



UNITED INDIA INSURANCE COMPANY LIMITED
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CIN: U93090TN1938GOI000108

REQUEST FOR PROPOSAL

PROPOSAL FOR SELECTION OF VENDOR FOR ONBOARDING SYSTEM INTEGRATOR (SI) TO IMPLEMENT ENDPOINT SECURITY TOOLS.

Tender No.: 000100/HO IT/RFP/282/2025-2026

This is to inform all bidders that the bid submission deadline has been extended until 24.10.2025 at 06:00 PM.

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RFP-SELECTION OF VENDOR FOR ONBOARDING SYSTEM INTEGRATOR (SI) TO IMPLEMENT ENDPOINT SECURITY TOOLS

1. Corrigendum 1

| # | Page No (Tender Ref #) | Point / Section | Existing Clause | Revised Clause |
|---|------------------------|---|---|--|
| 1 | 102 | ANNEXURE 10 – MINIMUM FUNCTIONAL & TECHNICAL SPECIFICATIONS, EDR/XDR Technical Specifications, Point #2 | The solution should be compatible with multiple operating systems like Windows, Linux, Mac, Android, IOS etc. | The solution should be compatible with multiple operating systems like Windows, Linux, Mac etc. |
| 2 | 102 | Point#8 | The solution must have professional OEM support for 24x7x365 (on-call/Remote) | The solution must have Direct Support for 24x7x365 basis from the OEM as a Premium Support throughout the period of the contract with UIIC |
| 3 | 104 | Point#47 | The solution must have scrubbing capabilities with no added hardware. Incoming files will be extracted of all potential malicious content such as scripts, macros and active content | The solution must provide content scrubbing and sandboxing capabilities (hardware or software based), ensuring that all incoming files are sanitized by removing potential malicious content such as scripts, macros, and active elements. |
| 4 | 106 | Point#84 | Must correlate endpoint activity with network telemetry to improve threat detection accuracy. | The solution must support correlation of endpoint activity with available network activity data via integrations with network tools as applicable |
| 5 | 106 | Point#94 | The unified endpoint agent must provide dedicated modules for Next-Gen AV, EDR, device control, rogue device detection, firewall, vulnerability detection, FIM, remote response, all accessible through a single console without relying on custom behaviour rules. | The solution must provide dedicated modules for Next-Gen AV, device control, firewall, vulnerability detection, rogue device detection and integrated sandboxing. The agent should also deliver full EDR capabilities, including remote response, accessible through a single console and without reliance on custom behavior rules. |
| 6 | 106 | Point#95 | The unified endpoint agent must be a standalone package from the same OEM, containing all required components without reliance on third-party or customer solutions. It must be identical across all systems, with all features integrated into a single agent. | The endpoint agent must be from the same OEM, containing all required components without reliance on third-party or customer solutions. It must be identical across all systems, with all features integrated into the agent. |
| 7 | 102 | EDR/XDR Technical Specifications; Point 2 | The solution should be compatible with multiple operating systems like Windows, Linux, Mac, Android, IOS etc. | The solution should be compatible with multiple operating systems like Windows, Linux, Mac etc. |
| 8 | 106 | EDR/XDR Technical Specifications; Point 94 | The unified endpoint agent must provide dedicated modules for Next-Gen AV, EDR, device control, rogue device detection, firewall, vulnerability detection, FIM, remote response, all accessible through a single console without relying on custom behaviour rules. | The solution must provide dedicated modules for Next-Gen AV, device control, firewall, vulnerability detection, rogue device detection and integrated sandboxing. The agent should also deliver full EDR capabilities, including remote response, accessible through a single console and without reliance on custom behavior rules. |
| 9 | 107 | EDR/XDR Technical Specifications; Point 98 | The agent must monitor and classify outgoing data transfers to USB devices, scanning for malware and reporting details on the console, including endpoint, user, device, transfer summary, and timestamp, with a policy-controlled enable/disable option. | The agent must monitor outgoing data transfers to USB devices, scanning for malware and reporting details on the console, including endpoint, user, device, transfer summary, and timestamp, with a policy-controlled enable/disable option |

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| # | Page No (Tender Ref #) | Point / Section | Existing Clause | Revised Clause |
|----|------------------------|--|---|--|
| 10 | 109 | DLP Technical Specifications; Point 26 | The solution should have the capability of Intelligent data discovery by using AI techniques. | The solution should have the capability of Intelligent data discovery by using in-built data discovery techniques / AI techniques |
| 11 | 111 | DLP Technical Specifications; Point 57 | The Endpoint DLP Solution must be able to encrypt data when business classified data is sent to removable media drives. The encryption solution should be inbuilt with DLP component and not dependent upon any 3rd party solution to meet the requirement. Solution should provide certified installation of the 3rd party clouds like AWS, Azure and GPC. | The Endpoint DLP Solution must be able to encrypt data when business classified data is sent to removable media drives. The encryption solution should be inbuilt with DLP component and not dependent upon any 3rd party solution to meet the requirement. |
| 12 | 111 | DLP Technical Specifications; Point 59 | The solution should have a comprehensive list of pre-defined policies and templates with over 1700+ patterns to identify and classify information. | The solution should have a comprehensive list of pre-defined policies and templates with over 1000+ patterns to identify and classify information. |
| 13 | 114 | DLP Technical Specifications; Point 102 | Capability to monitor and block all the traffic flowing out of the network, irrespective of Policies being in place or not | Capability to monitor all the traffic flowing out of the network, irrespective of Policies being in place or not and block as per created policies |
| 14 | 114 | DLP Technical Specifications; Point 116 | Solution must support TCP or ICMP scan methods when searching network shares | Solution must support various scan methods when searching network shares |
| 15 | 115 | DLP Technical Specifications; Point 129 | The solution must detect unstructured documents of a specified type (e.g., proprietary source code, legal contracts, insurance claims) using native machine-learning capabilities to analyse a small sample set, without requiring fingerprints while maintaining accuracy comparable to fingerprinting. | The solution must detect unstructured documents of a specified type (e.g., proprietary source code, legal contracts, insurance claims) using native machine-learning/native detection capabilities to analyse a small sample set, without requiring fingerprints while maintaining accuracy comparable to fingerprinting |
| 16 | 116 | Data Classification & Discovery Technical Specifications; Data Classification-Point 10 | The Solution should provide classification logs inside the classified file and at the centralized repository. | The Solution should provide classification logs inside the classified file / at the centralized repository |
| 17 | 123 | Data Classification & Discovery Technical Specifications; Data Discovery-Point 10 | The solution must support integration with cloud-native APIs for platforms such as AWS (S3, RDS), Azure (Blob, SQL), and Google Cloud (GCS, BigQuery) for deep and scalable data discovery. | The solution must support integration with cloud-native APIs for platforms such as AWS, Azure, and Google Cloud for deep and scalable data discovery. |
| 18 | 123 | Data Classification & Discovery Technical Specifications; Data Discovery-Point 19 | The solution must support multi-tenancy to enable logical separation of discovery results by business unit, department, or customer (in MSSP environments). | The solution must have separation of discovery results by business unit, department, by use of separate policies. |
| 19 | 110 | 43 | The solution will be able to Whitelist\Blacklist applications. | The DLP solution shall support policy-based application control, including the ability to allow trusted applications and restrict unauthorized ones. |
| 20 | 116 | 10 | The Solution should provide classification logs inside the classified file and at the centralized repository. | The Solution should provide classification logs inside the classified file / at the centralized repository |
| 21 | 118 | 38 | The solution should Apply Rights Management on an outgoing email. Once classification is applied to the email it needs to be secured and only authorized users to get access to the email. | The solution should have capability to integrate with Digital Rights management solutions for providing insights on the classification applied to the documents |
| 22 | 119 | 61 | The solution should provide tooltips, classification descriptions, and help page links to assist users with classification policy. | The solution should provide tooltips, classification descriptions / help page links to assist users with classification policy |

