

RFP for supply, implementation, maintenance and support of Data Loss Prevention Solution							
Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)	NPCI Response
1	Section 4 - Instruction to Bidders	13	4.1 Eligibility Criteria, 5	An OEM can partner/can only be represented by a single System Integrator. Similarly a System Integrator cannot partner/represent more than one OEM.	Request you to delete tis clause or Allow atleast three Partners to represent a OEM. This will help NPCI get wider participation.		No change in RFP terms
2	Section 8 - Terms and Conditions	23	8.7 Delivery schedule	Installation, configuration and commissioning of the entire DLP solution at the Central site (DC and DRS)---Within 8 Weeks from the date of issuance of purchase order	Request Bank to consider 16 week timeline from Issuance of Purchase order for Installation, configuration and commissioning of the entire DLP solution at the Central site (DC and DRS)		No change in RFP
3	Section 8 - Terms and Conditions	23	8.7 Delivery schedule	Policy Designing, Data Classification, Fine Tuning, installation, configuration and commissioning of the entire DLP solution.---Within 16 Weeks from the date of issuance of purchase order	Request Bank to consider 24 week timeline from Issuance of Purchase order for Policy Designing, Data Classification, Fine Tuning, installation, configuration and commissioning of the entire DLP solution		No change in RFP
4	Section 8 - Terms and Conditions	23	8.7 Delivery schedule	Installation and configuration of Agents on the end points for the DLP Solution in line with the policy----Within 12 Weeks post installation at both DC & DRS	quest Bank to consider 16 week timeline from Issuance of Purchase order for Installation and configuration of Agents on the end points for the DLP Solution in line with the policy		No change in RFP

5	Section 8 - Terms and Conditions	27	8.16 Repeat Order:	NPCI reserves the right to place Purchase Orders with the selected bidder(s) for any or all of the goods and/or services at the agreed unit rate for individual categories of purchase order during the period of 1 year from the date of award / 1st Purchase Order.	Request NPCI to reduce the price validity for the repeat order to a maximum of 90 days only considering the dollar fluctuations and quote validity from OEM		No change in RFP terms
6	Section 8 - Terms and Conditions	28	8.18 Payment Terms:	Software: 100% payment shall be paid after delivery of the solution (software and License as per scope) and successful installation of solution at specified locations mentioned in the PO. This would also include sign off obtained from NPCI duly certified by NPCI official	Request NPCI to release 70% of software cost on delivery of license.		No change in RFP terms
7	Section 3	10	3.1	1. The Bidder should offer a comprehensive Data Loss Solution for Data Protection across NPCI offices situated in different locations.	Provide the details of NPCI offices - Office city locations		Mumbai, Chennai and Hyderabad
8	Section 3	10	3.1	1. The Bidder should offer a comprehensive Data Loss Solution for Data Protection across NPCI offices situated in different locations.	Provide the total number of users for DLP		2000 (approx)
9	Section 3	10	3.1	1. The Bidder should offer a comprehensive Data Loss Solution for Data Protection across NPCI offices situated in different locations.	Confirm if all NPCI offices are connected to DC? If not, please provide the list of offices not connected to DC along with the user strength		Yes
10	Section 3	10	3.1	3. Bidder should Identify, Classify and prioritize the data on the basis of risk categories defined by NPCI.	Please provide the total number of departments in NPCI		Will be shared with qualified bidders

11	Section 3	10	3.1	3. Bidder should Identify, Classify and prioritize the data on the basis of risk categories defined by NPCI.	Please provide the total number of processes in NPCI		Will be shared with qualified bidders
12	Section 3	10	3.1	10. The Solution should be able to maintain logs for a duration of 1 month on the server and 1 year online (in SAN). Bidder to provide the sizing for SAN for keeping 1 year data online and supply the same.	Please provide the average email outward traffic a. Number of emails per day b. Number of peak email c. Average size of email		Number of emails per day - 25000 aprox b. Number of peak email - 35000 aprox c. Peak size of email -10mb aprox
13	Section 3	10	3.1	12. Bidder should provide training to NPCI team / NPCI nominated resources	Please provide the team size to train		10 Employees
14	Section 8	23	8.7	2. The Bidder shall provide on call / onsite OS support on a need basis throughout the contract period starting from the date of installation and configuration	Deviation required Deviation 1 - Time period of completion to be changed to - Within 8 Weeks from the date of delivery of goods (instead of issuance of PO)		No change in RFP
15	Section 8	23	8.7	2. The Bidder shall provide on call / onsite OS support on a need basis throughout the contract period starting from the date of installation and configuration	Deviation required Deviation 2 - Completion to be changed to - Installation, configuration of entire DLP solution. Integration with email and proxy is dependent on configuration to be done by respective email and network team. Bidder will make the DLP configuration complete to a point where DLP solution will start working once the email and web traffic is point to DLP solution		No change in RFP
16	Section 8	23	8.7	3. Policy Designing, Data Classification, Fine Tuning, installation, configuration and commissioning of the entire DLP solution.	Deviation required Deviation 1 - Time period of completion to be changed to - Within 12 Weeks from the date of DLP solution implementation (instead of insurance of PO)		No change in RFP
17	Section 8	23	8.7	3. Policy Designing, Data Classification, Fine Tuning, installation, configuration and commissioning of the entire DLP solution. Internal - Information Security	Clarification - Will NPCI provide department specific policies? Or DFA needs to be done as part of this engagement?		Yes NPCI will share details using DFA

