successful bidder
196	9	KMS	KMS	31	HSM should be able to support : RSA(2048-8192), DSA, Diffie-Hellman, ECC, ECDSA, ECDH, Ed25519, ECIES, KCDSA, BIP32 (Digital Wallet Encryption), Milenage & Tuak (No separate license for algorithm)	How are encryption keys currently managed — manually, in-app, or centralized?	Manually and in-app
197	9	KMS	KMS	31	HSM should be able to support : RSA(2048-8192), DSA, Diffie-Hellman, ECC, ECDSA, ECDH, Ed25519, ECIES, KCDSA, BIP32 (Digital Wallet Encryption), Milenage & Tuak (No separate license for algorithm)	What key types and algorithms are required (AES, RSA, ECC)?	Please be guided by the RFP
198	9	KMS	KMS	24	The Key Management solution must have KMIP support	How many endpoints or clients will connect to the Vault KMIP endpoint?	Please be guided by the RFP. Bidder to design the solution based on the volumetrics
199	9	KMS	KMS	24	The Key Management solution must have KMIP support	Are there existing PKI or CA systems from which Vault should issue KMIP client certs?	As of now bank does not have solutio. However, bidder to propose the solution to meet the requirement as per RFP
200			Scope of Work			How many tenant segregations are needed?	Please be guided by the RFP
201			Scope of Work			What authentication methods are used in the environment?	LDAP, TACACS, AD etc. further details will be shared by successful bidder
202			Scope of Work			What monitoring/email solutions are used in the environment?	Query not clear, details will be shared with succesfull bidder
203			Scope of Work			What Automation engine is used ?	Query not clear, details will be shared with succesfull bidder
204	8	KMS	KMS	19	The Bidder should support separate key management from CSP provider-controlled encryption; this key management component should be fully managed and owned by NIC	What is NIC?	Please read NIC as Bank for the purpose of this RFP
205	9	CLM	CLM	56	The Certificate Lifecycle Management provider should be a Global Certificate Authority for SSL and Licensed CAauthorized agency by CCA, Govt. of India and shall comply with existing and future Information Security Guidelines.	Is CLM Public CA mandatory?	All the requirements mentioned in the RFP are mandatory
206	9	CLM	CLM	56	The solution should provide capabilities for key and certificate discovery, vulnerability assessment, centralized inventory, certificate management and provisioning, as well as alerting, logging, and reporting. It should also include a powerful dashboard to monitor the status of all activities.	What is the requirement for capabilities for key and certificate discovery, vulnerability assessment?	Please be guided by the RFP
207	8	KMS	KMS	19	The Bidder should support separate key management from CSP provider-controlled encryption; this key management component should be fully managed and owned by NIC	Does PSB require a dedicated HSM or will it be shared via NIC?	Bidder is required to propose a dedicate HSM along with the solution. For the purpose of this RFP , read NIC as Bank.
208	33	PIM-B-Authentication & Administration	PIM	PIM - 33	The PAM solution should provide Active Directory Bridging capability for *nix devices to connect with Active Directory.	AD Bridge often relies on Agent/ configuration target *nix servers, creates operational dependencies and doesn't well align with Zero standing privileges (ZSP), while JIT helps achieve and creates secure way of access without any Agent/ configuration on target *nix servers. We suggest to replace this point with JIT based access for more modern PAM use case.	Please be guided by the RFP
209	34	PIM- E- Security	PIM	PIM- 89	The offered PAM OEM Solution must be certified for Common Criteria Certificate EAL 2+ and supporting certificate document should be submitted during the bid submission.	As per publicly available information in Common Criteria portal, It is also to be noted that common criteria with assurance level of EAL 2+ may be restricted to a specific Make-In-India OEM in Privileged Access Management. Such clause may indicate only a certain vendor can participate in the bid. Reference: https://www.commoncriteriaportal.org/pps/collaborativePP.cfm?cpp=1 We understand that PSB would like high security assurance from supplied products during the term of the contract. We humbly request you to consider alternate certifications like ISO 27001 or Safe to Host Certificates / Penetration Testing Certificates .	Please be guided by the RFP
210	32	ARCON PAM (Privileged Access Management)	PIM	ARCON PAM (Privileged Access Management)	ARCON PAM (Privileged Access Management)	The RFP specifically mentions <i>ARCON PAM</i> under the Privileged Access Management requirement. Mentioning a specific brand limits participation to a single vendor, which may not align with standard procurement norms and MeitY guidelines encouraging brand-neutral specifications. Kindly confirm if the intent is to procure a <i>Privileged Access Management (PAM)</i> solution meeting the required technical specifications, rather than being restricted exclusively to <i>ARCON</i> .	Please be guided by the RFP

211	35	ARCON Secret Management	PIM	ARCON Secret Management	ARCON Secret Management	The RFP specifies ARCON PAM under the Privileged Access Management requirement. Kindly confirm if this refers to a generic PAM solution meeting the specifications, as mentioning a specific brand may restrict fair competition and is not in line with standard procurement norms and MeitY guidelines promoting brand-neutral specifications.	Please be guided by the RFP
212	35-36	Section 7 Scope of Work	SDK	7.2.1.4	The SDK will enable key features such as biometric authentication, device binding, secure PIN input, fraud detection, transaction risk scoring, and in-app messaging. It will ensure that all security events originating from the mobile application are captured and correlated with the Bank's central security infrastructure for improved monitoring and response.	Functionalities such as biometric authentication, device binding, secure PIN entry, and transaction risk scoring are part of the mobile application development and not part of the runtime security SDK. Therefore, these features (biometric, device binding, risk scoring, etc.) should be made part of either Bank's mobile application stack development or another section / module.	Clarification : The features such as biometric authentication, device binding, secure PIN entry, and transaction risk scoring are part of the mobile application's core authentication or transaction modules. The SDK is to be designed to complement the application by focusing on runtime security, threat detection, and seamless correlation of security events with the Bank's infrastructure.
213	30	7.2.1.1. Information/Digital Right Management	DRM	Features & mod	2. The Solution is having integration capability with existing DLP (Data Loss Prevention) solution and able to apply Keyword based / File Classification based document protection.	The REST APIs are available for integration with DLP and classification tools to enable automatic protection at the endpoint level. However, for this integration to be feasible, the existing DLP or classification tool must be capable of consuming these REST APIs to apply DRM policies. Kindly confirm bank existing DLP/classification OEM supports consumption of REST APIs for integrations. Additionally, since DRM licenses required is 200, please confirm that integration capabilities are required only for these 200 users.	1. Bidder is required to ensure the successful integration with the bank DLP solution and liaison with the IT security vendor - (Part A) for integration 2. Please be guided by the RFP
214	30	7.2.1.1. Information/Digital Right Management	DRM	Architecture/D	3. The bidder is required to undertake the migration of historical logs spanning a one-year duration from all existing solutions to new setup. This action is intended to enhance the security posture and to comply with the audit requirements.	Kindly clarify, if bank is looking for one year logs from the existing solution to be migrated to banks current SIEM or log management system.	All the previous logs available in the solution online are to be archived on to the backup solution using the proposed backup. 1 months on primary and 2 months on object storage is to be kept online post migration.
215	30	7.2.1.1. Information/Digital Right Management	DRM	Architecture/D	6. The IRM/DRM solution must support the Bank's Data Governance Framework and integrate with its existing infrastructure including SIEM, ITSM, LDAP, PIM/PAM, and DLP.	Kindly confirm the OEM for existing SIEM, LDAP, PIM/PAM solution. Kindly delete ITSM and there is no integration use case with DRM.	1. Bank is in process of procuring the SIEM solution. Details will be shared with the successful bidder. LDAP- Microsoft Active Directory PIM - Arcon 2. Please be guided by the RFP. List of itegration will be discussed with the successful bidder
216	31	7.2.1.1. Information/Digital Right Management	DRM	Key Deliverable	1.(i) Data Classification Rules	Kindly clarify if the DRM solution is expected to have the capability to classify documents as part of its functionality. Additionally, since 200 licenses are requested for the DRM solution, please confirm that the document classification capability—if required—will apply only to these 200 users.	Bidder is required to ensure the successful integration with the bank DLP solution and liaison with the IT security vendor - (Part A) for integration Data Classification rules are configured in DLP and Data Classification tool available/sourced by the bank
217	1	APPENDIX 1A: FUNCTIONAL	DRM	Instruction	2. Any feature or functionality of the proposed solution that is described in the RFP/FRS as "the solution should support" or "the solution should have the capability" or "Solution should provide" or "Solution should/shall have" shall be deemed to be included in the bidder's proposal and must be made available from Day 1. The Bank shall not bear any additional cost for enabling such features or functionalities, and the bidder shall factor in all such requirements in the Total Cost of the product	Kindly clarify: while the platform may meet all technical and functional requirements, the licensing requirements may vary based on specific protection capabilities. Is the bank expecting all capabilities/licenses to be provisioned on Day 1, regardless of actual usage?	Yes. All the functionality and capability sought in the RFP is to be proposed and provided from day 1.
218	2	DRM Required Functionalities/Features	DRM	A. General	7. The solution does not have any dependency on software from other vendor for its working.	Kindly clarify, the banks requirement from this clause. The RFP asks for deployment and integration capabilities (like DLP, SIEM etc.) will have dependency on those software's from other vendors.	Please be guided by the RFP DRM solution should not have any dependency on any third party licenses including Microsoft. DRM solution must be independent and must be able to work standalone.
219	2	DRM Required Functionalities/Features	DRM	A. General	8. The Solution is having integration capability with DLP (Data Loss Prevention) solution and able to apply Keyword based / File Classification based document protection.	The REST APIs are available for integration with DLP and classification tools to enable automatic protection at the endpoint level. However, for this integration to be feasible, the existing DLP or classification tool must be capable of consuming these REST APIs to apply DRM policies. Kindly confirm bank existing DLP/classification OEM supports consumption of REST APIs for integrations. Additionally, since DRM licenses required is 200, please confirm that integration capabilities are required only for these 200 users.	Bidder is required to ensure the successful integration with the bank DLP solution and liaison with the IT security vendor - (Part A) for integration

220	2	DRM Required Functionalities/Features	DRM	A. General	21. Solution should have workspace to share the files outside the organization without any dependency on the Email solution and shared drive being used by the Bank	Could you please clarify the capabilities expected from the workspace? If necessary, can we propose a tool from another vendor, integrated with a DRM solution, to meet this requirement?	Please refer addendum
221	3	DRM Required Functionalities/Features	DRM	A. General	29., API is offered which can be integrated with Source systems/Vendor applications to apply/embed policy in the data for protection	Kindly remove this clause.	Please refer addendum
222	3	DRM Required Functionalities/Features	DRM	A. General	43. The solution having capability of sharing protected documents to external users via secure method.	Kindly clarify "Secure method". If needed can we provide tool from other vendor to meet this requirement.	Please be guided by the RFP. DRM solution must be able to send the documents as secure link.
223	3	DRM Required Functionalities/Features	DRM	A. General	47. The solution should have capability of providing documents/information security irrespective of vendor's/external users computing environment (Storage, Network Connectivity). This will be a fully offline environment.	Kindly delete "This will be a fully offline environment" from the clause.	Please refer addendum
224	4	DRM Required Functionalities/Features	DRM	A. General	49. The solution allows for automated folder-based protection in central file server.	Kindly clarify, if this capability is also needed for 200 users only as per DRM requirement. please specify the type of file server in use at bank (e.g., Windows, Linux, NetApp, EMC, etc.).	DRM solution must have files and folder based protection and a copy of protected file / folder is to be maintained in the DRM solution.
225	4	DRM Required Functionalities/Features	DRM	A. General	51. The solution is capable of providing protected document recovery in case of cyber-attacks (ransom ware etc.)	Please delete the reference to recovery, as it needs to be performed using the backup solution, which is outside the scope of the DRM solution.	Please be guided by the RFP
226	5	DRM Required Functionalities/Features	DRM	F. Interfaces	99. The system should be integrated with DLP system of Bank.	The REST APIs are available for integration with DLP and classification tools to enable automatic protection at the endpoint level. However, for this integration to be feasible, the existing DLP or classification tool must be capable of consuming these REST APIs to apply DRM policies. Kindly confirm bank existing DLP/classification OEM supports consumption of REST APIs for integrations. Additionally, since DRM licenses required is 200, please confirm that integration capabilities are required only for these 200 users.	1. Bidder is required to ensure the successful integration with the bank DLP solution and liaison with the IT security vendor - (Part A) for integration 2. Please be guided by the RFP
227	Page No. 77, APPENDIX 1A: FUNCTIONAL	Backup Solution / Appliance	Backup	Clause 3	Proposed Disk Based Appliance/backup storage must support global/in-line data duplication using variable block length de-duplication technology.	Requested Modification : Proposed Disk Based Appliance/backup storage must support global/in-line data duplication. Justification : Variable block length is not a necessity for deduplication technology and can be efficiently carried out with any block length. Hence we request to remove the clause to allow us to participate.	Please refer addendum
228	Page No. 77, APPENDIX 1A: FUNCTIONAL	Backup Solution / Appliance	Backup	Clause 8	Proposed Disk Based Appliance/backup storage should support backup throughput of minimum 30 TB/hr while maintaining a single deduplication pool with RAID 6 or equivalent and min. one hot spare disk with base and every expansion shelf as well.	Requested Modification : Proposed Disk Based Appliance/backup storage should support backup throughput of minimum 30 TB/hr while maintaining a single/multiple deduplication pool with RAID 6 or equivalent and min. one hot spare disk with base and every expansion shelf as well. Justification : The architecture is not dependent on a single storage pool hence we request to modify the clause to single/multiple deduplication pool to allow us to participate.	Please refer addendum
229	Page No. 78, APPENDIX 1A: FUNCTIONAL	Backup Solution / Appliance	Backup	Clause 19	The appliance should be configured with all the licenses backup and replication necessary for the above functionalities	Requested Modification : The Backup Solution should be configured with all the licenses backup and replication necessary for the above functionalities Justification : The clause is applicable to both Backup Software and Backup Storage/Appliance hence please modify the clause as requested.	The said requirement should be read as backup Appliance/ Backup Storage
230	General Query		Scope of Work	We have observed that the same infrastructure has been requested in both IT Security Part A and Part B RFPs. Please clarify if the required infrastructure for both the RFPs will be separate or will it be consolidated into one.			Infrastructure of the respective RFP is to be proposed in the respective RFP proposal
231	116	13.1 Assignment & Subcontracting	Terms		The selected bidder shall not subcontract or permit anyone to perform any of the work, service or other performance required under the contract other than the L1 Resources services (O&M Phase).	We request that subcontracting be allowed given the scope of services.	Please refer addendum
232	119	13.9-Indemnity	Terms		The bidder agrees to indemnify and keep indemnified the Bank against all losses, damages, costs, charges and expenses incurred or suffered by the Bank due to or on account of any breach of the terms and conditions contained in this RFP or Service Level Agreement to be executed. The bidder agrees to indemnify and keep indemnified Bank at all times against all claims, demands, actions, costs, expenses (including legal expenses), loss of reputation and suits which may arise or be brought against the Bank, by third parties on account of negligence or failure to fulfil obligations by the selected bidder or its employees/personnel.	The Bidder is unable to provide these indemnities. The Bidder shall remain contractually liable for these breaches. Accordingly, we request changes in the clause to indicate this understanding.	Please be guided by the RFP

