

| Replies to Pre-bid queries for Tender Ref No: Tender Ref No: OICL/HO/ITD/DLP/2023/02 Dated 06.12.2023 | | | | | |
|---|---------------|----------------------|---|---|---------------|
| S.No. | Page # | Point/ Section # | Existing Clause | Query Sought | OICL Response |
| 1 | Page 13 of 77 | Eligibility Criteria | The bidder should be a public/ Private Limited Company registered in India | Is the LLP firms are allowed to participate in the bid? | As per RFP |
| 2 | Page 15 of 77 | Scope of Work | Monitor and Protect sensitive data in motion and in use. | The DLP in use is in which phase, is the implementation done with all necessary configurations and setup? | As per RFP |
| 3 | Page 15 of 77 | Scope of Work | Monitor and protect sensitive information flowing outside the organization through HTTP, FTP, HTTPS and other network channels. | Are all channels active and rules and policies are created ? | As per RFP |
| 4 | Page 15 of 77 | Scope of Work | Discover Data at Rest | Are the discovery rules created and working fine | As per RFP |
| 5 | Page 18 of 77 | 2.2 General Scope | The scope of work covers end-to-end support of DLP and IRM solution (including related hardware and software) with all its components including required patch chord, electrical and LAN cabling etc., | If the solution is only to be managed then hardware requirement ? Are we looking to implement something? | As per RFP |
| 6 | Page 18 of 77 | 2.2 General Scope | re-installation (if required), re-commissioning (if required), Testing, Configuration and Maintenance of the existing data loss prevention and information rights management solutions at OICL's Data Center (DC) | What is the current status of the implemented solution | As per RFP |

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| 7 | Page 18 of 77 | 2.2 General Scope | The Solution should be able to maintain logs for a duration of 1 month on the server and 1 year online | is the setup of SAN for log storage done? | Logs Stored on Local Hard Drive of Server |
| 8 | Page 14 of 77 | Eligibility Criteria | The bidder should have supplied, implemented or providing support for DLP solution in at least one PSU/BFSI/Govt enterprises in India having more than 900 branches in last 5 years. | There are very limited enterprises with more than 900 branches in India. Requesting to please reconsider this criteria. | Pls refer corrigendum |
| 9 | | Scope of Work | Annual Maintenance Contract and Facility Management Services for Data Loss Prevention Solution and IRM Solution at DC and DR. | Would there be Enduser support team, for coordination & taking onground actions with the users? | As per RFP |
| 10 | Page 18 of 77 | Scope of Work | Bidder should Identify, Classify and prioritize the data on the basis of risk categories after interaction with various stakeholders in the department (OICL). | How many Departments / Functions / Sub-functions to be considered for | Approx. there are 10-12 departments |
| 11 | 14 | 1.6 Point No.8 | The bidder should have supplied, implemented or providing support for DLP solution in at least one PSU/BFSI/Govt enterprises in India having more than 900 branches in last 5 years. | As the DLP solution is implemented and managed centrally and has no relevance with respect to the no. of locations. Hence, we would request you to dilute the concerned clause. Also, for an MSME to participate, it will be difficult to provide any PO having large no. of location. Hence, would | please refer corrigendum |

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| | | | | request you to dilute the no. of location clause. | |
| 12 | 22 | iiV | The existing IRM solution can be integrated with existing Document Management System (M/s Dell's Documentum) as well. The selected bidder will integrate the existing IRM solution from M/s Seclore with Documentum without any additional cost to OICL. In case any additional connector licenses are required the same can be quoted under appendix 2 "bill of material". | Current license procured by OICL are for DLP integration and 1 Manual protection License. Seclore IRM solution can be integrated with any third party DMS solution and we need to provision additional user license for the same. The current Seclore licensing policy is per user per application. Please clarify the number of users Document management system and so that accordingly we'll quote | As per RFP |
| 13 | 19 | 2.2 (ii) | Bidder should Identify, Classify and prioritize the data on the basis of risk categories after interaction with various stakeholders in the department (OICL). | Do we need to factor Data Classification license or not since Data classification license is per user. Please confirm the number of users for whom we need to factor data classification license | As per RFP |

