

Clarifications for Pre-bid queries-Ref: CO:ITD:1007/R1:2019-20 dated 10.10.2019 for "Supply, Installation, Implementation and maintenance of Host based intrusion prevention software (HIPS) solution with 3 years support".

S.no.	References	Existing Clause	Queries / Changes Requested	Clarification from Bank
1	Page no. 15 Clause no. 4	The delivery of all software licenses should be completed within two weeks from the date of Purchase Order.	The delivery of all software licenses should be completed within Four weeks from the date of Purchase Order.	Please adhere to RFP terms and conditions.
2	Page no. 15 Clause No. 5	Implementation of the solution has to be done within 6 weeks from the delivery of licenses.	Implementation of the solution has to be done within 8 weeks from the delivery of licenses.	Please adhere to RFP terms and conditions.
3	Page no. 16 Point 7.	If the Supplier fails to deliver/install any or all of the Goods or to perform the Services within the period(s) specified in the Contract, the Bank shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5% of the Invoice price of delayed item for each week or part thereof of delay until actual delivery/installation or performance. If the installation and making the complete system up and running is not possible due to delayed item, a sum equivalent to 0.5% of the total Contract Value will be deducted for each week or part thereof of delay until actual delivery/installation or performance, up to a maximum deduction of 10% of total Contract Value. If the equipment are not delivered/installed in time, the Bank may consider termination of	we request bank to consider to penalise 10 % liquidity damage of the value of only undelivered item instead of entire contract value	Please adhere to RFP terms and conditions.



		the contract.		
4	Page no. 25 Section V. 2	Successful bidder has to supply, install and implement HIPS solution in 50 servers for which list would be provided by bank.	Please specify the location of these servers. Are the servers only located in DC and DR or are remote servers also part of scope? If so, please share the details of the location	Expected location can be DC/DR and Mumbai
			Please specify if the Servers are Integrated and have the required network connectivity for centrally pushing the HIPS agents	Servers are connected to centrally, However if required client agent is installed in server by visiting the location.
5	Page no. 25 Section V. 6	Successful bidder has to provide the training to employee of Indian Bank team for managing and basic troubleshooting HIPS solution.	Pease specify if the training required needs to be conducted by OEM representative or Bidders consultants can impart these trainings? Also, please specify the number of people who are required to be trained.	Training can be conducted by any person, who is having hands on experience on quoted product and help bank team to manage the solution.
6	Page no.26 Point 2). 11	The solution should be able to create inventory of a target system and hence report on installed software and applications on client machines.	Request to modify this to "The solution should be able to create inventory of a target system and maintain the inventory of Installed software and applications on client machines."	It is clarified that the solution should be able to provide the details of software installed and application details from client machine to centralized management console.
7	Page no.27 Point 2). 37	Solution should be capable of Information gathering about network hosts and their activities, such as operating system, services, open ports, client applications and vulnerabilities.	Please change the clause to "Solution should be capable of Identifying network hosts and their activities, such as operating system, services, open ports, client applications and vulnerabilities, to block any attack."	Please adhere to RFP terms and conditions. It is clarified that blocking will be configured manually.
8	Page no.27 Point 2). 40	Solution should have Smart rules providing broad protection, and low-level insight, for servers and end-user systems. For operating systems and applications, the rules limit variations of elements of traffic, limiting the ability of attackers to investigate possible attack vectors since	Requesting to provide details on expected characteristics	It is clarified that the solution should be able to block any abnormal behaviour in the system after establishing base line. Like brute force attack.



		many attacks are based on exceeding expected characteristics		
9	Page no.27 Point 2). 46	Management Server should support Active Passive high availability configuration for DC/DR setup.	Please confirm if the Management server needs to be in HA between DC and DR (1 in DC and 1 in DR)	It is clarified that one Management server at DC and one at DR will be in active/standby state.
10	Page no.28 Point 2). 50	Agent installation should not require a restart of the system	If there is an Anti-Malware currently installed, it needs to be uninstalled and the system to be rebooted. After Deep Security agent installation there is no reboot.	It is clarified that bank is using Symantec Antivirus. If similar features available in quoted HIPS solution the existing solution can be changed.
11	Page no.28 Point 2). 55	Solution should support application of policies during a scheduled day/time	Requesting Indian Bank to confirm whether the requirement is just to schedule a policy application during particular time from centralized management console?	It is clarified that the solution should be able to do schedule scan of server during any particular time from centralized management console.
12		Clause not present in RFP	The solution should have the capability to scan the server where the agent is installed and discover the vulnerabilities present on that server without manually enabling them, by doing this we do not miss any vulnerability present on the system	Please adhere to RFP terms and conditions.
13		Clause not present in RFP	The solution should be capable of enabling the prevention rules by itself for the discovered vulnerabilities on the managed servers to reduce the operational cost and for instant protection.	Please adhere to RFP terms and conditions.
14		Clause not present in RFP	The solution should be capable to disable the HIPS rules for which there is an OEM patch installed on the managed servers to reduce the operational cost	Please adhere to RFP terms and conditions.
		Clause not present in RFP	Integrity Monitoring: "The solution should be	Please adhere to RFP terms and



			capable of enabling the monitoring rules based on the OS and to reduce operational cost and manual intervention	conditions.
16		Clause not present in RFP	Management and Other Features: "The solution should also support generating deployment scripts to install the agents remotely"	Please adhere to RFP terms and conditions.

