S.No	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)	NPCI Response
1	Section 3 – Scope of Work	11	3.1 Scope of work:	Bidder to factor and propose both hardware based solution and software based solution as per their architecture which includes associated monitoring and management software(s) and database license if any.	Can We propose the Hardware on Virtual Platform here.		Yes
2	Section 8 - Terms and Conditions	22	8.7 Delivery schedule	Delivery, Installation & commissioning of the solution should be completed within 8 weeks from the date of receipt of purchase order. ▫ Delivery of software and hardware should be within 2 weeks. ▫ Installation & commissioning should be completed in 6 week from start date of installation. ▫ Installation certificate for each installation should be signed by NPCI and the bidder	Reqeust NPCI to provide minimum 8 weeks for the delivery of Hardware and softwares and 12 weeks from the date of delivery for the installation & commissioning of the same.		Please refer to the Corrigendum - 1
3	Section 8 - Terms and Conditions	24	8.11 Warranties	The successful bidder(s) shall provide comprehensive on-site warranty for 1 year for Solution with back to back arrangements with the respective OEM from the date of acceptance of hardware / software.	Request NPCI to consider the warranty start date from the date of delivery since the OEM warranty also will start form the delivery date. In case if the warranty starting from the installation date , SI to procure additional 1 year warranty which will increase the total cost of purchase.		No change in RFP.
4	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 repeat order validity to maximum 90 days of price discovery date considering the current doller variations		No change in RFP.
5	Section 3 – Scope of Work	11	3.1 Scope of work:	Database Activity Monitoring & Security for 200 Database Servers across 3 data centers. Total CPU cores of around 3750 across these servers	1. Are all 200 Database servers are active or their are passive Database servers . Kindly request to share the break out of active serve & passive servers 2. Kindly request to provide the break out of Number of Database servers across 3 Data Centers. 3. Request to share the DB Server wise core details by making a category DB server in Buckets such as small (average 8 Core), medium (avergae 16 cores) , large (average28 cores)		Elaborated details will be provided to the qualified bidders.The solution should be able to sized as per the provided data.
6	Section 3 – Scope of Work	11	3.1 Scope of work:	The Solution should be able to maintain logs for 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	1. Since size of sql log varies as per the sql query exectued by DBA. Thus stoarge required can vary substantially. Seeing Bank has large number of Databases. So ideal approach is to have a dedicated Data repository which can understand sql context. . Should SI / OEM quote for Data Repository? 2. Kindly confirm Solution should store 1 month online data & 1 year online as a archived logs on san storage?		Yes Understanding is correct.Note this is not a Bank
7	Annexure K - Technical Compliance	52	Database Activity Monitoring	Can the solution support the monitoring of both local database activities and network-based database activities	Agentless solution works on network layer hence the agentless solution can't monitor any session which are taken on local DB server, encrypted communication & even can't perform blocking. Thus will suggest Bank should look for agent based solution as a prefered option.		No change in RFP. Note this is not a BANK
8	Annexure K - Technical Compliance	52	Database Activity Monitoring	Is the solution sized to audit 100% of database traffic. If no, share the percentage	1. Does NPCI wants to capture all the sql queries such as sql queries executed by application? Or NPCI wants to monitor the activities performed by privileged users on the Database?		NPCI wants to capture both points
9	Annexure K - Technical Compliance	53	Alerting and Blocking Capabilities	Does the solution support the creation of custom log messages and provide system variable placeholders mechanism to make this use case possible.	Kindly request to provide the use case & what is the ask?		API integarion with third party to forward logs in required format.
10	Annexure K - Technical Compliance	53	Alerting and Blocking Capabilities	How does out of band monitoring take place	Does Database administrator connect to serial port for adminsitartion? If not then kindly provide the use case.		One example of use case:- local activity such as a server administrator who accesses the database from a remote shell on the server itself.
11	Annexure K - Technical Compliance	53	Alerting and Blocking Capabilities	Solution should provide real time control for privileged users using different factor authorization capabilities	Kindly request to provide the use case & what is the ask?		example :-deviation in activties from ideal behaviour
12	Annexure K - Technical Compliance	54	Reporting	Should not drop/terminate sessions when deployed in blocking mode.	Kindly reques to remove this point. As each solution have different mechanism of blocking.		No change in RFP.

13	Annexure K - Technical Compliance	54	Encryption Capabilities	Encryption Capabilities	1. Is this optional requirement or madatory requirement? 2. Kindly confirm the number of Database server for which encryption/ TDE will be required?		Encryption capability is a good to have feature.