233	120	13.17-Order Cancellation	Terms		1. The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons (after providing a cure period of 30 days and thereafter providing a 30 days' notice period) 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: a) Delay in delivery of services in the specified period. b) Serious discrepancies are noted in the inspection. c) Breaches in the terms and conditions of the Order.	1. Please clarify what you mean by "recovering expenditure"? 2. We request that in the event of termination, PSB shall pay to the Bidder for all work done till the date of termination, as well as for the orders already placed with OEMs/Licensors, which orders cannot be cancelled with the OEMs/Licensors, cancellation costs, if any, levied by the OEMs/Licensors, and logistical and administrative expenses, if any, incurred by the Bidder on account of such cancellations, which expenses shall be billed on actuals. Further, if the Bidder is providing any products/goods on opex or lease model, then PSB shall pay the Bidder the residual value of the products.	Please be guided by the RFP
234	120	13.17-Order Cancellation	Terms		Bank shall serve the notice of termination to the bidder at least 30 days prior, of its intention to terminate services without assigning any reasons.	We request that a period of atleast 90 days be given before termination of the contract for convenience. Also, please confirm that PSB shall additionally pay to the Bidder for all work done till the date of termination, as well as for the orders already placed with OEMs/Licensors, which orders cannot be cancelled with the OEMs/Licensors, cancellation costs, if any, levied by the OEMs/Licensors, and logistical and administrative expenses, if any, incurred by the Bidder on account of such cancellations, which expenses shall be billed on actuals. Further, if the Bidder is providing any products/goods on opex or lease model, then PSB shall pay the Bidder the residual value of the products.	Please be guided by the RFP
235	120	13.17-Order Cancellation	Terms		The Bank reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and security deposit, if any, under this contract.	We request that any dues payable only be recovered/adjusted with any liquidated damages or penalties levied against the bidder, and not against any other amount payable to the bidder for the services rendered.	Please be guided by the RFP
236	57	7.7.5 Monitoring & Analysis	Scope of Work		Collect metrics via monitoring tools, OS-level, and application logs	Is bidder expected to propose and implement a ticketing platform or bank will provide its own ITSM/Ticketing tool for the monitoring service. Kindly share the ITSM and SIEM solution currently used by the bank	1. Bank will provide the ITSM tool 2. ITSM tool currently available with bank is "Manage Engine". Bank is in process of procuring the SIEM solution. Details will be shared with the successful bidder.
237	76	7.10.3 IT Security operations	Scope of Work		Services required	Is bidder expected to perform Vulnerability assessment/management or the expectation is to support bank's appointed team for the same? If yes, kindly share the Vulnerability management tool currently used by the bank	Bank will perform the VAPT exercise, Bidder is required to resolve any issues identified in the bidder proposed solution. Additionally, bank is in process of procuring Vulnerability Assessment and Lifecycle Management tool (if applicable) bidder is required to ensure the integration with the same.
238		General	Scope of Work			Kindly confirm if the volumetrics shared in the RFP by the bank are to be considered for the preparation of license and commercials. Additionally kindly confirm the growth % factor expected for 5 years for compute & storage sizing.	Please be guided by the RFP. Volumetrics are already provided in the RFP
239	46	7.4 Non-functional requirements	Scope of Work		Respective OEM along with the bidder shall comply with IS Policies, IT Policies, Data Governance policies and standards of BANK including data retention standard at all times.	What is the log retention policy to be considered for pricing the backup solution	Please refer Point 35 of the backup solution for backup policy. Individual solution log and data retention requirement in terms of duration is already mentioned in the respective solution
240	94	10.3 Technical Evaluation Criteria	Eligibility		Point 1: = 3 of the above-mentioned solution in any PSU/ PSE/ Government Organizations / BFSI in India	For competitive participation, bidder requests bank to change the highlighted requirement to: Point 1: = 2 of the above-mentioned solution in any PSU/ PSE/ Government Organizations / BFSI in India	Please be guided by the RFP
241	Page 68 of 172	7.9 Resource Requirement – Minimum Resource Count	Scope of Work		Table lists minimum L1/L2/L3 per solution (DRM, KMS, DAM, IDAM, PIM, IT GRC, MFA, Mobile SDK, etc.); each shift must have a shift-in-charge & L2; on-site at IT Security/DC/DR.	We assume the shift lead is counted within the L2 numbers. Kindly confirm headcount per shift and location for each in-scope solution, if required in that way.	Please be guided by the RFP. Minimum Resource requirement is provided, bidder to right size in order to meet the 3 shift presence and SLA compliance
242	Pages 69-70 of 172	7.9 Resource Requirement – Right-sizing & Named Resources	Scope of Work		Right-size L1/L2/L3 across shifts to ensure 24x7; resources are named; change only with Bank approval; replacement KT timelines (PM 60d, key 45d, others 30d).	We understand 'PM 60d, key 45d, others 30d' are minimum KT overlap timelines during resource replacement (dual-running). Please confirm if these are calendar days, whether the overlap is billable, and whether it starts from notice or approval date. Separately, please confirm the manpower-availability calculation basis (days vs hours) and that Bank-approved backfills/attrition buffers and cross-skilled backfills are acceptable for availability.	Please be guided by the RFP
243	Page 70 of 172	7.10 Facilities Management – Scope	Scope of Work		FM team for data/system/IT infra administration, report development, resolving logged issues within SLA; Bank screens resources; replacement with equal/greater skills and proper KT.	Please confirm the Bank's existing ITSM platform (name/version), the queue design (common vs solution-wise), and access/integration specifics (SSO/MFA/VPN, and availability of APIs/webhooks for create/close updates).	ITSM tool currently available with bank is "Manage Engine". Further details will be shared with the successful bidder
244	Page 73 of 172	7.10.2 DR Drill & 7.10.3 IT Security Operations	Scope of Work		Bidder to support operational activities, DR drills and day-to-day security operations (24x7).	Please confirm the frequency of DR drills per in-scope solution, the scope (DC/DR/branches) and the evidence required for sign-off (runbooks, reports, screenshots, MoM).	Please be guided by the RFP

245	Page 104 of 172	12.1 Service Level Agreement – General	SLA		Monthly uptime calculation; issue communication channels; penalty deduction approach (in FMS/AMC/ATS) and ability to invoke PBG if needed.	Kindly confirm that planned maintenance approved by the Bank is excluded from uptime calculations and share the NTP/time-sync source to be used for SLA timestamps.	Please refer point 12 of Section 12 SLA For SLA timestamps - details will be shared with successful bidder
246	Page 111 of 172	12.1 SLA – DR Instance Availability	SLA		RPO 30 minutes; RTO 60 minutes; penalty INR 10,000 for every 10 minutes of delay above RPO/RTO.	Please confirm the DR topology (active-active vs active-passive), sync method per solution, and whether async replication windows are excluded from SLA measurement.	Details will be discussed with the successful bidder.
247	Page 111 of 172	12.1 SLA – Incident Logging	SLA		Ticket ID to user within 30 minutes; penalty INR 10,000 per 30 minutes delay or part thereof.	We assume incidents logged via ITSM only are will be considered for SLA calculations	Please be guided by the RFP
248	Page 111 of 172	12.1 SLA – Incident Resolution Within Targets	SLA		Monthly measure of % tickets resolved within response & resolution timelines; business vs non-business hours penalties.	Please share the detailed response/resolution matrix for Critical/High/Medium/Low (or P1–P4) so we can finalize effort bands.	Please be guided by the RFP
249	Page 112 of 172	12.1 SLA – Key Resources	SLA		More than one change of a key resource attracts INR 2,00,000 penalty per default.	We assume Bank-approved leave, training and force majeure are excluded from 'change' events. Kindly confirm examples of key resources and the measurement period.	Please be guided by the RFP
250	Page 112 of 172	12.1 SLA – Manpower Availability	SLA		Availability thresholds: <80% / <60% / <35% with penalties per resource per week until restored; SLAs calculated monthly; absence must be complemented with equally skilled resource.	We assume cross-skilled backfills can be counted for availability and Bank-approved leave will be excluded from penalty calculations. Kindly confirm the formula (days vs hours).	Please be guided by the RFP
251	Page 112 of 172	12.1 SLA – Report Generation	SLA		SLA reports to be shared by the 7th of every month; penalty INR 20,000 per week of delay; Bank may add/remove reports.	Please share the report catalogue and sample formats (uptime, MTTA/MTTR, capacity, patch, OEM tickets, audit gaps). Is there a reporting portal for submissions?	Please be guided by the RFP
252	Page 113 of 172	12.1 SLA – Security Device Management & Administration	SLA		24x7 device management; penalty INR 20,000 for wrong rule modification and INR 30,000 if it causes service disturbance.	We assume penalties are not applied for Bank-approved emergency changes executed per CAB. Kindly confirm the approval workflow and MOC template.	Please be guided by the RFP
253	Page 113 of 172	12.1 SLA – Version Upgrades & Patching	SLA		Monthly version/patch calendar; penalties below 95% compliance.	Please confirm CAB windows and evidence required for closure. We assume the bidder will patch security appliances and follow Bank CAB for OS/DB/app servers.	Please be guided by the RFP
254	Page 114 of 172	12.1 SLA – OEM Involvement & Ticket Closure	SLA		OEM reviews mandated; penalty INR 2,00,000 per day per solution for defaults; OEM tickets to be closed within 2 weeks, else 1% of monthly maintenance cost per week.	Kindly confirm acceptable evidence for OEM reviews (MoM, email, portal extract) and whether 'workaround accepted by Bank' pauses the 2-week timer.	Please be guided by the RFP
255	Page 114 of 172	12.1 SLA – Regulatory Advisories	SLA		Compliance by advisory end-date; delay penalty 0.5% of Monthly Contract Value per day.	Please confirm if regulator-mandated emergency changes get priority CAB slots and fast-track approvals during blackout/change-freeze periods.	Please be guided by the RFP. Details will be discussed with the successful bidder.
256	Page 114 of 172	12.1 SLA – Audit Gaps Resolution	SLA		Penalties per issue/day by severity (Critical/High/Medium/Low) if unresolved beyond resolution period; compliance document to be submitted.	Kindly confirm that documented third-party/OEM dependencies will be excluded from SLA breach calculations and clarify the process for recording such exceptions (evidence and approval workflow).	Please be guided by the RFP
257	Pages 114–115 of 172	12.2 Penalties – Overall Cap & 12.3 ARA	SLA		Total penalties (LD + SLA) capped at 10% of overall contract value; monthly At-Risk Amount (ARA) is 15% of estimated monthly payout.	Request for consideration: cap recoveries at up to 10% of the monthly invoice in any month, with cumulative deductions not exceeding the existing 10% overall cap.	Please be guided by the RFP
258	Pages 65–66 of 172	7.9 Resource Requirement – General	Scope of Work		Bidder to deploy adequate resources; Bank may interview and reject; removal requires permission; senior-management availability during rollout/critical stages.	Please share background-verification scope, expected onboarding timelines.	Please be guided by the RFP. Details will be discussed with the successful bidder.
259	Pages 165–167 of 172	Annexure – Existing & Envisaged Solutions	Scope of Work		Lists existing stack (e.g., Trellix DAM, BlackBerry Workspaces, Check Point Sandblast, ARCON PIM) and envisaged solutions; integration and re-integration at no additional cost.	Kindly share current inventory (make/model/version, license tier, serials), site counts, and growth plan so we can size Day-2 operations and integration/transition efforts.	Please refer Annexure 21 for existing solution details
260	Page 104 of 172	12.1 SLA – Preventive & Breakdown Maintenance	SLA		Quarterly preventive and breakdown maintenance with no impact on day-to-day operations; Bank may reject contract if 24x7 support is not provided.	Please confirm the preventive maintenance checklist/template and whether Bank-approved maintenance windows are excluded from uptime calculations.	Details will be discussed with the successful bidder.
261	Page 101 of 172	11.2 OEM Services Cost – Payment	Cost		OEM services payment milestones (per Payment Terms section).	Please clarify whether OEM services can be invoiced separately (bidder vs OEM) and the acceptance documentation required for release.	Please be guided by the RFP
262	17	6.1	Terms	Cost of Tender	The bidder downloading the tender document from the website is required to submit a non-refundable fee online as mentioned in Key-Information in favor of PUNJAB & SIND BANK, (Bank a/c details given in Key Information) before the last date and time of submission of bid	Tender Fee amount not mentioned in the RFP. Kindly confirm the tender fee amount. Since, this RFP is on GeM, will tender fee applicable? Kindly confirm.	
263	19	6.8	Scope of Work	Submission of Bid and communication	Technical Bid – Mandatory both Online (on GEM Portal) and Offline(Physical Envelopes)	Do we need to submit the complete technical bid in physical (hard copy) OR only mandatory documents/forms which printed on Stamp Paper, EMD, Tender fee? Please confirm.	Please be guided by RFP
264	22	6.12	Terms	Performance Bank Guarantee/Security Deposit (PBG)	Point# 8 - If the Contract is extended, the selected bidder has to submit fresh PBG for 10% of the extended Contract value and period along with claim period and also execute fresh/extension of Contract with the Bank within 15 days from the date of issuance of Purchase Order for renewal.	Kindly modify the clause - If the Contract is extended, the selected bidder has to submit fresh PBG for 5% of the extended Contract value and period along with claim period and also execute fresh/extension of Contract with the Bank within 15 days from the date of issuance of Purchase Order for renewal.	Please refer addendum
265	100	11.1	Cost	Payment terms - Products	License Cost - On successful Delivery - 50% On successful UAT Signoff - 20% On successful Go-live - 30%	Kindly modify the clause - License Cost - On successful Delivery - 80% On successful UAT Signoff - 10% On successful Go-live - 10% Reason - OEM will charge 100% on delivery.	Please be guided by the RFP

