

**RFP for “Cloud Based Web Proxy Solution” (RFP No. NB.HO.DIT/1470/DIT-012-26/2019-20) dated 10 January 2020**

**Reply to Pre-Bid Queries**

S. No.	Page no. of RFP	RFP Clause No.	RFP Clause	Comment/Query/Suggestion/Modification	NABARD’s Comment
1	17	<b>Chapter 2: Scope of work</b> <u>Point Number 14</u>	The bidder will provide ticketing tool/console where issue can be raised.	<b>Clarification Needed:</b> we provide support from our GDC where you can log a ticket by calling a toll free number or by sending a mail. But please clarify still you need access to service desk portal.	Ticketing tool/console should be made available to check the status of the issues raised through mail/call.
2	18	<b>Chapter 2 :Scope of Work</b> <u>Point number 13</u>	Solution should provide reports with (but not limited to) HTML/CSV/PDF formats. Solution should have built in various reports and should be able to create custom reports like Executive report, Investigative report, Top 10 reports for various category and Health reports etc. Solution should be able to schedule reports and also provide the flexibility to generate on-demand reports in daily/weekly/monthly/yearly or specific range (by day and time). <u>The solution must support granular access control and authorization to facilitate gathering of logs of user’s access.</u> The solution should create custom reports on a granular and/or enterprise level. The solution should have capabilities to automatically deliver reports based on schedule to selected recipients.	<b>Pointer raised :-</b> As per the RFP pointer request NABARD to clarify the line item mentioned as <u>"The solution must support granular access control and authorization to facilitate gathering of logs of user’s access"</u> .  <b>Clarification needed:-</b> As per our understanding please clarify if the pointer states about the retention period of the logs available on cloud web proxy is for 6 months.	Yes, the logs for 6 months should be available. But logs for even older period should be provided on demand.

3	18	<b>Chapter 2: Scope of work Point Number 18</b>	The bidder shall provide training at NABARD Head Office, Mumbai or any other location as specified by bank to the number of personnel identified by the bank on functional, operational and reporting aspects of the web proxy solution. The training material covering various aspects of the web proxy solution and the different reports available will also have to be provided in English.	<b>Clarification Needed:</b> We need clarification on number of personnel attending the training & location of the training. And also let us know if Bank's personnel's are ready to travel to training partner's location where cost of travel & stay will be born. by Nabard.	Refer to Corrigendum.
4	19	<b>Chapter 2: Scope of work Point Number 21</b>	The first monitoring report would be submitted on completion of 1 month from the date of acceptance of web proxy solution and thereafter every month end with suggested/required remediation.	Is there any custom report expected? And recommending remediation is valid only for 3 months when onsite engineer will be there or its expected beyond it. And if yes, then suggest you to consider permanent onsite engineer.	The first report must cover the details such as the location-wise no. of systems integrated in the solution, issues, etc.  The bidder will arrange for the suggestion on remediation through mail after the completion of tenure of onsite support..
5	19	<b>Chapter 2 :Scope of Work Point number 28</b>	The solution should be capable of managing cross-domain requests	<b>Ammedment needed:-</b> The solution should be capable of managing CORS requests  <b>Reason for the change:-</b> Forcepoint thinks that it is a printing mistake and the technological reference is CORS request. If this is for Cross-domain kindly help to provide more clearer use case for the same <b>Reference:-</b> <a href="https://developer.mozilla.org/en-US/docs/Web/HTTP/CORS">https://developer.mozilla.org/en-US/docs/Web/HTTP/CORS</a>	Refer to Corrigendum.
6	19	<b>Chapter 2 :Scope of Work Point number 36</b>	Solution to provide forensic evidence on the infections activity <u>within</u> the network	<b>Ammedment needed:-</b> Solution to provide forensic evidence on the infections activity <u>from</u> the network  <b>Reason for the change:-</b> Cloud web security is the internet gateway for the users to access the Internet and can only provide visibility if traffic is	Refer to Corrigendum.