18	Section 8	23	8.7	4. Installation and configuration of Agents on the end points for the DLP Solution in line with the policy	Does NPCI has remote deployment tool which bidder can leverage to remotely deploy agents?		Yes
19	Section 8	26	Severity 2 definition	iv Key business infrastructure, systems and support services comprising of but not limited to the following: a DLP solution Test & Development and Training Infrastructure and Application	Please clarify point a) DLP solution Test & Development and Training Infrastructure and Application. It is not clear		If some DLP issues are related to test/dev & training environment's systems then it should be considered as Severity 2
20	Section 8	28	8.19	In case NPCI wishes to shift the devices from one place to another anywhere in the country, adequate support will be made available by the bidder by arranging field engineer for the purpose of dismantling of devices supplied by Service provider & hand-over to the concerned Officials or Data Center, pre-shifting inspection, post-shifting inspection, re-installation etc. of all devices supplied by Service provider. All migration related activities to be done after Business / session hours /according to business convenience & the engineer have to be deployed as per the requirements. NPCI will bear all expenses for packing, shifting, insurance and other incidentals at actual. NPCI will not be responsible or liable for any losses, damages to the items of equipment's, tools and machinery while such dismantling, pre-shifting inspection, post-shifting inspection, and re-installation etc. is being carried out. Bidder shall make available adequate alternative arrangement to ensure that the system functioning is neither affected nor dislocated during the shifting process. It is the responsibility of field engineer to integrate devices delivered at required location or Data Center & coordinate with NPCI NOC to extend the reachability.	Please provide the number of planned migration		This is futuristic plan ,which will be shared as and when appropriate

21	Section 9	35	point 7	Ability to integrate with threat intelligence for enterprises across all locations.	DLP solution doesn't have capability to integrate threat intelligence. Hence this technical requirement can't be met, please confirm if this is ok		Threat Intelligence Exchange provides a significant increase in resiliency and control in the battle against threats. It's a good to have feature.
22	section 9	35	Point 1	The DLP Solution should have the ability to identify: a. data-in-motion (traveling across the network) b. data-in-use (being used at the endpoint) c. data-at-rest (sitting idle in storage)	Please specify the number of proxies (DC & DR)		Total 2 proxies (1 in Mumbai and other in Chennai)
23	section 9	35	Point 1	The DLP Solution should have the ability to identify: a. data-in-motion (traveling across the network) b. data-in-use (being used at the endpoint) c. data-at-rest (sitting idle in storage)	Please specify the make and model of proxy		It will be shared with qualified bidder
24	section 9	35	Point 1	The DLP Solution should have the ability to identify: a. data-in-motion (traveling across the network) b. data-in-use (being used at the endpoint) c. data-at-rest (sitting idle in storage)	Please specify number of mail gateway (DC & DR)		Two
25	section 9	35	Point 1	The DLP Solution should have the ability to identify: a. data-in-motion (traveling across the network) b. data-in-use (being used at the endpoint) c. data-at-rest (sitting idle in storage)	Please specify the make and model of mail gateway		Will be shared with qualified bidders
26	Section 9	35	Point 39	The solution should Throttle scans to limit network bandwidth usage	Please specify the peak and average bandwidth		Will be shared with qualified bidders
27	Section 9	35	Point 39	The solution should Throttle scans to limit network bandwidth usage	Please specify concurrent sessions		Will be shared with qualified bidders

28	Section 9	38	Point 68	Solution must be able to detect sensitive data going through endpoint applications(OneDrive, box)	Please specify number of cloud application		Will be shared with qualified bidders
29	Section 9	38	Point 68	Solution must be able to detect sensitive data going through endpoint applications(OneDrive, box)	Please provide names of cloud applications		Will be shared with qualified bidders
30	Section 9	35	Point 3	Ability to Search for indexed content in forensic reporting based on: b. Location, system/device type, file owner, port, path, age of file	All the requirement can not be met with Data discovery(Port, age, file owner etc)		No change in RFP
31	Section 9	35	Point 8	Ability of DLP solution to potentially block the system from loading physical devices such as removable storage devices, Bluetooth, Wi-Fi, and other plug and play devices.	Content transfer can be blocked, not the control port block		No change in RFP
32	Section 9	35	Point 9	The Monitoring and Discovery capabilities should be a dedicated solution preferably with storage capabilities.	Need explanation	TBD	<p>monitor sits passively in the network, connected to a core switch router inside the firewall via span or tap port. It captures and analyzes all TCP traffic, produces incidents that indicate violations have been detected, and allows disposition of those incidents through filtering and case management. Discover scans network file systems, databases, and endpoints, registers sensitive data, detects policy violations, and allows for remediation of those incidents. NAS Intranet portals, wikis, blogs, document management systems, and FTP servers can also be scanned.network repositories can be inventoried, and sensitive data can be registered automatically by matching it to existing rules and policies. Not only can the</p>