14	Annexure K - Technical Compliance	54	Data Masking	Data Masking	1. Is this optional requirement or madatory requirement? 2. Kindly confirm the total size of all production Database's together in Terabytes from which data needs to be extracted for masking?		Data Masking is a good to have feature.
15	Annexure I - OEM / Manufacturer's Authorization Letter	50	Annexure I - OEM / Manufacturer's Authorization Letter	We hereby extend our full guarantee and warranty, with respect to the Goods offered by the above firm.	It is difficulty for OEM to extend full guarantee confirmation - Request you to kindly change to - We hereby extend our warranty as per the applicable end user software licensing terms and conditions with respect to the Our products offered by our partner		No change in RFP.
16	2.2 Objective of this RFP:	9	2.2	2.2 Objective of this RFP:The purpose of this project is to secure the data stored on the databases via:1. Auditing database activities without relying on the native auditing capabilities2. Monitor database of unauthorized and suspicious activities3. Discovery of sensitive data on databases in an automated manner4. Conduct comprehensive risk assessment on databases5. Use of advanced analytics to identify various data misuse scenarios6. Integrate with existing SIEM solution for centralized incident monitoring and management	Since the purpose of objective is to secure the data stored in the database, we would like to understand why all security related points in the Technical Secpification as labelled as "Good to Have" and NOT as "Must Have" in "Section 11 - Documents to be put in Envelope 'B'" on RFP Page No.51.	All "Description" on Table named "Annexure K - Technical Compliance" on Page No.51 should be "Must Have" to align with the objective of this RFP.	No change in RFP.
17	Section 3 – Scope of Work	11	3.1	Bidder to factor and propose both hardware based solution and software based solution as per their architecture which includes associated monitoring and management software(s) and database license ifany.	Kindly clarify the 1.) Types of databases and database version e.g. Oracle,MSSQL etc. 2.) Number of cores per database type and deployment across the 3 Data centers. 3.) Are all of the Databases in same network zone.As the same is requried to design the solution.		1)(MSSQL, Oracle, DB2, MySQL, etc) 2) 200 Database Servers across 3 data centers. Total CPU cores of around 3750 across these servers 3) No they are segeragted different zone in as per compliance requirements Note:- Details information would be shared with qualified bidder.
18	Section 3 – Scope of Work	11	3.1	The bidder shall ensure that any additional hardware / software / network equipment required to operationalize the respective solutions / devices must be detailed in the technical and commercial bill of material. If the same is not ensured, the bidder shall be responsible to provide such hardware / software / networking equipment free of cost to the NPCI at the time of implementation. The bidder is expected to provide calculations / logic arrived at the sizing for all appliances/ hardware as part of the response.	Kindly clarify the 1.) Types of databases and database version e.g. Oracle,MSSQL etc. 2.) Number of cores per database type and deployment across the 3 Data centers. 3.) Are all of the Databases in same network zone.As the same is requried to design the solution		1)(MSSQL, Oracle, DB2, MySQL, etc) 2) 200 Database Servers across 3 data centers. Total CPU cores of around 3750 across these servers 3) No they are segeragted different zone in as per compliance requirements Note:- Details information would be shared with qualified bidder.
19	Section 3 – Scope of Work	11	3.1 Scope of work	Database Activity Monitoring & Security for 200 Database Servers across 3 data centers. Total CPUcores of around 3750 across these servers	1.)Need details of types of databases and database version e.g. Oracle,MSSQL etc . 2.)Number of cores per database type and across the 3) Data centers. 3.)Are all of the Databases in same network zone. 4.) Are all 200 Databases Production or some are Standby/Test etc. Please elaborate. 5.)We need following details for sizing for all the databases a.) Average Audit Records per day per target b.)Average Audit Record size (bytes) c.)Average number of SQL statements logged per day per target. d.)TPS Per day		1)(MSSQL, Oracle, DB2, MySQL, etc) 2) 200 Database Servers across 3 data centers. Total CPU cores of around 3750 across these servers 3) No they are segeragted different zone in as per compliance requirements. 4 & 5)Will be shared with qualified bidder.