				hitting to Cloud Proxy , in case of the traffic within the network the hit doesnot come to the proxy and as such the change needed	
7	22	4.1 > 4	Service Level Penalty (% of Quarterly Support Cost) 99.9% and above NA 98% to 99.9% 5% 95% to 97.99% 7% Less than 95% 10%	Request revision as below Service Level Penalty (% of Quarterly Support Cost) 99.9% and above NA 98% to 99.9% 1.5% 95% to 97.99% 5% Less than 95% 10%	No change.
8	22	4.1 > 6	Critical · Response Time – within 30 minutes · Resolution Time – within 1 hour Non-Critical · Response Time – within 1 hour · Resolution Time – within 2 hours	Critical · Response Time – within 30 minutes · Resolution – Update sent every hour until priority is reduced or issue resolved. Provide plan to restore or fix within 2 hours after completion of report Non-Critical · Response Time – within 2 hours · Resolution – Prioritize for future maintenance or feature release.	No change.
9	23	6	Penalty clause	Please provide some relaxation in penalty clause to the bidder	No change.
10	24	<b>Chapter 5: Delivery and Payment Schedule</b> <u>5.1 Point Number 4</u>	Web proxy solution should be deployed within 30 days of issue of purchase order.	Request you increase the increase the period by 15 days.	No change.
11	55	Clause no .3 from Bidder's/OEM's Minimum Eligibility Criteria Check list	The bidder should have at least 3 successful implementations of the Web Proxy Solution of which 1 should be in the BFSI sector	We request NABARD to modify this clause and consider at least 2 successful implementations from any industry	No change.
12	55	Annexure-H	The bidder should have at least 3 successful implementations of	NABARD is Open to considered Global Experience?	No. The implementation should be within India.

		Bidder's/OEM's Minimum Eligibility Criteria Check list	the Web Proxy Solution of which 1 should be in the BFSI sector.		
13	56	For OEM	OEM should have a data center in India through which NABARD's traffic would be routed.	NABARD Open for cloud base web proxy solutions?	The RFP is itself for Cloud Based Web Proxy solution.
14	56	Annexure Point 8 H,	The Bidder and the OEM should have an annual turnover of at least Rs.20 Crore in the last 2 years. The bidder and the OEM should be a profit-making company in all the last 3 years and the bidder should have positive Net worth as per the latest audited balance sheet.	Request to remove OEM part	No change.
15	57	Annexure Point 7 H,	The format for certificate, to be submitted, is provided in Annexure-I. Necessary documents should be attached. (Like PO) Contact Details may also be furnished.	Request the clause to be changed as below: The format for certificate, to be submitted, is provided in Annexure-I. Necessary documents should be attached Like PO OR Contact Details (Email, Phone etc) can be furnished for reference check OR Email confirmation from the customer confirming the implementation.	Refer to corrigendum.
16	62	1	Solution should provide quickly enforcing of policies for network access and use	Solution should provide quickly enforcing of policies for user access and use	No change.
17	63	<b>Annexure - L   Technical Bid Form</b>  <u>Point number 9</u>	The solution should provide real-time Analysis for <u>Advanced Threat Protection</u> via defense assessment areas, using a composite scoring and predictive analysis. Multiple real-time content engines analyze full web page content, active scripts, web links, contextual profiles, files and executables	<b>Clarification needed:-</b> As per our understand please clarify do we have to provision AMD/Sandboxing license for Cloud web proxy.	The advanced threat protection feature should be available within the solution itself.

18	64	10	Solution should provide caching functionality.	In earlier days ,caching was a useful technique because <b>most web pages were relatively static</b> . Today's websites have evolved to provide much more dynamic content, session-based connections, streaming media, and the utilization of HTTPS to encrypt a large segment of traffic... <b>As this is Cloud based &amp; not On Premise, this capabilities is not very useful &amp; alternate methods can be considered... NABARD can have IPSec VPN/GRE to ensure all Internet traffic is passed through service provider with NO CAP on bandwidth.. Hence request to remove this point</b>	Refer to corrigendum.
19	64	Deployment Mode	The solution should have support for two factor Authentication for login to console	Can SI Leverage NABARD Two Factor Authentication for login to console?	The feature should be available in the solution.
20	65	part C -16	The solution should have a large number of websites in its URL filtering database and' should have pre-defined URL categories and application protocols along with YouTube, Facebook and linked-in controls. Solution vendor should ensure that 100+ predefined categories & 100+ pre-defined protocols should be available on product from day-1. Also in-addition solution should have ability to configure custom categories for organization.	Why there is limit of 100 categories.  Requesting to change the same to 90+ pre-defined categories and 100+ application control categories	Refer to Corrigendum.
21	65	<b>Annexure - L   Technical Bid Form</b> <u>Point number 17</u>	The solution in addition to category based filtering should support reputation based technology. It should have the capability to provide reputation based analysis on the security risk posed, <u>enabling administrators to</u>	<b>Clarification needed:-</b> As per our understanding NABARD is asking for the User level web access policy support and custom catagory/url configuration support by the solution so that the administrators can apply granualr rules on the basis of same. <u>Kindly Clarify the same please.</u>	Yes.