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| # | Page No (Tender Ref #) | Point / Section | Existing Clause | Revised Clause |
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| 23 | 120 | 78 | The solution should have a capability to deploy, upgrade, uninstall the component without the use of any 3rd party software | The solution should have a capability to deploy and uninstall the component with the use of any 3rd party software & the upgrade of agent must be inline with out any 3rd party software |
| 24 | 120 | 79 | The solution should provide Minimal impact for end points . User should be able to choose low, medium and high usage for agents | The solution should be lightweight on endpoints and support configurable resource usage levels (e.g., low, medium, high) |
| 25 | 121 | 109 | The solution must have the capability to replace the sensitive data as a Remediation action if required. | The solution must support standard remediation actions such as moving sensitive data to a safe location, unsharing, or quarantining, as required |
| 26 | 123 | 10 | The solution must support integration with cloud-native APIs for platforms such as AWS (S3, RDS), Azure (Blob, SQL), and Google Cloud (GCS, BigQuery) for deep and scalable data discovery. | The solution must support integration with cloud-native APIs for platforms such as AWS, Azure, and Google Cloud for deep and scalable data discovery. |
| 27 | 118 (Data Classification & Discovery Technical Specifications) | 38 | The solution should Apply Rights Management on an outgoing email. Once classification is applied to the email it needs to be secured and only authorized users to get access to the email | The solution should have capability to integrate with Digital Rights management solutions for providing insights on the classification applied to the documents |
| 28 | 102 | EDR/XDR Technical Specifications; Point 2 | The solution should be compatible with multiple operating systems like Windows, Linux, Mac, Android, IOS etc. | The solution should be compatible with multiple operating systems like Windows, Linux, Mac etc. |
| 29 | 106 | EDR/XDR Technical Specifications; Point 94 | The unified endpoint agent must provide dedicated modules for Next-Gen AV, EDR, device control, rogue device detection, firewall, vulnerability detection, FIM, remote response, all accessible through a single console without relying on custom behaviour rules. | The solution must provide dedicated modules for Next-Gen AV, device control, firewall, vulnerability detection, rogue device detection and integrated sandboxing. The agent should also deliver full EDR capabilities, including remote response, accessible through a single console and without reliance on custom behavior rules. |
| 30 | 111 | DLP Technical Specifications; Point 59 | The solution should have a comprehensive list of pre-defined policies and templates with over 1700+ patterns to identify and classify information. | The solution should have a comprehensive list of pre-defined policies and templates with over 1000+ patterns to identify and classify information. |
| 31 | 114 | DLP Technical Specifications; Point 102 | Capability to monitor and block all the traffic flowing out of the network, irrespective of Policies being in place or not | Capability to monitor all the traffic flowing out of the network, irrespective of Policies being in place or not and block as per created policies |
| 32 | 114 | DLP Technical Specifications; Point 116 | Solution must support TCP or ICMP scan methods when searching network shares | Solution must support various scan methods when searching network shares |
| 33 | 115 | DLP Technical Specifications; Point 129 | The solution must detect unstructured documents of a specified type (e.g., proprietary source code, legal contracts, insurance claims) using native machine-learning capabilities to analyse a small sample set, without requiring fingerprints while maintaining accuracy comparable to fingerprinting. | The solution must detect unstructured documents of a specified type (e.g., proprietary source code, legal contracts, insurance claims) using native machine-learning/native detection capabilities to analyse a small sample set, without requiring fingerprints while maintaining accuracy comparable to fingerprinting |
| 34 | 38 | Clause No. 8.4. - Penalty due to erroneous behavior of the solution | UIIC reserves the right to Cancel the Purchase Order, Terminate the Contract, Forfeit the Performance Bank Guarantee and Blacklist the Successful bidder, in case the Successful bidder exceeds the threshold limit of Delay for any of the items above. | UIIC reserves the right to Cancel the Purchase Order, Terminate the Contract, Forfeit the Performance Bank Guarantee, in case the Successful bidder exceeds the threshold limit of Delay for any of the items above. |
| 35 | 21 | 4.1.1 | The bidder shall leverage AI and machine learning capabilities for anomaly detection, predictive analytics, and intelligent data discovery to enhance the effectiveness of the DLP solution. | The OEM shall leverage AI and machine learning capabilities for anomaly detection, predictive analytics, and intelligent data discovery to enhance the effectiveness of the DLP solution. |
| 36 | EDR/XDR Technical Specifications Page 104 | EDR/XDR Technical Specifications | 47. The solution must have scrubbing capabilities with no added hardware. Incoming files will be extracted of all potential malicious content such as scripts, macros and active content | The solution must provide content scrubbing and sandboxing capabilities (hardware or software based), ensuring that all incoming files are sanitized |

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| | | | | by removing potential malicious content such as scripts, macros, and active elements. |
| 37 | EDR/XDR Technical Specifications Page 106 | EDR/XDR Technical Specifications | 84 Must correlate endpoint activity with network telemetry to improve threat detection accuracy. | The solution must support correlation of endpoint activity with available network activity data via integrations with network tools as applicable |
| 38 | EDR/XDR Technical Specifications Page 107 | EDR/XDR Technical Specifications | 98.The agent must monitor and classify outgoing data transfers to USB devices, scanning for malware and reporting details on the console, including endpoint, user, device, transfer summary, and timestamp, with a policy-controlled enable/disable option. | The agent must monitor outgoing data transfers to USB devices, scanning for malware and reporting details on the console, including endpoint, user, device, transfer summary, and timestamp, with a policy-controlled enable/disable option |
| 39 | 102 | ANNEXURE 10 – MINIMUM FUNCTIONAL & TECHNICAL SPECIFICATIONS, EDR/XDR Technical Specifications, Point #2 | The solution should be compatible with multiple operating systems like Windows, Linux, Mac, Android, IOS etc. | The solution should be compatible with multiple operating systems like Windows, Linux, Mac etc. |
| 40 | 102 | Point#8 | The solution must have professional OEM support for 24x7x365 (on-call/Remote) | The solution must have Direct Support for 24x7x365 basis from the OEM as a Premium Support throughout the period of the contract with UIIC |
| 41 | 104 | Point#47 | The solution must have scrubbing capabilities with no added hardware. Incoming files will be extracted of all potential malicious content such as scripts, macros and active content | The solution must provide content scrubbing and sandboxing capabilities (hardware or software based), ensuring that all incoming files are sanitized by removing potential malicious content such as scripts, macros, and active elements. |
| 42 | 106 | Point#84 | Must correlate endpoint activity with network telemetry to improve threat detection accuracy. | The solution must support correlation of endpoint activity with available network activity data via integrations with network tools as applicable |
| 43 | 106 | Point#94 | The unified endpoint agent must provide dedicated modules for Next-Gen AV, EDR, device control, rogue device detection, firewall, vulnerability detection, FIM, remote response, all accessible through a single console without relying on custom behaviour rules. | The solution must provide dedicated modules for Next-Gen AV, device control, firewall, vulnerability detection, rogue device detection and integrated sandboxing. The agent should also deliver full EDR capabilities, including remote response, accessible through a single console and without reliance on custom behavior rules. |
| 44 | 110 | 43 | The solution will be able to Whitelist\Blacklist applications. | The DLP solution shall support policy-based application control, including the ability to allow trusted applications and restrict unauthorized ones. |
| 45 | 116 | 10 | The Solution should provide classification logs inside the classified file and at the centralized repository. | The Solution should provide classification logs inside the classified file / at the centralized repository |
| 46 | 118 | 38 | The solution should Apply Rights Management on an outgoing email. Once classification is applied to the email it needs to be secured and only authorized users to get access to the email. | The solution should have capability to integrate with Digital Rights management solutions for providing insights on the classification applied to the documents |
| 47 | 119 | 61 | The solution should provide tooltips, classification descriptions, and help page links to assist users with classification policy. | The solution should provide tooltips, classification descriptions / help page links to assist users with classification policy |
| 48 | 120 | 78 | The solution should have a capability to deploy, upgrade, uninstall the component without the use of any 3rd party software | The solution should have a capability to deploy and uninstall the component with the use of any 3rd party software & the upgrade of agent must be inline with out any 3rd party software |
| 49 | 120 | 79 | The solution should provide Minimal impact for end points . User should be able to choose low, medium and high usage for agents | The solution should be lightweight on endpoints and support configurable resource usage levels (e.g., low, medium, high) |