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| 14 | 19 | 2.2 (vi) | The bidder has to provide necessary support so as to enable the OICL to integrate the DLP and IRM solutions with other OICL applications as when required without any additional cost to OICL. | Please clarify the number and names of applications and corresponding users accessing these applications as our license policy for Seclore IRM integration with application is per user base so that accordingly we can quote for the required licenses. | As per RFP |
| 15 | 21 | 2.2 (xxxviii) | The bidder needs to integrate existing DLP and IRM solutions with any third party solutions procured by OICL during the contract period without any additional cost to OICL. | Please clarify the number and names of applications and corresponding users accessing these applications as our license policy for Seclore IRM integration with application is per user base so that accordingly we can quote for the required licenses. Seclore's Enterprise Digital Rights Management exposes APIs as RESTful web services – so that service calls can be made from any platform or device. | As per RFP |
| 16 | 21 | 2.2 (xlvi) | Bidder should perform the data classification activity and interact with various business applications owners, and resources supporting the relevant business unit's information flow. | Do we need to factor Data Classification license or not since Data classification license is per user. Please confirm the number of users for whom we need to factor data classification license | As per RFP |

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| 17 | 22 | 2.3 (xlix - liii) | The existing system is having the ability to automatically protect documents at the endpoint with Seclore IRM policies by integrating with DLP discovery solution i.e. Files get automatically protected based on their classification or content as discovered by the DLP on the end-points. Protected Document/File at any stage are not able to travel outside the organization boundaries and is blocked. The existing DLP solution is implemented at all three layers of organisation boundaries i.e. network, end-point, and email. The bidder needs to provide additional Seclore manual protector licenses for securing emails (using outlook client) and documents that are being created at end-points, to allow the users to protect it. | Please confirm the number of Seclore IRM Manual Protector License for securing emails (using outlook client) | As per RFP |

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| 18 | 22 | 2.3 (Iiv) | The existing IRM solution can be integrated with existing Document Management System (M/s Dell's Documentum) as well. The selected bidder will integrate the existing IRM solution from M/s Seclore with Documentum without any additional cost to OICL. In case any additional connector licenses are required the same can be quoted under appendix 2 "bill of material | Current license procured by OICL are for DLP integration and 1 Manual protection License. Seclore IRM solution can be integrated with any third party DMS solution and we need to provision additional user license for the same. The current Seclore licensing policy is per user per application. Please clarify the number of users Document management system and so that accordingly we'll quote | As per RFP |
| 19 | 18 | 2 | Currently there is one protector license and bidder needs to provide a rate card for this license under Appendix - 2 "Bill of Material" and rates mentioned in the table will be applicable for the entire contract duration | From Seclore IRM perspective, our current licensing policy to OICL is perpetual. Please suggest for additional licenses should the rate be aligned with Subscription or perpetual | bidder needs to provide subscription based rates |
| 20 | 48 | 7.1.3Service Level Criteria | Hardware Peak utilization, whether at DC or at DRS (CPU, Memory, Hard Disk, NICs, I/O etc.) Target SLA: 100% | This should be outside the scope of the Bidder and can be the result of factors beyond our control. This should not be the Security Team SLA. There can be situations where the OEM needs to be involved and their lead times based on priority of tickets are delayed. | As per RFP |

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| 21 | 48 | 7.1.3Service Level Criteria | Disaster Recovery Site Availability (Target SLA: 100% | The same goes for the DR site availability. We may not have access to the DR site under various circumstances. This also should be out of our scope. | As per RFP |
| 22 | 14 | Eligibility Criteria | The bidder should have supplied, implemented or providing support for DLP solution in at least one PSU/BFSI/Govt enterprises in India having more than 900 branches in last 5 years. | We request the authority to consider the Bidder Should have supplied, implemented, or provided support for DLP solution in At least/BFSI/Govt/Enterprise Segment in India having more than 160 Branches in the last 5 years. | please refer corrigendum |
| 23 | 22 | liV | The existing IRM solution can be integrated with existing Document Management System (M/s Dell's Documentum) as well. The selected bidder will integrate the existing IRM solution from M/s Seclore with Documentum without any additional cost to OICL. In case any additional connector licenses are required the same can be quoted under appendix 2 "bill of material". | Current license procured by OICL are for DLP integration and 1 Manual protection License. Seclore IRM solution can be integrated with any third party DMS solution and we need to provision additional user license for the same. The current Seclore licensing policy is per user per application. Please clarify the number of users Document management system and so that accordingly we'll quote | As per RFP |