33	Section 9	36	Point 23	In case of Policy violation the solution should be able to retain all content/attachments in the transaction, not just the content that violated policy	Two requirements are Contradictory each other		To identify sensitive data or user activity, take action on policy violations, and create incidents of violations. The original Data will be retain ,in case of policy/Rules Violation.
34	Section 9	37	Point 41	Solution should not store the scanned file on the solution			No change in RFP
35	Section 9	37	Point 46	Manages all DLP security products (e.g., software, appliances) from one administration console ,even encryption of files and folders	Encryption will be different solution for network traffic		No change in RFP
36	Section 9	38	point 62	Solution should be able to detect sensitive data going out in the form of all different images formats	Not all the image types are supported		No change in RFP
37	Section 9	38	Point 66	Solution should provide superior protection by leveraging multiple technologies managed through a common management platform. The network data leakage protection can be combined with desktop firewall rules or AV rules implemented on HIPS/AV/Gateway products to provide the most comprehensive set of polices to protect network assets comprehensively.	Currently McAfee and Trend micro provide the unified console for all however policy enforcement will be different for all the products and they are market leader as per Gartner matrix		If the winning solution has other technologies already used in NPCI, the SI should liverage the existing managment platform.
38	Section 5	15	5.8	Return of EMD	Bidder understands that the unsuccessful Bidder's EMD shall be returned immediately upon the selection of the successful bidder. Please confirm.		The clause is self-explanatory
39	Section 5	15	5.9	Forfeiture of EMD	Bidder requests for forfeiture of bid security to be limited only in case of the Bidder withdrawing its bid during the period between the bid submission and the bid validity period.		The clause is self-explanatory. No change in RFP terms

40	Section 8	22	8.4	Performance Bank Guarantee	<p>A. Bidder understands that the Performance Bank Guarantee ('PBG') is to be submitted within thirty (30) days' of signing the mutually agreed Contract Agreement. Please confirm</p> <p>B. Further, the forfeiture of such PBG conditions shall be mutually agreed within the Contract Agreement.</p>		<p>No change in RFP terms. Please refer to Clause # 8.4 Performance Bank Guarantee. The clause is self-explanatory</p>
41	Section 8	23	8.9 (a) (iii) and 8.10	Incentivizing the Service Providers	<p>A. Bidder requests that notwithstanding anything stated to the contrary in the RFP, the aggregate of all penalties and liquidated damages under this RFP shall not exceed 5% of the Total Contract Value.</p> <p>B. Bidder understands that penalty shall be levied only for reasons solely attributable to the Bidder. Please confirm</p> <p>C. Penalty to constitute NPCI's sole and exclusive remedy against the Bidder for such defect/delay.</p>		<p>No change in RFP terms</p> <p>For penalty for default in delivery please refer Clause # 8.10 Penalty for default in delivery.</p> <p>For penalty for default on non-adherence to SLAs, please refer Clause # 8.14</p> <p>8.14 Penalty on non-adherence to SLAs.</p> <p>For aggregate liability, please refer to Clause # 8.22 Bidder's Liability</p>
42	Section 8	27	8.18	Payment Terms	<p>The Bidder would request the following payment terms:</p> <p><i>Payment for invoices to be due on receipt and payable within 30 days of date of invoice (Payable Date). In the event payments are not received by the Payable Date, Bidder reserves the right to suspend services and/or levy and collect a late payment fee of 2% per month or part thereof up to the date of receipt of payment by the Bidder.</i></p>		No change in RFP terms

43	Section 8	28	8.21	Indemnity	Bidder requests that indemnity shall be: (a) limited to NPCI (b) applied against third party claims for the infringement of patent and copyright only; and (c) to the extent of damages finally awarded by court. Please confirm or supply clarity.		No change in RFP terms
44	Section 8	29	8.22	Bidder's Liability	A. The Bidder requests for the following exclusions to liability: <i>Any indirect, consequential, special, economic damages are excluded under all scenarios, included loss of profit, goodwill, business, even if the Bidder is advised of the possibility.</i> B. Bidder requests that the aggregate limit of liability for any and all claims under the Contract Agreement shall be limited to the value of the product or service which is the subject of the claim and without any exceptions.		No change in RFP terms
45	Section 8	29	8.24	Exit option and Contract re-negotiation	A. Bidder understands that continuity of services shall apply to only such services not under dispute. Please confirm; B. The Bidder would request for third party warranties to be assignable to NPCI to the extent reasonably practicable and commercially viable; C. The Bidder understands that the parties shall mutually agree on the terms applicable during exit assistance (including pricing), during Contract Agreement discussion. Please confirm;		A. Please refer to Clause # 8.24 Exit option and contract re-negotiation: b) Notwithstanding the existence of a dispute, and/or the commencement of arbitration proceedings, the Bidder should continue to provide the facilities to NPCI at NPCI's locations. B. No change in RFP terms. C. No change in RFP terms.

46	Section 8	31	8.26	Order Cancellation	A. Bidder would request for order cancellation to be limited to only material breach. B. Bidder requests for refund to be limited to any pre-paid amounts on a pro rata basis without any interest.		A.No change in RFP terms. B. No change in RFP terms
47	Section 8	31	8.27	Termination of Purchase Order/ Contract	A. The Bidder requests for deletion of the provision on termination for convenience; B. Bidder understands that NPCI shall make payments for all the products and services provided up to the effective date of termination. Please confirm. C. Bidder requests termination for default to apply only in the event of repeated failures resulting in material breach of the Contract Agreement and despite receipt of a written notice, providing the Bidder with ninety days to remodify such material breach.		A. No change in RFP terms B. Please refer to Clause # 8.28 Effect of Termination. C. No change in RFP terms.
48	Section 8	31	8.28	Effect of Termination	A. The Bidder understands that the parties shall mutually agree on the terms applicable during exit assistance (including pricing), during Contract Agreement discussion. Please confirm; B. Bidder would request for any services to be rendered including the provision of facilities beyond the term of the Contract Agreement to be governed under a separate and mutually agreed terms and conditions, including pricing.		A. No change in RFP terms B.No change in RFP terms
49	Section 8	33	8.29	Force Majeure	The Bidder understands that payment obligations shall not be suspended during the pendency of a force majeure event. Please confirm		No change in RFP terms

