

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Remarks
1	16	2.2	v) Bidder is required to provide DLP solution in HA mode at DC and without HA at DRS	Active /passive or Active/Active setup is required at DC for IRM deployment in HA Mode	Active /passive setup is required at DC for IRM deployment in HA Mode whereas in DR, Bidder is required to propose Without HA
2	17	2.4	i) All appliances/hardware and software offered is required to be on-premises licensed to OICL.	Please clarify if the license needed for the On Premise Software should be perpetual or subscription based.	The License Provided by the bidder should be Perpetual License
3	Page 71 of 124	Annexure 14: Proforma from OEM	<p>We as Original Equipment Manufacturer of the security solutions (DLP Solution) have sized the hardware and software based on information provided by OICL in its' Request For Proposal (herein after referred to as 'SCOPE DOCUMENT') and in accordance with the tender and Service Level requirements and assure OICL that the sizing is for the offices and departments envisaged in the SCOPE DOCUMENT.</p> <p>However, if the sizing of the hardware and software of proposed solution is found to be inadequate in meeting the tender and the Service Level requirements given by OICL, then we will upgrade the proposed hardware and software of the proposed solution without any additional cost to OICL.</p>	<p>OEM Should be Allowed to Submit their Standard MAF. Symantec Format As follows: Date:</p> <p>[Recipient's name & address]</p> <p>RE: [Tender's name and RFP reference] ("Tender")</p> <p>1) Symantec Asia Pacific Pte Ltd "Symantec" having its office address at 6 Temasek Boulevard #11-01 Suntec Tower 4, Singapore 038986 ("Symantec"), publishes, manufactures and distributes certain computer software hardware products ("Symantec Products"). Symantec have been informed by [Partner] that it is submitting a Bid and will be signing a contract with you against the above Tender which may involve the purchase of certain Symantec Products.</p> <p>2) It is Symantec's standard business practice :-</p> <p>a) to provide software updates, upgrades, patches/fixes for the Symantec Products for a period of 5 years from date of this letter provided that you (i) maintain a valid maintenance and support agreement in connection to the Symantec Products (ii) apply the latest upgrades and patches which Symantec has made available in connection to the Symantec Product and (iii) subject yourself to Symantec's then current policies and prices, including, without limitation, our end of life policies and migration policies for the Symantec Product.</p> <p>b) to extend full guarantee or warranty to the Symantec Products as applicable which are commercially available in accordance to Symantec's then-current terms and conditions.</p> <p>3) Symantec Products provided under this letter in response to the Tender upon its successful award, shall be commercially available Symantec Products.</p> <p>Please note that [Partner] is an independent contractor and has no authority to commit and/or bind Symantec or its affiliates in any way without Symantec's express consent.</p> <p>Yours sincerely, For and on behalf of Symantec Software Solutions Private Limited</p>	<p>Revised Clause : The MAF Format Stands Deleted , However Bidder is required to submit the MAF with the intent of the following clause</p> <p>"The MAF Provided by the bidder should have the intent of the following clause</p> <p>1.) We who are established and reputable manufacturers/ producers of _____ having factories/ development facilities at (address of factory/ facility) do hereby authorize M/s _____ (Name and address of the bidder) to submit a Bid, and sign the contract with you against the above Bid Invitation</p> <p>2.) We hereby extend our warranty for the Solution, Products and services offered by the above firm against this Bid Invitation."</p>
4	Page 23 of 124	2.8 AMC & ATS Support Point (B)	The hardware should have three year onsite & comprehensive warranty and the AMC will commence from year 4 onwards. The software should have one year onsite & comprehensive warranty and the ATS will commence from year 2 onwards.	The hardware should have three year onsite & comprehensive warranty and the AMC will commence from year 4 onwards. The software should have three year onsite & comprehensive warranty and the ATS will commence from year 4 onwards.	As per the Terms and Conditions of the RFP

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5	Page 15 of 124	OEM's Experience (DLP)	The OEM product should have been implemented or should have under implementation DLP solutions in at least one public sector/ Scheduled Commercial Bank/Insurance Client in India having more than 1000 branches. Supporting Document : Relevant Credential letters from client OR Purchase Order with the Client confirmation on having executed the PO to satisfaction. In case the solution is under implementation only purchase orders are required	Should be Optional if SI don't Furnish Relevant Credential letters from client OR Purchase Order	Revised Clause: The OEM product should have been implemented or should have under implementation DLP solutions in at least one public sector/ Scheduled Commercial Bank*/Insurance Client in India having more than 1000 branches. *Scheduled commercial Banks do not include regional rural Banks and cooperative Banks. Supporting Document : Relevant Credential letters from client OR Purchase Order with the Client confirmation on having executed the PO to satisfaction. In case the solution is under implementation only purchase orders are required
6	Page 19 of 124	2.5 Implementation of Solution	Implementation of the project has to be monitored by product OEM and provide appropriate support to the bidder.	Implementation of the project has to be carried by respective product OEM. Bidder should provide appropriate support for 3rd party Integration if Any as per the Tender.	As per the Terms and Conditions of the RFP
7	Page 31 of 124	AMC/ATS	Quarterly in advance	Yearly in advance	Please refer Page No 23, Revised Payment Terms of the Pre Bid Queries
8	Page 18 of 124	2.4 Detailed Scope of Work (j)	During the course of implementation OEM involvement should be spanning across all phases of implementation including Project Preparation, Solution Design Phase(Including Review/design of all the Policy Documents, Blueprints and other Solution documents), Configuration and Customization, Integration, Acceptance and Training. Post Implementation quarterlyOne Time review of the implementation is required from the OEM Professional services. OEM is required to provide the undertaking for the Same.	During the course of implementation OEM involvement should be spanning across all phases of implementation including Project Preparation, Solution Design Phase(Including Review/design of all the Policy Documents, Blueprints and other Solution documents), Configuration and Customization, Integration, Acceptance. Post Implementation quarterly review of the implementation is required from the OEM Professional services. OEM is required to provide the undertaking for the Same.	Please be guided by the RFP
9	Page 47 of 124	3. Past Experience	OEM having experience in 1 or more than 1 PSU Bank /Insurance Company with at least 1000 Branches	Should have 200 Points	Please refer Page No 24, Revised past experience of the Pre Bid Queries
10	Page 70 of 124	9.13 Annexure 13: Undertaking for Backlining	UNDERTAKING for Backlining (On OEMs Letter Head)	UNDERTAKING for Backlining (On Bidders Letter Head)	UNDERTAKING for Backlining (On Bidders Letter Head) for all the Solution and Hardware Proposed in the RFP as per the format provided in section 4 Undertaking of Backlining