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| 50 | 121 | 109 | The solution must have the capability to replace the sensitive data as a Remediation action if required. | The solution must support standard remediation actions such as moving sensitive data to a safe location, unsharing, or quarantining, as required |
| 51 | 123 | 10 | The solution must support integration with cloud-native APIs for platforms such as AWS (S3, RDS), Azure (Blob, SQL), and Google Cloud (GCS, BigQuery) for deep and scalable data discovery. | The solution must support integration with cloud-native APIs for platforms such as AWS, Azure, and Google Cloud for deep and scalable data discovery. |
| 52 | 130 | 7 | Should have dedicated views and modules for device management, asset management, software deployment including imaging, patch management, alert and incidents management, compliance management, preventive maintenance, mailer engine, advanced reporting. | Should have views and modules for device management, software deployment including imaging, patch management, compliance management, advanced reporting. |
| 53 | 104 | 47 | The solution must have scrubbing capabilities with no added hardware. Incoming files will be extracted of all potential malicious content such as scripts, macros and active content | The solution must provide content scrubbing and sandboxing capabilities (hardware or software based), ensuring that all incoming files are sanitized by removing potential malicious content such as scripts, macros, and active elements. |
| 54 | 102 | 2 | The solution should be compatible with multiple operating systems like Windows, Linux, Mac, Android, IOS etc. | The solution should be compatible with multiple operating systems like Windows, Linux, Mac etc. |

2. Revised Eligibility Criteria

| # | Eligibility Criteria for Bidders | Revised Eligibility Criteria for Bidders | Documentary Proof Required |
|---|--|---|---|
| 1 | The Bidder should be a Registered Company in India under the 'Companies Act' and should be in business in India for more than ten years as on 31.03.2025. | No Change | Copy of the Certificate of Incorporation issued by Registrar of Companies. |
| 2 | The bidder should have an average annual financial turnover of at least ₹500 Crore for the last three financial years' viz. 2021-2022, 2022-2023, and 2023-2024 or 2022-2023, 2023-2024 and 2024-2025. For startups and MSMEs, the average annual financial turnover should be at least ₹50 Crore for the last three financial years' viz. 2021-2022, 2022-2023, and 2023-2024 or 2022-2023, 2023-2024 and 2024-2025. | No Change | Audited financial statements / Certificate from Auditor. |
| 3 | Bidder must have net profit in any of the two years during the last three completed financial years - 2021-2022, 2022-2023, and 2023-2024 or 2022-2023, 2023-2024 and 2024-2025. | No Change | Audited financial statements / Certificate from Auditor. |
| 4 | The bidder should not have been blacklisted/ debarred by any Government Departments, Agencies or Public Sector Undertakings in India as on the date of submission of the tender. | No Change | As per Annexure 2: No Blacklist declaration |
| 5 | The bidder must have its own support centers or offices in at least ten (10) locations across Tier 1 and Tier 2 cities out of which mandatorily should be in Mumbai, Hyderabad and Chennai to provide telephonic and remote assistance services. In case of exigencies or onsite support requirements at various branch locations of UIIC | The bidder must have its own support centers or offices in at least five (05) locations across Tier 1 and Tier 2 cities out of which mandatorily should be in Mumbai, Hyderabad and Chennai to provide telephonic and remote assistance services. | Self-Declaration along with the details of the support centers and service locations across India must be submitted as part of the bid. |

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| # | Eligibility Criteria for Bidders | Revised Eligibility Criteria for Bidders | Documentary Proof Required |
|---|---|--|---|
| | across India, the bidder shall arrange timely support. | In case of exigencies or onsite support requirements at various branch locations of UIIC across India, the bidder shall arrange timely support. | |
| 6 | <p>During the last 5 years, the bidder should have supplied, implemented, and supported the below tools for clients in PSU /Government organization /BFSI within India.</p> <ul style="list-style-type: none"> • Data Loss Prevention (DLP), • Endpoint Detection and Response (EDR), • Data discovery and Data classification <p>For each of the above tools, a minimum of two (02) references to be provided, out of which one should be of proposed OEM.</p> <p>The minimum deployment size required is as follows:</p> <ul style="list-style-type: none"> • For Startups and MSMEs: Minimum 3000 endpoints for each tool • For rest of the bidders: Minimum 5000 endpoints for each tool | <p>During the last 7 years, the bidder should have implemented/ supported the below tools for at least one (01) client each within India.</p> <ul style="list-style-type: none"> • Data Loss Prevention (DLP) of the proposed OEM for a minimum of 3000 Endpoints • Endpoint Detection and Response (EDR) of the proposed OEM for a minimum of 3000 Endpoints • Data discovery and Data classification for a minimum of 1000 Endpoints <p>Note: For Startups and MSMEs – all above clauses remain same except minimum 1000 endpoints for each tool.</p> | <p>Bidder should Provide Purchase Order(s)/ contract and self-declaration stating successful implementation/ support along customer's details (email, mobile). All documents shall be signed & sealed by the bidder's signing authority.</p> <p>Note: Post technical evaluation and prior to opening commercials bids, UIIC at its own discretion may schedule discussions for customer references or request for confirmation over email. Bidder shall arrange for the discussions/ email confirmation from their customers.</p> |
| 7 | <p>During the last 5 years, the proposed OEM should have been implemented for minimum two (02) clients with at least one in PSU /Government organization /BFSI within India.</p> <ul style="list-style-type: none"> • Data Loss Prevention (DLP) for minimum 10000 endpoints, • Endpoint Detection and Response (EDR) for minimum 10000 endpoints, | <p>During the last 7 years, the proposed OEM should have been implemented for minimum two (02) clients with at least one in PSU /Government organization /BFSI within India and one out of two should be currently implemented and functional in any organization.</p> <ul style="list-style-type: none"> • Data Loss Prevention (DLP) for a minimum of 10000 endpoints, | <p>Bidder should Provide Purchase Order(s)/ contract and self-declaration from OEM stating successful implementation/ support along customer's details (email, mobile and landline). All documents shall be signed & sealed by the bidder's signing authority.</p> |

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| # | Eligibility Criteria for Bidders | Revised Eligibility Criteria for Bidders | Documentary Proof Required |
|---|--|---|---|
| | <ul style="list-style-type: none"> Data discovery and Data classification for minimum 10000 endpoints, Mobile Device Management (MDM) for minimum 2000 endpoints, Patch Management Solution for minimum 10000 endpoints, Key Management Solution for BitLocker key. | <ul style="list-style-type: none"> Endpoint Detection and Response (EDR) for a minimum of 10000 endpoints, Data discovery and Data classification for a minimum of 10000 endpoints, Patch Management Solution for a minimum of 10000 endpoints, Mobile Device Management (MDM) for a minimum of 2000 endpoints (If same OEM of patch management solution, then PO of patch management shall be considered, else, separate reference to be provided) Key Management Solution for BitLocker key. | Note: Post technical evaluation and prior to opening commercials bids, UIIC at its own discretion may schedule discussions for customer references or request for confirmation over email. Bidder shall arrange for the discussions/ email confirmation from their customers. |
| 8 | <p>The bidder should have deployed a minimum of at least 10 (L1 & L2) OEM certified resources/ personnels for the Proposed /Similar solutions in scope for at least one (01) PSU/ Government /BFSI client (and) Bidder should have at least 10 personnel (OEM certified) out of which 4 personnel certified for any of the proposed OEM on their direct payroll.</p> | <p>The bidder should have deployed a minimum of 5 (L1 & L2) experienced resources/ personnels for the similar solutions in scope for at least one (01) client within India. (and) Bidder should have at least 5 personnel (OEM certified) on their direct payroll out of which 3 personnel certified for any of the proposed OEM in scope of RFP.</p> | Details of resources, copy of certificates, purchase order along with self-declaration mentioning number of resources/ FMS deployed and stating resources are on payroll of the bidder. |
| 9 | Bidder should submit the Land Border Clause as per Annexure 13. | No Change | Bidder needs to Submit Annexure 13 on letter head dully signed by Authorized signatory. |