20	Envelope C - Commercial Bid (indicative)	16	5.15	Indicative Commercial Bid – Annexure N	Kindly clarify the number of database license for different type of database, as the same is requried to design the solution and assess integration efforts for different type of databases		200 Database Servers across 3 data centers. Total CPU cores of around 3750 across these servers and database license details Will be shared with qualified bidders
21	8.7 Delivery schedule	22	8.7 Delivery schedule	Delivery of software and hardware should be within 2 weeks.	Delivery terms need to change to 4-6 weeks , 2 weeks delivery would favor certain hardware appliance vendors.		Please refer to the Corrigendum - 1
22	8.7 Delivery schedule	22	8.7 Delivery schedule	Installation & commissioning should be completed in next 6 weeks	This should increase to 12 weeks considering large number of databases.		Please refer to the Corrigendum - 1
23	Section 11 - Documents to be put in Envelope 'B'	51	Annexure K - Technical Compliance	Requirement type Is mentioned a.) Must have b.) Good to Have	What is rational for the requirement type ,is " Good to have" Mandatory/optional. Does Good to have products have weightage in evaluation criteria.		Good to have requirement is an optional feature , would be consider as on when needed.

24	Section 11 - Documents to be put in Envelope 'B'	51	Annexure K - Technical Compliance	Does the solution support the creation of custom log messagesand provide system variable placeholders mechanism to makethis use case possible."	Need more understanding and explaination on this		API integarion with third party as to forward logs in required format.
25	Annexure N - Commercial Bid (Indicative)	57		Implementation cost	We would like to have break-up of number of servers and databases at Chennai and Hyderabad so that to assess implementation effort and estimate.		Count of 200 Database Servers across 3 data centers. Total CPU cores of around 3750 across these servers and breakup of these will be shared with qualified bidders
26	Migration activities for change of location	27	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	What all components will migrate from One DC to another DC? Wil there any changes in IP, hostname, OS etc		Appliance movement from one location to other. Conisdering there will be change in IP and hostname.
27	Objective of this RFP	9	2.2	Integrate with existing SIEM solution for centralized incident monitoring and management	Is Cloud version of Arcsight being used? What all things are being recorded		Will be shared with qualified bidders
28	Cost of RFP	9	2.3	The Bidders can submit the bid response at NPCI's office at Unit no. 202, 2nd floor, Raheja Titanium, CTS No. 201, Western Express Highway, Goregaon East, Mumbai 400 063, along with non-refundable amount of Rs. 11,800.00 (Rs Ten thousand plus GST@18%) in envelope A, payable in the form of Demand Draft/Pay Order from any scheduled commercial bank in India favoring "NATIONAL PAYMENTS CORPORATION OF INDIA" payable at Mumbai.	is MSME benefit being passed on to bidder. Cant find anything on the MSME in the entire RFP	MSME are Exempt from submitting EMD// Bid Fees in PSU/ GOVT tenders	National Payments Corporation of India (NPCI) is neither a Government Company nor it is any Department of Government of India. As such the extant provisions would not apply to NPCI.
29	Earnest Money Deposit (EMD)	15	5.7	The Bidder is required to deposit Rs 5,00,000/- (Rupees Five Lakhs only) in the form of a Demand Draft / Pay order in favor of "National Payments Corporation of India" payable at Mumbai or Bank Guarantee issued by a scheduled commercial bank valid for six months, with a claim period of 12 months after the expiry of validity of the Bank Guarantee as per the statutory provisions in this regard, as per format in Annexure A1 or A2.	is MSME benefit being passed on to bidder. Cant find anything on the MSME in the entire RFP	MSME are Exempt from submitting EMD// Bid Fees in PSU/ GOVT tenders	National Payments Corporation of India (NPCI) is neither a Government Company nor it is any Department of Government of India. As such the extant provisions would not apply to NPCI.
30	Technical Specifications	35	9	High availability set up is required of the entire solution	is it active or passive		Yes
31	Technical Specifications	35	9		Do NPCI have application team.They will have to change dB connect string in application to connect the database via firewall (as proxy).Which will be done by NPCI application team.		Will be shared with qualified bidders
32	Technical Specifications	35	9		What is the active directory version?How many domain NPCI have?How many users are there?How the AD setup has been done? Have NPCI asked to integrate with AD.		Will be shared with qualified bidders
33	Section 3 – Scope of Work	11	3.1	Database Activity Monitoring & Security for 200 Database Servers across 3 data centers. Total CPU cores of around 3750 across these servers	Request NPCI to provide breakup of Database servers and CPU cores with DC/DR & Active/Passive breakup		Count of 200 Database Servers across 3 data centers. Total CPU cores of around 3750 across these servers and breakup of these will be shared with qualified bidders

34	Section 3 – Scope of Work	11		3.1 Bidder is required to provide DAM solution in HA mode	Can we provide a clustering based solution to achieve High Availability?		Yes, considering below paramters are measured. 1)Reliablity 2) Availabilty 3)performance 4) Scalabilty
35	Section 7 - Bid Evaluation	20		7.3 TECHNICAL SCORING MATRIX 2 Local support center in India to provide onsite support if required	Onsite support services will be provided by bidder only. An OEM will provide support remotely only, hence support center in India does not make any difference. NPCI may request for 24x7 remote support with India Toll Free Number instead. Kindly change this clause to: "24x7 remote support with India Toll-Free Number"		No change in RFP.