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| 24 | 19 | 2.2 (ii) | Bidder should Identify, Classify and prioritize the data on the basis of risk categories after interaction with various stakeholders in the department (OICL). | Do we need to factor Data Classification license or not since Data classification license is per user. Please confirm the number of users for whom we need to factor data classification license | As per RFP |
| 25 | 19 | 2.2 (vi) | The bidder has to provide necessary support so as to enable the OICL to integrate the DLP and IRM solutions with other OICL applications as when required without any additional cost to OICL. | Please clarify the number and names of applications and corresponding users accessing these applications as our license policy for Seclore IRM integration with application is per user base so that accordingly we can quote for the required licenses. | As per RFP |
| 26 | 21 | 2.2 (xxxviii) | The bidder needs to integrate existing DLP and IRM solutions with any third party solutions procured by OICL during the contract period without any additional cost to OICL. | Please clarify the number and names of applications and corresponding users accessing these applications as our license policy for Seclore IRM integration with application is per user base so that accordingly we can quote for the required licenses. Seclore's Enterprise Digital Rights Management exposes APIs as RESTful web services – so that service calls can be made from any platform or device. | As per RFP |
| 27 | 21 | 2.2 (xlvi) | Bidder should perform the data classification activity and interact with various business applications owners, and resources supporting the | Do we need to factor Data Classification license or not since Data classification license is per user. Please confirm the number of users for whom we need to factor data classification license | As per RFP |

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| | | | relevant business unit's information flow. | | |
| 28 | 22 | 2.3 (xlix - liii) | <p>The existing system is having the ability to automatically protect documents at the endpoint with Seclore IRM policies by integrating with DLP discovery solution i.e. Files get automatically protected based on their classification or content as discovered by the DLP on the end-points. Protected Document/File at any stage are not able to travel outside the organization boundaries and is blocked. The existing DLP solution is implemented at all three layers of organisation boundaries i.e. network, end-point, and email. The bidder needs to provide additional Seclore manual protector licenses for securing emails (using outlook client) and documents that are being created at end-points, to allow the users to protect it.</p> | Please confirm the number of Seclore IRM Manual Protector License for securing emails (using outlook client) | As per RFP |

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| 29 | 22 | 2.3 (Iiv) | The existing IRM solution can be integrated with existing Document Management System (M/s Dell's Documentum) as well. The selected bidder will integrate the existing IRM solution from M/s Seclore with Documentum without any additional cost to OICL. In case any additional connector licenses are required the same can be quoted under appendix 2 "bill of material | Current license procured by OICL are for DLP integration and 1 Manual protection License. Seclore IRM solution can be integrated with any third party DMS solution and we need to provision additional user license for the same. The current Seclore licensing policy is per user per application. Please clarify the number of users Document management system and so that accordingly we'll quote | As per RFP |
| 30 | 18 | 2.0 | Currently there is one protector license and bidder needs to provide a rate card for this license under Appendix - 2 "Bill of Material" and rates mentioned in the table will be applicable for the entire contract duration | From Seclore IRM perspective, our current licensing policy to OICL is perpetual. Please suggest for additional licenses should the rate be aligned with Subscription or perpetual | As per RFP |

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| 31 | 47 | 7.1.3 Service Level Criteria / Penalty | <p>Monthly SLA For DLP Solution:</p> <ol style="list-style-type: none"> 1. 99.50% and Above NIL 2. 99.00% and above but below 99.5% - 1% of Support Cost which includes Total of Annual DLP ATS Cost and Annual Facility Management Cost for DLP 3. 98.00% and above but below 99.00% - 5% of Support Cost which includes Total of Annual DLP ATS Cost and Annual Facility Management Cost for DLP 4. 97.00% and above but below 98.00% - 10% of Support Cost which includes Total of Annual DLP ATS Cost and Annual Facility Management Cost for DLP 5. 97.00% below - No payment and OICL also reserve the right to terminate the contract. | <p>We request OICL to kindly amend the SLA/Penalties as below:</p> <ol style="list-style-type: none"> 1. 99.00% and Above NIL 2. 98.00% and above but below 99.0% - 1% of Support Cost which includes Total of Quarterly DLP ATS Cost 3. 97.00% and above but below 98.00% - 5% of Support Cost which includes Total of Quarterly DLP ATS Cost 4. 96.00% and above but below 97.00% - 10% of Support Cost which includes Total of Quarterly DLP ATS Cost 5. 95.00% below - No payment for the quarter and OICL also reserve the right to terminate the contract. | As per RFP |