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11	Page 121 of 124	Point 45	The OEM should take ownership of vetting deployment and directly provide highest premium support offering 24 * 7 for the solution during the contract period. The implementation can be done by its implementation partners	The OEM should take ownership of deployment of respective Products and directly provide premium support offering 24 * 7 for the solution during the contract period with Target initial Response Time 15 Minutes & technical account manager for OICL . All the 3rd Party Integration and implementation can be done by its implementation partners/Bidder.	As per the Terms and Conditions of the RFP
12	Page 16	Scope of Work, point no. I	The Bidder should offer a comprehensive Data Loss Solution (Email , Web & Endpoint) for Data Protection. The list of OICL office location is mentioned in Annexure 15.	This section says DLP is required for Email, Web & Endpoint only. Technical section Annexure 15 has a requirement to scan Network Stoages and databases. Need clarity whether DLP Storage is required or not.	As per the Terms and Conditions of the RFP
13	Page 21	Section 2.6, Data Loss Prevention, Point V	Capability to monitor all the traffic flowing out of the network, irrespective of Policies being in place or not	Monitoring of data without policies is irrelevant, resource hungry and useless. " Irrespective of policies being in placed or Not" should be removed.	All the Critical/Confidential data identified needs to be scanned and Protected .
14	Page 21	Section 2.6, Data Loss Prevention, Point VII	Ability to seamlessly integrate with encryption and selectively encrypt data on the basis of designed policies	Our understanding is that the solution proposed should have a ability get integrated with an encryption solution as and when needed. The bidder/OEM doesn't need to propose encryption solution.	Bidder is required to propose the Encryption Tool as a part of the solutions
15	Page 21	Section 2.6, Data Loss Prevention, Point XX	A review of infrastructure and security controls which are already in place in OICL Environment .	What is expected from the review.	A review of infrastructure and security controls which are already in place in OICL Environment is required in order to succesfully comissioning and implement the DLP Solution as per the requirement in the RFP
16	Page 122	Appendix 1: Technical and Functional Specifications, Point No 47 (II)	Non textual pdfs, xps	Need more detail, pls explain if OCR is needed.	DLP Solution should have the capability to provide OCR Technology or integrate with the 3rd party Tool if required which OICL may implement in future

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Remarks
17	Page 121	Appendix 1: Technical and Functional Specifications, Point No 42	The proposed solution should Encrypt data transferred to portable/external media with encryption of 256 bit and above	We believe OICL has very limited number of users accessing removable Media and hence they may need a removable encryption solution. We request you to share the number of systems the encryption solution is required otherwise having encryption solution for all 14000 machines will increase the overall budget of OICL project. Also, we propose the encryption solution should not be limited to removable media in fact the disk should also be encrypted and protected in case of a Laptop or system is stolen or lost.	Encryption Solution should be provided for 4000 Users /Machines which will encrypt the data being transferred and removable media
18	Page 121	Appendix 1: Technical and Functional Specifications, Point No 33	The solution should be able to inspect and prevent data loss though both HTTP traffic and HTTPs channel either natively or by integrating with existing third party Proxy of the OICL	Solution supports integration with Proxies, HTTP/S detection depends on the ability of Proxy. What is the Proxy being used by customer.	Proxy used by OICL is Cisco Iron Port (WSA S690)
19				What percentage of the PBG would be required	Bidder to refer section 3.1.7 Performance Security of the RFP
20	Page No 50	7.1.3 Service Level Criteria	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.	Kindly remove this clause as this is very high.	Revised Clause If a breach occurs even after a proper policy in DLP solution is in place, a penalty of Rs. 500/- per event will be deducted.
21	PAGE No.35	4.8 Inspection of Records	All Bidder records with respect to any matters covered by this tender shall be made available to OICL or its designees at any time during normal business hours, as often as OICL deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data. Said records are subject to examination. OICL's auditors would execute confidentiality agreement with the Bidder, provided that the auditors would be permitted to submit their findings to OICL, which would be used by OICL. The cost of the audit will be borne by OICL. The scope of such audit would be limited to Service Levels being covered under the contract, and financial information would be excluded from such inspection, which will be subject to the requirements of statutory and regulatory authorities.	Advance Notice of atleast 45 days is to be given prior such Inspection	As per the Terms and Conditions of the RFP

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22	PAGE No.37	4.17 Termination for Default	<p>OICL may, without prejudice to any other remedy for breach of contract, by 30 calendar days written notice of default sent to the Bidder, terminate the contract in whole or in part:</p> <p>a) If the Bidder fails to deliver any or all of the Solution and services within the time period(s) specified in the contract, or any extension thereof granted by OICL; or</p> <p>b) If the Bidder fails to perform any other obligation(s) under the contract In the event of OICL terminating the contract in whole or in part, pursuant to above mentioned clause, OICL may procure, upon such terms and in such manner, as it deems appropriate, goods and services similar to those undelivered and the Bidder shall be liable to OICL for any excess costs incurred for procurement of such similar goods or services (capped at 5% differential value). However, the Bidder shall continue performance of the contract to the extent not terminated.</p>	<p>Termination right for the Bidder to be mentioned as: The Bidder may terminate this Agreement and / or any SOW upon written notice to OICL if OICL commits a default or material breach and does not remedy the default or material breach within 30 days of notice from the Bidder.</p>	As per the Terms and Conditions of the RFP
23	Pg 15	Time Period for Completion	Procure and Deliver at OICL respective locations within 6 weeks from the date of issuance of Purchase Order	Please change delivery timeline to 8 weeks	Please refer Page No 25, Revised project timelines of the Pre Bid Queries
24	Pg 15	Time Period for Completion	Within 8 Weeks from the date of issuance of purchase order	Please change delivery timeline to 10 weeks	Please refer Page No 25, Revised project timelines of the Pre Bid Queries
25	Pg 15	Time Period for Completion	Within 16 Weeks from the date of issuance of purchase order	Please change delivery timeline to 20 weeks	Please refer Page No 25, Revised project timelines of the Pre Bid Queries
26	Pg 15	Trainging	All the trainings to be completed within 1 week from the date of request for training from OICL	Please share location and no. of participants for training	Location of the Training shall be the HO , OICL .No. of Participants has already being mentioned in the Appendix 2 Bill of Material

