

Pre-Bid Queries and Replies for RFP 29/2017-18 dated 19/01/2018 for Supply, Installation, Integration and Maintenance of Network Access Control (NAC) Solution

Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	8	2. Definitions	2.7. 'Canara Bank's RRBs' means Pragathi Krishna Gramin Bank and Kerala Gramin Bank.	Pragathi Krishna gram in bank & Kerala Gramin Bank are two different entity? Both the deployment are separate or single?	Yes, However a separate orders will be placed. Deployment will be separate for Canara Bank and RRBs.
2	8	3. About RFP	The Bank wishes to procure Network Access Control (NAC) Solution from reputed vendors for Canara Bank and Canara Bank's RRBs. In this connection, Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid (Indicative)') for Supply, Installation, Integration and Maintenance of Network Access Control (NAC) Solution as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document.	The bank will release three separate PO in the name of Canara Bank, Pragathi Krishna gram in bank & Kerala Gramin Bank? are bank will conduct three separate RA? are all PO will be release at a same time? All the deployment are separate or single?	Canara Bank and Canara Bank's RRBs will place the order separately. However, Reverse Auction will be conducted to arrive at a single L1 Price/Bidder. Purchase order will be issues at discretion of Canara Bank's and Its RRBs. Deployment will be separate for Canara Bank and RRBs.
3	14	16. Earnest Money Deposit (EMD)/Bank Guarantee In Lieu Of EMD:	16.1. The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) of Rs.25,00,000/- (Rupees TwentyFive Lakhs Only) by way of Demand Draft drawn on any Scheduled Commercial Bank In India in favour of Canara Bank, payable at Bengaluru and should be kept along with the Part-A - Conformity to Eligibility Criteria.	Can we reduce the EMD to Rs. 1500000?	Bidder has to comply with Terms.
4	20	32. Determination of L1 Price:	32.3. L1 Bidder will be same for both Canara Bank and Canara Bank's RRBs. However, order will placed separately.	Does this mean that there will be separate contracts with RRBs for their orders or Canara Bank will sign agreement on behalf of RRBs?	Yes, Contract will be separate for Canara Bank & Canara Bank RRBs.
5	20	32. Determination of L1 Price: 32.5. Re-auction/s Rules :	32.5.1. Bank may consider the option of a Re-Auction/s in following circumstances: 32.5.1.1. At the end of the Reverse Auction, L1 price is not acceptable to the Bank. 32.5.1.2. During the process of reverse auction, if there is no bids from logged in bidders, Bank may decide a re-auction by increasing the CAP price for Re-auction. 32.5.1.3. At the end of the Reverse Auction If only one bidder puts up bid/s, Bank at its discretion may decide a re-auction. 32.5.2. Even after conducting Reverse Auction/s, if no Bidder has quoted or the prices quoted by them are not acceptable to the Bank. Bank at its discretion can ask all the technically qualified Bidders to submit the Closed Commercial Bid by giving sufficient time to the Bidders. If Bidder/s are not submitting the Commercial Bid in due date and Time, their EMD will liable to be forfeited. If the EMD is submitted by the way of BG, Bank can its discretion invoke the Bank Guarantee. 32.5.3. Canara Bank reserves the right to reject any or all proposals. Similarly, it reserves the right not to include any bidder in the final short-list.	Will there be training for reverse auction? If yes, how many days before the actual auction, will it take place?	Yes, There will demo/training for the Reverse Auction. Details & timelines of trailing will be shared after opening of Commercial Bids (Indicative).



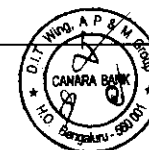
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6	21	33. Bid Validity Period:	The Offer submitted and the prices quoted therein shall be valid for 180 days from the date of opening of Commercial Bid (Indicative). Bid valid for any shorter period shall be rejected by the Bank.	Can this period be reduced to 30 days?	Bidder has to comply with Terms.
7	21	34. Proposal Ownership:	The proposal and all supporting documentation submitted by the bidder shall become the property of the Bank. As the Bidder's proposal is important to the evaluation and selection process, it is necessary that, the bidder carefully prepares the proposal as per the prescribed format only. Under no circumstance, the format can be changed, altered or modified. Bidders must provide categorical and factual replies to specific questions. Bidders may provide additional technical literature relating to their proposal but in a separate Annexure. Correct and current technical details must be completely filled in. The Appendices/Annexures to this RFP shall form integral part of the RFP.	The information / proposal submitted by Bidder should remain property of the Bidder and no ownership shall transfer on the same in the favour of Bank. Thus each party should remain owner of its information and any such information shared with other party should be subject to confidentiality obligation	Bidder has to comply with Terms.
8	25	43. Delivery, Installation, Integration and Commissioning:	43.2. The successful bidder should ensure installation, configuration, Integration and commissioning of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within 2 weeks from the date of delivery of all the materials for each ordered locations.	Pls extend the timelines to 4 weeks including DC and DR Reason for extension: Deployment of NAC solution at DC and DR requires one month of effort in each location including OEM support if required. Following are the sequence of activities at one location 1. Project Kick-off - 1 Day 2. BOQ verification - 2 Days 3. Work shop with client to discuss the solution for implementation - 1 Day 4. Configuration template preparation - 5 Days 5. Off line configuration of the devices - 10 days 6. OEM / Tac support - 3 Days 6. Testing and troubleshooting - 3 Days 7. Final configuration - 6 days	The timeline mentioned is for installation, configuration, integration and commissioning of Appliance at DC & DRC only.



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9	25	44. Pilot Implementation:	44.1. For Canara Bank: Bidder has to provide a detailed implementation plan. 20 Branches/ Admin offices/ ATMs across India having different modes of connectivity will be provided by Bank Team. Bidder has to showcase all the solution functionalities in these locations to Bank. The list of locations will be shared to the successful bidder by Bank. The successful bidder has to complete the Pilot implementation and Acceptance of the solution within 4 weeks from the completion of installation phase. Delay in completion of Pilot implementation will attract LD of 0.1% per week of the overall project cost. However, Total penalty will be restricted to 20% (Plus GST) of the order value (exclusive of Taxes) of Canara Bank for that phase.	Pls provide 8 weeks excluding above two months for pilot roll out. Any delay attributing to configuration on the existing AD, NTP Server, TACACS, SIEM, DLP, ATP and other security solutions is excluded from given timelines Reason for extension: To roll out at Pilot at 20 locations as we have to touch upon all the end machines at the branches and engineer may have to travel if required to all this locations. And also we have to integrate the NAC solution to existing AD, NTP Server, TACACS, SIEM, DLP, ATP and other security solutions 1. Integration of AD, NTP Server, TACACS, SIEM, DLP, ATP and other security solutions into NAC solution at DC-DR - 20 Days 2. NAC agents installation onto end points at 20 locaitons - 10 days 3. Testing and troubling shooting - 5 days	Pilot implementation has to carried out separately for Canara Bank and Canara Bank RRBs. Pilot implementation has to be completed within 4 weeks from the installation phase for Canara Bank and Canara Bank RRBs respectively.
10	25	44. Pilot Implementation:	44.1. For Canara Bank: Bidder has to provide a detailed implementation plan. 20 Branches/ Admin offices/ ATMs across India having different modes of connectivity will be provided by Bank Team. Bidder has to showcase all the solution functionalities in these locations to Bank. The list of locations will be shared to the successful bidder by Bank. The successful bidder has to complete the Pilot implementation and Acceptance of the solution within 4 weeks from the completion of installation phase. Delay in completion of Pilot implementation will attract LD of 0.1% per week of the overall project cost. However, Total penalty will be restricted to 20% (Plus GST) of the order value (exclusive of Taxes) of Canara Bank for that phase.	Pls cap the total penalty to 5% of the order value	Bidder has to comply with Terms.
11	25	43. Delivery, Installation, Integration and Commissioning:	43.2. The successful bidder should ensure installation, configuration, Integration and commissioning of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within 2 weeks from the date of delivery of all the materials for each ordered locations.	In reference to clause no 46 on page 26 of the RFP, the implementation will be completed within 6 months from successful completion of implementation the date of pilot)	The timeline mentioned is for installation, configuration, integration and commissioning of Appliance at DC & DRC only.