3. Revised Technical Scoring

| # | Technical Evaluation Criteria – Parameters | Revised Technical Evaluation Criteria – Parameters | Maximum Score |
|---|--|---|---------------|
| 1 | <p>During the last 5 years bidder should have experience in supplying, implementing and supporting Mobile Device Management (MDM) for a minimum of 2000 endpoints for PSU /Government organization /BFSI client within India.</p> <ul style="list-style-type: none"> 2 References -> 0 Marks Every additional reference -> 2 Marks subjected to maximum 4 marks <p>(Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline))</p> | <p>During the last 7 years bidder should have experience in implementing/ supporting Mobile Device Management (MDM) for clients within India for a minimum endpoint count of:</p> <ul style="list-style-type: none"> Greater than or equal to 5000 endpoints -> 4 Marks Greater than or equal to 3000 endpoints -> 2 Marks <p>Bidder should Provide Purchase Order(s)/ contract and self-declaration stating successful implementation/ support along customer's details (email, mobile). All documents shall be signed & sealed by the bidder's signing authority.</p> | 4 |
| 2 | <p>During the last 5 years bidder should have experience in supplying, implementing and supporting Patch Management for a minimum of 5000 endpoints for PSU /Government organization /BFSI client within India.</p> <ul style="list-style-type: none"> 2 References -> 0 Marks Every additional reference -> 2 Marks subjected to maximum 4 marks <p>(Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline))</p> | <p>During the last 7 years bidder should have experience in implementing/ supporting Patch Management for clients within India for a minimum endpoint count of:</p> <ul style="list-style-type: none"> Greater than or equal to 5000 endpoints -> 4 Marks Greater than or equal to 3000 endpoints -> 2 Marks <p>Bidder should Provide Purchase Order(s)/ contract and self-declaration stating successful implementation/ support along customer's details (email, mobile). All documents shall be signed & sealed by the bidder's signing authority.</p> | 4 |
| 3 | <p>During the last 5 years bidder should have experience in supplying, implementing and supporting Key Management Solution for BitLocker keys for PSU /Government organization /BFSI client within India.</p> <ul style="list-style-type: none"> 1 Reference -> 0 Mark 2 References -> 2 Marks <p>(Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by</p> | <p>During the last 7 years bidder should have experience in implementing/ supporting Key Management Solution for BitLocker keys for clients within India.</p> <ul style="list-style-type: none"> 1 Reference -> 1 Mark 2 References -> 2 Marks <p>Bidder should Provide Purchase Order(s)/ contract and self-declaration stating successful implementation/ support along</p> | 2 |

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| # | Technical Evaluation Criteria – Parameters | Revised Technical Evaluation Criteria – Parameters | Maximum Score |
|---|---|--|---------------|
| | the respective Bidder's customers along with their contact details (email, mobile and landline) | customer's details (email, mobile). All documents shall be signed & sealed by the bidder's signing authority. | |
| 4 | <p>During the last 5 years the proposed OEM for Data Loss Prevention (DLP) should have been implemented for a minimum of 10000 endpoints for clients in PSU /Government organization /BFSI within India.</p> <ul style="list-style-type: none"> • 2 References -> 0 Marks • Every additional reference -> 2 Marks subjected to maximum 4 marks <p>(Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline).</p> | <p>During the last 5 years the proposed OEM for Data Loss Prevention (DLP) should have been implemented for a minimum of 10000 endpoints for clients in PSU /Government organization /BFSI within India.</p> <ul style="list-style-type: none"> • 2 References -> 2 Marks • Every additional reference -> 2 Marks subjected to maximum 4 marks <p>Bidder should Provide Purchase Order(s)/ contract and self-declaration from OEM stating successful implementation/ support along customer's details (email, mobile and landline). All documents shall be signed & sealed by the bidder's signing authority.</p> | 4 |
| 5 | <p>During the last 5 years the proposed OEM for Data Classification and Data Discovery should have been implemented for a minimum of 10000 endpoints for clients in PSU /Government organization /BFSI within India.</p> <ul style="list-style-type: none"> • 2 References -> 0 Marks • Every additional reference -> 2 Marks subjected to maximum 4 marks <p>(Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline).</p> | <p>During the last 5 years the proposed OEM for Data Classification and Data Discovery should have been implemented for a minimum of 2000 endpoints for clients in PSU /Government organization /BFSI within India.</p> <ul style="list-style-type: none"> • 2 References -> 2 Marks • Every additional reference -> 2 Marks subjected to maximum 4 marks <p>Bidder should Provide Purchase Order(s)/ contract and self-declaration from OEM stating successful implementation/ support along customer's details (email, mobile and landline). All documents shall be signed & sealed by the bidder's signing authority.</p> | 4 |
| 6 | <p>During the last 5 years the proposed OEM for Extended Detection and Response (EDR) should have been implemented for a minimum of 10000 endpoints for clients in PSU /Government organization /BFSI within India.</p> <ul style="list-style-type: none"> • 2 References -> 0 Marks | <p>During the last 5 years the proposed OEM for Extended Detection and Response (EDR) should have been implemented for a minimum of 10000 endpoints for clients in PSU /Government organization /BFSI within India.</p> <ul style="list-style-type: none"> • 2 References -> 2 Marks | 4 |

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| # | Technical Evaluation Criteria – Parameters | Revised Technical Evaluation Criteria – Parameters | Maximum Score |
|---|---|---|---------------|
| | <ul style="list-style-type: none"> Every additional reference -> 2 Marks subjected to maximum 4 marks <p>(Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline).</p> | <ul style="list-style-type: none"> Every additional reference -> 2 Marks subjected to maximum 4 marks <p>Bidder should Provide Purchase Order(s)/ contract and self-declaration from OEM stating successful implementation/ support along customer's details (email, mobile and landline). All documents shall be signed & sealed by the bidder's signing authority.</p> | |
| 7 | <p>During the last 5 years the proposed OEM for Mobile Device Management (MDM) should have been implemented for a minimum of 10000 endpoints for clients in PSU /Government organization /BFSI within India.</p> <ul style="list-style-type: none"> 2 References -> 0 Marks Every additional reference -> 2 Marks subjected to maximum 4 marks <p>(Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline).</p> | <p>During the last 5 years the proposed OEM for Mobile Device Management (MDM) should have been implemented for a minimum of 10000 endpoints for clients in PSU /Government organization /BFSI within India.</p> <ul style="list-style-type: none"> 2 References -> 2 Marks Every additional reference -> 2 Marks subjected to maximum 4 marks <p>Bidder should Provide Purchase Order(s)/ contract and self-declaration from OEM stating successful implementation/ support along customer's details (email, mobile and landline). All documents shall be signed & sealed by the bidder's signing authority.</p> | 4 |
| 8 | <p>During the last 5 years the proposed OEM for Patch Management should have been implemented for a minimum of 10000 endpoints for clients in PSU /Government organization /BFSI within India.</p> <ul style="list-style-type: none"> 2 References -> 0 Marks Every additional reference -> 2 Marks subjected to maximum 4 marks <p>(Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline).</p> | <p>During the last 5 years the proposed OEM for Patch Management should have been implemented for a minimum of 10000 endpoints for clients in PSU /Government organization /BFSI within India.</p> <ul style="list-style-type: none"> 2 References -> 2 Marks Every additional reference -> 2 Marks subjected to maximum 4 marks <p>Bidder should Provide Purchase Order(s)/ contract and self-declaration from OEM stating successful implementation/ support along customer's details (email, mobile and landline). All documents shall be signed & sealed by the bidder's signing authority.</p> | 4 |