50	Section 8	33	8.31	Compliance with Applicable laws of India	The Bidder understands that compliance of applicable laws are limited to only such laws that are applicable to the Bidder as an IT service provider and in the ordinary course of its provision of services under the Contract Agreement. Please confirm.		No change in RFP terms
51	Section 8	33	8.32	Legal Compliances	<p>A. The Bidder understands that compliance of applicable laws are limited to only such laws that are applicable to the Bidder as an IT service provider and in the ordinary course of its provision of services under the Contract Agreement. Please confirm.</p> <p>B. We also understand that audit rights are limited to only regulatory audits conducted by regulators. The Bidder affirms compliance with the applicable Acts as above and would request for any liability arising hereunder to be governed under the liability regime.</p>		No change in RFP terms
52	Section 8	31	8.28	Effect of Termination	Bidder wants to know the duration of reverse transition		No change in RFP
53	Section 8	28	8.18	Payment terms	Bidder wants to know the billing & payment terms for services(AMC)		<p>AMC charges shall be paid quarterly in arrears after availing maintenance services.</p> <p>Payment will be released within 30 days of receipt of correct invoices along with necessary documents / certificates duly signed by authorized NPCI official.</p>

54	Section 3	11	3.1.B.6.C	Detailed Scope of Work	<p>Integration of the solutions to provide a comprehensive single dashboard view of the security risks / incidents of NPCI.</p> <p>Please specify what all solutions apart from web gateway and mail gateway will the DLP Solution be required to be integrated with, if any.</p>		Details will be shared with qualified bidder
55	Section 8	22	8.6	Key Deliverables	<p>Installation of comprehensive DLP solution on all 3 data centers (Mumbai, Chennai and Hyderabad) Configuration of policies in DLP, Integration with SIEM, Integration with DFA solutions, Training for NPCI officials etc.</p> <p>Integration with any solution should be the responsibility of the SI managing the respective solution. Bidder can only provide the requisite support to enable the same. Please amend the expectation suitably</p>		No change in RFP
56	Section 8	25		Operation Hours	<p>The business hours are 24*7 on any calendar day the NPCI is operational. The scheduled maintenance time would not be during business hours. Conflicting points. Please amend suitably</p>		Refer point 3.1 of RFP, Require 24X7 facility management support
57	Section 8	28	8.18	Payment Terms	<p>Software: 100% payment shall be paid after delivery of the solution (software and License as per scope) and successful installation of solution at specified locations mentioned in the PO. Request you to modify the terms to "100% payment shall be paid after delivery of the solution (Software and License as per agreed scope)</p>		No change in RFP terms
				Internal - Information Security			

58	Section 4	13	4.1.2	Eligibility Criteria	<p>The bidder should have reported minimum annual turnover of Rs. 10 Crores as per audited financial statements in each of the last three financial years (i.e.2015-2016, 2016-2017 & 2017-2018)</p> <p>Considering the criticality of the solution on the operational and security requirements iof the client, might we recommend that bidder who have a vast experience be considered rather than just be dependent on the balance sheet of the organization</p>		No change in RFP terms
59	Section 4	13	4.1.2	Eligibility Criteria	<p>The bidder should have reported minimum annual turnover of Rs. 10 Crores as per audited financial statements in each of the last three financial years (i.e.2015-2016, 2016-2017 & 2017-2018)</p> <p>Request that the minimum turnover be revised to atleast 1000 Crores</p>		No change in RFP terms
60	Section 3	10	3.A.13	Broad Scope of work	<p>Bidder should provide Facility Management support for the DLP solution during the tenure of the contract</p> <p>Is the bidder required to provide resources on 24 X 7 basis at all locations (Mumbai, Chennai and Hyderabad)</p>		Refer point 3.1 of RFP, Require 24X7 facility management support

61	NPCI/RFP/2018-19/IT/12 dated 06.12.2018	10	3.1.	13. Bidder should provide Facility Management support for the DLP solution during the tenure of the contract.	We need to understand if facility management is required at all three locations OR at any one specific location.		Installation and deployment at all three locations through central push for endpoint DLP with help of local IT infra support Network and email: A local engineer is required Operational support is in Chennai and Hyderabad post deployment for the period of contract.
62	NPCI/RFP/2018-19/IT/12 dated 06.12.2018	10	3.1.	13. Bidder should provide Facility Management support for the DLP solution during the tenure of the contract.	Please confirm support window for facility management - 8X5 or 24X7		Require 24X7 facility management support
63	NPCI/RFP/2018-19/IT/12 dated 06.12.2018	22	8.6	Installation of comprehensive DLP solution on all 3 data centers (Mumbai, Chennai and Hyderabad) Configuration of policies in DLP, Integration with SIEM, Integration with DFA solutions, Training for NPCI officials etc	Do we need to install / Implement 3 independent installations at each location or only at Chennai as DC and Hyderabad as DR.		Installation and deployment at all three locations through central push for endpoint DLP with help of local IT infra support Network and email: A local engineer is required Operational support is in Chennai and Hyderabad post deployment for the period of contract.
64	NPCI/RFP/2018-19/IT/12 dated 06.12.2018			Integrated with Organization SIEM solution for log analysis and provide identity analysis correlation.	With integration you mean syslogs can be transferred to the SIEM. Please clarify?		Solution should be integrated with SIEM solution used by NPCI
65	NPCI/RFP/2018-19/IT/12 dated 06.12.2019			Ability to integrate with threat intelligence for enterprises across all locations.	Threat Intelligence? Can you please elaborate		No change in RFP
66	NPCI/RFP/2018-19/IT/12 dated 06.12.2020			Ability of DLP solution to potentially block the system from loading physical devices such as removable storage devices, Bluetooth, Wi-Fi, and other plug and play devices Internal - Information Security	This is not a DLP feature, DLP is for Data Leakage Prevention, controlling physical devices is a Device Control. Request you to kindly emilminate from the DLP clause		No change in RFP