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12	25	43. Delivery, Installation, Integration and Commissioning:	43.2. The successful bidder should ensure installation, configuration, Integration and commissioning of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within 2 weeks from the date of delivery of all the materials for each ordered locations.	This clause contradicts with Page no 26 Point no 46 Implementation of NAC Solution, where the timeframe mentioned in 6 weeks	The timeline mentioned is for installation, configuration, integration and commissioning of Appliance at DC & DRC only.
13	25	44. Pilot Implementation:	44.1. For Canara Bank: Bidder has to provide a detailed implementation plan. 20 Branches/ Admin offices/ ATMs across India having different modes of connectivity will be provided by Bank Team. Bidder has to showcase all the solution functionalities in these locations to Bank. The list of locations will be shared to the successful bidder by Bank. The successful bidder has to complete the Pilot implementation and Acceptance of the solution within 4 weeks from the completion of installation phase. Delay in completion of Pilot implementation will attract LD of 0.1% per week of the overall project cost. However, Total penalty will be restricted to 20% (Plus GST) of the order value (exclusive of Taxes) of Canara Bank for that phase.	For Canara Bank and Canara RRB: Pilot implementation will attract .1% per week of overall project cost. However request the bank to restrict total penalty to 10% of the order value of that phase.	Bidder has to comply with Terms.
14	26	46. Implementation of NAC Solution:	46.1. Bank will share the location details of Branches/ Admin offices/ ATMs along with the Purchase Order or separately by Mail (Before pilot implementation). Installation, Commissioning, Integration, Testing and related Acceptance formore than 8,000 Locations will be done in phases as per the schedule mentioned herein below:	Request Bank to provide the count of endpoints sperad across 8000 locations	1 Lakh Endpoints spread across 8000 locations.
15	26	46. Implementation of NAC Solution:	46.1. Bank will share the location details of Branches/ Admin offices/ ATMs along with the Purchase Order or separately by Mail (Before pilot implementation). Installation, Commissioning, Integration, Testing and related Acceptance formore than 8,000 Locations will be done in phases as per the schedule mentioned herein below:	Is RRB is sub set of 8000 count or it is excluding 8000 branches	8000 locations for Canara Bank and 1400 locations for Canara Bank RRBs.
16	26	46. Implementation of NAC Solut	46.1. Bank will share the location details of Branches/ Admin offices/ ATMs along with the Purchase Order or separately by Mail (Before pilot implementation). Installation, Commissioning, Integration, Testing and related Acceptance formore than 8,000 Locations will be done in phases as per the schedule mentioned herein below:	Please let us know whether the implmentation for Canara Bank and Canara Bank RRB must be at the same time or sequential	PO will be released seperately for Canara Bank & Canara Bank RRBs. Implementation has to start as and when PO is issued and as per RFP and respective PO terms and conditions.
17	27	47. Acceptance:	47.2. After the Solution has been accepted by the Bank, the Vendor may submit an invoice for the Solution.	This seems to be conflicting with payment terms contained in clause 52.1 which provides for payments on milestone basis. Please clarify	Payment will be made as per the Payment Terms of the RFP.



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18	27	49. Uptime:	49.1. The bidder shall guarantee a 24x7 availability with monthly uptime of 99.999% for the solution as specified in Annexure-10, during the period of the Contract and also during AMC, if contracted, which shall be calculated on monthly basis.	Uptime of 99.999% would be extremely stringent. Request to dilute the same as 99.95%	Bidder has to comply with Terms.
19	28	50. Penalties/Liquidated Damages:	50.2. Penalties/Liquidated damages for not maintaining uptime : 50.2.1. If the bidder fails to maintain the guaranteed uptime, Penalty for uptime will be deducted as under: Maximum penalty shall not be more than 50% (Plus GST) of AMC amount payable for one year.	Request bank to cap the uptime penalty to 5%	Bidder has to comply with Terms.
20	28	50. Penalties/Liquidated Damages:	50.2. Penalties/Liquidated damages for not maintaining uptime : 50.2.1. If the bidder fails to maintain the guaranteed uptime, Penalty for uptime will be deducted as under: Maximum penalty shall not be more than 50% (Plus GST) of AMC amount payable for one year.	The cap of 10% should be applicable to all forms of penalties under Cl. 45. Kindly include and confirm that any rectification or replacement costs under Cl.45 shall not exceed the original value of the order by more than 10%.	Bidder has to comply with Terms.
21	28	50. Penalties/Liquidated Damages: 50.1. Penalties/Liquidated damages for delay in Delivery and Installation of Software would be as under:	Penalty: Non Compliance of supply/delivery Canara Bank: 0.50% (Plus GST) per week on the invoice value. Total penalty will be restricted to 10% (Plus GST) of the total value of the order(exclusive of Taxes). Canara Bank's RRBs: 0.50% (Plus GST) per week on the invoice value. Total penalty will be restricted to 10% (Plus GST) of the total value of the order(exclusive of Taxes).	Non Compliance of supply/delivery - Total penalty to be restricted to 10% of the undelivered order Value.	Bidder has to comply with Terms.
22	28	50. Penalties/Liquidated Damages: 50.1. Penalties/Liquidated damages for delay in Delivery and Installation of Software would be as under:	Penalty : Non compliance of the installation, configuration & implementation. Canara Bank: 0.50% per week on the invoice value. Total penalty will be restricted to 10% (Plus GST) of the total value of the order(exclusive of Taxes). Canara Bank's RRBs: 0.50% (Plus GST) per week on the invoice value. Total penalty will be restricted to 10% of the total value of the order(exclusive of Taxes).	As this is a large project of implementation across 1.15lac end points and spanning across 4 phases, Request the bank to restrict the total penalty to 10% of the undelivered order value only/value pertaining to the respective phase only as per the clause no.44.1.	Bidder has to comply with Terms.