36	Section 9 - Technical Specifications	37	Technical Specifications	Encryption Capabilities & Data Masking	While these requirements are "Good to Have" as per RFP, these features belong to completely different technology altogether and are not part of Database Activity Monitoring. Also, only one OEM can fulfill all these requirements. If these points are going to be considered in scoring of technical points, we request to remove these requirements from the RFP		"Good to have" requirement is an optional feature , would be consider as on when needed.
37		22	8.4	Delivery Schedule: Delivery of software and hardware should be within 2 weeks. Installation & commissioning should be completed in next 6 weeks from start date of installation.	Delivery Schedule: Delivery of software and hardware should be within 6 weeks. Installation & commissioning should be completed in next 12 weeks.		Please refer to the Corrigendum - 1
38		8	14	EMD/Bid Security: Rs 5,00,000 (Rupees Five Lakhs)	EMD Exemption against MSME certificate		National Payments Corporation of India (NPCI) is neither a Government Company nor it is any Department of Government of India. As such the extant provisions would not apply to NPCI.
39		9	2.2	2.2 Objective of this RFP: The purpose of this project is to secure the data stored on the databases via: 1. Auditing database activities without relying on the native auditing capabilities 2. Monitor database of unauthorized and suspicious activities 3. Discovery of sensitive data on databases in an automated manner 4. Conduct comprehensive risk assessment on databases 5. Use of advanced analytics to identify various data misuse scenarios 6. Integrate with existing SIEM solution for centralized incident monitoring and management	Since the purpose of objective is to secure the data stored in the database, we would like to understand why all security related points in the Technical Sepcification as labelled as "Good to Have" and NOT as "Must Have" in "Section 11 - Documents to be put in Envelope 'B'" on RFP Page No.51.		No change in RFP.
40		Section 3 – Scope of Work, Page 11	3.1	Bidder to factor and propose both hardware based solution and software based solution as per their architecture which includes associated monitoring and management software(s) and database license if any.	Kindly clarify the 1.)Types of databases and database version e.g. Oracle,MSSQL etc .2.)Number of cores per database type and deployment across the 3 Data centers. 3.)Are all of the Databases in same network zone. As the same is requried to design the solution.		1)(MSSQL, Oracle, DB2, MySQL, etc) 2) 200 Database Servers across 3 data centers. Total CPU cores of around 3750 across these servers 3) No they are segeragted different zone in as per compliance requirements Note:- Details information would be shared with qualified bidder.

41		Section 3 – Scope of Work, Page 11	3.1	The bidder shall ensure that any additional hardware / software / network equipment required to operationalize the respective solutions / devices must be detailed in the technical and commercial bill of material. If the same is not ensured, the bidder shall be responsible to provide such hardware / software / networking equipment free of cost to the NPCI at the time of implementation. The bidder is expected to provide calculations / logic arrived at the sizing for all appliances/ hardware as part of the response.	Kindly clarify the 1.)Types of databases and database version e.g. Oracle,MSSQL etc .2.)Number of cores per database type and deployment across the 3 Data centers. 3.)Are all of the Databases in same network zone. As the same is requried to design the solution.		1)(MSSQL, Oracle, DB2, MySQL, etc) 2) 200 Database Servers across 3 data centers. Total CPU cores of around 3750 across these servers 3) No they are segeragted different zone in as per compliance requirements Note:- Details information would be shared with qualified bidder.
42		Section 3 – Scope of Work, Page 11	3.1	Database Activity Monitoring & Security for 200 Database Servers across 3 data centers. Total CPU cores of around 3750 across these servers	1.)Need details of types of databases and database version e.g. Oracle,MSSQL etc . 2.)Number of cores per database type and across the 3 Data centers. 3.)Are all of the Databases in same network zone. 4.) Are all 200 Databases Production or some are Standby/Test etc. Please elaborate. 5.)We need following details for sizing for all the databases a.) Average Audit Records per day per target b.)Average Audit Record size (bytes) c.)Average number of SQL statements logged per day per target. d.)TPS Per day		1)(MSSQL, Oracle, DB2, MySQL, etc) 2) 200 Database Servers across 3 data centers. Total CPU cores of around 3750 across these servers 3) No they are segeragted different zone in as per compliance requirements Note:- Details information would be shared with qualified bidder.