266	100	11.1	Cost	Payment terms - Implementation Cost	Implementation Cost - On Successful installation of OOTB product - 20% On successful UAT Signoff - 50% On successful Go-live - 20% Within 3 months of successful Go-live - 10%	Kindly modify the clause - Implementation Cost - On Successful installation of OOTB product - 50% On successful UAT Signoff - 20% On successful Go-live - 20% Within 3 months of successful Go-live - 10%	Please be guided by the RFP
267	100	11.1	Cost	Payment terms - Subscription Cost	Subscription Cost - (One time license Cost) - On successful Delivery - 50% On successful UAT Signoff - 20% On successful Go-live - 30%	Kindly modify the clause - Subscription Cost - (One time license Cost) - On successful Delivery - 80% On successful UAT Signoff - 10% On successful Go-live - 10%	Please be guided by the RFP
268	101	11.2	Cost	Payment Terms OEM Services Cost	OEM Services Cost - Payable in arrears post providing the service - Quarterly in arrears	Kindly modify the clause - OEM Services Cost - Payable in arrears post providing the service - Quarterly in Advance.	Please be guided by the RFP
269	102	11.3	Cost	Payment terms - Hardware Cost	Hardware Cost (For Appliance) On successful Delivery of the Appliance - 50% On successful UAT Signoff - 20% On successful Go-live - 30%	Kindly modify the clause - Hardware Cost (For Appliance) On successful Delivery of the Appliance - 70% On successful UAT Signoff - 20% On successful Go-live - 10%	Please be guided by the RFP
270	102	11.4	Cost	Payment terms - ATS/subscripti on cost & AMC Cost	ATS/subscription cost & AMC Cost - Yearly in advance (Post submission of 110% of the yearly ATS Amount of the respective product) or quarterly in arrears	Kindly modify the clause - ATS/subscription cost & AMC Cost - Yearly in advance	Please be guided by the RFP
271	114	12.2	SLA	Penalties	For the purpose of this RFP, the total penalties as per LD & SLA will be subject to a maximum of 10% of the overall contract value.	Kindly modify the clause - For the purpose of this RFP, the total penalties as per LD & SLA will be subject to a maximum of 5% of the overall contract value.	Please be guided by the RFP
272	114	12.2	SLA	Penalties	If the bidder fails to Implement solution and/or services within the time period(s) specified in the Delivery Schedule or implementation, the Bank shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 1 percent per week or part thereof of respective new/ Existing product cost* subject to maximum deduction of 10% of the total contract value, until actual delivery and implementation as per related clauses mentioned in RFP.	Kindly modify the clause - If the bidder fails to Implement solution and/or services within the time period(s) specified in the Delivery Schedule or implementation, the Bank shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5% percent per week or part thereof of respective new/ Existing product cost* subject to maximum deduction of 5% of the total contract value, until actual delivery and implementation as per related clauses mentioned in RFP.	Please be guided by the RFP
273	116	13.1	Terms	Assignment & Subcontracting	The selected bidder shall not subcontract or permit anyone to perform any of the work, service or other performance required under the contract other than the L1 Resources services (O&M Phase).	Kindly Modify the clause - The selected bidder shall not subcontract or permit anyone to perform any of the work, service or other performance required under the contract other than respective OEM and their authorized service provider and L1 Resources services (O&M Phase).	Please refer addendum
274	119	13.14	SLA	Liquidated Dam	If the bidder fails to deliver any or all of the products and/or systems and/or services solutions within the time period(s) specified in the Delivery Schedule or installation, the Bank shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5 percent per week or part thereof of Contract Price subject to maximum deduction of 10% of the total contract value, until actual delivery, installation or performance as per related clauses mentioned in RFP.	Kindly Modify the clause - If the bidder fails to deliver any or all of the products and/or systems and/or services solutions within the time period(s) specified in the Delivery Schedule or installation, the Bank shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5 percent per week or part thereof of respective product cost subject to maximum deduction of 5% of the total contract value, until actual delivery, installation or performance as per related clauses mentioned in RFP.	Please be guided by the RFP
275	124	14.1	Scope of Work	Appendix	APPENDIX 1A: Functional Compliance Sheet	Kindly share the .xls format of the Appendix. We are unable to find the .xls format with the RFP.	Same can be downloaded from the bank's website
276	124	14.1	Scope of Work	Appendix	APPENDIX 1B: Technical Compliance Sheet	Kindly share the .xls format of the Appendix. We are unable to find the .xls format with the RFP.	Same can be downloaded from the bank's website
277	124	14.1	Scope of Work	Appendix	APPENDIX 2: Commercial Bill of material Sheet	Kindly share the .xls format of the Appendix. We are unable to find the .xls format with the RFP.	Same can be downloaded from the bank's website
278	124	14.1	Scope of Work	Appendix	APPENDIX 3: Bill of Quantity	Kindly share the .xls format of the Appendix. We are unable to find the .xls format with the RFP.	Same can be downloaded from the bank's website
279	28	7	Scope of Work	7 SCOPE OF WORK	Bank's security solutions agents (as identified by the bank like Third Firewall, PIM, DAM, XDR, HIPS, WAF, SIEM Log Collector, CSPM, etc.) will also be deployed in the cloud to maintain a consistent security posture across both cloud and on-premises environments	Kindly provide the detail of (Existing OEM, Deployment modle, Architecture of the existing following: * Third Firewall, PIM, DAM, XDR, HIPS, WAF, SIEM Log Collector, CSPM, etc	Bank is in process of procuring the tools. Further details will be discussed with the successful bidder.

280	28	7	Scope of Work	7 SCOPE OF WORK	This extension ensures that the monitoring, security, and management capabilities are consistent across both on-premises and cloud-based resources.	Kindly provide the details of the existing tools: 1. Patch Management 2. ITSM 3. Ticketing tool/ 4. Service Desk/Help Desk 5. Monitoring (Compute, Network, Storage, CyberSecurity etc) 6. Application performance Mgt, 7. FSO 8. DC-DR - Automation, BCP 9. Vulnerability Management tool and hardening Management 10. SLA Management 11. Reports Generation tools	Details will be discussed with the successful bidder.
281	28	7, 35	Scope of Work	7 SCOPE OF WORK 35. Application management 11.5 Facility Management (FM) Cost:	This extension ensures that the monitoring, security, and management capabilities are consistent across both on-premises and cloud-based resources.	Kindly Confirm bank will provide required licenses and OEM support of the existing tool to be used by Cofortge during the contract period: 1. Patch Management 2. ITSM 3. Ticketing tool/ 4. Service Desk/Help Desk 5. Monitoring (Compute, Network, Storage, CyberSecurity etc) 6. Application performance Mgt, 7. FSO 8. DC-DR - Automation, BCP 9. Vulnerability Management tool and hardening Management 10. SLA Management 11. Reports Generation tools	Details will be discussed with the successful bidder.
282	49	7.6	Scope of Work	7.6 IT Infrastructure requirements	Bidder is required to consider and propose SAN Switch, Backup Solution (Backup Software, Backup Server, Long term storage, D2D)	Kindly provide the details of D2D (Specifications, Requirements, Qty, Environments , HA etc)	Please refer the specifications in Backup Solution/Appliance
283	52	7.6.3	Scope of Work	Networking and Security Equipment:	Ensure network equipment is compatible with existing infrastructure and configured to optimize security, speed, and reliability	Kindly confirm bank will provide required 1. LAN switches with respective 10G/15G/40G/100G ports	Bank will provide Leaf Switch and OOB switch.
284	86	9	Scope of Work	9 PROJECT TIMELINES	Overall Implementation period shall be 6 Months for all solution & services	Kindly modify -- "Overall Implementation period shall be 9 Months for all solution & services"	Please be guided by the RFP
285	48	7.6	Scope of Work	Infrastructure R	Bidder shall install and commission the required IT hardware assets and software components into the racks to build the required setup.	1 Please confirm if Racks will be provided by Bank or same needs to be provided by Bidder. 2. Please help with the details of load per Rack to factor the requisite number of racks. 3. also confirm KVM to be supplied for each rack or bidder can factor on their own?	1. Bidder is required to factor in the requisite racks 2. Bidder is required to design the solution and factor in the required number of racks. 3. Please be guided by RFP
286	FRS - 40	7	Primary Storage	Primary Storage	The proposed array should support FC, iSCSI, vVols 2.0, NFS v4.0 or above/ SMB 3.1 or above/ FTP / SFTP,NVMe/TCP, NVMe/FC from day one.	The proposed array should support FC, iSCSI/NFS v4.0 or above/ SMB 3.1 or above/ FTP / SFTP, NVMe/TCP, NVMe/FC from day one. (Justification: Kindly change the clause as below by removing vVol which is not widely adopted and also VMware vVols are being deprecated, starting with VMware Cloud Foundation (VCF) 9.0 and vSphere Foundation (VVF) 9.0, with a complete removal in VCF/VVF 9.1. In view of this storage OEMs are also discontinuing the support for vVOL.)	Please refer addendum
287	FRS - 40	11	Primary Storage	Primary Storage	The proposed array should support enterprise class data services including - Thin Provisioning, Inline Compression & Deduplication, replication. Data reduction must be supported on block and vVol. The data reduction feature should have no performance impact on the storage due to DRR	The proposed array should support enterprise class data services including - Thin Provisioning, Inline Compression & Deduplication, replication. Data reduction must be supported on block. The data reduction feature should have no performance impact on the storage due to DRR. (Justification:Kindly change the clause as below by removing vVol which is not widely adopted and also VMware vVols are being deprecated, starting with VMware Cloud Foundation (VCF) 9.0 and vSphere Foundation (VVF) 9.0, with a complete removal in VCF/VVF 9.1. In view of this storage OEMs are also discontinuing the support for vVOL.)	Please refer addendum

288	FRS-40	8	Primary Storage	Primary Storage	The proposed array should be configured with at least 8 x 32Gbps & 8 x 10Gbps optical frontend ports & Proposed storage should support 100GbE Backend /100Gb PCI backend.	"10Gbps optical front-end ports & Proposed storage should support 100GbE/PCI backend." (Justification: As the NVMe storage architecture differs between OEMs, we provide connectivity between storage controllers and disk shelves via directly PCI BUS lanes and does not use NIC with 100 Gbps speed. Since the connectivity is directly over PCI BUS lanes without using any NIC and so the architecture provides more backend bandwidth by eliminating the overheads associated with protocol conversion on PCI NICs. Therefore, we request to change the clause as below so that it enables us to participate in this RFP.)	Please refer addendum
289	FRS-41	20	Primary Storage	Primary Storage	The proposed array must include SED (or hardware) or controller-based data at rest encryption solution to encrypt data on all drives (AES 256 bit) with embedded automated key management. Encryption should seamlessly work with all the storage features and without any performance penalty. However, In Controller based Encryption - The bidder must provision and propose additional cache to accommodate the encryption and decryption overhead, over and above the baseline cache requirements specified per controller and performance requirement (in terms of IOPS, Latency etc.) outlined in the RFP. The bidder must provide benchmark reports for overhead proposed and architectural documentation howing the same for the volumetrics/sizing proposed by bidder.	The proposed array must include SED (or hardware) or controller-based data at rest encryption solution to encrypt data on all drives (AES 256 bit) with embedded automated key management. Encryption should seamlessly work with all the storage features and without any performance penalty." (Justification: Requesting PSB to remove the clause added in addendum 2 to supply additional cache if controller based encryption is proposed. PSB has asked for providing 100000 IOPS via RFP clause number 4 for primary storage and so asking for additional clause will give advantage to the OEM providing SED based encryption. Therefore for even playing field, we request to change the clause as below.)	Irrelevant query (The written clause is not in the RFP)
290	FRS-42	5	x86 Server	x86 Servers	The Server hardware RAID controller should support the following configurations RAID 0, 1, 5, 6, 10, 50, and 60. The raid controller should have minimum 8GB NV cache, capable of supporting minimum 22.5Gb/s SAS or higher	Kindly Change from 8 GB to 4 GB NV cache for us to Participate.	Please refer addendum
291	FRS -47	11	Backup	Backup Solution/Appliance	Backup software/solution should be able to protect the databases (online) through online agents enabling granular restores. Backup Major DBs like Oracle, DB2, MS SQL, Hadoop, MongoDB, Cassandra etc. and Applications etc. across wide range of popular Windows / Linux and Unix flavours	Backup software/solution should be able to protect the databases (online) through online agents / Native backups enabling granular restores. Backup Major DBs like Oracle, DB2, MS SQL, Hadoop MongoDB Cassandra etc. and Applications etc. across wide range of popular Windows / Linux and Unix flavours (Justification: Kindly consider handling the Hadoop and Cassandra via native dump utilities or file-level backup mechanisms as a workaround, if business-critical.)	Please be guided by RFP
292	FRS -48	27 (d)	Backup	Backup Solution/Appliance	d) Archival: Reduces the cost of storing inactive or less frequently accessed data.	What is the workload which need to be archive. (Justification: Please Define the Workloads to be Archived)	Please be guided by RFP
293	FRS - 50	1	Long-term	Long-term Storage	1. Proposed storage would be proposed for long retention of Backup data - Scale Out Unified storage (Protocol- NAS, CIFS, SMB, S3, SAN)	Proposed storage would be proposed for long retention of Backup data - Scale Out Unified storage (Protocol- NAS, CIFS, SMB, SAN) (Justification: As PSB has requirement for Primary storage and Object storage in this RFP and same protocols are asked for long term storage as well. Also these are OEM specific clauses to have SAN, NAS and S3 protocols in a single storage. Therefore requesting to remove the S3 protocol for wider participation and change the clause as below, ,)	Irrelevant query (The written clause is not in the RFP)
294	90	10.2	Eligibility	10.2 Eligibility Evaluation Criteria	Bidder should have supplied, installed and maintained (or under maintenance) any 3 of the below solutions in any one PSU/PSE/ Government Organizations / BFSI in India: a. Centralized Key Management Solution /Certificate Lifecycle management b. Information / Digital Rights Management (DRM) c. Mobile SDK d. IDAM e. MFA/2FA f. PIM g. DAM h. S-BOM & CBOM i. IT GRC Note: - 1. Experience of DAM and IDAM is mandatory 2. Experience can be shown in single /multiple Clients/work orders meeting the above criteria 3. The above experience/project should not be later than last 5 years from the date of bid opening	We request you to please amend this clause as below : Bidder should have supplied, installed and maintained (or under maintenance) any 3 of the below solutions in any one PSU/PSE/ Government Organizations / BFSI in India: a. Centralized Key Management Solution /Certificate Lifecycle management b. Information / Digital Rights Management (DRM) c. Mobile SDK d. IDAM e. MFA/2FA f. PIM g. DAM h. S-BOM & CBOM i. IT GRC Note: - 1. Experience of DAM or IDAM is mandatory 2. Experience can be shown in single /multiple Clients/work orders meeting the above criteria 3. The above experience/project must have been undertaken (Including maintained/under maintenance) within the last 5 years from the date of bid submission	Please be guided by RFP The experience in Supply and Installation shall be considered eligible whether the work was completed within the last five (5) years or earlier, provided that the bidder is currently maintaining the solution or has maintained the solution at any time within the last five (5) years from the date of bid opening