67	NPCI/RFP/2018-19/IT/12 dated 06.12.2021			The solution should fingerprint or register content in an automated way without manual intervention	It will be in an automated way but policy needs to be defined. Without policy defining it is not possible, can you please elaborate how NPCI needs it in an automated manner		No change in RFP
68	NPCI/RFP/2018-19/IT/12 dated 06.12.2022			Solution should provide an in built or support external case management tool to be supplied by the bidder	Can you please elaborate on the case management tool use case and why it is required		No change in RFP
69	NPCI/RFP/2018-19/IT/12 dated 06.12.2023			Reports built around stakeholder requirements should be easily created in the solution	Can you please elaborate and explain		Report should be customised (as per NPCI's requirement)
70	NPCI/RFP/2018-19/IT/12 dated 06.12.2024			The solution should provide option to Preserve Last Access Time after scanning in order to maintain archive sanctity	Can you please explain the clause in detail		As per log retention policy of NPCI
71	NPCI/RFP/2018-19/IT/12 dated 06.12.2025			Manages all DLP security products (e.g., software, appliances) from one administration console ,even encryption of files and folders	This is OEM specific, request you to kindly remove it? Encryption and DLp are both different solutions and shouldn't be managed thru a single console, as this would be come a single source of failure leading to loss in productivity.		Encryption of files is a good to have feature
72	NPCI/RFP/2018-19/IT/12 dated 06.12.2026			Enhance the ability of other PCI implementer security solutions to protect your sensitive information	Kindly elaborate and explain the clause		Solution should comply with PII and PCI Standards, hence this is must to have
73	NPCI/RFP/2018-19/IT/12 dated 06.12.2027			Solution should provide superior protection by leveraging multiple technologies managed through a common management platform. The network data leakage protection can be combined with desktop firewall rules or AV rules implemented on HIPS/AV/Gateway products to provide the most comprehensive set of policies to protect network assets comprehensively.	This is OEM specific clause, Request you to kindly remove it.		If the winning solution has other technologies already used in NPCI, the SI should leverage the existing management platform.
74	NPCI/RFP/2018-19/IT/12 dated 06.12.2028			Solution should enforce policies to detect low and slow data leaks over a period of time (hours)	Can you please elaborate on what you mean low and slow data leak, Kindly explain		No change in RFP

75					Servers which we are supplying to NPCI can be virtual or physical? As we can install DLP on virtual servers also		Bidder is expected to provide HARDWARE, SOFTWARE AND LICENSE to run the solution , It should be part of BOM.
76				Ability of DLP solution to potentially block the system from loading physical devices such as removable storage devices, Bluetooth, Wi-Fi, and other plug and play devices.	Is It a Mandate Feature.		No change in RFP
77				Solution should provide superior protection by leveraging multiple technologies managed through a common management platform. The network data leakage protection can be combined with desktop firewall rules or AV rules implemented on HIPS/AV/Gateway products to provide the most comprehensive set of policies to protect network assets comprehensively	Is It a Mandate Feature.		If the winning solution has other technologies already used in NPCI, the SI should leverage the existing management platform.
78	Section 3 - Scope of Work A. Broad Scope of Work	10	1	The Bidder should offer a comprehensive Data Loss Solution for Data Protection across NPCI offices situated in different locations.	Request NPCI to please provide Network Throughput & detailed endpoint count bifurcation per locations to size proposed solution		Endpoints count is around 2000
79	Section 3 - Scope of Work A. Broad Scope of Work	10		Bidder is required to provide DLP solution in HA mode	Please change this clause as "Bidder is required to provide DLP Prevent for web & Email solution in cluster mode"		No change in RFP
80	B. Detailed Scope of Work			Other things required for implementation i.e. Jack Panels in the Rack, Cables to connect with Switches, SAN and LAN (Ethernet and Fiber Cables) etc. including Resources for Cabling has to be factored in by the bidder in the Bill of Material as part of implementation.	For factoring Cabling in BoM, Please specify type of cable, physical ports connectivity on switch & length to be considered		Depending upon the solution provided by bidders details have to be furnished .