RFP-SELECTION OF VENDOR FOR ONBOARDING SYSTEM INTEGRATOR (SI) TO IMPLEMENT ENDPOINT SECURITY TOOLS

| # | Technical Evaluation Criteria – Parameters | Revised Technical Evaluation Criteria – Parameters | Maximum Score |
|----|--|---|---------------|
| 9 | <p>During the last 5 years the proposed OEM for Key Management Solution for BitLocker should have been for clients in PSU /Government organization /BFSI within India.</p> <ul style="list-style-type: none"> 2 Reference -> 0 Marks 4 References -> 4 Marks <p>(Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline)</p> | <p>During the last 5 years the proposed OEM for Key Management Solution for BitLocker should have been for clients in PSU /Government organization /BFSI within India.</p> <ul style="list-style-type: none"> 2 Reference -> 2 Marks 4 References -> 4 Marks <p>Bidder should Provide Purchase Order(s)/ contract and self-declaration from OEM stating successful implementation/ support along customer's details (email, mobile and landline). All documents shall be signed & sealed by the bidder's signing authority.</p> | 4 |
| 10 | <p>Bidder should have OEM certified personnel for in-scope solutions on their direct payroll</p> <ul style="list-style-type: none"> Up to 20 certified resources -> 5 Marks For every additional 5 certified resources -> 5 Marks subjected to maximum 20 marks <p>(Supporting Document: Details of such personnel along with copy of OEM certificates along with declaration stating resources are on payroll)</p> | <p>Bidder should have OEM certified personnel for in-scope solutions on their direct payroll</p> <ul style="list-style-type: none"> 10 certified resources -> 5 Marks For every additional 2 certified resources -> 5 Marks subjected to maximum 20 marks <p>(Supporting Document: Details of such personnel along with copy of OEM certificates along with declaration stating resources are on payroll)</p> | 20 |
| 11 | <p>Presentation to be made by the Bidder on understanding of the requirements and proposed methodology including but not limited to:</p> <ul style="list-style-type: none"> Depth of understanding and relevance of proposed approach and methodology to the scope of work Demonstrated experience in similar engagements with proven outcomes and domain-specific implementations Proposed team's qualifications, certifications, and experience aligned to support the engagement requirements effectively <p>(60 Minutes presentation which includes demonstration of solutions functionalities)</p> | No Change | 6 |
| 12 | <p>The OEM's ability to meet Technical Specification (Annexure 10). For each requirement, the OEM has to do self-assessment and update score as either 0, 1 or 2</p> <ul style="list-style-type: none"> 0 – Feature is not feasible. | No Change | 40 |

RFP-SELECTION OF VENDOR FOR ONBOARDING SYSTEM INTEGRATOR (SI) TO IMPLEMENT ENDPOINT SECURITY TOOLS

| # | Technical Evaluation Criteria – Parameters | Revised Technical Evaluation Criteria – Parameters | Maximum Score |
|--------------|---|--|---------------|
| | <ul style="list-style-type: none"> 1 – Feature is not available as part of the solution but will be provided as part of customization. OEM to provide detailed information about how the customization shall be done. 2 – Feature is available as part of the solution <p>Scoring out of a maximum of 40 marks can be calculated as below: Score = (Marks obtained / Total Marks) * 40 (rounded off to 3 decimal places)</p> | | |
| Total | | | 100 |

4. Revised Project Timelines

| # | Activity | Existing Timeline | Revised Timeline |
|----|--|--|---|
| 1 | Issuance of Purchase order | -- | -- |
| 2 | Design of the solution architecture, pre-requisites gathering, and initial assessments as necessary | Within 2 weeks from the date of Purchase Order issuance | Within 2 weeks from the date of Purchase Order issuance |
| 3a | Delivery of hardware and software components at Mumbai & Hyderabad locations | Within 6 weeks from the date of Purchase Order issuance | Within 10 weeks from the date of Purchase Order issuance |
| 3b | Deployment of agents of in-scope tools on all endpoints across all locations of UIIC | In parallel with hardware delivery; Within 6 weeks from Purchase Order | In parallel with hardware delivery; Within 10 weeks from Purchase Order |
| 4 | Infrastructure setup and base configuration (racking, cabling, OS, and solution installation) | Within 10 weeks from the date of Purchase Order | Within 14 weeks from the date of Purchase Order |
| 5 | Integration of deployed agents with backend systems and activation of policies | Within 12 weeks from the date of Purchase Order | Within 16 weeks from the date of Purchase Order |
| 6 | Final solution configuration and user acceptance | Within 14 weeks from the date of Purchase Order | Within 18 weeks from the date of Purchase Order |
| 7 | Go-live across all locations | Within 14 weeks from the date of Purchase Order | Within 20 weeks from the date of Purchase Order |
| 8 | Post-deployment activities including preparation of SOP and hardening document, training and knowledge transfer sessions | Within 16 weeks from the date of Purchase Order | Within 22 weeks from the date of Purchase Order |

5. Revised Payment Terms and Penalty Due To Delay

| Item | Expected Timeline | Payable on Delivery | Payable on Go-Live | Other Payables | Penalty | Max Penalty |
|---|---|---|----------------------------|------------------------------|--|----------------------------------|
| Delivery of Hardware | Within 10 weeks from the date of Purchase Order | 70% of hardware cost post Power On | 30% of hardware cost | N/A | 0.5% of the payable amount for each week of delay | 10% of payable amount |
| Delivery of Software Licenses & Agent Installation | Within 10 weeks from the date of Purchase Order | 70% of software cost post enabling the licenses | 30% of software cost | N/A | 0.5% of the payable amount for each week of delay | 10% of payable amount |
| Implementation (Infra setup, integration, configuration) | Within 20 weeks from the date of Purchase Order | 0% | 80% of implementation cost | N/A | 0.5% of the implementation cost for each week of delay beyond 14 weeks | 10% of implementation cost |
| Documentation, SOP, Training, Knowledge Transfer | Within 22 weeks from the date of Purchase Order | 0% | 20% of implementation cost | N/A | 0.5% of the implementation cost for each week of delay beyond 16 weeks | 10% of implementation cost |
| Facility Management Services (FMS) – L2 Resource | To commence from the date of installation of components | 0% | 0% | Payable quarterly in arrears | 0.5% of FMS resource cost per week of absence or delay | 10% of total quarterly FMS value |
| Facility Management Services (FMS) – L1 Resource | To commence within one week of issuance of Purchase order | 0% | 0% | Payable quarterly in arrears | 0.5% of FMS resource cost per week of absence or delay | 10% of total quarterly FMS value |
| AMC (Updates & Upgrades) | Commences from the date of go-live | 0% | 0% | Payable quarterly in arrears | 0.5% of AMC value per week of delay in commencement | 10% of quarterly AMC value |



UNITED INDIA INSURANCE COMPANY LIMITED
Registered Office: 24, Whites Road Chennai - 600014
CIN: U93090TN1938GOI000108

REQUEST FOR PROPOSAL

PROPOSAL FOR SELECTION OF VENDOR FOR ONBOARDING SYSTEM INTEGRATOR (SI) TO IMPLEMENT ENDPOINT SECURITY TOOLS.