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27	Pg 16	Overview of Scope	Bidder to factor and propose either a hardware based solution or software based solution as per their architecture which includes associated monitoring and management software(s)	Please confirm if hardware shall be provided by OICL for software based solution	All the hardware , Middleware ,Solution , tools , cables(Including Cabling Activity at DC and DRS to connect the LAN and SAN), equipment and required resources for succesful installation and commisioning of the solution has to be provided by the bidder. OICL will only provide rack, space, power, Storage (EMC Vmax 100K) for the in-scope solutions
28	Pg 16	Overview of Scope	Bidder is required to size, implement and maintain Storage for DLP solution for the period of contract	Please confirm if OICL has any backup software	OICL has Backup Solution (EMC Data Domain) which can be extended to the bidder however bidder is required to provide the sizing for number of license required as a part fo the technical proposal
29	Pg 16	Overview of Scope	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.	It is assumed that bidder only to provide sizing for SAN. Storage and network connectivity for SAN shall be provided by OICL. Please confirm	All the hardware , Middleware ,Solution , tools , cables(Including Cabling Activity at DC and DRS to connect the LAN and SAN), equipment and required resources for succesful installation and commisioning of the solution has to be provided by the bidder. OICL will only provide rack, space, power, Storage (EMC Vmax 100K) for the in-scope solutions
30	Pg 17	Overview of Scope	Bidder should provide Facility Management support for the DLP solution during the tenure of the contract	It is assumed that bidder only to provide FMS suport for DLP solution implemented in DC and DR. FMS support at end point will not be in scope. Please confirm.	Bidder is required to provide FM Support for the Solution supplied by the bidder at the end point, DC & DRS. Bidder to required to right size the FM Support
31	Pg 17	Overview of Scope	The solutions deployed should be modular, scalable and should be able to address OICL requirements for the next five years, with the deployed hardware.	Need more clarification as to what is expected from bidder for next 5 years.	As per the Terms and Conditions of the RFP
32	Pg 18	Overview of Scope	Bidder should work with the existing System Integrator(s) of the OICL to integrate the DLP solutions with Active Directory, SIEM Solution (as and when implemented by OICL), server and storage environment, enterprise network, EMS / NMS solution, security solution, ticketing tools etc.	Please share SIEM, EMS/NMS, Security solution and ticketing tool details, which are to be integrated with DLP.	Shall be shared with the succesful bidder

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33	Page 121, Point 42		The proposed solution should Encrypt data transferred to portable/ external media with encryption of 256 bit and above	This spec is OEM specific. We would request you to please remove the same. We would request the bank to have a separate tender for file/folder encryption and external media encryption, as encryption is a bigger solution which would not be met by this specification.	Revised Clause :Encryption Solution should be provided for 4000 Users /Machines which will encrypt the data being transferred and removable media
34	Page 121, Point 44		The solution should support rules to detect the low volume data exfiltration or slow data leakage	This spec is OEM specific. We would request you to please remove the same. Usually customers use SIEM solution to meet this requirement.	As per the Terms and Conditions of the RFP
35	Page 16, Point 2.2		v) Bidder is required to provide DLP solution in HA mode at DC and without HA at DRS	Active /passive or Active/Active setup is required at DC for IRM deployment in HA Mode?	Active /passive setup is required at DC for IRM deployment in HA Mode whereas in DR, Bidder is required to propose Without HA
36	Page 21, Point vii		Ability to seamlessly integrate with encryption and selectively encrypt data on the basis of designed policies	The RFP doesn't have a separate eligibility criteria for encryption solution. Please advice how would you make sure that they would get best of the breed encryption solution? We would request you to either take encryption out of scope of the RFP or have eligibility criteria of "Proposed endpoint encryption solution should be from Gartner's leader quadrant of latest Mobile Data Protection report"	Revised Clause: Encryption Solution Proposed should be from the Same OEM as the one of DLP Solution
37	Page 21, Point v		Capability to monitor all the traffic flowing out of the network, irrespective of Policies being in place or not	"irrespective of Policies being in place or not " part of the spec is OEM specific. Please change is spec to "Capability to monitor all the traffic flowing out of the network when policies are violated.	Revised Clause: DLP Solution should have capability to monitor all the traffic flowing out of the network.
38			The Solution should Index all files during discovery process.	The solution will provide the details of all the files discovered in the incidents and same can be remediated to the central location.	As per the Terms and Conditions of the RFP

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39	121	28	Solution should support remediation of files violating policies (copy, delete, tag, quarantine, encrypt)	Solution should support remediation of files violating policies (copy, delete, Quarantine)	As per the Terms and Conditions of the RFP
40	123	62	Tagging of information asset with classification scheme	Information asset with classification scheme will be incorporated.	DLP solution should have capabilities of Tagging and Encryption functionality or Capability to integrate with with 3rd party tool. Bidder should perform the data classification activity and interact with all business unit's of OICL .
41		New		Solution should provide the technology to extract the text inside the textual image and monitor and block the sensitive information.	As per the Terms and Conditions of the RFP
42		New		Solution should provide both structured and unstructured fingerprinting monitoring and protection when the DLP Endpoint is offline and not connected to the network.	As per the Terms and Conditions of the RFP
43		New		Solution should provide an analytic capabilities on the DLP incidents to provide the Top Cases happening every day from the single user and source across all channels. Analytics will provide the risk score for the incidents.	As per the Terms and Conditions of the RFP
44	122	51 Also point xxx in Functional	For IRM (user accessing a IRM protected file or protecting a file), there should not be any changes in user behavior or processes. i.e.. The documents must not be stored and uploaded in central server or repository for protection and must be protected at the endpoint itself. Also external users must not receive just the link, but the actual document when shared via email	For IRM (user accessing a IRM protected file or protecting a file), there should not be any changes in user behavior or processes. The documents to be stored and uploaded in central server or repository for protection and to be protected at the endpoint . Also external users should receive just a link so that they can access the critical document in the secure way . Also solution should also provide digital sign of the document received	Revised Clause: "For IRM (user accessing a IRM protected file or protecting a file),the file should be protected and may be shared as an attachment/ link "

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45	123	70 - Also point xxxiii in Functional	For the IRM document protected, the solution must provide access to view / edit a file on any Operating System or Platform – via a browser. MS-Office files must open directly in a browser through an Online editor without the need to install any software locally on the device	For the IRM document protected, the solution must provide access to view / edit a file on any Operating System or Platform – via a browser or via Office Online . MS-Office files must open directly in a browser through an Online editor without the need to install any software locally on the device	Revised Clause: For the IRM document protected, the solution must provide access to view /edit of a file on any Operating System or Platform, View Access – via a browser and Edit Access via a browser/native application on the device.
46			New	Solution should provide workflows to ensure like read acknowledgement by the end user to ensure that legal documents can be shared and acknowledgment can be taken online that can also generate paper trail.	As per the Terms and Conditions of the RFP
47	20	2.6 Section/E	The bidder should provide all components required for deployment of IRM connector for proposed DLP system.	IRM can be integrated with the DLP based on the Remediation scripts or IRM connector.	The bidder should provide all components required for deployment of IRM for proposed DLP system and successful integration and commissioning of IRM with the DLP Solution
48		Solution Design Queries		How many Branches have direct internet connectivity	Please refer the Annexure 11: OICL Present IT Setup of the RFP
49				How many users are present in each branches , also Bandwidth to understand the placement of component based on the Bandwidth.	Branches - 600 -Average 7-8 Users RO -30-Average 100 Users HO-1- Average 400 Users Divisional Office-300 - Average 12 Users Extension Counter -800- Average 2 User
50				How many licenses are required for the IRM solution.	Bidder is required to right size the number of license in order to successfully implement and integrate the IRM Solution with DLP (Across all vectors)