295	95	10.3	Eligibility	Technical Evaluation	Bidder should have supplied, installed and maintained (or under maintenance) from the following solutions: i. Information / Digital Rights Management (DRM) ii. Mobile SDK iii. IDAM iv. MFA/2FA v. PIM vi. DAM vii. Centralized Key Management Solution/Certificate lifecycle management viii. S-BOM & CBOM Point 1: = 3 of the above-mentioned solution in any PSU/ PSE/ Government Organizations / BFSI in India Point 2: > 4 above mentioned solution in any PSU/ PSE/ Government Organizations / BFSI in India Note: - Experience of solution can be shown in single /multiple Clients/work orders meeting the above criteria Note: The above experience/project should not be later than last 5 years from the date of bid opening	We request you to please amend the clause as per below : Bidder should have supplied, installed and maintained (or under maintenance) from the following solutions: i. Information / Digital Rights Management (DRM) ii. Mobile SDK iii. IDAM iv. MFA/2FA v. PIM vi. DAM vii. Centralized Key Management Solution/Certificate lifecycle management viii. S-BOM & CBOM Point 1: = 3 of the above-mentioned solution in any PSU/ PSE/ Government Organizations / BFSI in India Point 2: > 4 above mentioned solution in any PSU/ PSE/ Government Organizations / BFSI in India Note: - Experience of solution can be shown in single /multiple Clients/work orders meeting the above criteria Note: The above experience/project must have been undertaken (Including maintained/under maintenance) within the last 5 years from the date of bid submission.	Please be guided by RFP The experience in Supply and Installation shall be considered eligible whether the work was completed within the last five (5) years or earlier, provided that the bidder is currently maintaining the solution or has maintained the solution at any time within the last five (5) years from the date of bid opening
296	Page no - 6, Page no - 9, Page no - 19, Page no - 22, Page no - 26, Page no - 29, Page no - 31, Page no - 36	Sizing Requirements (Multiple Solutions)	Sizing All solutions	Clause no - 111, Clause no - 57, Clause no - 119 Clause no - 72, Clause no - 90, Clause no - 57, Clause no - 18, Clause no - 154	a. HA Active-Active N+N redundant Deployment at DC b. HA Active-Active N+N redundant Deployment at DR c. DR should be 100% replica of DC Primary	It is requested that the term "N+N redundancy" in the context of Active-Active deployment be clearly defined. Clarification is sought on whether configurations such as 2+2, 3+3, etc., are to be assumed. Additionally, the acceptable minimum and maximum values for N, applicable to both hardware and software, are to be specified. (Justification: The term 'N+N redundant' is mentioned across all solutions but is technically ambiguous. N+N typically means doubling of components, but without specifying the value of N, bidders cannot properly size the infrastructure or calculate costs accurately.)	Bidder is required to size the requirement and accordingly propose the HA, active-active and N+N of the proposed solution
297	page no - 19	Database Activity Monitoring Specifications	DAM	121	Online Logs Data Storage 1 Month on primary storage and 2 months on Object Storage (with 20K TPS support requirement mentioned at clause 80, page 17).	It is to be clarified whether the 20,000 TPS requirement for the DAM solution is applicable per database or as an aggregate across all 300 databases (150 at DC and 150 at DR). Further clarification is requested on the average versus peak TPS expected during business hours. (Justification: The 20K TPS requirement is mentioned but without context of measurement methodology, peak vs. average, or whether it's aggregate or per-database. This is critical for proper hardware sizing and solution architecture.)	1.The requirement of 20,000 Transactions Per Second (TPS) is applicable per gateway/controller, not per individual database. It is expected that each deployed gateway or controller in the DAM solution must independently handle up to 20,000 TPS, irrespective of the number of databases connected to it.
298	Page no - 6, Page no - 9, Page no - 12, Page no - 19, Page no - 22, Page no - 26, Page no - 29, Page no - 31, Page no - 36	DR Sizing Requirements (All Solutions)	Sizing All solutions	Clause no - 111, Clause no - 57, Clause no - 38, Clause no - 119 Clause no - 72, Clause no - 90, Clause no - 57, Clause no - 18, Clause no - 154	DR should be 100% replica of DC Primary	Clarification is requested on whether "100% replica of DC Primary" refers to identical hardware specifications, identical software configurations, or both. It is to be confirmed if the DR site must maintain full processing capacity even while in standby. Interpretation of this requirement in an Active-Active N+N architecture is also requested. (Justification: The requirement states 100% replica but doesn't specify whether this refers to hardware capacity, software configuration, or both. For cost optimization, clarification is needed on whether DR needs full processing capacity or just standby capability.)	Bidder is required to size the requirement and accordingly propose the HA, active-active and N+N of the proposed solution
299	22	Mobile SDK Sizing	SDK	73	Users Count- 11,00,000 Day 1 scalable to 25,00,000 Bank will procure additional license post utilization of 11,00,000 in tranches of 1,00,000	It is to be clarified whether utilization for the stated 11 lakh users is to be measured based on total registered users, active monthly users, or concurrent users. The mechanism to monitor and report utilization is requested, along with guidance on how the architecture is expected to scale to support up to 25 lakh users. (Justification: The utilization trigger for additional license procurement is unclear. This impacts infrastructure sizing, performance planning, and commercial calculations for phased license procurement.)	1. The utilization of users shall be measured based on the number of registered users who have activated the mobile application 2. All proposed infrastructure (c+I313+I319

300	34	PIM E. - Security	PIM	86	The proposed solution should supplied along with PAM soutuion that must supports integration with the Hardware Security Module (HSM) devices to store the encryption keys. And the proposed HSM should support atleast 500 tps RSA-2048 signing and 10 tps of RSA 2048 generation speed , with Supported symmetric & asymmetric encryption algorithms, Keys must remain securely inside the HSMs FIPS 140- 3 Level3 validated cryptography boundary throughout the key lifecycle. Random Number Generation must comply with AIS 20/31 to DRG.4 using HW based true noise source alongside NIST 800-90A NIST 800-90B, NIST 800-90C compliant CTR-DRBG, HSM must support minimum 5 cryptographically isolated partitions per device . HSM must support Kyber key generation ,hash-based HSS, XMSS and XMSSMT (Multi-tree), and the Dilithium signing operations POC algorithms	It is to be specified whether the stated HSM performance requirements (500 TPS for signing, 10 TPS for key generation) are cumulative across all HSMs in an N+N configuration or applicable per HSM unit. Clarification is also requested on how load distribution between DC and DR should be handled. (Justification: HSM performance requirements don't specify if they're per-unit or aggregate across the cluster. This affects the number of HSM units required and the overall architecture design.)	Any Component Required along with the solution should be proposed inline with the deployment requirement mentioned in the RFP. Each proposed HSM Unit should meet the minimum requirement
301	19	Database Activity Monitoring	DAM	117	Proposed DAM should support database monitoring with the combination of Solaris 11, with Processor Oracle Sparc M8 and Oracle T8-2 for Oracle 19+ above. Banks CBS platform is already running on this setup.	It is to be confirmed whether the DAM solution must support only the Solaris 11 OS running on Oracle SPARC M8/T8-2, or Solaris 11 in general. Information on specific required configurations, patches, or versions of Solaris 11, along with access to a test environment, is requested. (Justification: The requirement specifies a very specific hardware-OS combination that may not be commonly supported. Clarification needed on compatibility requirements and testing environment availability.)	Bank is currently running the CBS database on the said platform. Hence, the proposed solution should support the same.
302	36	PIM High Performance Requirements	PIM	150	The proposed solution should have minimum performance impact on target server with not more than 10% performance overhead.	Clarification is requested on how the 10% performance overhead limit is to be measured — in terms of CPU usage, memory, I/O throughput, or latency. The baseline measurement condition (peak vs. average load) is also to be specified, along with which metrics must remain within the defined threshold. (Justification: The 10% performance overhead requirement lacks definition of measurement methodology and baseline, making it impossible to design and validate compliance.)	Please be guided by the RFP
303	8	KMS and HSM Requirements	KMS	44	HSM should have FIPS 140-3 Level 3 security certification (with certification in the name of OEM)	1)It is to be confirmed whether KMS in virtual form-factor must comply with FIPS 140-2 or FIPS 140-3. If FIPS 140-3 Level 3 is required for HSM, clarification is requested on whether the same applies to KMS. 2) It is also to be confirmed if a single OEM is permitted to provide both HSM and KMS under unified certification. (Justification: There's inconsistency in FIPS certification requirements between KMS (unspecified FIPS level) and HSM (specific FIPS 140-3 Level 3). This needs clarification for compliance and OEM selection.)	1) Please be guided by the RFP. 2) Bidder is required to design the solution and propose the component of KMS. HSM and KMS can be from the same/different or same OEM based on bidder solution design however, it is the responsibility of the bidder to ensure the integration between the proposed component
304	1	Compliance Matrix Instructions	Scope of Work	2	Any feature or functionality of the proposed solution that is described in the RFP/FRS as 'the solution should support' or 'the solution should have the capability' or 'Solution should provide' or 'Solution should/shall have' shall be deemed to be included in the bidders proposal and must be made available from Day 1. The Bank shall not bear any additional cost for enabling such features or functionalities	Clarification is sought on whether requirements marked as "C" (Customization) must be fulfilled at no additional cost, as per Note 2. Further explanation is requested on how bidders should distinguish between functionalities covered under standard configurations and those requiring custom development when the RFP states "solution should support." (Justification: There's a conflict between the general note stating no additional cost for 'solution should support' features and the customization category that typically involves additional development costs.)	1. All requirements is to be fulfilled and to be provided to the bank at no additional cost before the UAT stage, whether standard or customised. Any requirement marked as standard has to be provided to bank as a part of OOTB feature before the UAT inline with the payment terms
305	64	Training Requirements	Training	Section 7.7.7	Training product certifications programs need to be arranged for PSB IT team without any additional cost. Upon completion of the training, the OEM shall issue certificates to all trainees. All the technical product training should be provided by respective OEM.	Clarification is requested on the minimum and maximum number of bank personnel to be trained per solution. Any prerequisites for trainees, the expected training approach (parallel or sequential), and the validity period of OEM-issued certificates are to be specified. (Justification: Training requirements mention certification but don't specify the number of trainees, prerequisites, scheduling approach, or certificate validity, making resource planning and cost estimation difficult.)	Training should be conducted in online mode and Bank will enroll the number of users as per the requirement. Each Training session should be 2 Days Duration - Number of Training session should be 5
306	85	DR Drill Requirements	Scope of Work	Section 7.11.5 Point no. 1 Point no. 2	Respective solution OEM along with the bidder has to ensure that DR setup is ready on the date of Go Live of respective Applications. Respective solution OEM along with the bidder should make necessary setup to enable the DR within the agreed timelines.	It is requested that specific RTO (Recovery Time Objective) and RPO (Recovery Point Objective) requirements for each solution be provided. Clarification is also sought on how often DR drills must be conducted, the maximum acceptable downtime during such drills, and whether failover must be executed solution-wise or simultaneously across all 9 solutions. (Justification: DR requirements are mentioned but specific RTO/RPO targets, drill frequency, and failover procedures are not defined. This is critical for DR architecture design and SLA compliance.)	Please be guided by the RFP. RTO & RPO is provided in the Service Level Agreement section

307	Pg No. 100	11 PAYMENT TERMS Pg No. 100	Cost	11.1 Product (Software) Cost 1) License Cost	On successful Delivery of the Licenses which would be considered delivered once the software (with OOTB features) is made available for view and review of the bank on the proposed hardware.The Bidder is required to submit the required to submit the following: • Delivery proof • OOTB Installation Proof • Invoice of the Product - 50% On successful UAT Signoff of the respective product - 20% On successful Go-live of the respective product - 30%	On successful Delivery of the Licenses which would be considered delivered once the software (with OOTB features) is made available for view and review of the bank on the proposed hardware.The Bidder is required to submit the required to submit the following: • Delivery proof • OOTB Installation Proof • Invoice of the Product - 90% On successful UAT Signoff of the respective product - 10%	Please be guided by the RFP
308	Pg No. 100	11 PAYMENT TERMS Pg No. 100	Cost	11.1 Product (Software) Cost 2) Implementation Cost	On Successful installation of OOTB product on the sourced hardware and handing over the environment with OOTB product to Bank - 20% On successful UAT Signoff of the respective product - 50% On successful Go-live of the respective product - 20% Within 3 months of successful Go-live - 10%	On Successful installation of OOTB product on the sourced hardware and handing over the environment with OOTB product to Bank - 80% On successful UAT Signoff of the respective product - 20%	Please be guided by the RFP
309	Pg No. 100	11 PAYMENT TERMS Pg No. 100	Cost	11.1 Product (Software) Cost 3) Subscription Cost (One time license Cost)	On successful Delivery of the Licenses which would be considered delivered once the software (with OOTB features) is made available for view and review of the bank on the proposed hardware.The Bidder is required to submit the required to submit the following: • Delivery proof • OOTB Installation Proof • Invoice of the Product - 50% On successful UAT Signoff of the respective product - 20% On successful Go-live of the respective product - 30%	On successful Delivery of the Licenses which would be considered delivered once the software (with OOTB features) is made available for view and review of the bank on the proposed hardware.The Bidder is required to submit the required to submit the following: • Delivery proof • OOTB Installation Proof • Invoice of the Product - 85% On successful UAT Signoff of the respective product - 15%	Please be guided by the RFP
310	Pg No. 100	11 PAYMENT TERMS Pg No. 100	Cost	11.2 OEM Services Cost 4) OEM Services Cost	Payable in arrears post providing the service - Quarterly in arrears	Payable in advance post providing the service - Yearly in advance	Please be guided by the RFP
311	Pg No. 100		Cost	11.2 OEM Services Cost 4)Architecture Assessment	Submission of Report to Bank along with detailed presentation to bank's senior management on yearly basis - In arrears	Submission of Report to Bank along with detailed presentation to bank's senior management on yearly basis - Yearly in advance	Please be guided by the RFP
312	Pg No. 100	11 PAYMENT TERMS Pg No. 100	Cost	11.3 Hardware Cost 5)Hardware Cost (other than Appliances)	Delivery of hardware and submission of invoice with Proof of Delivery and other documents of the hardware supplied. Bank may at its discretion verify the details before releasing the payment (This verification, if required, shall be completed within 1 month of delivery of the hardware on the bank's premises). - 70% On successful installation of at least 50% of the OOTB product/solutions* on the hardware (as detailed in Virtual to Physical mapping Appendix 3: BoQ) sought by Bank mentioned in the table (Section 7)*50% of the OOTB product here refers to the following: a. Total Count of product/solutions should be at least 50% of the sought product/solutions as mentioned in the table (Section 7) and b. Total Cost (as per the Appendix 2: Commercial Bill of Material) of the product/solutions should be at least 50% of the total product cost sought as mentioned in the table (Section 7) - 20% On successful installation of remaining 50% of the OOTBproducts/solutions on the hardware - 10%	Delivery of hardware and submission of invoice with Proof of Delivery and other documents of the hardware supplied. Bank may at its discretion verify the details before releasing the payment (This verification, if required, shall be completed within 1 month of delivery of the hardware on the bank's premises). - 80% On successful installation of at least 50% of the OOTB product/solutions* on the hardware (as detailed in Virtual to Physical mapping Appendix 3: BoQ) sought by Bank mentioned in the table (Section 7)*50% of the OOTB product here refers to the following: a. Total Count of product/solutions should be at least 50% of the sought product/solutions as mentioned in the table (Section 7) and b. Total Cost (as per the Appendix 2: Commercial Bill of Material) of the product/solutions should be at least 50% of the total product cost sought as mentioned in the table (Section 7) - 15% On successful installation of remaining 50% of the OOTB products/solutions on the hardware - 5%	Please be guided by the RFP