Tender No.: 000100/HO IT/RFP/282/2025-2026

Response to Pre-Bid Queries

| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIIC Response |
|---|--------------------------|---|---|--|--|
| 1 | 15 | 2.5. Technical Scoring Criteria, Point # 7 | During the last 5 years the proposed OEM for Extended Detection and Response (EDR) should have been implemented for a minimum of 10000 endpoints for clients in PSU /Government organization /BFSI within India. · 2 References -> 0 Marks · Every additional reference -> 2 Marks subjected to maximum 4 marks | During the last 5 years the proposed OEM for On-prem EPP, SaaS EDR and On-Prem Sandboxing solutions from same OEM, should have been implemented for a minimum of 15000 endpoints for clients in PSU /Government organization /BFSI within India. · 2 References -> 0 Marks · Every additional reference -> 2 Marks subjected to maximum 4 marks | Please refer to corrigendum 1 |
| 2 | 27 | 4.2. TECHNICAL CONSIDERATIONS FOR ENDPOINT SECURITY TOOLS, 4.2.1. SIZING | Endpoint Detection and Response; Endpoint, Servers, Mobiles (Android & iOS), Tablets (Android & iOS) | As the EDR technical specification is considered with EPP, kindly clarify whether bidder has to propose EPP for Endpoints, Servers, Mobile and Tablets? If yes, we request UIIC to segregate Endpoint Security, mobile security and server security technical specification along with quantity. Please specify the same in the price bid also. Justification: As part of the current technical requirement Server and Mobile security specification are not mentioned. | Endpoints, Servers, Mobile and Tablets to be considered. Approx count: Desktop - 10000 Server - 2200 Laptop - 1500 Mobile - 1275 Tablet - 25 |
| 3 | 27 | 4.2. TECHNICAL CONSIDERATIONS FOR ENDPOINT SECURITY TOOLS, 4.2.2. LICENSING MODEL | The licensing of the OEM should be on a perpetual model and not on a subscription model | Kindly modify the clause as "The licensing of the OEM should be on a subscription model" Justification: The cyber security solutions always on current and updated. The new updates and upgrades will be only available with valid license. Hence most of the cyber security vendors are on Subscription model. | Please adhere to RFP |

RFP-SELECTION OF VENDOR FOR ONBOARDING SYSTEM INTEGRATOR (SI) TO IMPLEMENT ENDPOINT SECURITY TOOLS

| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIIC Response |
|---|--------------------------|--|--|---|---|
| 4 | 102 | ANNEXURE 10 – MINIMUM FUNCTIONAL & TECHNICAL SPECIFICATIONS, EDR/XDR Technical Specifications, Point #1 | The solution must support endpoints/clients and should consist of following components 1.Endpoint Protection(EPP)-should be an On-prem solution for EPP component 2.Anti APT or sandboxing --should be On-prem for anti APT or sandboxing solution 3.EDR/XDR--should be Hybrid/On-prem solution with a broker server, The Hybrid component of solution should be hosted on Cloud based in India at DC and DR. | Kindly Modify the clause as" The solution must support endpoints/clients and should consist of following components from the same OEM : 1.Endpoint Protection(EPP)-should be an On-prem solution for EPP component 2.Anti APT or sandboxing --should be On-prem for anti APT or sandboxing solution 3.EDR/XDR--should be Hybrid/On-prem solution with a broker server, The Hybrid component of solution should be hosted on Cloud based in India at DC and DR." Justification: It is very important to have all the above mentioned components from the same OEM to have better integration, automated handling of zero-day threats and sharing of threat intelligence. | Understanding is correct. Entire EDR solution should be from single OEM only. |
| 5 | 102 | ANNEXURE 10 – MINIMUM FUNCTIONAL & TECHNICAL SPECIFICATIONS, EDR/XDR Technical Specifications, Point #2 | The solution should be compatible with multiple operating systems like Windows, Linux, Mac, Android, IOS etc. | Requesting to modify the clause as " The EDR/XDR solution should be compatible with multiple operating systems like Windows, Linux, and Mac etc. " Justification: Android and IOS are basically part of mobile device category and RFP is already talking about MDM solution where UIIC will be getting protection related to mobile devices. If UIIC still looking for a separate solution for mobile/tab devices then we would like to know the split no of Android and IOS to propose Mobile Security solution. | Please refer to corrigendum 1 |
| 6 | 102 | Point#8 | The solution must have professional OEM support for 24x7x365 (on-call/Remote) | Kindly modify the clause as " The solution must have Direct Support for 24x7x365 basis from the OEM as a Premium Support throughout the period of the contract with UIIC " Justification: As the Endpoint Security solution is very critical and complex, we request UIIC to have an OEM Technical Account Manager which comes with a Premium support program. Bidder has to factor this for entire period of the contract. | Please refer to corrigendum 1 |
| 7 | 103 | Point#21 | The solution package size will include only the relevant components for deploying in a single installer | Kindly modify the clause as " The On-Prem EPP and On-Prem Sandboxing solution capability can be delivered from a single agent. However, Hybrid EDR/XDR approach can be delivered with a separate EDR/XDR agent ". Justification: Since the RFP is open for complete on-prem or Hybrid model, the mentioned technical feature is may not applicable for Hybrid model of deployment. Getting 2 agents such as On-Prem EPP and SaaS EDR/XDR in a single installer is not possible. | Please adhere to RFP |

RFP-SELECTION OF VENDOR FOR ONBOARDING SYSTEM INTEGRATOR (SI) TO IMPLEMENT ENDPOINT SECURITY TOOLS

| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIIC Response |
|----|--------------------------|-----------------|---|---|-------------------------------|
| 8 | 104 | Point#47 | The solution must have scrubbing capabilities with no added hardware. Incoming files will be extracted of all potential malicious content such as scripts, macros and active content | <p>Kindly modify the clause as "The solution must have scrubbing or Sandboxing hardware with custom images. Incoming files will be extracted of all potential malicious content such as scripts, macros and active content"</p> <p>Justification: Sandboxing solution must be a dedicated hardware with multiple custom virtual images for analysis. There are VM aware evading techniques leveraged by attacker in sandboxing and hence it is advisable to have appliance based sandboxing technology.</p> | Please refer to corrigendum 1 |
| 9 | 106 | Point#84 | Must correlate endpoint activity with network telemetry to improve threat detection accuracy. | <p>Pls confirm whether bidder has to factor dedicated NDR solution for capturing Network Telemetry or it is feature request for future on the same platform? If day one requirement then pls share the sizing details to arrive the NDR BoM.</p> <p>Justification: Network telemetry can not be capture in endpoint EDR/XDR solution. However, it is possible to capture network activity data by integrating other network based Trend Micro or 3rd party Solution with endpoint EDR/XDR Platform.</p> | Please refer to corrigendum 1 |
| 10 | 106 | Point#94 | The unified endpoint agent must provide dedicated modules for Next-Gen AV, EDR, device control, rogue device detection, firewall, vulnerability detection, FIM, remote response, all accessible through a single console without relying on custom behaviour rules. | <p>Kindly modify the clause as "The unified EPP agent must provide dedicated modules for Next-Gen AV, device control, firewall, vulnerability detection, integrated Sandboxing. The EDR agent must provide EDR capabilities with remote response without relying on custom behaviour rules."</p> <p>Justification: The on-Prem EPP and SaaS EDR are two different agents and hence requesting UIIC to keep them separate based on the features.</p> <p>FIM is basically a feature delivered by Server Security Solution which is not part of this RFP. If UIIC is looking for Server Security then kindly consider FIM, Virtual Patching, Log Inspect which are specifically made to protect Server OS. UIIC is currently using the same solution for the critical servers. otherwise, pls remove FIM from the current technical specification.</p> | Please refer to corrigendum 1 |