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23	28	50. Penalties/Liquidated Damages: 50.1. Penalties/Liquidated damages for delay in Delivery and Installation of Software would be as under:	Penalty: Non compliance of implementation timeline (beyond 6 months) Canara Bank: 0.50% (Plus GST) per week on the invoice value. Total penalty will be restricted to 10% (Plus GST) of the payable amount(exclusive of Taxes) for that phase. Canara Bank's RRBs: 0.50% (Plus GST) per week on the invoice value. Total penalty will be restricted to 10% (Plus GST) of the payable amount (exclusive of Taxes) for that phase.	As this is a large project of implementation across 1.15lac end points and spanning across 4 phases, Request the bank to restrict the total penalty to 10% of the undelivered order value only/value pertaining to the respective phase only.	Bidder has to comply with Terms.																
24	29	51. Pricing & Payments:	51.4. From the date of placing the order till the delivery of the systems, if any changes are brought in the duties such as excise/customs etc., by the Government resulting in reduction of the cost of the systems, the benefit arising out of such reduction shall be passed on to the Bank.	Any reduction in the duties such as excise/customs, etc. will not be directly passed to the bank but a proportional recution will be transferred after approval from the internal management.	Bidder has to comply with Terms.																
25	30	52. Payment Terms:	52.1. Payment schedule will be as under: <table border="0"> <tr> <td>Payment Stages</td> <td>Percentage of payment</td> </tr> <tr> <td>Delivery</td> <td>40 %</td> </tr> <tr> <td>Installation</td> <td>10 %</td> </tr> <tr> <td>Implementation of NAC (P 1)</td> <td>10 %</td> </tr> <tr> <td>Implementation of NAC (P 2)</td> <td>10 %</td> </tr> <tr> <td>Implementation of NAC (P 3)</td> <td>10 %</td> </tr> <tr> <td>Implementation of NAC (P 4)</td> <td>10 %</td> </tr> <tr> <td>Warranty</td> <td>10 %</td> </tr> </table>	Payment Stages	Percentage of payment	Delivery	40 %	Installation	10 %	Implementation of NAC (P 1)	10 %	Implementation of NAC (P 2)	10 %	Implementation of NAC (P 3)	10 %	Implementation of NAC (P 4)	10 %	Warranty	10 %	Request Bank to increase this to 70%	Bidder has to comply with Terms.
Payment Stages	Percentage of payment																				
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26	30	51. Pricing & Payments:	51.5. Applicable Taxes will be paid at actuals.	Any increase in the percentage of these taxes or any new tax structure or new tax is introduced by the Government of India will have to be borne by the Bank	Bidder has to comply with Terms.																
27	30	52. Payment Terms:	52.1. Payment schedule will be as under: <table border="0"> <tr> <td>Payment Stages</td> <td>Percentage of payment</td> </tr> <tr> <td>Delivery</td> <td>40 %</td> </tr> <tr> <td>Installation</td> <td>10 %</td> </tr> <tr> <td>Implementation of NAC (P 1)</td> <td>10 %</td> </tr> <tr> <td>Implementation of NAC (P 2)</td> <td>10 %</td> </tr> <tr> <td>Implementation of NAC (P 3)</td> <td>10 %</td> </tr> <tr> <td>Implementation of NAC (P 4)</td> <td>10 %</td> </tr> <tr> <td>Warranty</td> <td>10 %</td> </tr> </table>	Payment Stages	Percentage of payment	Delivery	40 %	Installation	10 %	Implementation of NAC (P 1)	10 %	Implementation of NAC (P 2)	10 %	Implementation of NAC (P 3)	10 %	Implementation of NAC (P 4)	10 %	Warranty	10 %	Request to dilute the payment % as following: 60% against delivery, 10% on installation and Configuration, 5% each on implementation of NAC for each of the phases (1, 2, 3 & 4), 10% on warranty or submitting BG of equivalent amount.	Bidder has to comply with Terms.
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28	30	52. Payment Terms:	52.1. Payment schedule will be as under: <table border="0"> <tr> <td>Payment Stages</td> <td>Percentage of payment</td> </tr> <tr> <td>Delivery</td> <td>40 %</td> </tr> <tr> <td>Installation</td> <td>10 %</td> </tr> <tr> <td>Implementation of NAC (P 1)</td> <td>10 %</td> </tr> <tr> <td>Implementation of NAC (P 2)</td> <td>10 %</td> </tr> <tr> <td>Implementation of NAC (P 3)</td> <td>10 %</td> </tr> <tr> <td>Implementation of NAC (P 4)</td> <td>10 %</td> </tr> <tr> <td>Warranty</td> <td>10 %</td> </tr> </table>	Payment Stages	Percentage of payment	Delivery	40 %	Installation	10 %	Implementation of NAC (P 1)	10 %	Implementation of NAC (P 2)	10 %	Implementation of NAC (P 3)	10 %	Implementation of NAC (P 4)	10 %	Warranty	10 %	Requesting Bank to amend this as below for both canara bank and canara Bank RRB; Delivery of Hardware Appliance /Software -> 60% Installation, Configuration & Commissioning of Hardware appliance and Software -> 10% Implmentation of NAC Solution in phase 1: 5 % Implmentation of NAC Solution in phase 2: 5% Implmentation of NAC Solution in phase 3: 5% Implmentation of NAC Solution in phase 4: 5% Warranty : 10%	Bidder has to comply with Terms.
Payment Stages	Percentage of payment																				
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Warranty	10 %																				
29	30	<u>53. Order Cancellation/Termination of Contract:</u>	Order cancellation	In any such eventuality, Bidder request that a cure period notice of 30-days (instead of 30-days termination notice) be given to bidder for curing the breach and in case the same is not cured within the cure period then Bank may terminate the applicable order. However the bidder does not assume an responsibility or liability for risk purchase clause. Further, this clause should be restricted only to "material" breaches on the part of Bidder and not for any breach.	Bidder has to comply with Terms.																
30	30	<u>53. Order Cancellation/Termination of Contract:</u> <u>53.2. The Bank reserves the right to cancel the contract placed on the selected bidder and recover expenditure incurred by the Bank on the following circumstances:</u>	53.2.2. Excessive delay in execution of order placed by the Bank.	Could you please specify the time period for the delay?	Delay beyond terms of the Order.																
31	31	<u>53. Order Cancellation/Termination of Contract:</u>	53.3. Bank shall serve the notice of termination to the bidder at least 30 days prior, of its intention to terminate services during AMC period (If contracted).	Appropriate ETC will be applicable	Bidder has to comply with Terms.																



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32	31	54. Local Support: 54.1. The Bidder has to provide comprehensive onsite support for the period of Six (6) years.	Canara Bank: Bidder has to provide 12 hours (8 AM to 8 PM) onsite manpower support on all Bank's working day (PAN India) at DC with its own resource that are on its permanent pay roll (certified on the solution by OEM) for managing day to day operation, monitoring and management of solution. Canara Bank RRB: Bidder has to provide 12 hours (8 AM to 8 PM) onsite manpower support on all Bank's working day (Karnataka and Kerala) at DC with its own resource that are on its permanent pay roll (certified on the solution by OEM) for managing day to day operation, monitoring and management of solution.	Request the bank to consider a 8hr working window as per the labour laws. Or no of shifts and no of engineers per shift to be given clearly for both canara bank and Canara RRB and the same to be modified in the price bid appropriately.	Onsite Support should be available for 12 hours on all Bank working days. Bidder has to factor the no. of engineers and shifts accordingly.
33	31	54. Local Support:	54.2. The Support should be available on all Bank's working day (PAN India).	This technology allows remote management, hence pan india support from DC can be achieved by the onsite deployed resource. Bank to confirm	Onsite support engineer should be stationed at DC for all Bank's working day.
34	32	54. Local Support:	54.5. The Bidder is responsible for providing Onsite support for offered solution. Bidder is responsible for providing practical solution for resolution of the issues and implementation of the same to resolve the issue. If the issue requires OEMs technical persons/ product developer etc intervention, Bidder has to take up suitability with the appropriate level at OEM and obtain the solution and implement it for resolution of the issue. If the analysis of the issue requires LOG submission, Bidder will submit the same for further analysis in consultation with the Bank.	Pls provide a deviation to offer off site incident Management as it may save cost to the Bank Reason for Extension: With onsite incident management we have to factor a tool to manage incident and provide 24/7 hands and feedt support to manage the tool, which would jack up the bid commercials. With off site arrangement we can deliver trough our GDC which is supporting various clients across Globe	Bidder has to provide onsite resource at DC for support of the solution.
35	32	54. Local Support:	54.8. Response Time and Meantime to Restore [MTTR] 54.8.1. Response Time and Meantime to Restore [MTTR] 54.8.2. Response Time shall be 1 hours and MTTR shall be 2 hours. Time specified above is from lodging of complaint.	Request Bank to extend MTTR to 4 hrs Reason for Extension: □ 15 mins to acknowledge the ticket □ 30 mins to assigning an engineer to ticket □ 30 to 45 mins to analyzing and diagnose the issue. □ Another 60 minutes required for troubling shooting if the issue is local □ Another 90 minutes requiredIf the issue requires OEM TAC support □ And 30 minutes to test, take confirmation and close the call	Since it is very critical application and uptime of 99.999% is required, MTTR should be 2 hours only.



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36	33	58. Annual Maintenance Contract(AMC)/Annual Technical Support(ATS):	58.1. At the time of submission of bids, the Bidder has to quote AMC/ATS for Hardware (including OS), software, License Items for 3 years after completion of 3 years warranty periods, in the commercial Bid separately for comprehensive maintenance contract.	Request bak to release the PO for 6 years since TCO is being calculated on 6 Years	Bidder has to comply with Terms.
37	35	64	64. Intellectual Property Rights:	Bidder can only pass on all OEM warranties in toto but not give broad warranties as stipulated. Since IP indemnity is already provided, further warranties will be onerous with risk of double dipping. Kindly acknowledge.	Bidder has to comply with Terms.
38	35	66. Indemnity:	66.3. Bidder's aggregate liability shall be subject to an overall limit of the total Cost of the project.	We request Bank to cap the aggregate liability to total contract value under the applicable Purchase Order (instead of cost of project) for sake of clarity.	Bidder has to comply with Terms.
39	35	64. Intellectual Property Rights:	Warranty & Indemnity for Intellectual Property Right	If any such event trigger than the Bidder will at its sole option, (i) obtain for Customer the right to continue using the Services, (ii) modify the Services so that the Services are non-infringing, (iii) replace the Services with a functionally equivalent, non-infringing service, or (iv) if the alternatives in this clause are not available, Bidder may so notify Customer and terminate such infringing Services without penalty to either Party. Further the overall liability for the Bidder for any such indemnification event should not exceed 12-months of the charges collected by the Bidder under the applicable order giving rise to such liability	Bidder has to comply with Terms.