313	Pg No. 100	11 PAYMENT TERMS Pg No. 100	Cost	11.3 Hardware Cost 6)Hardware Cost (For Appliance)	On successful Delivery of the Appliance which would be considered delivered once the solution (with OOTB features) is made available for view and review of the bank. The Bidder is required to submit the required to submit the following: • Delivery proof • OOTB Installation Proof Invoice of the Product - 50% On successful UAT Signoff of the respective product - 20% On successful Go-live of the respective product - 30%	On successful Delivery of the Appliance which would be considered delivered once the solution (with OOTB features) is made available for view and review of the bank. The Bidder is required to submit the required to submit the following: • Delivery proof • OOTB Installation Proof Invoice of the Product - 90% On successful UAT Signoff of the respective product - 10%	Please be guided by the RFP
314	Pg No. 100	11 PAYMENT TERMS Pg No. 100	Cost	11.5 Facility Management (FM) Cost: 7) FM Manpower Cost	Submission of SLA report and Submission of attendance record/register of Onsite resources on Quarterly basis - Quarterly in arrears	Submission of SLA report and Submission of attendance record/register of Onsite resources on Monthly basis - Monthly in arrears	Please be guided by the RFP
315	Pg No. 114	Liquidated Damages Pg No. 114	SLA	Liquidated Damages	The Bank will consider the inability of the bidder to deliver or install the equipment & provide the services required within the specified time limit as a breach of contract and would entail the payment of Liquidated Damages on the part of the bidder. The liquidated damages represent an estimate of the loss or damage that the Bank may have suffered due to delay in performance of the obligations (relating to delivery, installation, operationalization, implementation, training, acceptance, warranty, maintenance etc. of the proposed solution/services) by the bidder. Installation will be treated as incomplete in one / all the following situations: 1. Non-delivery of any component or other services mentioned in the order 2. Non-delivery of supporting documentation 3. Delivery / availability, but no installation of the components and/or software 4. No integration/ Incomplete Integration 5. Non-Completion of Transition within suggested timeline 6. System operational, but not as per SLA, Timelines and scope of the RFP If the bidder fails to deliver any or all of the products and/or systems and/or services solutions within the time period(s) specified in the Delivery Schedule or installation, the Bank shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5 percent per week or part thereof of Contract Price subject to maximum deduction of 10% of the total contract value, until actual delivery, installation or performance as per related clauses mentioned in RFP. Once the maximum deduction is reached, the Bank may consider termination of the Contract at its discretion. In the event of Bank agreeing to extend the date of delivery at the request of successful bidder(s), it is a condition precedent that the validity of Bank guarantee shall be extended.	The Bank will consider the inability of the bidder to deliver or install the equipment & provide the services required within the specified time limit as a breach of contract and would entail the payment of Liquidated Damages on the part of the bidder. The liquidated damages represent an estimate of the loss or damage that the Bank may have suffered due to delay in performance of the obligations (relating to delivery, installation, operationalization, implementation, training, acceptance, warranty, maintenance etc. of the proposed solution/services) by the bidder. Installation will be treated as incomplete in one / all the following situations: 1. Non-delivery of any component or other services mentioned in the order 2. Non-delivery of supporting documentation 3. Delivery / availability, but no installation of the components and/or software 4. No integration/ Incomplete Integration 5. Non-Completion of Transition within suggested timeline 6. System operational, but not as per SLA, Timelines and scope of the RFP If the bidder fails to deliver any or all of the products and/or systems and/or services solutions within the time period(s) specified in the Delivery Schedule or installation, the Bank shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5 percent per week or part thereof of Contract Price subject to maximum deduction of 5% of the total contract value, until actual delivery, installation or performance as per related clauses mentioned in RFP. Once the maximum deduction is reached, the Bank may consider termination of the Contract at its discretion. In the event of Bank agreeing to extend the date of delivery at the request of successful bidder(s), it is a condition precedent that the validity of Bank guarantee shall be extended by further period as required by Bank immediately. Failure to do so will be treated as breach of contract.	Please be guided by the RFP
316	Page No. 77, APPENDIX 1A: FUNCTIONAL	Backup Solution / Appliance	Backup	Clause 3	Proposed Disk Based Appliance/backup storage must support global/in-line data duplication using variable block length deduplication technology.	Requested Modification : Proposed Disk Based Appliance/backup storage must support global/in-line data duplication. Justification : Variable block length is not a necessity for deduplication technology and can be efficiently carried out with any block length. Hence we request to remove the clause to allow us to participate.	Please refer addendum
317	Page No. 77, APPENDIX 1A: FUNCTIONAL	Backup Solution / Appliance	Backup	Clause 8	Proposed Disk Based Appliance/backup storage should support backup throughput of minimum 30 TB/hr while maintaining a single deduplication pool with RAID 6 or equivalent and min. one hot spare disk with base and every expansion shelf as well.	Requested Modification : Proposed Disk Based Appliance/backup storage should support backup throughput of minimum 30 TB/hr while maintaining a single/multiple deduplication pool with RAID 6 or equivalent and min. one hot spare disk with base and every expansion shelf as well. Justification : The architecture is not dependent on a single storage pool hence we request to modify the clause to single/multiple deduplication pool to allow us to participate.	Please refer addendum
318	Page No. 78, APPENDIX 1A: FUNCTIONAL	Backup Solution / Appliance	Backup	Clause 19	The appliance should be configured with all the licenses backup and replication necessary for the above functionalities	Requested Modification : The Backup Solution should be configured with all the licenses backup and replication necessary for the above functionalities Justification : The clause is applicable to both Backup Software and Backup Storage/Appliance hence please modify the clause as requested.	The said requirement should be read as backup Appliance/ Backup Storage
319			Scope of Work		We have observed that the same infrastructure has been requested in both IT Security Part A and Part B RFPs. Please clarify if the required infrastructure for both the RFPs will be separate or will it be consolidated into one.		Infrastructure of the respective RFP is to be proposed in the respective RFP proposal

320	27	7	Scope of Work		Bank's security solutions agents (as identified by the bank like Third Firewall, PIM, DAM, XDR, HIPS, WAF, SIEM Log Collector, CSPM, etc.) will also be deployed in the cloud to maintain a consistent security posture across both cloud and on-premises environments.	Kindly specify the cloud service provider and confirmation that infra on cloud will be procured, configured and managed by the bank. Also please confirm if the sizing for the same is to be included in the response.	Details will be discussed with the successful bidder.
321	DAM general query	DAM general query	DAM	DAM general query	DAM general query	How many database instances are deployed in Google Cloud?	Please be guided by the RFP
322	DAM general query	DAM general query	DAM	DAM general query	DAM general query	What are the database types and versions (PostgreSQL, MySQL, Oracle, SQL Server, etc.)?	Bank is using both enterprise OEM DBs as well as Open Source DBs deployed in bank for various application, bidder to propose the application complying with the requirement mentioned in the RFP
323	DAM general query	DAM general query	DAM	DAM general query	DAM general query	Are there any on-prem or multi-cloud databases that need monitoring?	Please be guided by the RFP
324	DAM general query	DAM general query	DAM	DAM general query	DAM general query	How many projects, regions, and VPCs are involved?	Please be guided by the RFP
325	DAM general query	DAM general query	DAM	DAM general query	DAM general query	Are databases deployed in VPC-native or shared VPC environments?	Please be guided by the RFP
326	DAM general query	DAM general query	DAM	DAM general query	DAM general query	Is there any load balancing or proxy layer (Cloud SQL Proxy, HAProxy, PgBouncer, etc.)?	Please be guided by the RFP. Bidder to design the solution based on the requirement mentioned in the RFP
327	DAM general query	DAM general query	DAM	DAM general query	DAM general query	What is the average TPS/QPS for each database?	Please be guided by the RFP. Bidder to design the solution based on the volumetrics
328	DAM general query	DAM general query	DAM	DAM general query	DAM general query	What are the peak workloads (TPS/QPS during busy hours)?	Please be guided by the RFP. Bidder to design the solution based on the volumetrics
329	DAM general query	DAM general query	DAM	DAM general query	DAM general query	What is the average query response or result set size?	Please be guided by the RFP. Bidder to design the solution based on the volumetrics
330	DAM general query	DAM general query	DAM	DAM general query	DAM general query	What is the number of concurrent connections/sessions per DB instance?	Please be guided by the RFP. Bidder to design the solution based on the volumetrics
331	DAM general query	DAM general query	DAM	DAM general query	DAM general query	Are there any long-running queries or batch jobs scheduled periodically?	Please be guided by the RFP
332	DAM general query	DAM general query	DAM	DAM general query	DAM general query	Do you already have native audit logs enabled (pgAudit, Oracle FGA, etc.)?	Please be guided by the RFP. Bidder to design the solution based on the volumetrics
333	DAM general query	DAM general query	DAM	DAM general query	DAM general query	What is the expected daily audit log volume (in GB/day)?	Bidder to design the solution
334	DAM general query	DAM general query	DAM	DAM general query	DAM general query	What is the log retention period (30/90/180 days)?	Please be guided by the RFP
335	DAM general query	DAM general query	DAM	DAM general query	DAM general query	What are the RPO/RTO requirements for DAM data?	Please refer service level & penalties
336	DAM general query	DAM general query	DAM	DAM general query	DAM general query	Are service accounts authorized through IAM or static credentials?	Please be guided by the RFP. Bidder to design the solution based on the volumetrics
337	DAM general query	DAM general query	DAM	DAM general query	DAM general query	Should DAM alerts integrate with SIEM (Chronicle, Splunk, Elastic, etc.)?	DAM solution should integrate with S-BDL and SIEM solution of the bank
338	DAM general query	DAM general query	DAM	DAM general query	DAM general query	Expected growth in databases or TPS over next 12–24 months?	Proposed solution should adhere to the requirement mentioned in the RFP
339	DAM general query	DAM general query	DAM	DAM general query	DAM general query	Any HA/DR requirements for DAM collectors or data stores?	As of now bank does not have solution
340	IAM general query	IAM general query	IDAM	IAM general query	IAM general query	Type and number of each user type - e.g. employees, contractors, partners, etc.	Details will be discussed with the successful bidder.
341	IAM general query	IAM general query	IDAM	IAM general query	IAM general query	Authoritative sources for various user types	Details will be discussed with the successful bidder.
342	IAM general query	IAM general query	IDAM	IAM general query	IAM general query	Will existing birthright roles be implemented?	Details will be discussed with the successful bidder.
343	IAM general query	IAM general query	IDAM	IAM general query	IAM general query	How many JML workflows are currently implemented? Please share details around the complexity (customizations) of workflows to be implemented.	Details will be discussed with the successful bidder.
344	IAM general query	IAM general query	IDAM	IAM general query	IAM general query	Any special JML requirements like Rehire, Business Unit/Geography transfers, etc.	Details will be discussed with the successful bidder.
345	IAM general query	IAM general query	IDAM	IAM general query	IAM general query	Please share details around access request paths (through access request portal, ITSM, emails, etc.) expected in new IGA solution.	Details will be discussed with the successful bidder.
346	IAM general query	IAM general query	IDAM	IAM general query	IAM general query	Any requirements around role mining? If yes, please share detailed scope understanding.	Details will be discussed with the successful bidder.
347	IAM general query	IAM general query	IDAM	IAM general query	IAM general query	High level requirements around access recertification workflows	Details will be discussed with the successful bidder.
348	IAM general query	IAM general query	IDAM	IAM general query	IAM general query	Please share high level requirements around password management - password self reset, password sync, for how many and which apps/systems, etc.	Details will be discussed with the successful bidder.
349	IAM general query	IAM general query	IDAM	IAM general query	IAM general query	What is the current volume of password resets being expected per month?	Details will be discussed with the successful bidder.
350	IAM general query	IAM general query	IDAM	IAM general query	IAM general query	Please share if there is any custom reporting requirements?	Details will be discussed with the successful bidder.
351	IAM general query	IAM general query	IDAM	IAM general query	IAM general query	Please clarify if we could assume only using out of the box features of new IGA tool and no customization	Details will be discussed with the successful bidder.

352	IAM general query	IAM general query	IDAM	IAM general query	IAM general query	Please clarify if you foresee any major customization - connectors, UI, etc in new IGA solution	Details will be discussed with the successful bidder.
353	IAM general query	IAM general query	IDAM	IAM general query	IAM general query	Please share number of AD forests/domains to be integrated?	Details will be discussed with the successful bidder.
354	IAM general query	IAM general query	IDAM	IAM general query	IAM general query	Is AD group management through IGA platform a requirement?	Details will be discussed with the successful bidder.
355	IAM general query	IAM general query	IDAM	IAM general query	IAM general query	How many AD accounts and groups - each domain?	Details will be discussed with the successful bidder.
356	IAM general query	IAM general query	IDAM	IAM general query	IAM general query	How many in-scope apps use AD as authentication and authorization repository?	Details will be discussed with the successful bidder.
357	IAM general query	IAM general query	IDAM	IAM general query	IAM general query	Please share software versions of authoritative identity source systems	Details will be discussed with the successful bidder.
358	IAM general query	IAM general query	IDAM	IAM general query	IAM general query	Expected integration pattern for each identity source - e.g. CSV based, direct technical integration, etc.	Details will be discussed with the successful bidder.
359	IAM general query	IAM general query	IDAM	IAM general query	IAM general query	What type of integration is expected with ITSM - simple account provisioning, ticket based, as a front end, etc.	Details will be discussed with the successful bidder.
360	IAM general query	IAM general query	IDAM	IAM general query	IAM general query	Please share details around SAP/Oracle application landscape to be integrated with IGA platform	Details will be discussed with the successful bidder.
361	IAM general query	IAM general query	IDAM	IAM general query	IAM general query	Please confirm if there is any integration with SAP GRC?	Details will be discussed with the successful bidder.
362	IAM general query	IAM general query	IDAM	IAM general query	IAM general query	Please share details around OSes to be integrated	Details will be discussed with the successful bidder.
363	IAM general query	IAM general query	IDAM	IAM general query	IAM general query	For each OS type, please mention if the authentication/authorization is centralized into AD/LDAP or is locally managed?	Details will be discussed with the successful bidder.
364	IAM general query	IAM general query	IDAM	IAM general query	IAM general query	Please share details (count, vendor type and version, etc.)around Databases to be integrated	Details will be discussed with the successful bidder.
365	IAM general query	IAM general query	IDAM	IAM general query	IAM general query	For each DB type, please mention if the authentication/authorization is centralized into AD/LDAP or is locally managed?	AD, LDAP and TACACS
366	IAM general query	IAM general query	IDAM	IAM general query	IAM general query	Any Mainframe integration requirements? Please share Mainframe version and number of end systems/apps	Please be guided by the RFP, Minimal requirements are mentioned in the RFP. Bidder to factor all the requisite components to successfully meet the requirement
367	IAM general query	IAM general query	IDAM	IAM general query	IAM general query	Please share overall count and split of other apps across various integration patterns - e.g. AD based, ITSM based, LDAP based, out of the box connector based, etc.	Details will be discussed with the successful bidder.
368	IAM general query	IAM general query	IDAM	IAM general query	IAM general query	All of the above downstream integrations will require user administration (lifecycle) as well as access governance (recertification) capability. Please confirm.	Please be guided by the RFP, Minimal requirements are mentioned in the RFP. Bidder to factor all the requisite components to successfully meet the requirement
369	MFA general query	MFA general query	MFA	MFA general query	MFA general query	Please share the primary identity source that the MFA solution must integrate and what is synchronization process	Details will be discussed with the successful bidder.
370	MFA general query	MFA general query	MFA	MFA general query	MFA general query	Will MFA be a cloud hosted or hybrid deployment. Please confirm.	MFA solution is to be hosted on-premise at Bank's DC and DR
371	MFA general query	MFA general query	MFA	MFA general query	MFA general query	What are the requirements for logging, auditing and reporting on MFA events.	Please be guided by the RFP
372	MFA general query	MFA general query	MFA	MFA general query	MFA general query	What are the required minimum strength for authentication factors for different user groups, should we mandate a phishing resistant method like FIDO2/Passkeys	Please refer addendum
373	109	12 Service levels and Penalties	SLA	Hardware Utilization The daily peak utilization of CPU RAM, NIC and Hard disk etc. of the specific hardware (including each VM) exceeds 75% at any given point of time. Each incident should not exceed 5 minutes, or part thereof will be a new incident.	• If less than 3 times in a month: for every incident in service level, Penalty of 1% of the monthly maintenance cost. • If there are more than 3 times in a month: Bidder will be responsible for replacing/augmenting the hardware at no additional cost to the BANK within 3 months of exceeding the thresholds. • In-case bidder fails to replace the hardware, LD (over and above the penalty for incident breaching during the replacement or augmentation period for each incident) of 1% of affected product cost will be levied for every week of delay or part thereof. • Till the replacement/augmentation is done the bidder has to provide the alternative infrastructure to ensure compliance to the service during the replacement/augmentation period.	On Page 109, the Performance Measurements section for Hardware Utilization mentions a penalty of 1% of maintenance cost per incident , if there are more than 3 times in a month (over 75%). Number of active users in a month Month-end transaction spikes Application upgrades or changes Other operational or environmental factors Given these variables, applying a fixed penalty may not accurately reflect the service provider's performance. We request your advice on whether the clause could be reviewed or made more flexible to account for such variations.	Please be guided by the RFP