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| 32 | 47 | 7.1.3 Service Level Criteria / Penalty | <p>Monthly SLA For DLP Solution:</p> <p>1. 99.50% and Above NIL</p> <p>2. 99.00% and above but below 99.5% - 1% of Support Cost which includes Total of Annual DLP ATS Cost and Annual Facility Management Cost for DLP</p> <p>3. 98.00% and above but below 99.00% - 5% of Support Cost which includes Total of Annual DLP ATS Cost and Annual Facility Management Cost for DLP</p> <p>4. 97.00% and above but below 98.00% - 10% of Support Cost which includes Total of Annual DLP ATS Cost and Annual Facility Management Cost for DLP</p> <p>5. 97.00% below - No payment and OICL also reserve the right to terminate the contract.</p> | <p>The SLA downtime penalty should be applicable only to DLP ATS Cost component and not the FMS component. We request OICL to kindly amend the clause accordingly and remove Annual FMS Cost component from this penalty clause.</p> | As per RFP |

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| 33 | 47 | 7.1.3 Service Level Criteria / Penalty | <p><u>SLA Table:</u> 97.00% below - No payment and OICL also reserve the right to terminate the contract.</p> <p><u>Separate Clause on same page:</u> The penalty would be deducted from the quarterly payouts and the cap on quarterly penalty will be 15% of the quarterly payout. The overall cap on penalty will be 10% of the total contract value.</p> | We understand that "No Payment" for 97% and below Uptime given in the SLA Table is an error, and that 15% cap on quarterly payout clause shall prevail. Kindly confirm if our understanding is correct. | AS per RFP |
| 34 | 32 | Payment Terms | <p>FMS: 25% of the Annual Charges at the end of each quarter or part thereof</p> <p>AMC: 25% of the Annual Charges at the end of each quarter</p> | <p>We request OICL to kindly amend the Payment Terms as:</p> <p>FMS: 25% of the Annual Charges at the start of each quarter or part thereof</p> <p>AMC: 25% of the Annual Charges at the start of each quarter</p> | AS per RFP |
| 35 | 14 | 1.6 Eligibility Criteria | The bidder should have supplied, implemented or providing support for DLP solution in at least one PSU/BFSI/Govt enterprises in India having more than 900 branches in last 5 years. | We understand that date of sign-off/ implementation and start date of providing support shall be considered as the cut-off date for calculating the 5 year period. Kindly confirm if our understanding is correct. | please refer corrigendum |

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| 36 | 14 | 1.6 Eligibility Criteria | The bidder should have supplied, implemented or providing support for DLP solution in at least one PSU/BFSI/Govt enterprises in India having more than 900 branches in last 5 years. | <p>We request you to kindly amend the clause as:</p> <p>The bidder should have supplied, implemented or providing support for DLP solution in at least one PSU/BFSI/Govt enterprises in India having more than 900 branches in last 7 years.</p> | please refer corrigendum |
| 37 | | GEM RFP: Experience & Turnover related criteria. | Criteria pertaining to Similar Experience & Turnover etc. | <p>We understand that the Criteria pertaining to eligibility / technical evaluation / Years of Past Experience/ Similar Services / Turnover Criteria etc. given in GEM RFP will be over-ridden by similar criteria given in OICL's tender document Tender Ref No: OICL/HO/ITD/DLP/2023/02 Dated 06.12.2023</p> <p>(Terms of OICL's referred tender document only shall prevail and supporting documents pertaining to the same only need to be submitted by bidder).</p> <p>Kindly confirm if our understanding is correct.</p> | Understanding is correct |