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40	36	66	indemnity	<p>Bidder request deletion of indemnity for breaches, defaults / non-performance as bidder is already giving SLA for service related matters.</p> <p>Further Bidder requests deletion of clause which states that these indemnities shall survive termination, as these needs to be restricted till the contract is live.</p> <p>The indemnity obligation for IPR / thrid party claims should be restricted to claims when they come from those thrid parties and not from Bank.</p> <p>The liability of the Bidder in such cases have to be restricted to the most recent 12-months of charges collected pursuant to applicable order giving rise to such liability</p>	Bidder has to comply with Terms.
41	36	<u>67. Inspection of Records:</u>	Bank at its discretion may verify the accounts and records or appoint third party for verification including an auditor for audit of accounts and records including Hardware, Software provided to the Bank under this RFP and the vendor shall extend all cooperation in this regard.	<p>Bidder requests that inspection rights under this clause should be restricted only publically available financial information of the bidder and should not extend to other financial information which are not in public domain. The cost of any such inspection shall be borne by Bank and shall be subject to auditors binding themselves with confidentiality obligation.</p> <p>The audit duration should not extend to 4 hours on any business day and shall be subject to bank giving 30-day prior written notice to Bidder of any such inspection and shall be subject to applicable Remote Hands Fee</p>	Bidder has to comply with Terms.
42	37	<u>69. Publicity:</u>	Any publicity by the bidder in which the name of the Bank is to be used will be done only with the explicit written permission of the Bank.	Bidder proposes that it should be permitted to provide to any of its other customers or potential customers who are bound by a nondisclosure agreement access to a list of Bidder's customers and a generic description of the services purchased by such customers, which list may use Bank's trade name (but not trademark) and the Services purchased by Bank (provided that financial terms relating to the purchase shall not be disclosed)	Bidder has to comply with Terms.



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43	37	72. Confidentiality and Non-Disclosure	72.1. The bidder shall take all necessary precautions to ensure that all confidential information is treated as confidential and not disclosed or used other than for the purpose of project execution. Bidder shall suitably defend, indemnify Bank for any loss/damage suffered by Bank on account of and to the extent of any disclosure of the confidential information. The bidder shall furnish an undertaking as given in Annexure-8. 72.2. No media release/public announcement or any other reference to the RFP or any program there under shall be made without the written consent of the Bank, by photographic, electronic or other means.	Bidder proposes confidentiality obligation to be mutual for both the parties	Bidder has to comply with Terms.
44	38	76. Negligence:	In connection with the work or contravenes the provisions of General Terms, if the selected bidder neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Bank, in such eventuality, the Bank may after giving notice in writing to the selected bidder calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the selected bidder liable for the damages that the Bank may sustain in this behalf. Thereafter, the Bank may make good the failure at the risk and cost of the selected bidder.	Kindly provide a specific timeframe (45 days) as a grace period for rectification prior to cancellation under this clause.	Bidder has to comply with Terms.
45	39	79. Force Majeure:	79.3. In the event of any such intervening Force Majeure, the Bidder shall notify the Bank in writing of such circumstances and the cause thereof immediately within five calendar days. Unless otherwise directed by the Bank, the Bidder shall continue to perform / render / discharge other obligations as far as they can reasonably be attended / fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.	Bidder request that this should be within reasonable time but should not be restricted to timelimits	Bidder has to comply with Terms.
46	41	E. GENERAL CONDITIONS:	Exclusions	Bidder requests specific exclusion for indirect and consequential damages from liabilities of either party.	Bidder has to comply with Terms.



Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
47	45	<u>Annexure-3</u> <u>Eligibility Criteria Declaration</u>	Eligibility Criteria: c. The Turnover of the Bidder should be minimum Rs. 50 Crores each year during last Three financial years (i.e. 2014-15, 2015-16 and 2016-17) Documents to be submitted: Audited balance Sheet for last Three (3) Years (i.e. 2014-15, 2015-16, 2016-17).	The Bank has demonstrated through Clause 38 in encouraging MSMEs. This turnover limit may restrict MSMEs. Specialized security companies who are only focusing IT Security solutions may find this Turnover clause limiting. Specialist organizations may not be selling servers, storage, printers and other Computer solutions, therefore, these turnover limits specialist entries. Therefore, we request you to relax this to 25 crores to encourage specialist security solutions company to bid for such a prestigious tender from the bank.	Bidder has to comply with Terms.
48	45	<u>Annexure-3</u> <u>Eligibility Criteria Declaration</u>	Eligibility Criteria: c. The Turnover of the Bidder should be minimum Rs. 50 Crores each year during last Three financial years (i.e. 2014-15, 2015-16 and 2016-17) Documents to be submitted: Audited balance Sheet for last Three (3) Years (i.e. 2014-15, 2015-16, 2016-17).	We would request bank to kindly amend the same to below:- The turnover of the bidder should be minimum Rs. 40 crores each year during last 3 financial years (i.e. 2014-15, 2015-16 & 2016-17)	Bidder has to comply with Terms.
49	45	<u>Annexure-3</u> <u>Eligibility Criteria Declaration</u>	Eligibility Criteria: f. Proposed Solution of proposed OEM (not necessarily the model) should have been supplied (not necessarily by the Bidder) in at least one Scheduled Commercial Bank/PSU/Govt. Organization in India for minimum 10,000 devices/endpoints and in a Global Bank/Enterprise with minimum 1,00,000 devices/endpoints. Documents to be submitted: The Bidders has to provide order copy/reference Letter from in their name from their customers duly mentioning the solution name and the no. of Devices/endpoints.	Document to be Submitted : It has been asked that PO has to be on Bidder name. Clause and asked document is contradictory	Eligibility Criteria is modified as under: "f. Proposed Solution of proposed OEM (not necessarily the model) should have been supplied (not necessarily by the Bidder) in at least one Scheduled Commercial Bank/PSU/Govt. Organization in India for minimum 10,000 devices/endpoints and in a Global Bank/Enterprise with minimum 1,00,000 devices/endpoints. Documents to be submitted: The Bidders has to provide order copy/reference Letter from respective customers duly mentioning the solution name and the no. of Devices/endpoints."



Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
50	45	<u>Annexure-3</u> <u>Eligibility Criteria Declaration</u>	<u>Eligibility Criteria:</u> g. Bidder should have supplied and should have been maintaining NAC (Network Access Control) solution in any schedule commercial Bank/PSU/Govt. Organizations/BFSI/Corporates in India. <u>Documents to be submitted:</u> The Bidders has to provide order copy/reference Letter from in their name from Scheduled Commercial Bank/PSU/Govt. Organizations/BFSI/Corporates in India duly mentioning the solution name and the no. of Devices/endpoints.	We would request bank to kindly amend the same to below:- Bidder/OEM should have supplied and should have been maintaining NAC (Network Access Control) solution in any schedule commercial bank /PSU/Govt. Organization/BFSI/Corporates in India.	Bidder has to comply with Terms.
51	46	<u>Annexure-3</u> <u>Eligibility Criteria Declaration</u>	<u>Eligibility Criteria:</u> g. Bidder should have supplied and should have been maintaining NAC (Network Access Control) solution in any schedule commercial Bank/PSU/Govt. Organizations/BFSI/Corporates in India. <u>Documents to be submitted:</u> The Bidders has to provide order copy/reference Letter from in their name from Scheduled Commercial Bank/PSU/Govt. Organizations/BFSI/Corporates in India duly mentioning the solution name and the no. of Devices/endpoints.	Since this services are backed by OEM, Request you to remove this clause.	Bidder has to comply with Terms.
52	46	<u>Annexure-3</u> <u>Eligibility Criteria Declaration</u>	<u>Eligibility Criteria</u> i) Bidder and OEM both should have ISO certificate. <u>Documents to be submitted</u> Bidder should provide valid ISO Certificate.	Please rephrase to "Bidder/OEM should have ISO certificate"	<u>Eligibility Criteria is modified as under:</u> "i. Bidder/OEM should have ISO certificate. <u>Documents to be submitted</u> Bidder should provide valid ISO Certificate."
53	55	<u>Annexure-10</u> <u>Technical Requirements for</u> <u>Network Access Control Solution</u> <u>I. Technical Requirements for</u> <u>Canara Bank:</u> <u>A. General Requirement:</u>	2. Solution should integrate seamlessly with Bank's existing IT infrastructure comprising of Cisco and other make routers, switches, firewalls, IPS, various types of WAN links and computers, devices, printers, IP phones, Operating Systems, CCTVs, Kiosks, Scanners, CDMA modem , VSAT IDUs (IP Star, Hughes) etc.	Please share the details of the existing switches and firmware version deployed in the bank ? Requesting bank to share details of the existing switch version to ensure interoperability with proposed NAC solution so that there won't be any issues during deployment . This information ensures that bidders can propose right NAC solution which can integrate with existing switches	Bank is having Manageable switches of M/s Cisco and M/s HP make across all locations.



Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
54	55	<u>Annexure-10</u> <u>Technical Requirements for Network Access Control Solution</u> <u>I. Technical Requirements for Canara Bank:</u> <u>C. Broad Requirement</u>	3. Solution should provide a highly powerful and flexible attribute-based access control solution that combines authentication, authorization and accounting (AAA), NAC, BYOD, posture, profiling, guest management services and conditional elements on a single platform.	Solution should provide a highly powerful and flexible attribute based access control solution that combines authentication , authorization and accounting , NAC , BYOD , profiling , guest management services and conditional elements on a single platform . Solution should support secure BYOD authentication and onboarding leveraging internal CA server as part of NAC solution <u>Reason for Extension:</u> Most of enterprises uses Enterprise PKI infrastructure for doing EAP-TLS authenticaton for employee laptops / desktops and leverage Certificate server in NAC solution for doing onboarding /authentication of personal devices . Inbuilt CA will ensure that bank can leverage inbuilt CA for secure onboarding of assets other than corporte laptop / desktop	Bidder has to comply with Terms.
55	55	<u>Annexure-10</u> <u>Technical Requirements for Network Access Control Solution</u> <u>I. Technical Requirements for Canara Bank:</u> <u>C. Broad Requirement</u>	12. Solution should be capable of integration with Endpoint DLP, Anti APT, Anti malware, SIEM etc. or any of the solution as per Bank requirement. The Bidder should support Bank for above integration.	Solution should be capable of integration with endpoint DLP , Anti APT , Anti Malware , SIEM etc or any of the solution as per bank requirement from day one . All necessary licenses should be quoted from day one <u>Reason for Extension:</u> For some NAC vendors there will be additional cost for every integration and bank will have to incur huge cost later stage to get end to end security .	Bidder has to comply with Terms.
56	55	<u>Annexure-10</u> <u>Technical Requirements for Network Access Control Solution</u> <u>I. Technical Requirements for Canara Bank:</u> <u>C. Broad Requirement</u>	12. Solution should be capable of integration with Endpoint DLP, Anti APT, Anti malware, SIEM etc. or any of the solution as per Bank requirement.	Please rephrase to "The proposed NAC solution should be capable of integrating with the mentioned solutions in future as and when these are procurred by the Bank"	Bidder has to comply with Terms.



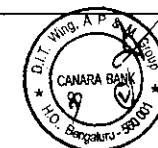
Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
57	56	<u>Annexure-10</u> <u>Technical Requirements for Network Access Control Solution</u> <u>I. Technical Requirements for Canara Bank:</u> <u>D. Capacity & Architecture Requirement</u>	3. DC should be configured in High Availability with N+x as applicable and DR should be configured as passive. In case of Disaster, the solution should seamlessly failover to DR.	DC should be configured in high availability with N+X as applicable and DR should be configure as active . Proposed NAC solution should support active - active deployment Reason for Extension: Most of the banks in India is deploying NAC in active-active mode as bank will be able to effectively utilize infrastructure in both locations including expensive WAN links. Another issue is incase of routing issues branches may be able to reach DR but DC may not be accessible . In same time DC will be able to reach DR . In this case failover may not happen properly if NAC solution is active-passive	Bidder has to comply with Terms.
58	56	<u>Annexure-10</u> <u>Technical Requirements for Network Access Control Solution</u> <u>I. Technical Requirements for Canara Bank:</u> <u>D. Capacity & Architecture Requirement</u>	1. The NAC solution should be able to handle minimum 1,00,000 devices/endpoints and scalable up to 3,00,000 devices/endpoints. The solution should perform discovery, profileing, posturing, remediation for minimum 1,00,000 devices/endpoints from day 1.	Scalability means solution should be able to handle 3,00,000 devices/endpoints in single deployment provided sufficient hardware & software have been procured as and when require by bank.	Bidder has to comply with Terms.
59	56	<u>Annexure-10</u> <u>Technical Requirements for Network Access Control Solution</u> <u>I. Technical Requirements for Canara Bank:</u> <u>D. Capacity & Architecture Requirement</u>	3. DC should be configured in High Availability with N+x as applicable and DR should be configured as passive. In case of Disaster, the solution should seamlessly failover to DR.	Query: We request you to Kindly amend the same to: "DC should be configured in high availability with N+X as applicable and DR should be configure as active . Proposed NAC solution should support active - active deployment" Justification: Most of the banks in India is deploying NAC in active-active mode as bank will be able to effectively utilize infrastructure in both locations including expensive WAN links. Another issue is incase of routing issues branches may be able to reach DR but DC may not be accessible . In same time DC will be able to reach DR . In this case failover may not happen properly if NAC solution is active-passive	Bidder has to comply with Terms.



Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
60	56	<u>Annexure-10</u> <u>Technical Requirements for Network Access Control Solution</u> <u>I. Technical Requirements for Canara Bank:</u> <u>E. Functional Requirement</u> <u>2. Solution should Support the following Authentication Protocols:</u>	2.1 Extensible Authentication Protocol-Flexible Authentication via Secure Tunneling (EAP-FAST) and Protected Extensible Authentication Protocol (PEAP)--support for user and machine authentication and change password against Active Directory using EAP-FAST and PEAP with an inner method of Microsoft Challenge Handshake Authentication Protocol version 2 (MS-CHAPv2) and Extensible Authentication Protocol-Generic Token Card (EAP-GTC)/Extensible Authentication Protocol-Transport Layer Security (EAP-TLS).	Considering EAP-FAST to be old and also susceptible to security vulnerabilities, can this be removed. There are no implications since PEAP is also asked for along with other EAP types such as EAP-TLS	Bidder has to comply with Terms.
61	59	<u>Annexure-10</u> <u>Technical Requirements for Network Access Control Solution</u> <u>I. Technical Requirements for Canara Bank:</u> <u>E. Functional Requirement</u>	31. Solution should support the following endpoint checks for compliance for windows endpoints: XI. Launch program remediation for NAC Agent to remediate clients by launching one or more applications for compliance.	Considering there may be PC's without this application (considering various roles and policies) and different operating systems, it is not recommended to have this feature. The better option would be to highlight that requirement of this application and the steps to launch this. The end user can trigger this action. Therefore, can this be removed.	Bidder has to comply with Terms.
62	61	<u>Annexure-10</u> <u>Technical Requirements for Network Access Control Solution</u> <u>I. Technical Requirements for Canara Bank:</u> <u>E. Functional Requirement</u>	52. Solution should support threat remediation extending beyond rogue detection and authentication.	Considering the endpoint solutions such as AV etc provide a much better control on this feature, and the NAC does the posture verification of determining if AV is present and running, this function is best left for the AV. Can you elaborate on this or remove this since AV software will be doing this?	The solution should provide remediation for devices which are not meeting desired compliance.
63	61	<u>Annexure-10</u> <u>Technical Requirements for Network Access Control Solution</u> <u>I. Technical Requirements for Canara Bank:</u> <u>E. Functional Requirement</u>	55. Solution should have profiling capabilities integrated into the solution in order to detect headless host. The profiling features leverage the existing infrastructure for device discovery. Should support the use of attributes from the following sources or sensors: profiling using MAC OUIs, profiling using DHCP information, profiling using RADIUS information, profiling using HTTP information, profiling using DNS information, profiling using Net Flow/JFlow etc., profiling using SPAN, profiling using SNMP etc.	Since Flow information generates a lot of traffic, this isn't recommended. Additionally, there is no extra information that this feature will provide since the other options will be able to gather this information. There are no implications since we support all the other options. Can this be removed for profiling the endpoint?	Bidder has to comply with Terms.
64	61	<u>Annexure-10</u> <u>Technical Requirements for Network Access Control Solution</u> <u>I. Technical Requirements for Canara Bank:</u> <u>E. Functional Requirement</u>	56. Should support session termination with port shutdown option to block an infected host that sends a lot of traffic over the network.	Since access is restricted to the appropriate VLAN or thru ACL's shutting down the port isn't recommended. The reason being this is a lot more time consuming and also triggers a bunch of alerts which is a hassle from the network monitoring side. Can this be removed?	Bidder has to comply with Terms.



Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
65	62	<u>Annexure-10</u> <u>Technical Requirements for Network Access Control Solution</u> <u>I. Technical Requirements for Canara Bank:</u> <u>E. Functional Requirement</u>	59. Support for importing endpoints from LDAP/AD server. Should allow to import MAC addresses and the associated profiles of endpoints securely from an LDAP/AD server	Considering the profiling is dynamic in nature, why is importing of static data from the AD or LDAP required. The NAC solution profiling will import all the data in real time dynamically which is far more superior. Can this be removed?	Bidder has to comply with Terms.
66	62	<u>Annexure-10</u> <u>Technical Requirements for Network Access Control Solution</u> <u>I. Technical Requirements for Canara Bank:</u> <u>E. Functional Requirement</u>	63. Solution should support to generate realtime, on demand, scheduled reports & automatic delivery of reports to predefined email ids. It should have the ability to generate these reports in either word, HTML, PDF, CSV etc. 64. Solution should be capable of realtime monitoring, management & event collection and support alert mechanism like email, SMS etc.	Considering this to be a smaller solution in the overall security infrastructure, and the bank utilizing the SIEM or some other centralized reporting solution, this can be achieved by passing the logs to a syslog server and from the syslog server, SIEM can take over. This is a much better approach. Can this approach be considered and hence these points removed?	Bidder has to comply with Terms.
67	63	<u>Annexure-10</u> <u>Technical Requirements for Network Access Control Solution</u> <u>I. Technical Requirements for Canara Bank:</u> <u>E. Functional Requirement</u>	76. Support the following enforcement methods: a. VLAN steering via RADIUS IETF attributes and VSAs b. VLAN steering and port bouncing via SNMP	Kindly remove as it OEM specific clause: https://www.google.co.in/search?q=VLAN+steering+via+RADIUS+IETF+attributes+and+VSA&og=VLAN+steering+via+RADIUS+IETF+attributes+and+VSA&aqs=chrome..69l57..314j0j8&sourceid=chrome&ie=UTF-8	<u>Technical Requirement is amended as under:</u> "76. The solution should support the following enforcement methods: a. VLAN change b. Port bouncing"
68	65	<u>Annexure-10</u> <u>Technical Requirements for Network Access Control Solution</u> <u>I. Technical Requirements for Canara Bank:</u> <u>E. Functional Requirement</u>	103. Solution should support wide range of authentication protocols, including PAP, MS-CHAP, Extensible Authentication Protocol (EAP)-MD5, Protected EAP (PEAP), EAP-Flexible Authentication via Secure Tunneling (FAST), and EAP-Transport Layer Security (TLS) etc.	Considering EAP-FAST to be old and also susceptible to security vulnerabilities, can this be removed. There are no implications since PEAP is also asked for along with other EAP types such as EAP-TLS	Bidder has to comply with Terms.
69	66	<u>Annexure-10</u> <u>Technical Requirements for Network Access Control Solution</u> <u>II. Technical Requirements for Canara Bank's RRBs:</u> <u>C. Broad Requirement</u>	11. Solution should integrate with existing Endpoint, AD, WSUS, Anti malware, SIEM etc. Currently Bank does not have DLP, Anti ATP systems. The bidder should be capable of integrating with DLP, Anti ATP or any other solution as per Bank requirement. The bidder should support Bank for above integration	Please rephrase to "Solution should capable to integrate with Endpoint DLP, Anti APT, Anti malware, SIEM etc. or any other solution as per Bank requirement. The bidder should support Bank for above integration."	Bidder has to comply with Terms.
70	67	<u>Annexure-10</u> <u>Technical Requirements for Network Access Control Solution</u> <u>II. Technical Requirements for Canara Bank's RRBs:</u> <u>D. Capacity & Architecture Requirement</u>	1. The NAC solution should be able to handle minimum 15,000 devices /endpoints and scalable up to 40,000 devices / endpoints. The solution should perform discover profiling, Posturing, remediation for minimum 15,000 devices endpoints from day 1	Scalability means solution should be able to handle 45,000 devices/endpoints in single deployment provided sufficient hardware & software have been procured as and when require by bank.	Bidder has to comply with Terms.



Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
71	67	<u>Annexure-10</u> <u>Technical Requirements for Network Access Control Solution</u> <u>II. Technical Requirements for Canara Bank's RRBs:</u> <u>E. Functional Requirement</u> <u>2. Solution should Support the following Authentication Protocols:</u>	2.1 Extensible Authentication Protocol-Flexible Authentication via Secure Tunneling (EAP-FAST) and Protected Extensible Authentication Protocol (PEAP)—support for user and machine authentication and change password against Active Directory using EAP-FAST and PEAP with an inner method of Microsoft Challenge Handshake Authentication Protocol version 2 (MS-CHAPv2) and Extensible Authentication Protocol-Generic Token Card (EAP-GTC)/Extensible Authentication Protocol-Transport Layer Security (EAP-TLS).	Considering EAP-FAST to be old and also susceptible to security vulnerabilities, can this be removed. There are no implications since PEAP is also asked for along with other EAP types such as EAP-TLS	Bidder has to comply with Terms.
72	70	<u>Annexure-10</u> <u>Technical Requirements for Network Access Control Solution</u> <u>II. Technical Requirements for Canara Bank's RRBs:</u> <u>E. Functional Requirement</u>	31. Solution should support the following endpoint checks for compliance for windows endpoints: XI. Launch program remediation for NAC Agent to remediate clients by launching one or more applications for compliance.	Considering there may be PC's without this application (considering various roles and policies) and different operating systems, it is not recommended to have this feature. The better option would be to highlight that requirement of this application and the steps to launch this. The end user can trigger this action. Therefore, can this be removed?	Bidder has to comply with Terms.
73	71	<u>Annexure-10</u> <u>Technical Requirements for Network Access Control Solution</u> <u>II. Technical Requirements for Canara Bank's RRBs:</u> <u>E. Functional Requirement</u>	47. Solution should deliver customizable self service portals (portal themes, text, banners, background color, images) and custom web pages which should allow end users to interact for device on boarding, providing a registration vehicle for all types of devices as well as automatic supplicant provisioning and certificate enrollment for standard PC and mobile computing platforms.	OEM specific clause. Kindly remove https://www.cisco.com/c/en/us/td/docs/security/ise/1-4/admin_guide/b_ise_admin_guide_14/b_ise_admin_guide_14_chapter_010001.pdf	Solution should have customizable self service portals and web pages for device onboarding, registration etc.