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51	20	2.6 Data Loss Prevention	G. The proposed Data Protection solution should be able to address the following key areas: -i. Identification of protection of data leakage/loss across all vectors, irrespective of policy being in place or not	Need to understand if this clause referring about the default policies in place	DLP Solution should have capability to monitor all the traffic flowing out of the network with respect to OICL specific Policy defined.
52	10	2.6 Data Loss Prevention	xiii The solution should provide for a framework for integration of the Data Loss Prevention (DLP) systems with the information Right Management (IRM) system	Need to check with customer if he is using any IRM.	OICL is not currently using IRM , Bidder is required to propose the IRM Solution along with the necessary hardware, software , tools and equipment required for successful installation and commissioning of the solution
53	20	2.6 Clause E	The bidder should provide all components required for deployment of IRM connector for proposed DLP system.	If IRM solution is already there, then details of IRM and their recommendation on connectors.	OICL is not currently using IRM , Bidder is required to propose the IRM Solution along with the necessary hardware, software , tools and equipment required for successful installation and commissioning of the solution
54	15	Sl No 8	The bidder should have implemented or should have under implementation DLP solutions in at least one public sector Bank/Insurance Client in India having more than 100 branches.	We are requesting you kindly change " The bidder should have implemented or should have under implementation DLP solutions in at least one BFSI Client in India having more than 100 branches.	Revised Clause: Bidders Experience The bidder should have implemented or should have under implementation DLP solutions in at least one scheduled commercial bank*/Public Sector Bank /Insurance Client in India having more than 100 branches. *Scheduled commercial Banks do not include regional rural Banks and cooperative Banks.
55	47	3. Past Experience	Bidder having experience in 1 or more than 1 PSU Bank / Insurance Company with at least 500 Branches	Bidder having experience in 1 or more than 1 BFSI Organisation with at least 500 Branches	Please refer Page No 24, Revised past experience of the Pre Bid Queries
56	31	1 Hardware	Delivery of the Hardware and submission of invoice with Proof of Delivery and other documents (after due inspection) 70% Successful installation and acceptance of the hardware by the OICL (after due inspection) 30%	We are requesting you kindly change "Delivery of the Hardware and submission of invoice with Proof of Delivery and other documents (after due inspection) 90% Successful installation and acceptance of the hardware by the OICL (after due inspection) 10%	As per the Terms and Conditions of the RFP

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57	31	2 Application License	Delivery of DLP solution license as per the actual supply (after due inspection) 70% After Successful Installation, implementation, integration, acceptance and signoff of the solution at all branches/offices 30%	We are requesting you kindly change "Delivery of DLP solution license as per the actual supply (after due inspection) 90% After Successful Installation, implementation, integration, acceptance and signoff of the solution at all branches/offices 10%"	Please refer Page No 23, Revised Payment Terms of the Pre Bid Queries
58	31	3 Database systems, OS & Other peripheral software	Delivery of respective DB, OS & other peripheral software its related components as per the actual supply (after due inspection) 70% Successful completion of customization and successful acceptance of the respective DB, OS & other peripheral software by the OICL (after due inspection) 30%	We are requesting you kindly change " Delivery of respective DB, OS & other peripheral software its related components as per the actual supply (after due inspection) 90% Successful completion of customization and successful acceptance of the respective DB, OS & other peripheral software by the OICL (after due inspection) 10%	As per the Terms and Conditions of the RFP
59	31	Implementation Cost	Successful installation, commissioning, acceptance and sign off of DLP solution at the central site (DC & DRS) and 100 sites/branches 50% After successful installation, implementation, integration, acceptance and signoff of the solution at all the sites/offices/branches 40% After 12 months of successful running of the solution 10%	Successful installation, commissioning, acceptance and sign off of DLP solution at the central site (DC & DRS) and 100 sites/branches 70% After successful installation, implementation, integration, acceptance and signoff of the solution at all the sites/offices/branches 25% After 12 months of successful running of the solution 5 %	Please refer Page No 23, Revised Payment Terms of the Pre Bid Queries
60	120	19	The Solution should Index all files during discovery process.	The solution will provide the details of all the files discovered in the incidents and same can be remediated to the central location.	The Solution should be able to classify the discover data into various categories
61	121	28	Solution should support remediation of files violating policies (copy, delete, tag, quarantine, encrypt)	Solution should support remediation of files violating policies (copy, delete, Quarantine)	DLP should have capabilities of Tagging and Encryption functionality or Capability to integrate with with 3rd party tool for tagging and encryption
62	123	62	Tagging of information asset with classification scheme	Information asset with classification scheme will be incorporated.	DLP should have capabilities of Tagging and Encryption functionality or Capability to integrate with with 3rd party tool. Bidder should perform the data classification activity and interact with all business unit's of OICL .

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63	New	New	New	Solution should provide the technology to extract the text inside the textual image and monitor and block the sensitive information.	As per the Terms and Conditions of the RFP
64	New	New	New	Solution should provide both structured and unstructured fingerprinting monitoring and protection when the DLP Endpoint is offline and not connected to the network.	As per the Terms and Conditions of the RFP
65	New	New	New	Solution should provide an analytic capabilities on the DLP incidents to provide the Top Cases happening every day from the single user and source across all channels. Analytics will provide the risk score for the incidents.	As per the Terms and Conditions of the RFP
66	122	51 Also point xxx in Functional	For IRM (user accessing a IRM protected file or protecting a file), there should not be any changes in user behavior or processes. i.e.. The documents must not be stored and uploaded in central server or repository for protection and must be protected at the endpoint itself. Also external users must not receive just the link, but the actual document when shared via email	For IRM (user accessing a IRM protected file or protecting a file), there should not be any changes in user behavior or processes.. The documents to be stored and uploaded in central server or repository for protection and to be protected at the endpoint . Also external users should receive just a link so that they can access the critical document in the secure way . Also solution should also provide digital sign of the document received	Revised Clause: "For IRM (user accessing a IRM protected file or protecting a file),the file should be protected and may be shared as an attachment/ link "
67	123	70 - Also point xxxiii in Functional	For the IRM document protected, the solution must provide access to view / edit a file on any Operating System or Platform – via a browser. MS-Office files must open directly in a browser through an Online editor without the need to install any software locally on the device	For the IRM document protected, the solution must provide access to view / edit a file on any Operating System or Platform – via a browser or via Office Online. MS-Office files must open directly in a browser through an Online editor without the need to install any software locally on the device	Revised Clause: For the IRM document protected, the solution must provide access to view /edit of a file on any Operating System or Platform, View Access – via a browser and Edit Access via a browser/native application on the device.
68	New	New	New	Solution should provide workflows to ensure like read acknowledgement by the end user to ensure that legal documents can be shared and acknowledgment can be taken online that can also generate paper trail.	As per the Terms and Conditions of the RFP