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| 38 | 47 | 7.1.3 Service Level Criteria / Penalty | Monthly SLA For DLP Solution: 1. 99.50% and Above NIL 2. 99.00% and above but below 99.5% - | We understand that the SLA/Penalties given in this section, will be applicable only to the uptime of the DLP service only. Kindly confirm if our understanding is correct. | As per RFP |
| 39 | 14 | 1.7 Project Timelines | Complete Knowledge Transfer from existing vendor T+15 days | Please increase KT timeline to T+30 days. | As per RFP |
| 40 | 22 | SOW xlvii. | A review of infrastructure and security controls which are already in place in OICL Environment. | Apart from DLP & IRM what is the need of reviewing the entire set of security controls. We suggest this must be kept out of scope. | As per RFP |
| 41 | 47 | SLA ii | If a breach occurs even after a proper policy in DLP solution is in place, a penalty of Rs. 5,000/- per event will be deducted or the loss due to the breach whichever is higher. | Please modify this as "if a breach occurs due to improper policy/ classification/due care, a penalty of Rs. 5000/- per event will be deducted or the loss due to the breach whichever is higher." | As per RFP |
| 42 | NA | NA | NA | Please share the current monthly incident counts of last 3 months of both DLP & IRM. | As per RFP |
| 43 | NA | NA | NA | Please ensure that the current SOP, information classification, asset identification and relevant document will be in sync with current business requirement before KT. | As per RFP |
| 44 | 18 | 2 | Protector License | License will be procured as perpetual or Subscription License, please confirm | Subscription based licenses |

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| 45 | 22 | liV | General Scope (2.0) | Kindly confirm the number of users who will access the Document Management system. As need to factor the user license | As per RFP |
| 46 | | | IRM Licenses | Since the IRM OEM licensing model for connectors is based on the no. of users, please confirm the no. of licenses to be factored. | As per RFP |
| 47 | | | IRM Licenses | For any additional IRM Licenses that may be required at later stage, we request OICL to kindly add a line-item for the same to be quoted in the Commercial Format on Rate Card basis. | As per RFP |
| 48 | | | Infra for Connector | We understand that in case any Infra (Hardware/OS/DB etc.) is required for implementation of connector, the same shall be provided by OICL. Please confirm. | As per RFP |
| 49 | 24 | 2.4 Facility Management | Bidder shall deploy dedicated onsite resource in general shift from 9:00 AM to 6:00 PM for regular maintenance support of the systems for the entire duration of contract. | Please clarify the FMS(i.e. L1, L2 & PM) is required for all 7 days or 6 days or 5 days a week. | As per RFP |
| 50 | 20 | 2.2 General Scope | Successful bidder should guarantee a quarterly uptime of 99.50% for the entire solution from the date of sign-off for completing the knowledge transfer sessions. | Please share the last 3 months hardware & software utilization trend of each component of DLP & IRM. | As per RFP |

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| 51 | 20 | xxx. General Scope | The successful bidder will be required to augment/ upgrade the hardware & software components in the solution to ensure that the performance requirements are met. The additional hardware equipment & software if required shall be provided by OICL. | As per the RFP, OICL may augment the licenses, add functionalities like, integration with DMS, data classification, connector etc. We understand that in case any additional HW/SW/OS/DB etc. is required, the same shall be provided bu OICL. Please confirm if our understanding is correct. | As per RFP |
| 52 | 22 | liV | The existing IRM solution can be integrated with existing Document Management System (M/s Dell's Documentum) as well. The selected bidder will integrate the existing IRM solution from M/s Seclore with Documentum without any additional cost to OICL. In case any additional connector licenses are required the same can be quoted under appendix 2 "bill of material". | Current license procured by OICI are for DLP integration and 1 Manual protection License. Seclore IRM solution can be integrated with any third party DMS solution and we need to provision additional user license for the same. The current Seclore licensing policy is per user per application. Please clarify the number of users Document management system and so that accordingly we'll quote | As per RFP |
| 53 | 19 | 2.2 (ii) | Bidder should Identify, Classify and prioritize the data on the basis of risk categories after interaction with various stakeholders in the department (OICL). | Do we need to factor Data Classificaiton license or not since Data classification license is per user. Please confirm the number of users for whom we need to factor data classification license | As per RFP |