43		Envelop e C - Commer cial Bid (indicati ve), Page 16	5.15	Indicative Commercial Bid – Annexure N	Kindly clarify the number of database license for different type of database, as the same is requried to design the solution and assess integration efforts for different type of databases		200 Database Servers across 3 data centers. Total CPU cores of around 3750 across these servers and database license details Will be shared with qualified bidders
44		8.7 Delivery schedul e, Page 22	8.7 Delivery schedule	Delivery of software and hardware should be within 2 weeks.	Delivery terms need to change to 4-6 weeks , 2 weeks delivery would favor certain hardware appliance vendors.		Please refer to the Corrigendum - 1
45		8.7 Delivery schedul e, Page 22	8.7 Delivery schedule	Installation & commissioning should be completed in next 6 weeks .	This should increase to 12 weeks considering large number of databases.		Please refer to the Corrigendum - 1
46		Section 11 - Docume nts to be put in Envelop e 'B', Page 51	Annexure K - Technical Compliance	Requirement type Is mentioned a.) Must have b.) Good to Have	What is rational for the requirement type ,is " Good to have" Mandatory/optional. Does Good to have products have weightage in evaluation criteria.		"Good to have" requirement is an optional feature , would be consider as on when needed.

#	Section			Description	Query		Response
47		Section 11 - Documents to be put in Envelope 'B', Page 51	Annexure K - Technical Compliance	Does the solution support the creation of custom log messages and provide system variable placeholders mechanism to make this use case possible."	Need more understanding and explaination on this		API integarion with third party as to forward logs in required format.
48		Annexure N - Commercial Bid (Indicative), Page 57		Implementation cost	We would like to have break-up of number of servers and databases at Chennai and Hyderabad so that to assess implementation effort and estimate.		Count of 200 Database Servers across 3 data centers. Total CPU cores of around 3750 across these servers and breakup of these will be shared with qualified bidders
49	2.2 Objective of this RFP:	9	2.2	2.2 Objective of this RFP: The purpose of this project is to secure the data stored on the databases via: 1. Auditing database activities without relying on the native auditing capabilities 2. Monitor database of unauthorized and suspicious activities 3. Discovery of sensitive data on databases in an automated manner 4. Conduct comprehensive risk assessment on databases 5. Use of advanced analytics to identify various data misuse scenarios 6. Integrate with existing SIEM solution for centralized incident monitoring and management	Since the purpose of objective is to secure the data stored in the database, we would like to understand why all security related points in the Technical Sepcification as labelled as "Good to Have" and NOT as "Must Have" in "Section 11 - Documents to be put in Envelope 'B'" on RFP Page No.51.	All "Description" on Table named "Annexure K - Technical Compliance" on Page No.51 should be "Must Have" to align with the objective of this RFP.	No change in RFP.
50	Section 3 – Scope of Work	11	3.1	Bidder to factor and propose both hardware based solution and software based solution as per their architecture which includes associated monitoring and management software(s) and database license if any.	Kindly clarify the 1.)Types of databases and database version e.g. Oracle,MSSQL etc .2.)Number of cores per database type and deployment across the 3 Data centers. 3.)Are all of the Databases in same network zone. As the same is requried to design the solution.		1)(MSSQL, Oracle, DB2, MySQL, etc) 2) 200 Database Servers across 3 data centers. Total CPU cores of around 3750 across these servers 3) No they are segeragted different zone in as per compliance requirements Note:- Details information would be shared with qualified bidder.
51	Section 3 – Scope of Work	11	3.1	The bidder shall ensure that any additional hardware / software / network equipment required to operationalize the respective solutions / devices must be detailed in the technical and commercial bill of material. If the same is not ensured, the bidder shall be responsible to provide such hardware / software / networking equipment free of cost to the NPCI at the time of implementation. The bidder is expected to provide calculations / logic arrived at the sizing for all appliances/ hardware as part of the response.	Kindly clarify the 1.)Types of databases and database version e.g. Oracle,MSSQL, etc. .2.)Number of cores per database type and deployment across the 3 Data centers. 3.)Are all of the Databases in same network zone. As the same is requried to design the solution.		1)(MSSQL, Oracle, DB2, MySQL, etc) 2) 200 Database Servers across 3 data centers. Total CPU cores of around 3750 across these servers 3) No they are segeragted different zone in as per compliance requirements Note:- Details information would be shared with qualified bidder.