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69	20	2.6 Section/E	The bidder should provide all components required for deployment of IRM connector for proposed DLP system.	IRM can be integrated with the DLP based on the Remediation scripts or IRM connector.	The bidder should provide all components required for deployment of IRM for proposed DLP system and successful integration and commissioning of IRM with the DLP Solution
70	121	Technical and Functional Specifications	The solution should provide for a framework for integration of the Data Loss Prevention (DLP) systems with the information Right Management (IRM) system	How many licenses are required for the IRM solution.	Bidder is required to right size the number of license in order to successfully implement and integrate the IRM Solution with DLP (Across all vectors)
71	15	Project Timelines	Installation and configuration of Agents on the end points for the DLP Solution in line with the policy	Understanding the criticality and the location (100 branches/offices) in scope, installation timelines of 12 weeks for DLP agent is very less, as DLP requires proper planning and deployment methodology. Request you to please remove the timeline condition for DLP agent deployment.	As per the Terms and Conditions of the RFP
72	15	Project Timelines	Installation and configuration of Agents on the end points for the DLP Solution in line with the policy	Kindly share the 100 branches/offices locations with Bandwidth, connectivity type and user count. This will require for agent deployment planning.	List of Branches/Office has been shared with RFP. Bidder to Please refer the Annexure 15 of the RFP for complete List of Offices/Branches
73	17	Overview of Scope	Bidder should Identify, Classify and prioritize the data on the basis of risk categories after interaction with various stakeholder in the department (OICL)	Kindly share the approx no of departments where interaction with stakeholders required.	Shall be shared with the successful bidder
74	19	Detailed Scope of Work	Bidder shall apply all software updates / version upgrades released by the respective OEMs during the contract period.	There may be a possibility of the architectural level change in solution which may result version up-grade and re-deployment of the solution. Request OICL to consider such major up-grade along with any additional hardware and software requirement should be treated as a separate change request as and when released by OEM. Regular updates from OEM are consider as the part of RFP Scope	As per the Terms and Conditions of the RFP

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Remarks
75		25 Maintenance and support for security solution	Bidder shall ensure the availability of resource at DR site as and when required to maintain defined RPO (1 Hour) and RTO (2 Hour).	We suggest in case of resource availability required at DR for DR Drills and BCP minimum 48 hrs notification should be provided by OICL.	As per the Terms and Conditions of the RFP
76		25 Maintenance and support for security solution	The Bidder is required to provide at least one resource at HO, OICL DELHI NCR between 10:00 to 18:00 during OICL Business Working Days	Kindly confirm the OICL business working Days (Monday to Friday or Monday to Saturday)	Shall be shared with the succesful bidder
77		17 Geographical Location	If OICL shifts any of the sites mentioned above (DC / DRS) to a new location, the successful bidder shall provide respective services from the new location.	We request to have 3 months prior intimation for any new location change. So that resources can be alligned accordingly for the location in INDIA. Also, the logistics for location change would be OICL responsibility, considering solution architecture with IP and domain names will remaining the same. Please confirm the understanding.	As per the Terms and Conditions of the RFP
78	3.1.2.9	Right to Alter Quantities	As per RFP	Request alteration/variation to be capped at +/- 10% of the agreed services/deliverables	As per the Terms and Conditions of the RFP
79	3.1.13	Penalties and delays in Bidder's performance	As per RFP	The Maximum aggregate penalty to be capped @ 3% of the defaulting/delayed services.	As per the Terms and Conditions of the RFP
80	4.2	Ownership, Grant and Delivery	The Bidder shall procure and provide a non-exclusive, non-transferable licenses to OICL for the Software to be provided as a part of this project. The Software should be assignable / transferable to any successor entity of OICL. OICL reserves the right to use the excess capacity of the licenses supplied by the Bidder for any internal use of OICL or its affiliates, or subsidiaries at no additional cost other than the prices mentioned in the commercial bid. The Bidder agrees that they do not have any reservations on such use and will not have any claim whatsoever against such use of the hardware, licenses and infrastructure. Further the Bidder also agrees that such use will not infringe or violate any license or other requirements	The Bidder shall procure and provide a non-exclusive, non-transferable licenses to OICL for the Software to be provided as a part of this project. The Software should be assignable / transferable to any successor entity of OICL. OICL reserves the right to use the excess capacity of the licenses supplied by the Bidder for any internal use of OICL or its affiliates, or subsidiaries at no additional cost other than the prices mentioned in the commercial bid. The Bidder agrees that they do not have any reservations on such use and will not have any claim whatsoever against such use of the hardware, licenses and infrastructure. Further the Bidder also agrees that such use will not infringe or violate any license or other requirements	As per the Terms and Conditions of the RFP

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Remarks
81	4.4	Compliance	As per RFP	Request to remove all references to consequential damages	As per the Terms and Conditions of the RFP
82	3.1.4.1.	Acceptance of the Solution	The solution will not be treated as complete if any part of software / solution etc. are not delivered as per the timelines specified in RFP. In such an event, the supply will be termed incomplete and will not be accepted and warranty period will not commence besides OICL's right to invoke the penalties which will be prescribed in the contract.	The solution will not be treated as complete if any part of software / solution etc. are not delivered as per the timelines specified in RFP until written sign off is communicated. In such an event, the supply will be termed incomplete and will not be accepted and warranty period will not commence post written Sign off besides OICL's right to invoke the penalties which will be prescribed in the contract.	As per the Terms and Conditions of the RFP
83	3.1.10	Delay in Bidder's performance	Any unexcused delay by the Bidder in the performance of his implementation/service/other obligations shall render the Bidder liable to any or all of the following sanctions: forfeiture of his performance security, imposition of liquidated damages, and/ or termination of the contract for default	Any unexcused delay by the Bidder in the performance of his implementation /service /other obligations shall render the Bidder liable to any or all of the following sanctions: forfeiture of his performance security, imposition of liquidated damages, and/ or termination of the contract for default	As per the Terms and Conditions of the RFP
84	3.1.11	Payment terms			
85		Implementation Cost	Successful installation, commissioning, acceptance and sign off of DLP solution at the central site (DC & DRS) and 100 sites/branches 50 %	Successful installation, commissioning, acceptance and sign off of DLP solution at the central site (DC & DRS) and 100 sites/branches 50% 75%	Please refer Page No 23, Revised Payment Terms of the Pre Bid Queries
86		Implementation Cost	After successful installation, implementation, integration, acceptance and signoff of the solution at all the sites/offices/branches 40%	After successful installation, implementation, integration, acceptance and signoff of the solution at all the sites/offices/branches 40% 25%	Please refer Page No 23, Revised Payment Terms of the Pre Bid Queries