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| 54 | 19 | 2.2 (vi) | The bidder has to provide necessary support so as to enable the OICL to integrate the DLP and IRM solutions with other OICL applications as when required without any additional cost to OICL. | Please clarify the number and names of applications and corresponding users accessing these applications as our license policy for Seclore IRM integration with application is per user base so that accordingly we can quote for the required licenses. | As per RFP |
| 55 | 21 | 2.2 (xxxviii) | The bidder needs to integrate existing DLP and IRM solutions with any third party solutions procured by OICL during the contract period without any additional cost to OICL. | Please clarify the number and names of applications and corresponding users accessing these applications as our license policy for Seclore IRM integration with application is per user base so that accordingly we can quote for the required licenses. Seclore's Enterprise Digital Rights Management exposes APIs as RESTful web services – so that service calls can be made from any platform or device. | As per RFP |
| 56 | 21 | 2.2 (xlvi) | Bidder should perform the data classification activity and interact with various business applications owners, and resources supporting the relevant business unit's information flow. | Do we need to factor Data Classification license or not since Data classification license is per user. Please confirm the number of users for whom we need to factor data classification license | As per RFP |

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| 57 | 22 | 2.3 (xlix - liii) | The existing system is having the ability to automatically protect documents at the endpoint with Seclore IRM policies by integrating with DLP discovery solution i.e. Files get automatically protected based on their classification or content as discovered by the DLP on the end-points. Protected Document/File at any stage are not able to travel outside the organization boundaries and is blocked. The existing DLP solution is implemented at all three layers of organisation boundaries i.e. network, end-point, and email. The bidder needs to provide additional Seclore manual protector licenses for securing emails (using outlook client) and documents that are being created at end-points, to allow the users to protect it. | Please confirm the number of Seclore IRM Manual Protector License for securing emails (using outlook client) | As per RFP |

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| 58 | 22 | 2.3 (Iiv) | The existing IRM solution can be integrated with existing Document Management System (M/s Dell's Documentum) as well. The selected bidder will integrate the existing IRM solution from M/s Seclore with Documentum without any additional cost to OICL. In case any additional connector licenses are required the same can be quoted under appendix 2 "bill of material | Current license procured by OICL are for DLP integration and 1 Manual protection License. Seclore IRM solution can be integrated with any third party DMS solution and we need to provision additional user license for the same. The current Seclore licensing policy is per user per application. Please clarify the number of users Document management system and so that accordingly we'll quote | As per RFP |
| 59 | 18 | 2.0 | Currently there is one protector license and bidder needs to provide a rate card for this license under Appendix - 2 "Bill of Material" and rates mentioned in the table will be applicable for the entire contract duration | Our current licensing policy to OICL is perpetual. Please suggest for additional licenses should the rate be aligned with Subscription or perpetual? | Subscription based licenses |

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|-------|--------|------------------|---|--|---------------|
| 60 | 44990 | GeM RFP | Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year. | We are hereby request you to relax the said clause as per below.Years of Past Experience required: The bidder/OEM must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year. | AS per RFP |

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| 61 | | GeM RFP | <p>Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years (ending month of March prior to the bid opening): -</p> <ol style="list-style-type: none"> 1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or 2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or 3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost. | <p>We are hereby request you to relax the said clause as per below.</p> <p>Past Experience of Similar Services: The bidder/OEM must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years (ending month of March prior to the bid opening): -</p> <ol style="list-style-type: none"> 1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or 2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or 3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost. | As per RFP |

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| 62 | Page 14 of 77 | 1.7 Project Timelines at Open RFP | <p>Project Kick-off & Deployment of Facility Management Team T+7 Days</p> <p>Complete Knowledge Transfer from existing vendor T+15 days</p> | <p>We are hereby request you to relax the said clause as per below.</p> <p>Project Kick-off & Deployment of Facility Management Team T+14 Days</p> <p>Complete Knowledge Transfer from existing vendor T+21 days</p> | AS per RFP |
| 63 | Page 21 of 77 | 2.2 General scope -xxvii. | <p>Bidder should work with the existing System Integrator(s) of the OICL to integrate the existing DLP and IRM solutions with Active Directory, SIEM Solution, server and storage environment, enterprise network, EMS / NMS solution, security solution, ticketing tools etc. as when required by OICL during the contract period without any additional cost to OICL</p> | <p>We are hereby request to Clarify if for syncing solution at respective sites if any server hardware, storage and server OS will be provided by OICL.Please clarify</p> | As per RFP |