81	8.6 Key Deliverables:	22	8.6	Installation of comprehensive DLP solution on all 3 data centers (Mumbai, Chennai and Hyderabad) Configuration of policies in DLP, Integration with SIEM, Integration with DFA solutions, Training for NPCI officials etc.	Would request NPCI to let us know existing DFA solution for integration purpose		Will be shared with qualified bidder
82	8.7 Delivery schedule	23	2	Installation, configuration and commissioning of the entire DLP solution at the Central site (DC and DRS)- Within 8 Weeks from the date of issuance of purchase order	Kindly change this clause as "Installation, configuration and commissioning of the entire DLP solution at the Central site (DC and DRS)- Within 8 Weeks from the date of Appliance & Software license delivery. "		No change in RFP point
83	8.7 Delivery schedule	23	3	Policy Designing, Data Classification, Fine Tuning, installation, configuration and commissioning of the entire DLP solution. Within 16 Weeks from the date of issuance of purchase order	Please confirm how many bussiness unit will be covered in IRA based on which IRA timelines is dependent.		Will be shared with qualified bidder.No change in timeline
84	8.12 Support (AMC)	24	8.12	In case Bidder is not able to repair the equipment due to unavailability of spares, Bidder shall replace the entire equipment with the latest model available in the market with same functionality.	Please modify this clause as "In case OEM is not able to repair the equipment due to unavailability of spares, OEM shall replace the entire equipment with the latest model available in the market with same functionality."		It is the responsibility of Bidders/SI to get it done through OEM
85	8.13 Service Level Requirements (SLA)	25		Bidder to use automated tools to provide the SLA Reports. Bidder to provide access to NPCI or its designated personnel to the tools used for SLA monitoring.	Please clarify on requirement & elaborate since NPCI might be using any centralize automated tool		No NPCI is not using any such tool currently
86	8.14 Penalty on non-adherence to SLAs:	27		If a breach occurs even after a proper policy in DLP solution is in place, a penalty of Rs. /- per event will be deducted or the loss due to the breach whichever is higher.	Note: "Kindly remove this clause." We will Classify and prioritize the data, on the basis of risk categories shared by NPCI accordingly DLP policies can be implement in prevent mode. It is joint responsibility of Successful L1 Bidder & NPCI to implement DLP policies in prevent mode.		No change in RFP

87	8.14 Penalty on non-adherence to SLAs:	27		Severity 1 - Response time - 30 minutes Resolution Time - 6 hours Severity 2 - Response time - 60 minutes Resolution Time - 16 hours NPCI Bussiness hours Severity 3 - Response time - 120 minutes Resolution Time - 24 hours NPCI Bussiness hours	Please modify this SLA clause as Severity 1 - Response time - 1 hr Severity 2 - Response time - 4 hrs Severity 3 - Response time - 6 hrs Note: Resolution Time is dependent on several factors such as product support, bug/fixes, dependies on OEM SLA etc.		No change is SLA
88	Annexure K - Technical Compliance	56	62	Solution should be able to detect sensitive data going out in the form of all different images formats.	This feature is in roadmap with Proposed OEM. Request you to please considered as an optional feature.		No change in RFP point
89	Annexure K - Technical Compliance	56	70	Solution should enforce policies to detect low and slow data leaks over a period of time (hours)	This is specific to a particular OEM hence this needs to be removed.		No change in RFP point
90	RFP for supply, implementation, maintenance and support of Data Loss Prevention Solution	34	7	Ability to integrate with threat intelligence for enterprises across all locations	Kindly let us know the use case. This is not a DLP use case . This is Secure Web Gateway/APT/NGFW use case.Kindly make changes as mentioned	The solution must ingest URLs (automated or manual) or have predefined rule set to detect malicious dessimation like password files,passwords files, credit card tracks,software files etc..	It's a good to have feature.
91	RFP for supply, implementation, maintenance and support of Data Loss Prevention Solution	34	8	Ability of DLP solution to potentially block the system from loading physical devices such as removable storage devices, Bluetooth, Wi-Fi, and other plug and play devices.	This is not DLP use case. This is Port control use case which can be managed by AV solutions as well as through GPO. Hence request NPCI to relax this clause or request to modify the clause as mentioned	The solution should be able to safeguard the sensitive data moving through removeable media,bluetooth applications,cloud applications etc.	No change in RFP

92	RFP for supply, implementation, maintenance and support of Data Loss Prevention Solution	37	66	Solution should provide superior protection by leveraging multiple technologies managed through a common management platform. The network data leakage protection can be combined with desktop firewall rules or AV rules implemented on HIPS/AV/Gateway products to provide the most comprehensive set of policies to protect network assets comprehensively.	This is OEM specific point and needs to be relaxed.	Exchange of intelligence in automated way is only possible if NPCI is having same OEM for all the security solutions. The data loss prevention from Web, email & endpoint channel can be managed from single management console incase NPCI wants to add specific set of URLs Automatically or manually same can be added as part of NPCI's internal process.	If the winning solution has other technologies already used in NPCI, the SI should leverage the existing management platform.
93	RFP for supply, implementation, maintenance and support of Data Loss Prevention Solution	38	69	Solution should be able to enforce policies to detect data leaks even in image files through Optical Character Recognition technology. It should support file formats like jpeg, png, scanned pdf and other commonly used formats.	This need to be considered as a mandatory pointer since NPCI deals with a large amount of PCI ,PII information of value and data leakage via the Image formats is one of the most subjected ways for data theft	Some incidents as below:- https://pciguru.wordpress.com/2014/05/18/adventures-in-finding-cardholder-data/	No change in RFP
94	RFP for supply, implementation, maintenance and support of Data Loss Prevention Solution	39	73	If set up requires MS SQL licenses, Microsoft Operating System and VM resources same can be provided by NPCI. Anything else needed for the solution deployment is to be quoted by the bidder.	Kindly suggest if servers and other licences can also be provided in case the solution is not VM based or SQL based.	This will help us factor the hardware component.	Bidder is expected to provide HARDWARE, SOFTWARE AND LICENSE to run the solution , It should be part of BOM.
95	RFP for supply, implementation, maintenance and support of Data Loss Prevention Solution		Environment Specific Questions	General	What is the current Classification tool used in NPCI		Yes, will be shared with qualified bidders
96	RFP for supply, implementation, maintenance and support of Data Loss Prevention Solution		Environment Specific Questions	General	Kindly provide existing Email and Web solution used in NPCI and Quantity deployed and locations		Email - Zimbra Web Solution - Bluecoat
97	RFP for supply, implementation, maintenance and support of Data Loss Prevention Solution		Environment Specific Questions	General	Total number of users to be factored for DLP		2000
98	RFP for supply, implementation, maintenance and support of Data Loss Prevention Solution		Environment Specific Questions	General	How many emails are sent outside per day to external recipients		25,000