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Remarks
87		Implementation Cost	After 12 months of successful running of the solution 10%	After 12 months of successful running of the solution 10%	Please refer Page No 23, Revised Payment Terms of the Pre Bid Queries
88		Support payment	FM Manpower : Quarterly in arrears	FM Manpower : Quarterly in arrears advance	Please refer Page No 23, Revised Payment Terms of the Pre Bid Queries
89	4.2	Ownership, Grant and Delivery	The Bidder shall procure and provide a non-exclusive, non-transferable licenses to OICL for the Software to be provided as a part of this project. The Software should be assignable / transferable to any successor entity of OICL. OICL reserves the right to use the excess capacity of the licenses supplied by the Bidder for any internal use of OICL or its affiliates, or subsidiaries at no additional cost other than the prices mentioned in the commercial bid. The Bidder agrees that they do not have any reservations on such use and will not have any claim whatsoever against such use of the hardware.	The Bidder shall procure and provide a non-exclusive, non-transferable licenses to OICL for the Software to be provided as a part of this project. The Software should be assignable / transferable to any successor entity of OICL. OICL reserves the right to use the excess capacity of the licenses supplied by the Bidder for any internal use of OICL or its affiliates, or subsidiaries at no additional cost other than the prices mentioned in the commercial bid. The Bidder agrees that they do not have any reservations on such use and will not have any claim whatsoever against such use of the hardware, licenses and infrastructure. Further the Bidder also agrees that such use will not infringe or violate any license or other requirements	As per the Terms and Conditions of the RFP
90	4.5	Assignment	As per RFP	Either party to not assign without the other party's consent.	As per the Terms and Conditions of the RFP
91	4.7	Indemnity	The Bidder should indemnify OICL (including its employees, directors or representatives) from and against claims, losses, and liabilities arising from: a) Non-compliance of the Bidder with Laws / Governmental Requirements b) IP infringement c) Negligence and misconduct of the Bidder, its employees, and agents Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. The Bidder shall not indemnify OICL for (i) Any loss of profits, revenue, contracts, or anticipated savings or (ii) Any consequential or indirect loss or damage however caused	The Bidder should indemnify OICL (including its employees, directors or representatives) from and against third party claims, losses, and liabilities arising from: a) Non-compliance of the Bidder with Laws / Governmental Requirements b) IP infringement c) gross Negligence and intentional misconduct of the Bidder, its employees, and agents Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. The Bidder shall not indemnify OICL for (i) Any loss of profits, revenue, contracts, or anticipated savings or (ii) Any consequential or indirect loss or damage however caused	As per the Terms and Conditions of the RFP

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Remarks
92	4.8	Inspection of Records	All Bidder records with respect to any matters covered by this tender shall be made available to OICL or its designees at any time during normal business hours, as often as OICL deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data. Said records are subject to examination. OICL's auditors would execute confidentiality agreement with the Bidder, provided that the auditors would be permitted to submit their findings to OICL, which would be used by OICL. The cost of the audit will be borne by OICL. The scope of such audit would be limited to Service Levels being covered under the contract, and financial information would be excluded from such inspection, which will be subject to the requirements of statutory and regulatory authorities	All Bidder records with respect to any matters covered by this tender shall be made available to OICL or its designees at any time during normal business hours after 15 days advance notice, as often as OICL deems necessary not more than once in a year, to audit, examine, and make excerpts or transcripts of all relevant data. Said records are subject to examination. OICL's auditors would execute confidentiality agreement with the Bidder, provided that the auditors would be permitted to submit their findings to OICL, which would be used by OICL. The cost of the audit will be borne by OICL. The scope of such audit would be limited to Service Levels being covered under the contract, and financial information would be excluded from such inspection, which will be subject to the requirements of statutory and regulatory authorities	As per the Terms and Conditions of the RFP
93	4.11	Information Ownership	All information processed, stored, or transmitted by Bidder equipment belongs to OICL. By having the responsibility to maintain the equipment, the Bidder does not acquire implicit access rights to the information or rights to redistribute the information. The Bidder understands that civil, criminal, or administrative penalties may apply for failure to protect information appropriately.	All OICL's information processed, stored, or transmitted by Bidder equipment belongs to OICL. By having the responsibility to maintain the equipment, the Bidder does not acquire implicit access rights to the information or rights to redistribute the information. The Bidder understands that civil, criminal, or administrative penalties may apply for failure to protect information appropriately.	As per the Terms and Conditions of the RFP
94	4.14	Confidentiality	The requirements of use and confidentiality set forth herein shall survive the expiration, termination or cancellation of this tender.	The requirements of use and confidentiality set forth herein shall survive the expiration, termination or cancellation of this tender: for a period of two (2) years.	As per the Terms and Conditions of the RFP
95	4.16	LD	If the Bidder fails to meet the Project Timelines as per Section 1.7, OICL 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 contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the total contract price. Once the maximum is reached, OICL may consider termination of the contract	If the Bidder fails to perform its duties, OICL 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 monthly contract price for the delayed/defaulting deliverables/services for every week (seven days) or part thereof of delay, up to maximum deduction of 5% of the total contract price of the delayed/defaulting deliverables/services. Once the maximum is reached, OICL may consider termination of the contract after giving 30 days cure period	As per the Terms and Conditions of the RFP
96	4.17	Termination for Default	As per RFP	Request to add the following: In any event of termination by customer, the Bidder shall be paid for the: 1. goods delivered 2. services rendered 3. work in progress 4. unpaid AMCs 5. third party orders in pipeline which cannot be cancelled despite Bidder's best efforts 5. unrecovered investments shall be paid by customer as per termination schedule till the date of termination.	As per the Terms and Conditions of the RFP