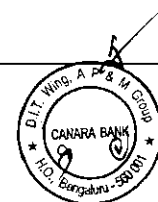


Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
74	71	<u>Annexure-10</u> <u>Technical Requirements for Network Access Control Solution</u> <u>II. Technical Requirements for Canara Bank's RRBs:</u> <u>E. Functional Requirement</u>	48. Solution should have capability, which allows users to add a device on a portal, where the device goes through a registration process for network access. Should allow users to mark as lost any device that they have registered in the network, and blacklist the device on the network, which prevents others from unauthorized network access when using the blacklisted device. Should have capability to reinstate a blacklisted device to its previous status in the Portal, and regain network access without having to register the device again in the Portal. Should also support removing/adding any device in the enterprise network temporarily, then register the device for network access again later	Considering the security aspects of the solution and the implication of having users mark devices as lost or reinstate is detrimental to the objective. This should be a function of the administrator and not the user. Consider this to be removed or changed to administrator instead of the user	<u>Technical Requirement is amended as under:</u> "48. Solution should have capability, which allows user/administrator to add a device on a portal, where the device goes through a registration process for network access. Should allow user/administrator to mark as lost any device that they have registered in the network, and blacklist the device on the network, which prevents others from unauthorized network access when using the blacklisted device. Should have capability to reinstate a blacklisted device to its previous status in the Portal, and regain network access without having to register the device again in the Portal. Should also support removing/adding any device in the enterprise network temporarily, then register the device for network access again later."
75	72	<u>Annexure-10</u> <u>Technical Requirements for Network Access Control Solution</u> <u>II. Technical Requirements for Canara Bank's RRBs:</u> <u>E. Functional Requirement</u>	52. Solution should support threat remediation extending beyond rogue detection and authentication.	Considering the endpoint solutions such as AV etc provide a much better control on this feature, and the NAC does the posture verification of determining if AV is present and running, this function is best left for the AV. Can you elaborate on this or remove this since AV software will be doing this?	The solution should provide remediation for devices which are not meeting desired compliance.
76	72	<u>Annexure-10</u> <u>Technical Requirements for Network Access Control Solution</u> <u>II. Technical Requirements for Canara Bank's RRBs:</u> <u>E. Functional Requirement</u>	55. Solution should have profiling capabilities integrated into the solution in order to detect headless host. The profiling features leverage the existing infrastructure for device discovery. Should support the use of attributes from the following sources or sensors: profiling using MAC OUIs, profiling using DHCP information, profiling using RADIUS information, profiling using HTTP information, profiling using DNS information, profiling using Net Flow/JFlow etc., profiling using SPAN, profiling using SNMP etc.	Since Flow information generates a lot of traffic, this isn't recommended. Additionally, there is no extra information that this feature will provide since the other options will be able to gather this information. There are no implications since we support all the other options. Can this be removed for profiling the endpoint?	Bidder has to comply with Terms.



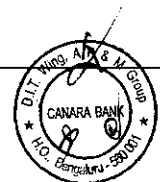
Pre-Bid Queries and Replies for RFP 29/2017-18 dated 19/01/2018 for Supply, Installation, Integration and Maintenance of Network Access Control (NAC) Solution

Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
77	72	<u>Annexure-10</u> <u>Technical Requirements for Network Access Control Solution</u> <u>II. Technical Requirements for Canara Bank's RRBs:</u> <u>E. Functional Requirement</u>	56. Should support session termination with port shutdown option to block an infected host that sends a lot of traffic over the network.	Since access is restricted to the appropriate VLAN or thru ACL's shutting down the port isn't recommended. The reason being this is a lot more time consuming and also triggers a bunch of alerts which is a hassle from the network monitoring side. Can this be removed?	Bidder has to comply with Terms.
78	72	<u>Annexure-10</u> <u>Technical Requirements for Network Access Control Solution</u> <u>II. Technical Requirements for Canara Bank's RRBs:</u> <u>E. Functional Requirement</u>	57. Should support the functionality to force endpoint to reacquire IP addresses that do not support a supplicant or client to generate a DHCP request after a vlan change	Please specify the use case as Bank mostly is using static IP on end machines	The solution should have the capability for the same.
79	72	<u>Annexure-10</u> <u>Technical Requirements for Network Access Control Solution</u> <u>II. Technical Requirements for Canara Bank's RRBs:</u> <u>E. Functional Requirement</u>	59. Support for importing endpoints from LDAP/AD server. Should allow to import MAC addresses and the associated profiles of endpoints securely from an LDAP/AD server	Considering the profiling is dynamic in nature, why is importing of static data from the AD or LDAP required. The NAC solution profiling will import all the data in real time dynamically which is far more superior. Can this be removed?	Bidder has to comply with Terms.
80	73	<u>Annexure-10</u> <u>Technical Requirements for Network Access Control Solution</u> <u>II. Technical Requirements for Canara Bank's RRBs:</u> <u>E. Functional Requirement</u>	63. Solution should support to generate real-time, on demand, scheduled reports & automatic delivery of reports to predefined email ids. It should have the ability to generate these reports in either word, HTML, PDF, CSV etc. 64. Solution should be capable of real-time monitoring, management & event collection and support alert mechanism like email, SMS etc.	Considering this to be a smaller solution in the overall security infrastructure, and the bank utilizing the SIEM or some other centralized reporting solution, this can be achieved by passing the logs to a syslog server and from the syslog server, SIEM can take over. This is a much better approach. Can this approach be considered and hence these points removed?	Bidder has to comply with Terms.
81	73	<u>Annexure-10</u> <u>Technical Requirements for Network Access Control Solution</u> <u>II. Technical Requirements for Canara Bank's RRBs:</u> <u>E. Functional Requirement</u>	76. Support the following enforcement methods: a. VLAN steering via RADIUS IETF attributes and VSAs b. VLAN steering and port bouncing via SNMP	<u>Kindly remove as it OEM specific clause:</u> https://www.google.co.in/search?q=VLAN+steering+via+RADIUS+IETF+attributes+and+VSA&og=VLAN+steering+via+RADIUS+IETF+attributes+and+VSA&aqs=chrome..69i57.314j0j8&sourceid=chrome&ie=UTF-8	<u>Technical Requirement is amended as under:</u> "76. The solution should support the following enforcement methods: a. VLAN change b. Port bouncing"
82	75	<u>Annexure-10</u> <u>Technical Requirements for Network Access Control Solution</u> <u>II. Technical Requirements for Canara Bank's RRBs:</u> <u>E. Functional Requirement</u>	103. Solution should support wide range of authentication protocols, including PAP, MS-CHAP, Extensible Authentication Protocol (EAP)-MD5, Protected EAP (PEAP), EAP-Flexible Authentication via Secure Tunneling (FAST), and EAP-Transport Layer Security (TLS) etc.	Considering EAP-FAST to be old and also susceptible to security vulnerabilities, can this be removed. There are no implications since PEAP is also asked for along with other EAP types such as EAP-TLS	Bidder has to comply with Terms.



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Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
83	77	Annexure-11 Scope of Work	17. Bidder has to provide 12 hours (8 AM to 8 PM) onsite manpower support all Bank's working day (PAN India) at DC with its own resource that are on its permanent pay roll (certified on the solution by OEM) for managing day to day operation, monitoring and management of solution.	What is the head count Bank is looking for ?	Onsite Support should be available for 12 hours on all Bank working days. Bidder has to factor the no. of engineers and shifts accordingly.
84	77	Annexure-11 Scope of Work A. Scope of Work for Canara Bank:	14. Design and Implementation have to be done by the onsite team of experts from OEM along with bidder's skilled team including project manager at both DC & DRC.	Please rephrase to "Design has to be done by the team of experts from OEM along with bidder's skilled team including project manager at both DC & DRC. However, the implementation would be done by bidder's skilled team along with support from OEM wherever required"	Bidder has to comply with Terms.
85	86	Annexure- 18 Bill of Material Table-A(1), Table-A(2), Table-B(1) & Table-B(2)	Price Details of Hardware & Software Items for Canara Bank	There is no bifurcation for OTC and ARC. Please indicate if we need to quote accordingly.	Bidder has to quote the prices as per the Bill of Material of the RFP.
86	88	Annexure- 18 Bill of Material	Table-C(1) Charges for Onsite Resources for 6 Years for Canara Bank: & Table-C(2) Charges for Onsite Resources for 6 Years for Canara Bank's RRBs:	Why Bank need separate onsite resources for Canara Bank and Canara Bank's RRB kindly clarify Reason: With this input we can size the resource appropriately	Canara Bank & Canara Bank RRBs are having separate IT Setups.
87	106	Appendix-H Pre Contract Integrity Pact 7. SANCTIONS FOR VIOLATIONS	7.1. Any breach of the provisions herein contained by the BIDDER/SELLER /CONTRACTOR/SERVICE PROVIDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER shall entitle the BUYER to take all or any one of the following actions, wherever required:- xi. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER, and if he does so, the BUYER shall be entitled forthwith to rescind the contract and all other contracts with the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER. The BIDDER/SELLER/ CONTRACTOR shall be liable to pay compensation for any loss or damage to the BUYER resulting from such rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER.	Bidder request that this clause 7.1(xi) be applicale for cases which are not in ordinary course of business	Bidder has to comply with Terms.



Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
88	107	Appendix-H Pre Contract Integrity Pact	<p>8. FALL CLAUSE</p> <p>8.1. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems/services at a price lower than that offered in the present bid to any other Bank or PSU or Government Department or to any other organization/entity whether or not constituted under any law and if it is found at any stage that similar product/systems or sub systems/services was supplied by the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER to any other Bank or PSU or Government Department or to any other organization/entity whether or not constituted under any law, at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER to the BUYER, if the contract has already been concluded.</p>	<p>We understand the importance of competitive quote and we would like to confirm that we don't indulge in anti-competitive policies including predatory pricing. However, the fall clause is not related to integrity and does not promote competition at all and therefore we request deletion of the clause.</p>	<p>Bidder has to comply with Terms.</p>
89	107	Appendix-H Pre Contract Integrity Pact	<p>8. FALL CLAUSE</p>	<p>In the event the clause cannot be deleted, we request Bank to clarify that undertaking to fall clause given by bidder is considered by Bank after taking into account various factors that determine price and shall be applicable only as long as such factors [discount offered by OEM, commercial requirement of the client (applicability of LD/Penalty and percentage, payment terms, volume, centralized delivery or local delivery, \$ fluctuation, contractual risks] remains same. Since this kind of undertaking may have adverse impact on competition, in the event this is treated as anti-competitive the Bidder must not be held liable.</p>	<p>Bidder has to comply with Terms.</p>
90	107	Appendix-H Pre Contract Integrity Pact	<p>8. FALL CLAUSE</p>	<p>We request this as the price is dependent on various variables and change in any of these is likely to impact prices. We request Bank to kindly provide clarity on this query.</p>	<p>Bidder has to comply with Terms.</p>



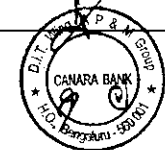
Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
91	107	<u>Appendix-H</u> <u>Pre Contract Integrity Pact</u> <u>8. FALL CLAUSE</u>	8.1. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems/services at a price lower than that offered in the present bid to any other Bank or PSU or Government Department or to any other organization/entity whether or not constituted under any law and if it is found at any stage that similar product/systems or sub systems/services was supplied by the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER to any other Bank or PSU or Government Department or to any other organization/entity whether or not constituted under any law, at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER to the BUYER, if the contract has already been concluded.	Every deal is based upon different dynamics and hence it cannot be compared on the same ground. Post award of contract, service provider will not refund any amount in line with this.	Bidder has to comply with Terms.
92	108	<u>Appendix-H</u> <u>Pre Contract Integrity Pact</u> <u>10. FACILITATION OF INVESTIGATION</u>	In case of any allegation of violation of any provisions of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER and the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER shall provide necessary information of the relevant documents and shall extend all possible help for the purpose of such examination,	Bidder proposes following alternative clause: "In case of any allegation of violation of any provisions of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine the publically available audited financial statements of the BIDDER and the BIDDER shall provide aforesaid information and documents in English and shall extend all possible help for the purpose of such examination"	Bidder has to comply with Terms.
93	30, 31	53	53. Order Cancellation/Termination of Contract:	As currently drafted the Order cancellation clause is very broad and the threshold of such cancellation is too low. Bidder requests that any cancellation of contract should be invoked only for failure to cure a <u>material</u> breach of contract by Bidder with 30 days written notice.	Bidder has to comply with Terms.



Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
94	32, 34	57. Warranty: & 62. Defect liability	57. Warranty: & 62. Defect liability In case any of the supplies and equipment delivered under the Contract are found to be defective as to material and workmanship and / or not in accordance with the requirement, and/or do not achieve the guaranteed performance as specified herein, within the warranty and AMC period (if contracted) of the contract, the Bidder shall forthwith replace/make good such defective supplies at no extra cost to the bank without prejudice to other remedies as may be available to the bank as per RFP terms.	Bidder shall pass on all warranties 'as is' from the OEMs. Anything beyond such warranties will not be applicable - however, the industry standard warranties shall address Bank's requirements.	Bidder has to comply with Terms.
95	35, 36	64. Intellectual Property Rights: & 66. Indemnity:	64.3. The indemnification obligation stated in this clause apply only in the event that the indemnified party provides the indemnifying party prompt written notice of such claims, grants the indemnifying party sole authority to defend, manage, negotiate or settle such claims and makes available all reasonable assistance in defending the claims [at the expenses of the indemnifying party]. Notwithstanding the foregoing, neither party is authorized to agree to any settlement or compromise or the like which would require that the indemnified party make any payment or bear any other substantive obligation without the prior written consent of the indemnified party. The indemnification obligation stated in this clause reflects the entire liability of the parties for the matters addressed thereby. & 66. Indemnity:	To make the contract reasonable and commercially viable as per standard practice observed within the industry, we request that the clarity be provided in the agreement that Indemnity shall only be restricted to third party claim for (i) IPR Infringement indemnity, and (ii) bodily injury and death and tangible property damage due to gross negligence and willful misconduct. Also please confirm that the process of indemnification shall provide the requirement of notice, right to defend and settle, and the concept of apportionment (liable only to the extent of its claim), mitigation and carve-outs.	Bidder has to comply with Terms.
96	NA	NA	General	Is separate Nac solution needed for RRB or can the bidder propose single solution	Bidder has to propose the same OEM solution for both Canara Bank & Canara Bank RRBs but implementation, Appliances, configuration, delivery will be separate.
97	NA	NA	General	Kindly provide the bandwidth availability at RRB location. need clarity on whether vsat connectivity is available.NAc remediation will be challenge on vsat connected location	Solution should work with Bank's existing network infrastructure which consist of both Wired and Wirelss connectivity.



Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
98	NA	NA	Point need to be added	The solution should support both 802.1X and Non-802.1X Architecture. The support for Non-802.1X Architecture will allow early integration with Bank's existing network infrastructure without the need of any hardware and software upgrades required for 802.1X deployments.". The Bank can then take its own time to upgrade the infrastructure to support 802.1x at its own pace and doesn't make it a deterrent to the NAC deployment.	Clause suggested by Bidder is not acceptable. Bidder has to comply with RFP Terms.
99	NA	NA	Point need to be added	"The NAC solution should detect endpoint state changes (AV disabled, execution of an unauthorized application, etc) and perform auto-remediation e.g. it should detect and disable unauthorized dual-homed endpoints. It should be done on a continuous basis rather than waiting for the next authentication event to happen.". It is important today as the endpoints security posture can change at any split of a second in these times of highly sophisticated targeted attacks. Hence, it is critical to detect endpoint state changes and perform auto-remediation on a continuous basis rather than waiting for the next authentication event to happen.	Clause suggested by Bidder is not acceptable. Bidder has to comply with RFP Terms.
100	NA	NA	Point need to be added	The NAC solution should support bank existing network infrastructure i.e Managed & unmanaged switches to block or limit the non-complied or rough devices behind that.	Clause suggested by Bidder is not acceptable. Bidder has to comply with RFP Terms.
101	NA	NA	Point need to be added	The NAC solution should support agentless , agent based & desolvable agnet mode to achieve all feature & fuctionility mentioned in the RFP. It is important for bank to have all the option & help bank for faster deployment & flexibility to choose the option as require based on type of devices where agent option is not feasible.	Clause suggested by Bidder is not acceptable. Bidder has to comply with RFP Terms.
102	NA	NA	Additional Query	Provide total number of IP enabled devices & total number of switch.	Total IP enabled devices: Approximately 75K. Total Number of switches: Approximatelt 6.5K.
103	NA	NA	Additional Query	Provide brief network (LAN & WAN) Diagram.	Details will be shared with successful bidder.



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Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
104	NA	NA	MAF	Please find attached MAF format	Bidder has to comply with Terms.
105	NA	NA	Limitation of Liability - clause not present in the RFP.	Request the bank to cap the limitation of liability of the bidder to the total contract value.	Clause suggested by Bidder is not acceptable. Bidder has to comply with RFP Terms.

Date: 05/02/2018
Place: Bengaluru



Deputy General Manager