			<u>apply very granular rules about what to permit or deny.</u>		
22	66	20	Solution to provide forensic evidence on the infections activity within the network as follow: Event time stamp, network events in sequence, packet capture of suspicious communication, malware behaviors, malware type, severity, source and destination of attack.	<p>What is the requirement/use case for packet capture on Cloud for suspicious communication? Ideally it works for On Premise requirements.</p> <p>Amendment needed:- Solution to provide forensic evidence on the infections activity within the network as follow: Event time stamp, network events in sequence,malware behaviors, malware type, severity, source and destination of attack.</p> <p>Reason for the change:- Cloud web proxy has the web activity /transaction viewer logs which will provide the details as Event time stamp,Network events in sequence, Malware type, severity, source and destination of attack. This information is suffice to understand and co-relate the event from infected system. So packet capture is not required.</p>	No change
23	67	26	Solution should provide advanced threat dashboard to track the infection or threat history for User/IP, with the ability to access all forensic evidence for past infections. (at least 6 months)	<p>30 days on Umbrella cloud, can be extended with integration with Amazon S3 bucket and SIEM</p> <p>Solution should keep forensics for min 3 months. It should be extendable upto 1 year as required on cloud.</p>	No change.
24	67	<b>Annexure - L   Technical Bid Form</b> <u>Point number 29</u>	The solution must support granular access control and authorization to facilitate gathering of logs of users access	<b>Clarification Needed:-</b> As per our understand please clarify if the pointer states about the retention period of the logs available on cloud web proxy is for 6 months.	Yes. The retention period of the logs available on cloud web proxy is for 6 months.
25	69	40	The solution should have the capability to manage internet access for specific user/ users/ group/ groups/ client/ clients to access internet on specific / Day/ Date/ Weekly/ Monthly etc.	<b>Time based policies is traditional approach of proxies.</b> What is the objective for having time based policies for NABARD. With evaluation of application and easy access to these applications on personal devices, users productivity can anyways be impacted if users want to have liesure	No change.

				time. Infact blocking certain categories/application permanently is ideal as it saves organization bandwidth, which can also be one of the drivers to have time based policies and give access to relevant business sites/categories/applications.. Request to NABARD to relax this point. OR Solution should be able to restrict user to download or upload the data from the internet based on file size / file type.	
26	69	43	The solution should provide authenticated session control to configure how long users can browse once authenticated.	What is NABARD approach /business cases considering all request will be processed by Cloud Service provider.As NABARD has already mentioned in RFP to ensure hardware can be used to sync users from AD on to Cloud.. Also email based provisioning can be done for users not part of AD.. This point can be relaxed and removed as users will always be identified or authenticated through Cloud Proxy	No change.
27	70	Integrations with other solutions	CASB solution integration should be possible in future from the same / other OEM.	Please help us to understand current CASB solution deployed?	No CASB solution is deployed in the Bank at present.
28	71	Part-J - 57	The solution should provide multiple methods for deploying the solution via the Proxy dependent Endpoint ,Direct Access Endpoint, IPSEC and also GRE.	Kindly suggest the use case for adding this clause. Please consider partial compliance for this clause.	As the users can be either static or roaming, there should be multiple methods for deploying the solution.  Marks will be allotted as per the compliance.
29	72	Part-L - 60	The solution should have CSA STAR , ISO 27000 series and SOC 1,2,3 certifications for NOC , development and production environment.	Kindly suggest the use case for adding this clause. Please consider partial compliance for this clause.	These are basic certifications.  Ok, marks will be allotted as per the compliance.
30	75	3	The Vendor/Bidder shall provide training at NABARD Head Office, Mumbai or any other location as specified by Bank to the number of personnel identified by the Bank on functional, operational	Time frame for Training(Days,months,years) onsite or on call(Webex).	Refer to corrigendum.

			and reporting aspects of the Proxy solution. The training material will also have to be provided in English.		
31	93	Annexure W: Service level agreement 2. implementation Support Services 2.1.3 Technical resource from SI	The SI onsite engineer, along with TAM of the OEM shall do a "knowledge transfer" to the identified officers of NABARD and engineers of our IT services management vendor during last month of support to ensure smooth takeover of the operations and management of the HCI solution.	We assume that HCI solution mentioned in this point is typo error and we will refer it to cloud web proxy solution.	Refer to corrigendum.
32		Additional Points	OEM must provide Customer Success Manager to monitor the deployment and handle critical technical escalations as a part of the Premium support for the overall contract duration specified in the RFP.	CSM is very critical and would be in touch with the customer to ensure timely response to support tickets and overall project success	No change.
33		Additional Points	Solution should be able to provide ANY FILE type upload Block on the web channel and data being copy pasted on the web based on pre-built DLP classifiers	Data exfiltration can happen with even a small file of even 10kb or classified content can be copied and pasted on the web, thus this basic feature is very critical to secure data leak on web.	No change.
34		Additional Points	OEM must provide Customer Success Manager to monitor the deployment and handle critical technical escalations as a part of the Premium support for the overall contract duration specified in the RFP.	CSM is very critical and would be in touch with the customer to ensure timely response to support tickets and overall project success	No change.

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