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Remarks
97	4.2	Termination for Convenience	Either party may, by 30 calendar days written notice sent to the other party, terminate the contract, in whole or in part at any time of their convenience. The notice of termination shall specify the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective.	Either party may, by 90-30 calendar days written notice sent to the other party, terminate the contract, in whole or in part at any time of their convenience. The notice of termination shall specify the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective.	As per the Terms and Conditions of the RFP
98	4.27	No-claim certificate	As per RFP	Request to delete	As per the Terms and Conditions of the RFP
99	4.28	Cancellation of the contract & compensatio	OICL reserves the right to cancel the contract placed on the selected bidder and recover expenditure incurred by the Company in the following circumstances:	OICL reserves the right to cancel the contract placed on the selected bidder and recover expenditure incurred by the Company in the following circumstances: after giving 30 days cure period	As per the Terms and Conditions of the RFP
100			i. The selected bidder commits a breach of any of the terms and conditions of the bid. ii. The selected bidder goes in to liquidation voluntarily or otherwise	i. The selected bidder commits a willful breach of any of the terms and conditions of the bid during bidding . ii. The selected bidder goes in to liquidation voluntarily or otherwise	As per the Terms and Conditions of the RFP
101	4.28	Recovery of payment	OICL reserves the right to cancel the AMC placed on the selected bidder and recover AMC payment made by the Company, if the service provided by them is not satisfactory	OICL reserves the right to cancel the AMC placed on the selected bidder and recover AMC payment made for that quarter by the Company, if the service provided by them is not satisfactory	As per the Terms and Conditions of the RFP
102	4.28	Cancellation of the contract & compensation	If the Contract is cancelled during Warranty, the bidder shall repay all the payment received from OICL and remove the solution supplied and installed by the bidder without any extra cost to the Company. If the Contract is cancelled during AMC, OICL shall deduct payment on pro-rata basis for the unexpired period of the contract	If the Contract is cancelled during Warranty, the bidder shall repay all the payment received from OICL and remove the solution supplied and installed by the bidder without any extra cost to the Company. If the Contract is cancelled during AMC, OICL shall deduct payment on pro-rata basis for the unexpired period of the contract	As per the Terms and Conditions of the RFP

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Remarks
103	4.29	Rights reserved by OICL	Company reserves the right to verify the validity of information given by the Bidders. If at any future point of time, it is found that the Bidder had made a statement, which is factually incorrect, OICL will reserve the right to debar the Bidder from bidding prospectively for a period to be decided by OICL and take any other action as maybe deemed necessary.	Company reserves the right to verify the validity of information given by the Bidders. If at any future point of time, it is found that the Bidder had made a statement, which is factually incorrect, OICL will reserve the right to debar the Bidder from bidding prospectively for a period to be decided by OICL and take any other action as maybe deemed necessary.	As per the Terms and Conditions of the RFP
104	4.30.	Limitation of Liability	Bidder's cumulative liability for its obligations under the contract shall not exceed the total contract value and the Bidder shall not be liable for incidental / consequential or indirect damages including loss of profit or saving	Bidder's cumulative liability for its obligations under the contract shall not exceed the 25% of total annual contract value and the Bidder shall not be liable for incidental / consequential or indirect damages including loss of profit or saving	As per the Terms and Conditions of the RFP
105	5.3	Bid Security	As per RFP	EMD submitted by Bidder may be forfeited if: 1. Bidder backs out of bidding process after submitting the bids due to reasons solely attributable to the bidder and despite adequate consideration of Bidder's deviations by the Bank; 2. Bidder backs out after qualifying due to reasons solely attributable to the bidder and despite adequate consideration of Bidder's deviations by the Bank; 3. Bidder does not accept the Purchase Order / Sign the Contract within the time prescribed by OICL after qualifying due to reasons solely attributable to the bidder and despite adequate consideration of Bidder's deviations by the Bank.	As per the Terms and Conditions of the RFP
106	7	Service Level Agreement	As per RFP	Maximum aggregate penalty to be capped @ 3% of the defaulting/delayed services.	As per the Terms and Conditions of the RFP
107	7.1.2	Interpretation & General Instruction	The SLA parameters shall be monitored on a monthly basis as per the individual SLA parameter requirements. The Bidder is expected to provide the following service levels. In case the service levels defined in the tables below cannot be achieved, it shall result in a breach of contract and invoke the penalty clause.	The SLA parameters shall be monitored on a monthly basis as per the individual SLA parameter requirements. The Bidder is expected to provide the following service levels. In case the service levels defined in the tables below cannot be achieved, it shall result in a breach of SLA contract and invoke the penalty clause.	As per the Terms and Conditions of the RFP
108		SLA	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	99.50% and Above NIL 2 99.00% and above but below 99.5% 1% 1% of monthly monthly Support Cost which includes Total of Annual DLP ATS Cost and Annual Facility Management Cost for DLP	As per the Terms and Conditions of the RFP

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Remarks
109			3 98.00% and above but below 99.00%	3 98.00% and above but below 99.00%	As per the Terms and Conditions of the RFP
110			5% of Support Cost which includes Total of Annual DLP ATS Cost and Annual Facility Management Cost for DLP	2 5% of Monthly Support Cost which includes Total of Annual DLP ATS Cost and Annual Facility Management Cost for DLP	As per the Terms and Conditions of the RFP
111			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	4 97.00% and above but below 98.00% 4% 10% of Monthly Support Cost which includes Total of Annual DLP ATS Cost and Annual Facility Management Cost for DLP	As per the Terms and Conditions of the RFP
112			5 97.00% below No payment and OICL also reserve the right to terminate the contract.	5 97.00% below No payment and OICL also reserve the right to terminate the contract.	As per the Terms and Conditions of the RFP
113		SLA CAPPING	The OICL reserves the right to recover the penalty from any payment to be made under this contract. 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.	The OICL reserves the right to recover the penalty from any payment to be made under this contract. The penalty would be deducted from the quarterly payouts and the cap on quarterly penalty will be 5% 15% of the quarterly payout. The overall cap on penalty will be 5% 10% of the total contract value.	As per the Terms and Conditions of the RFP
114		OEM SLA	Hardware related SLA etc	internal comments	As per the Terms and Conditions of the RFP

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Remarks
115	7.1.4	SLA EXCEPTION	OICL shall not hold the Successful Bidder responsible for a failure to meet any Service Level if it is directly attributable to: i Execution of the disaster recovery plan/business continuity plan for an OICL declared disaster situation; and ii Any established inability of other third party vendor or service provider of OICL, to fulfill the requirements as per the contract.	internal comments	As per the Terms and Conditions of the RFP
116	9		The Vendor shall defend, indemnify and hold harmless The Oriental Insurance Company Ltd , its affiliates, subsidiaries, successors, assigns, and their respective officers, directors and employees, at all times, from and against any and all claims, demands, damages, assertions of liability whether civil, criminal, tortuous or of any nature whatsoever, arising out of or pertaining to or resulting from any breach of representations and warranties made by the Vendor. and/or breach of any provisions of this Agreement, including but not limited to any claim from third party pursuant to any act or omission of the Vendor, in the course of discharge of its obligations under this Agreement.	The Vendor shall defend, indemnify and hold harmless The Oriental Insurance Company Ltd, its affiliates, subsidiaries, successors, assigns, and their respective officers, directors and employees, at all times, from and against any and all claims, demands, damages, assertions of liability whether civil, criminal, tortuous or of any nature whatsoever, arising out of or pertaining to or resulting from any breach of representations and warranties made by the Vendor. and/or breach of any provisions of this Agreement, including but not limited to any claim from third party pursuant to any act or omission of the Vendor, in the course of discharge of its obligations under this Agreement.	As per the Terms and Conditions of the RFP
117		Payment protection	To Be added	<u>If purchaser terminates for default, then bidder shall be paid for all the services provided incl WIP shall be paid till the termination of contract</u>	As per the Terms and Conditions of the RFP
118		SNR	Clause not present in RFP	Customer hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. Customer agrees that Wipro shall not be in any manner be liable for any delay arising out of Customer's failure to make the site ready within the stipulated period, including but not limited to levy of liquidated damages for any delay in performance of Services under the terms of this Agreement. In case the SITE is not ready for a continuous period of 30 days, milestone payment related to installation will be released to vendor based on the SNR report, also if there is any additional warranty cost due to continuous site not readiness for 30 days, same will be borne by the customer	As per the Terms and Conditions of the RFP
119		Risk and Title	Clause not present in RFP	Notwithstanding anything to the contrary contained elsewhere in the contract, The risk, title and ownership of the products shall be transferred to the customer upon delivery of such products to the customer	As per the Terms and Conditions of the RFP
120		Deemed Acceptance	Clause not present in RFP	Products/Services and/or deliverables shall be deemed to be fully and finally accepted by Customer in the event when Customer has not submitted its acceptance or rejection response in writing to Wipro within 15 days from the date of installation/commissioning or when Customer uses the Deliverable in its business, whichever occurs earlier. Parties agree that Wipro shall have 15 days time to correct in case of any rejection by Customer.	As per the Terms and Conditions of the RFP