99	RFP for supply, implementation, maintenance and support of Data Loss Prevention Solution		Environment Specific Questions	General	Does NPCI need standby deployment in DR		DLP solution should fit in to network email architecture. - Managemet setup should be available in multiple data center - Network DLP and should be deployed in 2 data center where proxy is deployed - Email DLP should be deployed where proxy is deployed.
100	RFP for supply, implementation, maintenance and support of Data Loss Prevention Solution		Environment Specific Questions	General	How many Servers needs to be scanned in NPCI and how many users have access to the assets ? This is to factor the Discovery license		Will be shared with qualified bidders
101	RFP for supply, implementation, maintenance and support of Data Loss Prevention Solution		Environment Specific Questions	General	Does NPCI wants to protect all endpoint or limited endpoints i.e roaming users ? How many endpoints needs to be protected.		Will be shared with qualified bidders
102	RFP for supply, implementation, maintenance and support of Data Loss Prevention Solution		Environment Specific Questions	General	Is all the location connected using MPLS		Yes MPLS inter-connectvty between NPCI DC's
				General	How many unique business process available across india for data classification		Will be shared with qualified bidders
					How frequently assessment is needed after implementation sign off for duration of contract		Quaterly or half- yearly
					Would incident based/ on demand support suffice requirement		On demand basis
					Is there need of defining processes for dlp - change management, incident management etc		Yes
					Is there need of having residential 9*5 coverage for incident response and administration		Refer point 3.1 of RFP, Require 24X7 facility management support

103	RFP for supply, implementation, maintenance and support of Data Loss Prevention Solution		Data Classification Based Page no 23 Point No 8.7		Is there need of defining governance and RACI for dlp solution management		Yes
					Is classification needed through any tools? Usually we do flow analysis and define classifications on excel sheets		No change in RFP
					We understand displacement of current dlp solution will be taken care by NPCI Team?		Yes we can provide the same
					We would need samples of data while doing flow analysis and defining relevant policies, Hope no issues		Yes
					Is there any software distribution tool available to distribute agents remotely ?		Yes
104	RFP for supply, implementation, maintenance and support of Data Loss Prevention Solution		EMD Related Page NO 15 Point NO 5.7	Request for large reduction in EMD Cost as the EMD set very high			No change in RFP terms
105	RFP for supply, implementation, maintenance and support of Data Loss Prevention Solution		Payment Terms Related Page NO 28 Point NO 8.18	Software License Payment terms should be in line with the Hardware payment terms @30 days after delivery and invoice only .Installtion cost can be held till sign of of the proejct			No change in RFP terms
106	3.1 A	10	13	Facility Management support	Is NPCI looking for 24x 7 support with on-site engineers or remote support?		Refer point 3.1 of RFP, Require 24X7 facility management support
107	3.1 A	10	13	Facility Management support	If only on-site resource required. Does NPCI want us to provide resources at both IDCs?		Refer point 3.1 of RFP, Require 24X7 facility management support
108	3.1 A	10	13	Facility Management support	If NPCI is fine with remote support. Will NPCI allow network extention to bidder's remote SOC?		Refer point 3.1 of RFP, Require 24X7 facility management support
109	3.1 A	10	13	Facility Management support	Will NPCI extend their exisitng tiketing tool useage for the support team		Yes

110	3.1 B	11	6.D	Bidder should work with the existing System Integrator(s) of the NPCI to integrate the DLP solutions with Active Directory, SIEM Solution, server and storage environment, enterprise network, EMS / NMS solution, security solution, ticketing tools etc.	Provide the existing OEM details so that the bidder can check the compatibility with those applications		Will be shared with qualified bidders
111	3.1 B	12		Other things required for implementation i.e. Jack Panels in the Rack, Cables to connect with Switches, SAN and LAN (Ethernet and Fiber Cables) etc. including Resources for Cabling has to be factored in by the bidder in the Bill of Material as part of implementation.	This should be in NPCI scope		No change in RFP terms
112	4.1	13	5	An OEM can partner/can only be represented by a single System Integrator. Similarly a System Integrator cannot partner/represent more than one OEM.	NPCI should remove this clause.		No change in RFP terms
113	8.7	23	1	Procure and Deliver at NPCI respective locations within 8 weeks from the date of issuance of Purchase Order	should be changed to 8 to 10 weeks		No change in RFP
114	8.7	23	2	Within 8 Weeks from the date of issuance of purchase order	should be changed to 10 to 12 weeks. As if the timeline for hardware delivery is 8 week. Deployment will start after that. So the time provided should be greater than hardware delivery time		No change in RFP
115	Section 9 - Technical Specifications	35			There is no details provided which could help sizing of DLP solution. Number of users required. Type of OS used by users, etc		No change in RFP
116	RFP	13	4	The Bidder should not be currently blacklisted by any bank / institution in India or abroad.	Bidder can give this declaration to the best of its knowledge and belief.		No change in RFP terms