#	Section	Page	Clause	RFP Text	Query		Response
52	Section 3 – Scope of Work	11	3.1	Database Activity Monitoring & Security for 200 Database Servers across 3 data centers. Total CPU cores of around 3750 across these servers	1.)Need details of types of databases and database version e.g. Oracle,MSSQL etc . 2.)Number of cores per database type and across the 3 Data centers. 3.)Are all of the Databases in same network zone. 4.) Are all 200 Databases Production or some are Standby/Test etc. Please elaborate. 5.)We need following details for sizing for all the databases a.)Average Audit Records per day per target b.)Average Audit Record size (bytes) c.)Average number of SQL statements logged per day per target. d.)TPS Per day		1)(MSSQL, Oracle, DB2, MySQL, etc) 2) 200 Database Servers across 3 data centers. Total CPU cores of around 3750 across these servers 3) No they are segeragted different zone in as per compliance requirements. 4 & 5)Will be shared with qualified bidder.
53	Envelope C - Commercial Bid (indicative)	16	5.15	Indicative Commercial Bid – Annexure N	Kindly clarify the number of database license for different type of database, as the same is requried to design the solution and assess integration efforts for different type of databases		200 Database Servers across 3 data centers. Total CPU cores of around 3750 across these servers and database license details Will be shared with qualified bidders
54	8.7 Delivery schedule	22	8.7 Delivery schedule	Delivery of software and hardware should be within 2 weeks.	Delivery terms need to change to 4-6 weeks , 2 weeks delivery would favor certain hardware appliance vendors.		Please refer to the Corrigendum - 1
55	8.7 Delivery schedule	22	8.7 Delivery schedule	Installation & commissioning should be completed in next 6 weeks	This should increase to 12 weeks considering large number of databases.		Please refer to the Corrigendum - 1
56	Section 11 - Documents to be put in Envelope 'B'	51	Annexure K - Technical Compliance	Requirement type Is mentioned a.) Must have b.) Good to Have	What is rational for the requirement type ,is " Good to have" Mandatory/optional. Does Good to have products have weightage in evaluation criteria.		"Good to have" requirement is an optional feature , would be consider as on when needed.
57	Section 11 - Documents to be put in Envelope 'B'	51	Annexure K - Technical Compliance	Does the solution support the creation of custom log messages and provide system variable placeholders mechanism to make this use case possible."	Need more understanding and explaination on this		API integarion with third party as to forward logs in required format.
58	Annexure N - Commercial Bid (Indicative)	57		Implementation cost	We would like to have break-up of number of servers and databases at Chennai and Hyderabad so that to assess implementation effort and estimate.		Count of 200 Database Servers across 3 data centers. Total CPU cores of around 3750 across these servers and breakup of these will be shared with qualified bidders
59	Eligibility Criteria	13	4.1 (2)	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) and should have reported profits (profit after tax) as per audited financial statements in at least two of last three Financial years (i.e., 2015-2016, 2016-2017 & 2017-2018). In case audited financial statements for 2017-2018 are not ready, then management certified financial statement shall be considered for 2017-2018, however, this exception is not available in case of previous financial years. In case of a JV / Consortium / Strategic partnership, the bidder should have reported profits as per above criteria.	We request for a modification in Clause 4.1 Point 2 to à Bidder should have positive operating Profit (as EBITDA i.e. Earnings Before Interest, Tax, Depreciation & Amortization) in any two out of the last three financial years, (2015-16, 2016-17, and 2017-18).		No change in RFP.
60	Section I – Bid Schedule and Address	8	6	Last Date and Time for Bid Submission - 12.02.2019 5:00 PM	Due to the extensive nature of the BID, we request for bid submission date and time extension to February 22, 2019 at 5:00PM. Kindly consider our request favorably.		Please refer to the Corrigendum - 1

61	Penalty on non-adherence to SLAs:	26	8.14	a) Penalty for Severity 1 Incidents: Any violation in meeting the above SLA requirements which leads to Severity 1 incident, NPCI shall impose a penalty of INR 10,000/- (Indian Rupees Ten Thousand only) for each hour of delay up to 12 hours, beyond 12 hours penalty would be INR 20,000 for each hour with a max cap of 5% of total contract value. b) Penalty for Severity 2: Any violation in meeting the above SLA requirements which leads to Severity 2 incident, NPCI shall impose a penalty of INR 5,000/- (Indian Rupees Five Thousand only) for each hour of delay up to 12 hours, beyond 12 hours penalty would be INR 10,000 for each hour with a max cap of 5% of total contract value. c) Penalty for Severity 3: Any violation in meeting the above SLA requirements which leads to Severity 3 incident, NPCI shall impose a penalty of INR 2,000/- (Indian Rupees Two Thousand only) per hour with a max cap of 2% of total contract value.	We would request total penalty to be capped at 0.5% of the total contract value.		No change in RFP.