Sr. No.	Page #	Point / Section #	Existing Clause	Query Sought	OICL Remarks
121		Pass Through Warranty	Clause not present in RFP	Wipro shall "pass-through" any and all warranties and indemnities received from the manufacturer or licensor of the products and, to the extent, granted by such manufacturer or licensor, the Customer shall be the beneficiary of such manufacturer's or licensor's warranties and indemnities. Further, it is clarified that Wipro shall not provide any additional warranties and indemnities with respect such products.	As per the Terms and Conditions of the RFP
122		Saving Clause	Clause not present in RFP	Wipro's failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent Wipro performance is effected , delayed or causes non-performance due to Customer's omissions or actions whatsoever.	As per the Terms and Conditions of the RFP
123		Change Order	Clause not present in RFP	Either party may request a change order ("Change Order") in the event of actual or anticipated change(s) to the agreed scope, Services, Deliverables, schedule, or any other aspect of the Statement of Work/Purchase Order. Wipro will prepare a Change Order reflecting the proposed changes, including the impact on the Deliverables, schedule, and fee. In the absence of a signed Change Order, Wipro shall not be bound to perform any additional services.	As per the Terms and Conditions of the RFP
124		Upgrades/Enhancements	Clause not present in RFP	Notwithstanding anything to the contrary in the RFP, any requirement by Purchaser of any upgrade/enhancement shall be provided by the Successful Bidder at an additional cost to Purchaser and the same shall be done through a Change Order.	As per the Terms and Conditions of the RFP

Revised Payment Terms

S. N.	Items	Milestone	Percentage
1	Hardware	Delivery of the Hardware and submission of invoice with Proof of Delivery and other documents (after due inspection)	70%
		Successful installation and acceptance of the hardware by the OICL (after due inspection)	30%
2	Applications License for Network(Web and Email)	Delivery of DLP solution for Network (Email and Web DLP) license as per the actual supply (after due inspection)	100%
	Applications License for Endpoint	Delivery of DLP solution for Endpoint license as per the actual supply (after due inspection)	70%
		After Successful Installation, implementation, integration, acceptance and signoff of the DLP solution for Endpoint at least 80% of the branches/offices	20%
		After Successful Installation, implementation, integration, acceptance and signoff of the DLP solution for Endpoint for the rest of the branches/offices	10%
3	Database systems, OS & Other peripheral software	Delivery of respective DB, OS & other peripheral software its related components as per the actual supply (after due inspection)	70%
		Successful completion of customization and successful acceptance of the respective DB, OS & other peripheral software by the OICL (after due inspection)	30%
4	Implementation Cost	Successful installation, commissioning, acceptance and sign off of DLP solution at the central site (DC & DRS) and 100 sites/branches	50%
		After successful installation, implementation, integration, acceptance and signoff of the solution at all the sites/offices/branches	40%
		After 12 months of successful running of the solution	10%
5	AMC/ATS The AMC & ATS will be treated as a part of the total cost of the project.	The AMC shall commence on completion of the warranty period.	Quarterly in arrears
		The ATS shall commence on completion of the warranty period.	Yearly in advance
6	FM Manpower		Quarterly in arrears
7	Training Cost	100 % of the contract amount, for training, would be payable on successful completion of all the trainings as mentioned Training cost for every additional batch would be payable monthly at the end of the month for all the batches satisfactorily trained during that month.	At the end of the month in which the training is concluded

	Training cost for any ad hoc training requested by OICL would be payable on successful completion of the training.	
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Revised Past Experience

Category	Maximum Marks	No. of Credential	Marks
DLP Solution Implemented	200	Bidder having experience in 1 or more than 1 Schedule Commercial Bank/Public Sector Bank / Insurance Company with at least 100 Branches	200
		OEM having experience in 1 or more than 1 Schedule Commercial Bank/ Public Sector Bank /Insurance Company with at least 1000 Branches	150
DLP Solution Under Implementation		Bidder having experience in 1 or more than 1 Schedule Commercial Bank/ Public Sector Bank / Insurance Company with at least 100 Branches	120
		OEM having experience in 1 or more than 1 Schedule Commercial Bank/ Public Sector Bank /Insurance Company with at least 1000 Branches	100

Undertaking for Backlining

UNDERTAKING for Backlining (On Bidders Letter Head)

RFP No: OICL/HO/ITD/DLP/2017/08 Date:

To,

The Chief Manager (IT)

Information Technology Department

The Oriental Insurance Company Limited 2nd Floor,

Head Office, Oriental House A-25/27, Asaf Ali Road,

New Delhi – 110 002

Dear Sir,

This is to confirm that we M/S..... who will be bidding in your RFP has backline the support for Data Loss Prevention Solution for complete duration for 5 Year with

M/S_____ as per the terms of the RFP.

Signature

Name

Designation

Revised Project Timeline

S.No.	Activity	Time Period for Completion
1	Supply and delivery of solutions Appliance / Software and Hardware at DC and DRS for the DLP Solution	Procure and Deliver at OICL respective locations within 8 weeks from the date of issuance of Purchase Order
2.	Installation, configuration and commissioning of the entire DLP solution at the Central site (DC and DRS)	Within 10 Weeks from the date of issuance of purchase order
3.	Policy Designing, Data Classification, Fine Tuning, installation, configuration and commissioning of the entire DLP solution at 10 branches/offices	Within 20 Weeks from the date of issuance of purchase order
4.	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
5.	Trainings	All the trainings to be completed within 1 week from the date of request for training from OICL