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| 64 | NA | 2.2 (ii) | The existing IRM solution can be integrated with existing Document Management System (M/s Dell's Documentum) as well. The selected bidder will integrate the existing IRM solution from M/s Seclore with Documentum without any additional cost to OICL. In case any additional connector licenses are required the same can be quoted under appendix 2 "bill of material". | Current license procured by OICL are for DLP integration and 1 Manual protection License. Seclore IRM solution can be integrated with any third party DMS solution and we need to provision additional user license for the same. The current Seclore licensing policy is per user per application. Please clarify the number of users Document management system and so that accordingly we'll quote | As per RFP |
| 65 | NA | 2.2 (vi) | Bidder should Identify, Classify and prioritize the data on the basis of risk categories after interaction with various stakeholders in the department (OICL). | Do we need to factor Data Classification license or not since Data classification license is per user. Please confirm the number of users for whom we need to factor data classification license | As per RFP |
| 66 | | 2.2 (xxxviii) | The bidder needs to integrate existing DLP and IRM solutions with any third party solutions procured by OICL during the contract period without any additional cost to OICL. | Please clarify the number and names of applications and corresponding users accessing these applications as our license policy for Seclore IRM integration with application is per user base so that accordingly we can quote for the required licenses. Seclore's Enterprise Digital Rights Management exposes APIs as RESTful web services – so that service calls can be made from any platform or device. | As per RFP |

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| 67 | | | Bidder should perform the data classification activity and interact with various business applications owners, and resources supporting the relevant business unit's information flow. | Do we need to factor Data Classification license or not since Data classification license is per user. Please confirm the number of users for whom we need to factor data classification license Please confirm the number of Seclore IRM Manual Protector License for securing emails (using outlook client) | As per RFP |
| 68 | | | The existing system is having the ability to automatically protect documents at the endpoint with Seclore IRM policies by integrating with DLP discovery solution i.e. Files get automatically protected based on their classification or content as discovered by the DLP on the end-points. Protected Document/File at any stage are not able to travel outside the organization boundaries and is blocked. The existing DLP solution is implemented at all three layers of organisation boundaries i.e. network, end-point, and email. The bidder needs to provide additional Seclore manual | Please confirm the number of Seclore IRM Manual Protector License for securing emails (using outlook client) | As per RFP |

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| | | | protector licenses for securing emails (using outlook client) and documents that are being created at end-points, to allow the users to protect it. | | |
| 69 | | 2.3 (Iiv) | The existing IRM solution can be integrated with existing Document Management System (M/s Dell's Documentum) as well. The selected bidder will integrate the existing IRM solution from M/s Seclore with Documentum without any additional cost to OICL. In case any additional connector licenses are required the same can be quoted under appendix 2 "bill of material | Current license procured by OICL are for DLP integration and 1 Manual protection License. Seclore IRM solution can be integrated with any third party DMS solution and we need to provision additional user license for the same. The current Seclore licensing policy is per user per application. Please clarify the number of users Document management system and so that accordingly we'll quote | As per RFP |

| Replies to Pre-bid queries for Tender Ref No: Tender Ref No: OICL/HO/ITD/DLP/2023/02 Dated 06.12.2023 | | | | | |
|---|--------|------------------|--|---|-----------------------------|
| S.No. | Page # | Point/ Section # | Existing Clause | Query Sought | OICL Response |
| 70 | | 2 | Currently there is one protector license and bidder needs to provide a rate card for this license under Appendix - 2 "Bill of Material" and rates mentioned in the table will be applicable for the entire contract duration | From Seclore IRM perspective, our current licensing policy to OICL is perpetual. Please suggest for additional licenses should the rate be aligned with Subscription or perpetual | Subscription based licenses |