RFP-SELECTION OF VENDOR FOR ONBOARDING SYSTEM INTEGRATOR (SI) TO IMPLEMENT ENDPOINT SECURITY TOOLS

| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIC Response |
|----|--------------------------|--------------------------------------|--|--|-------------------------------|
| 11 | 106 | Point#95 | The unified endpoint agent must be a standalone package from the same OEM, containing all required components without reliance on third-party or customer solutions. It must be identical across all systems, with all features integrated into a single agent. | Kindly modify the clause as " The unified EPP agent and EDR agent must be two packages from the same OEM, containing all required components without reliance on third-party or customer solutions. It must be identical across all systems, with all features integrated into respective agents. " Justification: Since the RFP is open for complete on-prem or Hybrid model, the mentioned technical feature of unified standalone agent in a Hybrid model of deployment may not be applicable. Getting two agents such as On-Prem EPP and SaaS EDR/XDR in a single installer package is not possible. | Please refer to corrigendum 1 |
| 12 | 107 | Point#99 | Provide a solution that identifies Vulnerability tied to assets without deploying additional agents. | Kindly remove the clause. Justification: The traditional vulnerability management is not sufficient in today cyber world, hence the analyst firms like Gartner and others are recommending Customers to introduce Cyber Risk Threat Exposure Management which will help Security Leaders to adopt proactive security approach. It provides Vulnerability Risk Prioritization, Risk Quantification, Attack Path Prediction, Compliance Management and many more features. Hence we request UIC to either remove this point or consider the complete CTEM functionalities. Pls see below link for your reference: https://www.gartner.com/en/documents/5904943 | Please adhere to RFP |
| 13 | 10 | 5th point /2.4.Section | The bidder must have its own support centers or offices in at least ten (10) locations across Tier 1 and Tier 2 cities out of which mandatorily should be in Mumbai, Hyderabad and Chennai to provide telephonic and remote assistance services. In case of exigencies or onsite support requirements at various branch locations of UIC across India, the bidder shall arrange timely support. | We come under MSMS, kindly consider 5 branch offices in Tier 1 cities | Please refer to corrigendum 1 |
| 14 | 10 To 11 | 6th point /2.4.Section | During the last 5 years, the bidder should have supplied, implemented, and supported the below tools for clients in PSU /Government organization /BFSI within India Data Loss Prevention (DLP), · Endpoint Detection and Response (EDR), · Data discovery and Data classification For each of the above tools, a minimum of two (02) references to be provided, out of which one should be of proposed OEM. The minimum deployment size required is as follows: · For Startups and MSMEs: Minimum 3000 endpoints for each tool · For rest of the bidders: Minimum 5000 endpoints for each tool | We come under MSMS, kindly consider 1000 users of DLP, EDR | Please refer to corrigendum 1 |
| 15 | page no 11 | 2.4. Eligibility Criteria/point no 6 | Data Loss Prevention (DLP), · Endpoint Detection and Response (EDR), · Data discovery and Data classification For each of the above tools, a minimum of two (02) references to be provided, out of which one should be of proposed OEM. | Requested Changes in the clause: Data Loss Prevention (DLP), · Endpoint Detection and Response (EDR), · Data discovery and Data classification a minimum of One (01) references to be provided for 2 out of 3 | Please refer to corrigendum 1 |

RFP-SELECTION OF VENDOR FOR ONBOARDING SYSTEM INTEGRATOR (SI) TO IMPLEMENT ENDPOINT SECURITY TOOLS

| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIC Response |
|----|--------------------------|--|---|---|---|
| | | | | solutions above, as Data Discovery and Classification is by default part of DLP Solution. | |
| 16 | page no 11 | 2.4. Eligibility Criteria/point no 6 | Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline). UIC reserve the rights to directly interact with any of the contact submitted. | Requested Changes in the clause: Bidder should Provide Purchase Order(s) as most of the customers doesn't share performance certificates. Contact details of respective shareholders from customer end can be shared. | OEM to provide the relevant experience evidences to bidder. These experiences can be with participating bidder or any other bidder. Final submission of documents will be done by bidder. |
| 17 | page no 12 | 2.4. Eligibility Criteria/point no 8 | The bidder should have deployed a minimum of at least 10 (L1 & L2) OEM certified resources/ personnels for the Proposed /Similar solutions in scope for at least one (01) PSU/ Government /BFSI client (and) Bidder should have at least 10 personnel (OEM certified) out of which 4 personnel certified for any of the proposed OEM on their direct payroll | The bidder should have deployed a minimum of at least 2-3 (L1 & L2) OEM certified resources/ personnels for the Proposed /Similar solutions in scope for at least one (01) PSU/ Government /BFSI client (and) Bidder should have at least 10 personnel (OEM certified) out of which 4 personnel certified for any of the proposed OEM on their direct payroll | Please refer to corrigendum 1 |
| 18 | page no 13 | 2.5. Technical Scoring Criteria/point no 1 | During the last 5 years bidder should have experience in supplying, implementing and supporting Mobile Device Management (MDM) for a minimum of 2000 endpoints for PSU /Government organization /BFSI client within India. · 2 References -> 0 Marks · Every additional reference -> 2 Marks subjected to maximum 4 marks (Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline) | Requested Changes in the clause: During the last 5 years bidder should have experience in supplying, implementing and supporting Mobile Device Management (MDM) for PSU /Government organization /BFSI/Private client within India. · 2 References -> 2 Marks · Every additional reference -> 1 Marks subjected to maximum 4 marks Bidder should Provide Purchase Order(s) as most of the customers doesn't share performance certificates. Contact details of respective shareholders from customer end can be shared. | Please refer to corrigendum 1 |

RFP-SELECTION OF VENDOR FOR ONBOARDING SYSTEM INTEGRATOR (SI) TO IMPLEMENT ENDPOINT SECURITY TOOLS

| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIC Response |
|----|--------------------------|--|---|---|-------------------------------|
| 19 | page no 13 | 2.5. Technical Scoring Criteria/point no 2 | During the last 5 years bidder should have experience in supplying, implementing and supporting Patch Management for a minimum of 5000 endpoints for PSU /Government organization /BFSI client within India. · 2 References -> 0 Marks · Every additional reference -> 2 Marks subjected to maximum 4 marks (Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline) | Requested Changes in the clause: During the last 5 years bidder should have experience in supplying, implementing and supporting Patch Management for a minimum of 1500 endpoints for PSU /Government organization /BFSI client within India. · 2 References -> 2 Marks · Every additional reference -> 1 Marks subjected to maximum 4 marks Bidder should Provide Purchase Order(s) as most of the customers doesn't share performance certificates. Contact details of respective shareholders from customer end can be shared. | Please refer to corrigendum 1 |
| 20 | page no 14 | 2.5. Technical Scoring Criteria/point no 3 | During the last 5 years bidder should have experience in supplying, implementing and supporting Key Management Solution for BitLocker keys for PSU /Government organization /BFSI client within India. · 1 Reference -> 0 Mark · 2 References -> 2 Marks (Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline) | Requested Changes in the clause: During the last 5 years bidder should have experience in supplying, implementing and supporting Key Management Solution for PSU /Government organization /BFSI client within India. · 1 Reference -> 1 Mark · 2 References -> 1 Marks Bidder should Provide Purchase Order(s) as most of the customers doesn't share performance certificates. Contact details of respective shareholders from customer end can be shared. | Please refer to corrigendum 1 |