117	RFP	28	8.21	Indemnity	The indemnity claimed by NPCI is very broad. Bidder suggest that such indemnity should be limited to third party claims that arise from damage to tangible property or loss of life or death caused due to gross negligence or willful misconduct of Bidder.		No change in RFP terms
118	RFP	28	8.21	Indemnity	We request NPCI that the Bidder's liability for infringement of intellectual property rights (IPR) should be limited i.e. "To the extent authorized, Bidder will pass through to NPCI any transferable indemnities provided to the Bidder by Bidder's Bidders, if any, including any indemnities for intellectual property infringement." As for the deliverables created by Bidder, its indemnity should remain capped to the immediately preceding 12 months of charges collected by Bidder under the order in which the liability has arisen. The Bidder will not be liable nor responsible for any infringement if such infringement is caused due to use of the product not intended by Bidder, modifications not made by Bidder, use of Bidder deliverable in conjunction with products not provided by Bidder, etc.		No change in RFP terms
119	RFP	29	8.22	Bidder's Liability	Would there be complete exclusion for indirect and consequential damages in the RFP or will it be unlimited for the events which are mentioned in the corresponding column. Further Bidder suggest that it shall in no event be liable for any amount that exceeds in the aggregate for all such liabilities the most recent twelve months of the charges collected by Bidder pursuant to the order giving rise to the liability.		The Clause is self-explanatory. No change in RFP terms.

120	RFP	31	8.26	In case of order cancellation, any payments made by NPCI to the Bidder for the particular service would necessarily have to be returned to NPCI with interest @ 15% per annum from the date of each such payment. Further the Bidder would also be required to compensate NPCI for any direct loss incurred by NPCI due to the cancellation of the Purchase Order and any additional expenditure to be incurred by NPCI to appoint any other Bidder. This is after repaying the original amount paid.	The payment terms are quarterly in arrears than how this clause will be applicable since the payments have been released by NPCI on successful execution of work by the Bidder. if there would be any failure on the part of the Bidder than such claim should not include the payments which have been released for successful delivery of service by the Bidder.		No change in RFP terms
121	RFP	31	8.27	For Convenience: NPCI, by written notice sent to Bidder, may terminate the Purchase Order/ contract in whole or in part at any time for its convenience giving three months prior notice. The notice of termination may specify that the termination is for convenience the extent to which Bidder's performance under the contract is terminated and the date upon which such termination become effective. NPCI shall consider request of the bidder for pro-rata payment till the date of termination	We request NPCI that in case of termination for convenience by NPCI, NPCI shall pay the service fees in respect of the services delivered up to the effective date of termination and the following amounts: (i) an amount equal to the total of any and all waived installation charges as reflected on the terminated order(s), (ii) an amount equal to one hundred percent (100%) of the service fees payable for the unexpired remainder of the order period plus (iii) any documented third party expenses not covered by (i) and (ii) above that are incurred by Bidder in respect of the terminated order (including any local loop charges).		No change in RFP terms
122	RFP	33	8.31	Compliance with Applicable Laws of India	NPCI must use its own prudence and follow all laws, rules and regulations applicable to it being a service availer.		No change in RFP terms

123	Detailed Scope of Work	11	3	The solutions deployed should be modular, scalable and should be able to address NPCI requirements for the next five years, with the deployed hardware.	Please share the current users count and expected growth YoY. Can we have location wise split of the no. of users to understand the coverage.		No change in RFP
124	Detailed Scope of Work	10	12	Bidder should provide training to NPCI team / NPCI nominated resources	NPCI is looking at the operational training only.		Solution training should be provided along with Opeational
125	Technical Scoring Matrix	20	7.3	OEM credentials and OEM experience	Can you please elaborate on the expectation from OEM's. Is NPCI looking at OEM reference etc apart from bidder.		Bidder is expected to share the reference of customers where comprehensive DLP was successfully implemented.
126	Warranty	24	8.1	All hardware supplied by bidder shall have comprehensive on-site Warranty of 3 years from the date of Acceptance of system and 2 years Comprehensive maintenance after the expiry of 3 years warranty period.	Is NPCI looking at ongoing support / management. If yes, Is the requirement for onsite team/can be managed remotely.		No change in RFP
127	Instruction to bidders	13	5	An OEM can partner/can only be represented by a single System Integrator. Similarly a System Integrator cannot partner/represent more than one OEM.	We request NPCI to relax this clause and allow for multiple bidder to single OEM.		No change in RFP terms
128	Prices	27	8.15	Price shall remain fixed for a period of 5 years from the date of Notification of award / 1st Purchase Order. There shall be no increase in price for any reason whatsoever and therefore no request for any escalation of the cost / price shall be entertained.	we request NPCI to relax this clause due to freequent change in forex.		No change in RFP terms