374	109	12 Service levels and Penalties	SLA	Storage Utilization (Including Appliance Storage) If the daily peak utilization level exceeds 80% at any given point of time and such incidents occur more than 3 times in a month. Each incident should not exceed 5 minutes, or every part thereof will be a new incident.	If less than 3 times in a month: for every incident in service level, Penalty of 1% of the monthly maintenance cost. If more than 3 times a month: Bidder will be responsible for replacing/augmenting the hardware at no additional cost to the BANK within 3 months of exceeding the thresholds. In case, the bidder fails to replace the hardware, LD (over and above the penalty for incident breaching during the replacement or augmentation period for each incident) of 1% of affected product cost will be levied for every week of delay or part thereof. Till the replacement/augmentation is done bidder has to provide the alternative infrastructure to ensure the compliance to the service during the replacement /augmentation period.	On Page 124, the Performance Measurements section for Storage Utilization mentions a penalty of 1% of maintenance cost per incident , if there are more than 3 times in a month (over 80%). As there are multiple reasons which can drive storage utilization viz; 1. Number of active users in a month 2. Month-end transaction spikes 3. Application upgrades or changes 4. Other operational or environmental factors Given these variables, applying a fixed penalty may not accurately reflect the service provider's performance. We request you to review and revisit the clause to accommodate the attributes accordingly.	Please be guided by the RFP
375	66	Resource Requirement	Scope of Work	L2 Resources	At least one recognized security certification such as CISA, CISM, CISSP.	Referring to Page 78, Clause 7.9 – Resource Requirement, the required experience/skill sets mention CISA, CISM, CISSP or any one. We would like to highlight that such certifications are generally expected at L3 or managerial levels, whereas L2 resources typically do not hold these certifications. Considering this, we request a relaxation of the clause, allowing relevant OEM certifications or equivalent experience for L2 resources to meet the requirement.	Please refer addendum
376	83	7.11.2 Escrow	Terms	7.11.2 Escrow	7.11.2 Escrow The Bank and the Bidder shall agree to appoint an escrow agent to provide escrow mechanism for the deposit of the source code of any customization done on Commercial off the shelf software products supplied/ procured by the Bidder to the Bank in order to protect its interests in an eventual situation. The Bank and the Bidder shall enter into a tripartite escrow agreement with the designated escrow agent, which will set out, inter alia, the events of the release of the source code and the obligations of the escrow agent. Costs for the Escrow will be borne by the Bidder.	Query on Section 7.11.2 – Escrow Requirement As the proposed solution will be based on Commercial Off-The-Shelf (COTS) products, kindly clarify the expectation regarding the escrow clause. Specifically, please confirm whether escrow is applicable for COTS products or limited only to custom-developed applications/code. Since the project will encompass only COTS product, do advise on ESCROW clause.	Please be guided by the RFP

377			Scope of Work		General Comments	Execution Infrastructure The Owner will provide necessary and adequate infrastructure to enable Consultant to fulfill its commitment for the assignment. This will be applicable for each Consultant Consultant associated with the project and will be arranged for and provided at no cost to Consultant. The infrastructure will include: i. Office space; ii. Hardware and software; iii. Computer consumable including stationery, printer ribbons/toner, magnetic storage media such as floppy disks, tapes, cartridges, DATs; iv. Office stationery and consumable; v. Secretarial assistance, if necessary at site; vi. Telephone, e-mail and fax facilities at site; vii. Photocopying assistance; viii. Meeting Room facilities including room equipped with a writing board, seating arrangements, computers/ terminals, overhead projector and consumables. (pl. mention if any additional infrastructure is to be provided). The above-mentioned infrastructure will be required for work to be carried out at the site of Owner during regular working hours. Owner shall make arrangements to provide for the same beyond these hours such as after regular working hours and on holidays (excluding only compulsory national holidays), whenever required. Co-ordination Owner will provide timely clarifications and feedback sought by Consultant's Consultants during the period of this assignment. Owner will allocate a Project Co-ordinator to interact with Consultant, fix appointments with various Owner Personnel and provide local assistance to Consultant's Consultants. The Project Co-ordinator will have necessary authorization from Owner to take decisions and give timely approvals as per the need of the project. Assistance	Please be guided by the RFP. Bank will only provide sitting space, computers with LAN connectivity and a telephone for internal communication
378		Appendix Bill of material BOM V1	BOM		The Bank, at its sole discretion, reserves the right to either procure the required items from the bidder or supply them from its existing inventory. However, the bidder is strictly required to submit itemized pricing for each line item without exception.	Request Bank to delete this clause as we may not be able to give such detailed itemized price	Please be guided by the RFP
379		ATS Subscription Cost	BOM		The bidder is required to provide the ATS/subscription rate in terms of % with respect to the license cost	Request Bank to confirm if we can provide absolute amount instead of %	Please be guided by the RFP
380	100	11.1	Cost	Product (Software) Cost	On successful Delivery of the Licenses which would be considered delivered once the software (with OOTB features) is made available for view and review of the bank on the proposed hardware. The Bidder is required to submit the required to submit the following: • Delivery proof • OOTB Installation Proof • Invoice of the Product - 50%	Request Bank to provide 100% upfront payment on License delivery	Please be guided by the RFP
381	100	11.1	Cost	Product Cost. Subscription Cost(One Time License Cost)	On successful Delivery of the Licenses which would be considered delivered once the software (with OOTB features) is made available for view and review of the bank on the proposed hardware. The Bidder is required to submit the required to submit the following: • Delivery proof • OOTB Installation Proof • Invoice of the Product	Request Bank to provide 100% upfront payment on License delivery	Please be guided by the RFP
382	101	11.3	Cost	Hardware Cost	Delivery of hardware and submission of invoice with Proof of Delivery and other documents of the hardware supplied. Bank may at its discretion verify the details before releasing the payment (This verification, if required, shall be completed within 1 month of delivery of the hardware on the bank's premises).	Request Bank to provide 100% upfront payment on Hardware delivery	Please be guided by the RFP
383	102	11.5	Scope of Work	Facility Management (FM) Cost	FM Manpwer Cost - Submission of SLA report and Submission of attendance record/register of Onsite resources on Quarterly basis - Quarterly in arrears	Request Bank to change payment terms to monthly in arrears	Please be guided by the RFP

PUNJAB AND SIND BANK
 BID NO: PSB/HOIT/RFP/2025-26/45 DATED 01/10/2025
 GEM Bid No. GEM/2025/B/6746008

384	114	12.2	SLA	Penalties	For the purpose of this RFP, the total penalties as per LD & SLA will be subject to a maximum of 10% of the overall contract value.	Total penalty + Liquidated Damages should be capped at 5% of the total cost of ownership	Please be guided by the RFP
385	115	12.3	SLA	At Risk Amount	The monthly At-Risk Amount (ARA) shall be 15% of the estimated monthly payout of the respective month.	Request further clarification on this	Please be guided by the RFP, The At-Risk Amount sets a cap on the maximum sum that may be withheld or subject to deduction in any given month due to non-compliance with specified performance standards (SLA).
386	120	13.17	Terms	Order Cancellation	The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons (after providing a cure period of 30 days and thereafter providing a 30 days' notice period) and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract	Such termination should be mutually discussed with the Bidder and proper notice of termination should be given along with full release of payment for work done and for any loss that the bidder may suffer due to such termination	Please be guided by RFP
387	21	6.11	Terms	Earnest Money Deposit (EMD)	6. The EMD may be forfeited/ Bank Guarantee may be invoked: a) If the bidder withdraws/amends the bid during the period of bid validity (180 days from the date of opening of bid). b) If the bidder makes any statement or encloses any form which turns out to be false, incorrect and / or misleading at any time prior to signing of contract and/or conceals or suppresses material information; and / or c) The selected bidder withdraws his tender before furnishing the unconditional and irrevocable Performance Bank Guarantee. d) The bidder violates any of the provisions of the terms and conditions of this tender specification. e) In case of the successful bidder, if the bidder fails: i To sign the contract in the form and manner to the satisfaction of Punjab & Sind Bank. ii To furnish the Performance Bank Guarantee in the form and manner to the satisfaction of Punjab & Sind Bank. iii Bank may proceed against the selected bidder in the event of any evasion, avoidance, refusal or delay on the part of the bidder to sign and execute the Purchase Order / Service Level Agreements or any other documents, as may be required by the Bank, if the bid is accepted. iv The Execution of Bid Security Declaration/ Invocation of EMD may suspend participation of the Bidder in any tender in this Bank for three (03) years.	6. The EMD may be forfeited/ Bank Guarantee may be invoked: a) If the bidder withdraws/amends the bid during the period of bid validity (180 days from the date of opening of bid). c) The selected bidder withdraws his tender before furnishing the unconditional and irrevocable Performance Bank Guarantee. d) The bidder violates any of the provisions of the terms and conditions of this tender specification. e) In case of the successful bidder, if the bidder fails: i To sign the contract on mutually agreed terms and conditions in the form and manner to the satisfaction of Punjab & Sind Bank. iii Bank may proceed against the selected bidder in the event of any evasion, avoidance, refusal or delay on the part of the bidder to sign and execute the Purchase Order / Service Level Agreements or any other documents, as may be required by the Bank, if the bid is accepted. iv The Execution of Bid Security Declaration/ Invocation of EMD may suspend participation of the Bidder in any tender in this Bank for three (03) years.	Please be guided by the RFP
388	22	6.12	Terms	Performance Bank Guarantee/Security Deposit (PBG)	7. The selected bidder shall be responsible for extending the validity date and claim period of the Bank guarantees as and when it is due, on account of incompleteness of the project and contract period. 8. If the Contract is extended, the selected bidder has to submit fresh PBG for 10% of the extended Contract value and period along with claim period and also execute fresh/extension of Contract with the Bank within 15 days from the date of issuance of Purchase Order for renewal. 9. In the event of the bidder committing a breach of the terms and conditions of the contract, Bank shall provide a cure period of 30 days and thereafter invoke the PBG, if the bidder is unable to service the contract for whatever reason.	7. The selected bidder shall be responsible for extending the validity date and claim period of the Bank guarantees as and when it is due, on account of incompleteness of the project and contract period. 8. If the Contract is extended, the selected bidder has to submit fresh PBG for 5% of the extended Contract value and period along with claim period and also execute fresh/extension of Contract with the Bank within 15 days from the date of issuance of Purchase Order for renewal. 9. In the event of the bidder committing a breach of the terms and conditions of the contract, Bank shall provide a cure period of 30 days and thereafter invoke the PBG, if the bidder is unable to service the contract for whatever reason.	8. If the Contract is extended, the selected bidder has to submit fresh PBG for 5% of the extended Contract value and period along with claim period and also execute fresh/extension of Contract with the Bank within 15 days from the date of issuance of Purchase Order for renewal.