62	Delivery Schedule	22	8.7	Delivery, Installation & commissioning of the solution should be completed within 8 weeks from the date of receipt of purchase order. Delivery of software and hardware should be within 2 weeks. Installation & commissioning should be completed in next 6 weeks from start date of installation.. Installation certificate for each installation should be signed by NPCI and the bidder	We request for the Delivery period to be 8weeks for Hardware and Software. And installation would be 8 weeks after Delivery.		Please refer to the Corrigendum - 1
63	Penalty for default in delivery	23	8.1	Non Delivery of above at NPCI - at the rate of 0.5% of the total Purchase Order value for each week's delay beyond the stipulated delivery period subject to a maximum of 5%	We would request total penalty to be capped at 0.5% of the total contract value.		No change in RFP.
64	2.2 Objective of this RFP:	9	2.2	2.2 Objective of this RFP: The purpose of this project is to secure the data stored on the databases via: 1.Auditing database activities without relying on the native auditing capabilities 2.Monitor database of unauthorized and suspicious activities 3.Discovery of sensitive data on databases in an automated manner 4.Conduct comprehensive risk assessment on databases 5.Use of advanced analytics to identify various data misuse scenarios 6.Integrate with existing SIEM solution for centralized incident monitoring and management	Since the purpose of objective is to secure the data stored in the database, we would like to understand why all security related points in the Technical Specifications as labelled as "Good to Have" and NOT as "Must Have" in "Section 11 - Documents to be put in Envelope 'B'" on RFP Page No.51.	All "Description" on Table named "Annexure K - Technical Compliance" on Page No.51 should be "Must Have" to align with the objective of this RFP	No change in RFP.
65	Section 3 – Scope of Work	11	3.1	Bidder to factor and propose both hardware based solution and software based solution as per their architecture which includes associated monitoring and management software(s) and database license if any.	Kindly clarify the 1.) Types of databases and database version e.g. Oracle,MSSQL etc 2.) Number of cores per database type and deployment across the 3 Data centers. 3.)Are all of the Databases in same network zone. As the same is required to design the solution.		1)(MSSQL, Oracle, DB2, MySQL, etc) 2) 200 Database Servers across 3 data centers. Total CPU cores of around 3750 across these servers 3) No they are segeragted different zone in as per compliance requirements Note:- Details information would be shared with qualified bidder.
66	Section 3 – Scope of Work	11	3.1	The bidder shall ensure that any additional hardware / software / network equipment required to operationalize the respective solutions / devices must be detailed in the technical and commercial bill of material. If the same is not ensured, the bidder shall be responsible to provide such hardware / software / networking equipment free of cost to the NPCI at the time of implementation. The bidder is expected to provide calculations / logic arrived at the sizing for all appliances/ hardware as part of the response.	Kindly clarify the 1.)Types of databases and database version e.g. Oracle,MSSQL etc .2.)Number of cores per database type and deployment across the 3 Data centers. 3.)Are all of the Databases in same network zone. As the same is required to design the solution.		1)(MSSQL, Oracle, DB2, MySQL, etc) 2) 200 Database Servers across 3 data centers. Total CPU cores of around 3750 across these servers 3) No they are segeragted different zone in as per compliance requirements Note:- Details information would be shared with qualified bidder.

67	Section 3 – Scope of Work	11	3.1 Scope of work	Database Activity Monitoring & Security for 200 Database Servers across 3 data centers. Total CPU cores of around 3750 across these servers	1.) Need details of types of databases and database version e.g. Oracle,MSSQL etc . 2.) Number of cores per database type and across the 3 Data centers. 3.) Are all of the Databases in same network zone? 4.) Are all 200 Databases Production or some are Standby/Test etc. Please elaborate. 5.) We need following details for sizing for all the databases a.) Average Audit Records per day per target b.) Average Audit Record size (bytes) c.)Average number of SQL statements logged per day per target. d.)TPS Per day		1)(MSSQL, Oracle, DB2, MySQL, etc) 2) 200 Database Servers across 3 data centers. Total CPU cores of around 3750 across these servers 3) No they are segeragted different zone in as per compliance requirements Note:- Details information would be shared with qualified bidder.