389	100	11	Cost	PAYMENT TERM	The selected Bidder will have to submit the documents (Delivery challans with all the part codes of OEM which shall be reconciled with BOM) at the Bank's office along with a request letter for payment. No advance payment will be made. Payment will be made in Indian Rupees only. All taxes to be paid will be subject to GST applicability. TDS will be applicable. All out of pocket expenses, travelling, boarding and lodging expenses for the entire term of this RFP and subsequent agreement is included in the amount and service provider shall not be entitled to charge any additional cost on account of any items or services or by way of any out-of-pocket expense, including travelling, boarding, and lodging etc. Bank will release payment within 30 days from the date of receipt of invoice. In case of dispute, payment will be made within 30 working days of the resolution of disputes.	The selected Bidder will have to submit the documents (Delivery challans with all the part codes of OEM which shall be reconciled with BOM) at the Bank's office along with a request letter for payment. No advance payment will be made. Payment will be made in Indian Rupees only. All taxes to be paid will be subject to GST applicability. TDS will be applicable. All out of pocket expenses, travelling, boarding and lodging expenses for the entire term of this RFP and subsequent agreement is included in the amount and service provider shall not be entitled to charge any additional cost on account of any items or services or by way of any out-of-pocket expense, including travelling, boarding, and lodging etc. Bank will release payment within 30 days from the date of receipt of invoice. In case of dispute, payment will be made within 30 working days of the resolution of disputes. All payments due for more than thirty (30) days will attract an interest at the rate of 2 percent per month on the invoice amount calculated from the date the payment became due until the recovery is made in full with interest. Without prejudice to the other rights available, Bidder also reserves the right to withhold the provision of services till such time all the payments due to it under this Agreement have been made by Bank and any such withholding by the Bidder shall not be treated as breach by it of the provisions of this Agreement. All fees payable to Bidder are exclusive of any sales, use, value added tax, service, GST or taxes of a similar nature measured by the services, deliverables or charges thereon, imposed by any applicable taxing jurisdiction and where such taxes are applicable, Bank shall be responsible to pay or reimburse Bidder the amount of such taxes. Where applicable, Bidder shall invoice such taxes as a separate line item in applicable invoices and shall pay such amount of tax to the appropriate taxing authority upon receipt of such amount from the Bank. Any increase or decrease in the existing taxes or newly introduced taxes shall be to the account of the Bank. Each party is responsible for its own income taxes, corporate taxes and franchise taxes. Bidder shall be reimbursed for payment of any statutory duty/tax/levy including interest and/or new taxes or an increase in the rates of existing taxes or any other sum, if any payable in respect of any sales tax and/or any other state or central levy. This will apply.	Please be guided by the RFP
390	104	12.1	SLA	Service Level Agreement	The successful bidder is bound and to comply the Service Levels as described below- 1. The successful bidder shall have to enter into the "Service Levels Agreement" having all terms and conditions of this RFP to maintain uptime and provide the service support and onsite support during the entire contract period. 8. If the support services are not provided on 24*7 basis and/or satisfactory services are not provided as sought in the RFP, the Bank with its discretion may reject the proposal/ terminate the contract, without assigning any reason.	The successful bidder is bound and to comply the Service Levels as described below- 1. The successful bidder shall have to enter into the "Service Levels Agreement" having all mutually agreed terms and conditions of this RFP to maintain uptime and provide the service support and onsite support during the entire contract period. 8. If the support services are not provided on 24*7 basis and/or services are not provided as sought in the RFP, the Bank with its discretion may reject the proposal/ terminate the contract,	Please be guided by the RFP

391	114	12.2	SLA	Penalties	For the purpose of this RFP, the total penalties as per LD & SLA will be subject to a maximum of 10% of the overall contract value. Liquidated Damages Supply & Delivery Please refer to section 13.12 for LD on Supply & Delivery Installation & Implementation If the bidder fails to Implement solution and/or services within the time period(s) specified in the Delivery Schedule or implementation, the Bank shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 1 percent per week or part thereof of respective new/ Existing product cost* subject to maximum deduction of 10% of the total contract value, until actual delivery and implementation as per related clauses mentioned in RFP. *Product cost (new/existing) here defined as the sum of Product license cost and product implementation cost. If the LD due to Implementation of the respective product cost/existing product cost reaches 25% of the implementation cost of the respective product/services, the bidder is required to replace the product/services. Once the maximum deduction is reached, the Bank may consider termination of the Contract at its discretion. In the event of Bank agreeing to extend the date of delivery at the	For the purpose of this RFP, the total penalties as per LD & SLA will be subject to a maximum of 5% of the overall contract value. Liquidated Damages Supply & Delivery Please refer to section 13.12 for LD on Supply & Delivery Installation & Implementation If the bidder fails to Implement solution and/or services within the time period(s) specified in the Delivery Schedule or implementation, the Bank shall, deduct from the Contract Price, as liquidated damages, a sum equivalent to 1 percent per week or part thereof of respective new/ Existing product cost* subject to maximum deduction of 5% of the value of the delayed or undelivered services and can be levied for reason that are solely attributable to the Bidder, until actual delivery and implementation as per related clauses mentioned in RFP. *Product cost (new/existing) here defined as the sum of Product license cost and product implementation cost. The overall LD and Penalties under all provisions of the contract shall not exceed 10% of delayed material or services. Once the maximum deduction is reached, the Bank may consider termination of the Contract at its discretion. In the event of Bank agreeing to extend the date of delivery at the request of successful bidder(s), it is a condition precedent that the validity of Bank guarantee shall be extended by further period as required by Bank immediately. Failure to do so will be treated as breach of contract.	Please be guided by the RFP
392	116	13.4	Terms	Dispute Resolution	If any dispute, difference or claim arises between the parties hereto in connection with the validity, interpretation, implementation or alleged breach of the terms of this Agreement or anything done or omitted to be done pursuant to this Agreement, the Parties shall attempt in the first instance to resolve the same through negotiation. If the dispute is not resolved through negotiation within 30 (thirty) days after commencement of discussions, then, the parties shall be at liberty to approach competent court of law at Delhi for adjudication of the disputes.	If any dispute, difference or claim arises between the parties hereto in connection with the validity, interpretation, implementation or alleged breach of the terms of this Agreement or anything done or omitted to be done pursuant to this Agreement, the Parties shall attempt in the first instance to resolve the same through negotiation. If the dispute is not resolved through negotiation within 30 (thirty) days after commencement of discussions If, however, the parties are not able to solve them amicably within 30 (Thirty) days after the dispute occurs, as evidenced through the first written communication from any Party notifying the other regarding the disputes, the same shall be referred to a sole arbitrator mutually agreed upon, and the award made in pursuance thereof shall be binding on the parties. In the absence of consensus about the single arbitrator, the dispute may be referred to an arbitration panel; one to be nominated by each party and the said arbitrators shall nominate a presiding arbitrator, before commencing the arbitration proceedings. The arbitration shall be settled in accordance with the applicable Indian Laws and arbitration proceeding shall be conducted in accordance with Arbitration and Conciliation Act 1996 and any amendment thereto, then, the parties shall be at liberty to approach competent court of law at Delhi for adjudication of the disputes. Service Provider shall continue work under the Contract during the dispute resolution proceedings unless otherwise directed by the Bank or unless the matter is such that the work cannot possibly be continued until the decision of the competent court is obtained and Bank shall continue to make payment for the services delivered by the Service Provider.	Please be guided by the RFP

393	117	13.8	Terms	Confidentiality	This document contains information confidential and proprietary to the Bank. Additionally, the Service Provider will be exposed by virtue of the contracted activities to internal business information of the Bank, affiliates, and/or business partners. The Service Provider must undertake that they shall hold in trust any Information received by them under the RFP/ Contract/Service Level Agreement, and the strictest of confidence shall be maintained in respect of such Information. Disclosure of receipt of any part of the aforementioned information to parties not directly involved in providing the services requested could result in the disqualification of the Service Provider, premature termination of the contract, or legal action against the Service Provider for breach of trust. The information provided / which will be provided is solely for the purpose of undertaking the services effectively. No news release, public announcement, or any other reference to this RFP or any program there under shall be made without written consent of Bank. Reproduction of this Agreement, by photographic, electronic, or other means is strictly prohibited. The Service Provider must undertake that they shall hold in trust any Information received by them, under the Contract/Agreement, and the strictest of confidence shall be maintained in respect of such Information. The Service Provider has also agree to restrict access and disclosure of Information to such of their employees, agents, strictly on a "need to know" basis, to maintain confidentiality of the Information disclosed to them in accordance with this Clause. Moreover, Service Provider has to submit Non-Disclosure	This document contains information confidential and proprietary to the Disclosing Party. Additionally, Receiving Party will be exposed by virtue of the contracted activities to internal business information of the Disclosing Party, affiliates, and/or business partners. The Disclosing Party must undertake that they shall hold in trust any Information received by them under the RFP/ Contract/Service Level Agreement, and the strictest of confidence shall be maintained in respect of such Information. Disclosure of receipt of any part of the aforementioned information without approval of Disclosing party to parties not involved in providing the services requested could result in the disqualification of the Service Provider, The information provided / which will be provided is solely for the purpose of undertaking the services effectively. No news release, public announcement, or any other reference to this RFP or any program there under shall be made without written consent of Disclosing Party. Reproduction of this Agreement, by photographic, electronic, or other means is strictly prohibited. The Receiving Party must undertake that they shall hold in trust any Information received by them, under the Contract/Agreement, and the strict of confidentiality shall be maintained in respect of such Information. The Receiving Party has also agree to restrict access and disclosure of Information to such of their employees, agents, strictly on a "need to know" basis, to maintain confidentiality of the Information disclosed to them in accordance with this Clause. Moreover, Service Provider has to submit Non- Disclosure Agreement along with technical bid as per the format provided in this document.	Please be guided by the RFP
394	118	13.9	Terms	Indemnity	The Service Provider agrees to indemnify and keep indemnified the Bank against all losses, damages, costs, charges and expenses incurred or suffered by the Bank due to or on account of any claim for infringement of intellectual property rights. The Service Provider agrees to indemnify and keep indemnified the Bank against all losses, damages, costs, charges and expenses incurred or suffered by the Bank due to or on account of any breach of the terms and conditions contained in this RFP or Service Level Agreement to be executed. The Service Provider agrees to indemnify and keep indemnified Bank at all times against all claims, demands, actions, costs, expenses (including legal expenses), loss of reputation and suits which may arise or be brought against the Bank, by third parties on account of negligence or failure to fulfil obligations by the selected bidder or its employees/personnel. All indemnities shall survive notwithstanding expiry or termination of Service Level Agreement and the bidder shall continue to be liable under the indemnities.	The bidder agrees to indemnify and keep indemnified the Bank against all losses, damages, costs, charges and expenses incurred or suffered by the Bank due to or on account of any claim for infringement of intellectual property rights. The bidder agrees to indemnify and keep indemnified Bank at all times against all claims, demands, actions, costs, expenses (including legal expenses), loss of reputation and suits which may arise or be brought against the Bank, by third parties on account of Gross negligence All indemnities shall survive notwithstanding expiry or termination of Service Level Agreement and the bidder shall continue to be liable under the indemnities.	Please be guided by the RFP

395	118	13.11	Terms	Ownership & Rights	The Bank shall own the documents prepared by or for the selected Bidder arising out of or in connection with the Contract. Forthwith upon expiry or earlier termination of the Contract and at any other time on demand by The Bank, the Bidder shall deliver to The Bank all documents provided by or originating from The Bank / Purchaser and all documents produced by or from or for the Bidder while performing the Service(s), unless otherwise directed in writing by The Bank at no additional cost. The selected Bidder shall not, without the prior written consent of The Bank/ Purchaser, store, copy, distribute or retain any such Documents. The selected Bidder shall preserve all documents provided by or originating from The Bank / Purchaser and all documents produced by or from or for the Bidder in the course of performing the Service(s) in accordance with the legal, statutory, regulatory obligations of The Bank /Purchaser in this regard.	All intellectual property rights in the software, all tools, processes, software, utilities and methodology including any Bidder's proprietary products or components thereof of any development carried out by Bidder thereto in the course of providing services hereunder, including customisation, enhancement, interface development etc. shall remain the exclusive property of Bidder and Bank shall not acquire any right title or interest of any nature therein except to the extent provided herein. Bidder shall however grant in favour of Bank the right and non-exclusive, non-transferable, perpetual and irrevocable license to use the software for the purposes agreed hereunder. The foregoing license does not authorize Bank to (a) separate Bidder pre-existing IP from the deliverable/software in which they are incorporated for creating a stand alone product for marketing to others; (b) independently sell, lease, exchange, mortgage, pledge, license, sub license, assign or in any other way convey, transfer or alienate the Bidder pre-existing IP in favour of any person (either for commercial consideration or not (including by way of transmission), and/or (c) except as specifically and to the extent permitted by the Bidder in the relevant Statement of Work, reverse compile or in any other way arrive at or attempt to arrive at the source code of the Bidder pre-existing IP. All the Intellectual Property Rights (IPR) in the third party software used in providing services including those forming part of or incorporated into the deliverables shall remain with the respective third party owners/ Bidder's licensor and Bank shall have user rights in accordance with end user license agreement (EULA) as applicable to use of such software. Forthwith upon expiry or earlier termination of the Contract and at any other time on demand by The Bank, the Bidder shall deliver to The Bank all documents provided by or originating from The Bank The selected Bidder shall not, without the prior written consent of The Bank/ Purchaser, store, copy, distribute or retain any such Documents. provided by the Bank, unless warranted pursuant to provision of services/deliverables under the contract or unless required by any law or regulation.	Please be guided by the RFP
396	119	13.14	SLA	Liquidated Damages	The Bank will consider the inability of the bidder to deliver or install the equipment & provide the services required within the specified time limit as a breach of contract and would entail the payment of Liquidated Damages on the part of the bidder. The liquidated damages represent an estimate of the loss or damage that the Bank may have suffered due to delay in performance of the obligations (relating to delivery, installation, operationalization, implementation, training, acceptance, warranty, maintenance etc. of the proposed solution/services) by the bidder. Installation will be treated as incomplete in one / all the following situations: 1. Non-delivery of any component or other services mentioned in the order 2. Non-delivery of supporting documentation 3. Delivery / availability, but no installation of the components and/or software 4. No integration/ Incomplete Integration 5. Non-Completion of Transition within suggested timeline 6. System operational, but not as per SLA, Timelines and scope of the RFP If the bidder fails to deliver any or all of the products and/or systems and/or services solutions within the time period(s) specified in the Delivery Schedule or installation, the Bank shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5 percent per week or part thereof of Contract Price subject to maximum deduction of 10% of the total contract value, until actual delivery, installation	The Bank will consider the inability of the bidder to deliver or install the equipment & provide the services required within the specified time limit would entail the payment of Liquidated Damages on the part of the bidder for reasons solely and entirely attributable to the Bidder. The liquidated damages represent an estimate of the loss or damage that the Bank may have suffered due to delay in performance of the obligations (relating to delivery, installation, operationalization, implementation, training, acceptance, warranty, maintenance etc. of the proposed solution/services) by the bidder. Installation will be treated as incomplete in one / all the following situations: 1. Non-delivery of any component or other services mentioned in the order 2. Non-delivery of supporting documentation 3. Delivery / availability, but no installation of the components and/or software 4. No integration/ Incomplete Integration 5. Non-Completion of Transition within suggested timeline 6. System operational, but not as per SLA, Timelines and scope of the RFP If the bidder fails to deliver any or all of the products and/or systems and/or services solutions within the time period(s) specified in the Delivery Schedule or installation, the Bank shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5 percent per week delayed material or services or part thereof of Contract Price subject to maximum deduction of 10% of the total delayed material or services, until actual delivery, installation or performance as per related clauses mentioned in RFP. Once the maximum deduction is reached, the Bank may consider termination of the Contract at its discretion.	Please be guided by the RFP