68	Envelope C - Commercial Bid (indicative)	16	5.15	Indicative Commercial Bid – Annexure N	Kindly clarify the number of database license for different type of database, as the same is required to design the solution and assess integration efforts for different type of databases		200 Database Servers across 3 data centers. Total CPU cores of around 3750 across these servers and database license details Will be shared with qualified bidders
69	8.7 Delivery schedule	22	8.7 Delivery schedule	Delivery of software and hardware should be within 2 weeks.	Delivery terms need to change to 4-6 weeks , 2 weeks delivery would favor certain hardware appliance vendors.		Please refer to the Corrigendum - 1
70	8.7 Delivery schedule	22	8.7 Delivery schedule	Installation & commissioning should be completed in next 6 weeks	This should increase to 12 weeks considering large number of databases.		Please refer to the Corrigendum - 1
71	Section 11 - Documents to be put in Envelope 'B'	51	Annexure K - Technical Compliance	Requirement type Is mentioned a.) Must have b.) Good to Have	What is rational for the requirement type ,is " Good to have" Mandatory/optional. Does Good to have products have weightage in evaluation criteria.		"Good to have" requirement is an optional feature , would be consider as on when needed.
72	Section 11 - Documents to be put in Envelope 'B'	51	Annexure K - Technical Compliance	Does the solution support the creation of custom log messages and provide system variable placeholders mechanism to make this use case possible."	Need more understanding and explanation on this		API integarion with third party as to forward logs in required format.
73	Annexure N - Commercial Bid (Indicative)	57		Implementation cost	We would like to have break-up of number of servers and databases at Chennai and Hyderabad so that to assess implementation effort and estimate.		Count of 200 Database Servers across 3 data centers. Total CPU cores of around 3750 across these servers and breakup of these will be shared with qualified bidders
74	Section 3- Scope of Work	11		The scope of work will broadly include supply, installation solution and subsequent maintenance and support. NPCI intends to procure following solution and the broad scope of work will include but not limited to the following	Does this include Hardware supply ?		Yes
75	Delivery Schedule	22	8.7	Delivery, Installation & commissioning of the solution should be completed within 8 weeks from the date of receipt of purchase order.	8 weeks seem to be a very aggressive timeline. Are we allowed to propose a timeline based on our understanding of the scope of work?		Please refer to the Corrigendum - 1
76	Delivery Address	23	8.8	Solution shall be delivered at the following address Data Center – Chennai NPCI c/o Reliance Communications Ltd., Reliance IDC, 1st & 6th floor Reliance House, No.6, Haddows Road, Nungambakkam, Chennai-600006 Data Center – Hyderabad	Are resources required at Chennai and Hyderabad locations? Can the delivery be done remotely from NCPI's Mumbai office?		Will be shared with qualified bidders
77	Section 9 - Technical Specifications	35	Database Discovery & Classification	Does the solution show changes since the last scan.	Please elaborate further on this.		Below is a use case: Scan should display only delta value rather than the complete report
78	Section 9 - Technical Specifications	36	Database Activity Monitoring	Can the solution support the monitoring of both local database activities and network-based database activities.	Please elaborate further on this.		Solution should provide all activtiy logs considering local and n/w.
79	Section 9 - Technical Specifications	36	Database Activity Monitoring	How does the solution takes care of maintain the integrity of audit data stored on the solution.	Please elaborate further on this.		How we can protect the audit data from tampering .

80	Section 9 - Technical Specifications	36	Database Activity Monitoring	Can the solution capture chain of OS users in the audit log.	Please elaborate further on this.		Below is a use case :-To ensure that a service account only accesses a database from a defined source IP, and only runs a narrow group of authorized queries. This can alert on compromise of a service account either from the system that normally uses it, or if the account credentials show up in a connection from an unexpected system.
81	Section 9 - Technical Specifications	36	Database Security & Audit Policies	How can the signatures be customized	Please elaborate further on this.		Customization for mitagiation any zero day attack .
82	Section 9 - Technical Specifications	37	Alerting and Blocking Capabilities	Solution should provide real time control for privileged users using different factor authorization capabilities	Please elaborate further on this.		The ability to generate alerts on policy violations. Tools don't just record activity, they provide real-time monitoring and rule-based alerting. For example, you might create a rule that generates an alert every time a DBA performs a select query on a credit card column which returns more than 5 results.