397	120	13.16	Terms	Limitation of Liability	The aggregate liability of bidder in connection with this Agreement, in respect of any claims, losses, costs or damages arising out of or in connection with this RFP/Agreement shall not exceed the total Project Cost. Under no circumstances shall either Party be liable for any indirect, consequential or incidental losses, damages or claims including loss of profit, loss of business or revenue. The limitations set forth herein shall not apply with respect to: - claims that are the subject of indemnification pursuant to infringement of third-party Intellectual Property Right, - damage(s) occasioned by the Gross Negligence or Willful Misconduct of Service Provider, - damage(s) occasioned by Service Provider for breach of Confidentiality Obligations, - Regulatory or statutory fines imposed by a government or Regulatory agency for non-compliance of statutory or regulatory guidelines applicable to the Bank, provided such guidelines were brought to the notice of Service Provider. "Gross Negligence" means any act or failure to act by a party which was in reckless disregard of or gross indifference to the obligation of the party under this Agreement and which causes injury, damage to life, personal safety, real property, harmful consequences to the other party, which such party knew, or would have known if it was acting as a reasonable person, would result from such act or failure to act for which such Party is legally liable. Notwithstanding the forgoing, Gross Negligence shall not include any action taken in good faith.	The aggregate liability of bidder in connection with this Agreement, in respect of any claims, losses, costs or damages arising out of or in connection with this RFP/Agreement shall not exceed the paid to Bidder by Company in the preceding twelve months under that applicable work that gives rise to such liability (as of the date the liability arose). Under no circumstances shall either Party be liable for any indirect, consequential, special, punitive, exemplary or incidental losses, damages or claims including loss of profit, loss of goodwill, loss of reputation, loss of data, loss of business or revenue. The limitations set forth herein shall not apply with respect to: - claims that are the subject of indemnification pursuant to infringement of third-party Intellectual Property Right, - damage(s) occasioned by the Gross Negligence or Willful Misconduct of Service Provider, 34 "Gross Negligence" means any act or failure to act by a party which was in reckless disregard of or gross indifference to the obligation of the party under this Agreement and which causes injury, damage to life, personal safety, real property, harmful consequences to the other party, which such party knew, or would have known if it was acting as a reasonable person, would result from such act or failure to act for which such Party is legally liable. Notwithstanding the forgoing, Gross Negligence shall not include any action taken in good faith. "Willful Misconduct" means any act or failure to act with an intentional disregard of any provision of this Agreement, which a party knew or should have known if it was acting as a reasonable person, which would result in injury, damage to life, personal safety, real property, harmful consequences to the other party, but shall not include any error of judgment or mistake made in good faith Service Provider shall be excused and not be liable or responsible for any delay or failure to perform the services or failure of the services or a deliverable under this Agreement, to the extent that such delay or failure has arisen as a result of any delay or failure by the Company.	Please be guided by the RFP
398	33	7.2.1.2	Scope of Work		In addition, a Cryptographic Bill of Materials (CBOM) solution will be deployed to monitor the use of cryptographic algorithms, certificates, and protocols. It will help detect weak or non-compliant encryption methods and ensure alignment with RBI-approved standards. Together, SBOM and CBOM will enhance application security, regulatory compliance, and audit readiness.	Mentioned section refers to CBOM as Crypto Bill of Material, Please specify.	Please refer addendum
399	17	10.2 Eligibility Evaluation Criteria - OEM Evaluation Criteria	Eligibility		The proposed OEM solution should have been implemented in at least two Scheduled Commercial Bank (Including banking Regulator)/PSU/ PSE/Government Organizations / BFSI in India. Credential is to be submitted for the following solutions: - Centralised Key Management Solution - Information / Digital Rights Management (DRM) - Mobile SDK - IDAM - MFA - DAM - S-BOM & CBOM - IT GRC Note: - Experience of solution can be shown in single /multiple Clients/work orders meeting the above criteria Note: The above experience/project should not be later than last 5 years from the date of bid opening	We are a registered startup and Class 1 supplier(100%) as per the . We would like to know if some relaxation can be provided to Make In India Startup under the "Public Procurement (Preference to Make in India), for submitting the PO's and consider Ongoing projects. This will help us instill confidence in showcasing the product and technology we have build for India and Make India proud	a) The RFP mandates that all participating bidders must be Indian-registered entities b) No specific OEM turnover criteria have been stipulated in the RFP c) The focus has been placed on the product's past implementation experience in India and its proven technical and functional capabilities, which are essential to meet the critical objectives and timelines of the project. All bidders are expected to submit comprehensive compliance to the Pre-Qualification (PQ), Technical Qualification (TQ), Functional & Technical Specifications, and all other terms and conditions outlined in the RFP.
400		General	Scope of Work	Question related to sizing		Can you please confirm on the count of integration and the technology to be integrated	Please be guided by the RFP
401		General	Scope of Work	Question related to sizing		Can you confirm on the number of users who will be using the solution to login as you have given the count only for 50 admin users	Please be guided by the RFP
402		General	Scope of Work	Question related to sizing		Can you please confirm are you looking for a perpetual license or a time bound license	Please be guided by the RFP
403		General	Scope of Work	Applicable regulatory bodies related audit		Can you please confirm apart from RBI which is the other regulatory body that we should consider for regulatory audit	Please be guided by the RFP

404	30	Bidder/OEM Responsibility:	Scope of Work	Responsibility Matrix		Please clarify on the OEM Primary responsibilities and Bidder Primary Responsibilities	Please be guided by the RFP
405	29	Functional Sepcification - Point number 13	ITGRC		The Solution should have pre- mapped controls for global standards and frameworks which include, ISO 27001/27002/27005/27032, CIS, COBIT, NIST, IT Act 2000/2008, GLBA, PCI DSS, SOX, ITIL v4.0.	Can you please confirm the minimum applicable standard under the scope of bank	The standards like ISO 27001,ISO 27701, PCI DSS, NIST, CIS etc. should be premapped. However the solution should have the capability to map other applicable standard as-and-when required
406	29	Functional Sepcification - Point number 8	ITGRC		The system should have surveys and questionnaires and automatically generate findings for incorrect responses.	Can you please explain how this has to be understood because the correct response for each question has to be pre filled for comparison	Please be guided by the RFP
407	29	Functional Sepcification - Point number 15	ITGRC		The Solution should offer a library of technical baseline configuration procedures mapped to various technologies.	Do we need to consider CIS benchmark here or any other benchmark. Please clarify and advise on the applicable benchmark for base line configuration	Please be guided by the RFP
408		General	Scope of Work	General Query	ITGRC	Do you want the solution to be deployed on Premises or on OEM SaaS. Our solution is suitable for any type of deployment, On-Prem, Hybrid and SaaS	Bidder Proposed solution would be deployed on-premise at bank's DC and DR
409		General	Scope of Work	General Query	ITGRC	My solution Supports MSSQL 2019 or above. Will the bank will be providing the license or the bidder needs to factor in overall cost. Will the bank will provide the necessary VM for deploying the solution	It is the responsibility of the bidder to factor the requisite components required for succsseful deployment and maintenance of the solution during the contract ensuring the compliance to the terms of the RFP.
410	Page 11-12	Appendix 1A: Functional	SBOM CBOM	SBOM & CBOM	Generic Query specific to CBOM - (Reference points 21, 26).	CBOM as a technology has just been introduced as a mandatory compliance regulation very recently via regulatory bodies. There are some features which are under development at this stage. We would kindly request bank to provide some relaxation on CBOM functionalities in terms of near future timelines to deliver these capabilities.	Please be guided by the RFP
411	Page 11-12	Appendix 1A: Functional	SBOM CBOM	SBOM & CBOM	Pt. 22. The solution must be able to scan and generate Cryptographic Bill of Materials (CBOM) & Software Bill of Materials (SBOM) for software deployments, based on a list of target machines provided by the organization. This includes: · Remote Discovery & Access: The tool should support remote access protocols (e.g., SSH, WinRM) or agent-based deployment to connect to each listed machine securely. · Comprehensive Inventory Collection: It should automatically discover and catalog all installed software packages, libraries, and dependencies across various operating systems (Linux, Windows, etc.).	We understand the bank is looking for a tool which will discover the software/component assets and generate SBOM/CBOM reports. Most of the solutions require the input to be provided via manual upload / API / integrations with DevOps tools- CI/CD. We request bank to delete this point as same can be achieved via Point no 17.	Please be guided by the RFP
412	Page 92 of 172	Main RFP Document	Eligibility	10.2 Eligibility Evaluation Criteria - OEM Evaluation Criteria	Pt 17. The proposed OEM solution should have been implemented in at least two Scheduled Commercial Bank (Including banking Regulator)/PSU/ PSE/Government Organizations / BFSI in India. g. S-BOM & CBOM	As CBOM is technology has just been introduced in market post CERT-IN guidelines. There are no credentials available for CBOM at this point of time. We request bank to kindly ask the credentials only for SBOM.	Please refer addendum
413	Page 95-96 of 172	Main RFP Document	Eligibility	10.3 Technical Evaluation Criteria - OEM Evaluation Criteria	The proposed OEM solution should have been implemented in at least 2 Clients in India. Credential is to be submitted for each of the following solutions: vii. SBOM & CBOM	CBOM as a technology has just been introduced as a mandatory compliance regulation very recently via regulatory bodies. Hence, there are no credentials available for CBOM at this point of time. In this regard, we request bank to kindly ask the credentials only for SBOM.	Please refer addendum
414	5	Functional	DRM	Functional	The solution is able to support databases like Microsoft SQL, Oracle, and MySQL etc. Bidder to provide comprehensive list of supported databases.	We need to understand the requirement here? (Justification: Our solution comes with an in-built Database (MongoDB). We only protect unstructured data; we don't protect data stored in a Database.)	Please refer addendum
415	16	Functional	DRM	Functional	The solution is having document protection capability on various devices i.e. desktops, laptops, tablets, iOS, mobile devices fileservers and Android Mobile.	The solution shall be able to apply DRM protection to files on the fly, during sharing or transmission, without requiring the files to be pre-protected at rest on the disk. (Justification: Bank should have the capability to DRM protect their document without first DRM it in the desktop or their machine, the solution should have the capability to DRM protect the file on the fly or when it is being sent.)	Please be guided by the RFP
416	18	Functional	DRM	Functional	View and Edit access to protected information is available on Desktops/Laptop browsers.	There should not be any dependence on the email or any other mechanism to share the DRM-protected file. (Justification: The bank should have the capability to share DRM-protected files or files in general without requiring email or any other sharing mechanism. The solution should provide the capability to share files within the solution itself.)	Please be guided by the RFP
417	32	Functional	DRM	Functional	The solution is having capability to have unique Identification and fingerprint assigned to each protected document. Which will be used to search / identify the document.	What is the meaning of the fingerprint assigned to each protected document? (Justification: If the requirement is to identify the document or user uniquely, we can provide that, but we cannot provide a fingerprint identification of a document.)	Please be guided by the RFP. DRM solution must have a capability to uniquely protect and identify file.

418	33	Functional	DRM	Functional	The solution is having capability to protect documents and emails text during storage, transmission and while it is being used	What is the definition of protecting the email text during storage? (Justification: Email text / Body protection can be integrated with our solution; we don't provide email body encryption.)	Please refer addendum
419	51	Functional	DRM	Functional	The solution is capable of providing protected document recovery in case of cyber-attacks (ransom ware etc.)	The solution shall retain a permanent copy of the protected file on the server for recovery. The solution shall maintain an immutable, ransomware-resilient copy of the file on the server, while preserving all versions of the file. (Justification: This is a crucial feature that should be implemented for any DRM-protected or shared file, ensuring an immutable copy of the file is stored for use as a backup in the event of a ransomware attack.)	Please be guided by the RFP
420	56	Functional	DRM	Functional	The solution is having capability for supporting automatic deletion /disabling of internal and external users based on changes in Identity Sources.	Automatic Deletion can be risky; we delete users and files only after stakeholders provide approval. Rather, it should have the ability to provide stakeholders' approval for permanent deletion from the server. (Justification: The bank should not allow any automatic deletion without proper approval from stakeholders.)	Please refer addendum
421	93	Functional	DRM	Functional	The system should be able to interface with Office365 & Outlook online and seamlessly.	Files that are DRM'ed on the local Machine can be shared through these apps. (Justification: DRM-protected files can be shared with any of these mechanisms through the existing interface of Team, Outlook, SharePoint, and OneDrive.)	Please be guided by the RFP. DRM protected file must be able to share using the required interface
422	94	Functional	DRM	Functional	The system should be able to interface with MS Teams.		Please be guided by the RFP. DRM protected file must be able to share using the required interface
423	95	Functional	DRM	Functional	The system should be able to interface with SharePoint.		Please be guided by the RFP. DRM protected file must be able to share using the required interface
424	96	Functional	DRM	Functional	The system should be able to interface with OneDrive.		Please be guided by the RFP. DRM protected file must be able to share using the required interface
425	2		MFA	Multi-factor authentication (MFA)	The proposed solution should be deployed completely on-premises without any dependency on cloud	Request to change it " The proposed solution should be deployed completely on-premises or cloud services with DC in India only." for wider OEM participation (Remarks: PSB is already planning cloud based SOC solution means PSB ready for both solution then why restriction here for on-premise based. Also, MFA solution is 2nd factor authentication which would be either based on SMS or Email for second level and doesn't have impact whether it is cloud or on-premise.)	Please be guided by the RFP
426	5		MFA	Multi-factor authentication (MFA)	The management interface of the RADIUS server must be fully embedded within the same management console as the MFA server to simplify setup and on-going management.	Request to change" The management interface of the RADIUS server must be fully embedded within the same management console as the MFA server to simplify setup and on-going management." for wider participation	Please be guided by RFP
427	9		MFA	Multi-factor authentication (MFA)	The MFA server must support multiple replicas when necessary without any additional cost and licenses	Request to clarify this point with what use case PSB is planning here.	The Bank requires the MFA solution to support multiple server replicas to enable a highly available, scalable, and resilient authentication infrastructure across various environments, including: 1) Data Center Primary (DC-Primary) 2) Data Center High Availability (DC-HA) 3) Disaster Recovery Primary (DR-Primary) 4) Disaster Recovery High Availability (DR-HA) 5) Non-production environments The expectation is that the proposed solution licensing model should not charge extra fees or require separate licenses for deploying such replicas across these different environments within the Bank's ecosystem or the same should be covered in the proposed Bill of material by the bidder from Day 1
428	11	11	MFA	Multi-factor authentication (MFA)	The authentication agents must support the following platforms:		
429	11.1	11.1	MFA	Multi-factor authentication (MFA)	Microsoft Windows a. 32 Bit Platforms		
430			MFA	Multi-factor authentication (MFA)	• Windows Server		
431			MFA	Multi-factor authentication (MFA)	b. 64 Bit Platforms • Windows Server		

432	11.2	11.2	MFA	Multi-factor authentication (MFA)	Apache Web Server	What is the use-case of having MFA endpoint at these OS? Request to pls clarify. (MFA is second factor authentication which would be either OTP or Email or Push based , So hence there is no dependency of OS.)	Bank has heterogeneous IT environment where critical applications and services run on multiple OS types. There should be no dependency on the OS. The MFA solution shall support all devices, regardless of the OS used by the user.
433	11.3	11.3	MFA	Multi-factor authentication (MFA)	Red Hat Enterprise Linux		
434	11.4	11.4	MFA	Multi-factor authentication (MFA)	IBM AIX		
435	11.5	11.5	MFA	Multi-factor authentication (MFA)	Solaris		
436	11.6	11.6	MFA	Multi-factor authentication (MFA)	SUSE Linux		
437	11.7	11.7	MFA	Multi-factor authentication (MFA)	Oracle Linux		
438	11.8	11.8	MFA	Multi-factor authentication (MFA)	Epic Hyperdrive		
439	11.9	11.9	MFA	Multi-factor authentication (MFA)	Rocky Linux		
440	11.10.	11.10.	MFA	Multi-factor authentication (MFA)	CentOS	Request to change it as" MFA solution must support on-premises or Cloud based in India only components. " for wider participation. (Remarks: Request to allow cloud based solution as PSB is already adopting the critical SOC cloud based solution then why not cloud here bring not critical component.)	Please be guided by the RFP
441	12	12	MFA	Multi-factor authentication (MFA)	MFA solution must support on-premises deployment.		
442	16.6	16.6	MFA	Multi-factor authentication (MFA)	Clear Security Questions		