RFP-SELECTION OF VENDOR FOR ONBOARDING SYSTEM INTEGRATOR (SI) TO IMPLEMENT ENDPOINT SECURITY TOOLS

| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIC Response |
|----|--------------------------|--|---|--|-------------------------------|
| 21 | page no 14 | 2.5. Technical Scoring Criteria/point no 4 | During the last 5 years the proposed OEM for Data Loss Prevention (DLP) should have been implemented for a minimum of 10000 endpoints for clients in PSU /Government organization /BFSI within India. · 2 References -> 0 Marks · Every additional reference -> 2 Marks subjected to maximum 4 marks (Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline). | Requested Changes in the clause: During the last 5 years the proposed OEM for Data Loss Prevention (DLP) should have been implemented for a minimum of 4000 endpoints for clients in PSU /Government organization /BFSI within India. · 2 References -> 2 Marks · Every additional reference -> 1 Marks subjected to maximum 4 marks Bidder should Provide Purchase Order(s) as most of the customers doesn't share performance certificates. Contact details of respective shareholders from customer end can be shared. | Please refer to corrigendum 1 |
| 22 | page no 14 | 2.5. Technical Scoring Criteria/point no 5 | During the last 5 years the proposed OEM for Data Classification and Data Discovery should have been implemented for a minimum of 10000 endpoints for clients in PSU /Government organization /BFSI within India. · 2 References -> 0 Marks · Every additional reference -> 2 Marks subjected to maximum 4 marks (Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline). | Requested Changes in the clause: As Data Discovery and Classification is by default part of DLP Solution, DLP Solution Purchase Orders should be considered for marking system as below. During the last 5 years the proposed OEM for Data Loss Prevention (DLP) should have been implemented for a minimum of 4000 endpoints for clients in PSU /Government organization /BFSI within India. · 2 References -> 2 Marks · Every additional reference -> 1 Marks subjected to maximum 4 marks Bidder should Provide Purchase Order(s) as most of the customers doesn't share performance certificates. Contact details of respective shareholders from customer end can be shared. | Please refer to corrigendum 1 |
| 23 | page no 15 | 2.5. Technical Scoring Criteria/point no 6 | During the last 5 years the proposed OEM for Extended Detection and Response (EDR) should have been implemented for a minimum of 10000 endpoints for clients in PSU /Government organization /BFSI within India. · 2 References -> 0 Marks · Every additional reference -> 2 Marks subjected to maximum 4 marks (Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline). | Requested Changes in the clause: During the last 5 years the proposed OEM for Extended Detection and Response (EDR) should have been implemented for a minimum of 10000 endpoints for clients in PSU /Government organization /BFSI within India. · 1 References -> 2 Marks · Every additional reference -> 1 Marks subjected to maximum 4 marks Bidder should Provide Purchase Order(s) as most of the customers doesn't share performance certificates. Contact details of respective shareholders from customer end can be shared. | Please refer to corrigendum 1 |
| 24 | page no 16 | 2.5. Technical Scoring Criteria/point no 9 | During the last 5 years the proposed OEM for Key Management Solution for BitLocker should have been for clients in PSU /Government organization /BFSI within India. · 2 Reference -> 0 Marks · 4 References -> 4 Marks (Supporting Document: Bidder should Provide Purchase | Requested Changes in the clause: During the last 5 years bidder should have experience in supplying, implementing and supporting Key Management Solution for PSU /Government organization /BFSI client within India. | Please refer to corrigendum 1 |

RFP-SELECTION OF VENDOR FOR ONBOARDING SYSTEM INTEGRATOR (SI) TO IMPLEMENT ENDPOINT SECURITY TOOLS

| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIC Response |
|----|--------------------------|---|---|---|-------------------------------|
| | | | Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline) | <ul style="list-style-type: none"> · 1 Reference -> 2 Mark · 2 References -> 4 Marks Bidder should Provide Purchase Order(s) as most of the customers doesn't share performance certificates. Contact details of respective shareholders from customer end can be shared. | |
| 25 | page no 16 | 2.5. Technical Scoring Criteria/point no 10 | Bidder should have OEM certified personnel for in-scope solutions on their direct payroll · Up to 20 certified resources -> 5 Marks · For every additional 5 certified resources -> 5 Marks subjected to maximum 20 marks (Supporting Document: Details of such personnel along with copy of OEM certificates along with declaration stating resources are on payroll) | Bidder should have OEM certified personnel for in-scope solutions on their direct payroll · Up to 20 certified resources -> 10 Marks · For every additional 5 certified resources -> 5 Marks subjected to maximum 20 marks (Supporting Document: Details of such personnel along with copy of OEM certificates along with declaration stating resources are on payroll) | Please refer to corrigendum 1 |
| 26 | page no 27 | 4.2.2. LICENSING MODEL | The licensing of the OEM should be on a perpetual model and not on a subscription model | Most of the OEMs have moved from Perpetual licensing models to subscription licensing model hence requesting to accept subscription based licensing model. Perpetual based licensing model clause will restrict participation for multiple OEMs as well as Bidders. | Please adhere to RFP |
| 27 | 38 | 8.4 | UIC reserves the right to Cancel the Purchase Order, Terminate the Contract, Forfeit the Performance Bank Guarantee and Blacklist the Successful bidder, in case the Successful bidder exceeds the threshold limit of Delay for any of the items above. | Bidder requests that blacklisting only be resorted to for fraudulent actions and not merely failure to maintain SLAs as there are multiple recourses, such as the PBG, termination, etc. for the customer prior to resorting to this option. | Please adhere to RFP |
| 28 | 51 | 13.1 | The contract and SLA will be subject to internal policies or guidelines of UIC and instructions/guidelines etc. as issued by Insurance Regulatory and Development Authority and other Government/Authorities from time to time as applicable. | Bidder requests that these are attached as addendums in the contract and specifically called out and intended for vendors in relation to the internal policies / guidelines of UIC. As far as any government authority guidelines are concerned, we would request that we are notified of such need for compliances as we would only be compliant with guidelines that are specific to us as IT service providers. | Please adhere to RFP |
| 29 | 53 | 13.5.1 | UIC reserves the right to recover any dues payable by the Vendor/Bidder from any amount outstanding to the credit of the Vendor/Bidder, including the pending bills and security deposit, if any, under this contract or any other contract/order. | The bidder respectfully requests the deletion of this clause, as the requirement for set-off rights may be impractical to implement, as most invoicing and payment systems require each charge to be documented separately in a valid invoice, order or credit note, independent from each other. To set off one entitlement against another expense therefore, creates unnecessary confusion at accounts operation. For disputed invoices, a dispute process can be designed as long as it does not exceed the payment period. | Please adhere to RFP |
| 30 | 57 | 13.12 | Limitation of liability is only with respect with the Vendor/Bidder's liability towards procuring entity and limitation shall not apply with respect to Vendor/Bidder's liability towards third parties. | Bidder requests that this be deleted as Bidder does not have any privity of contract with the third parties and liability can only be made binding against parties to the contract as such liabilities would arise for (in)actions in relation to the terms of the contract. | Please adhere to RFP |
| 31 | 58 | 13.13 | The bidder's liability in case of third-party claims against the UIC resulting from breach of confidentiality, Wilful Misconduct, or Gross Negligence of the bidder, its employees, and subcontractors or third-party claims resulting from infringement of patents, trademarks, copyrights, or such other Intellectual Property Rights shall be unlimited. | This has already been addressed in the clause above and therefore bidder requests that it should be deleted. If not, bidder requests that confidential breaches be for "wilful" breaches only. | Please adhere to RFP |

RFP-SELECTION OF VENDOR FOR ONBOARDING SYSTEM INTEGRATOR (SI) TO IMPLEMENT ENDPOINT SECURITY TOOLS

| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIIC Response |
|----|--------------------------|-----------------|--|---|---|
| 32 | 36 | 8 | <p>1. ₹1,000 per incident exceeding SLA by one hour will be recovered from the bidder</p> <p>2. Uptime <99.9% - 0.01 % of Solution cost for every 1 hour or part thereof in excess of U >=99.90 subject to Maximum of 10% of Solution cost. Beyond which UIIC may terminate the contract.</p> | <p>1. Bidder requests for a cumulative capping for all the SLAs 10% of the quarterly AMC/warranty charges.</p> <p>2. Bidder requests that SLAs for missing the target uptime shall be calculated as 0.01% of the quarterly AMC/Warranty charges and not on the solution cost, capped to 10% of the quarterly AMC/warranty charges</p> | Please adhere to RFP |
| 33 | 38 | 8.4 | If the solution, or any of its components behaves erroneously which results in monetary or business loss to the UIIC, then the entire amount of such loss shall be recovered from the bidder on actual basis. | Bidder requests to remove this as this is indirect damages in nature | Please adhere to RFP |
| 34 | 38 | 8.4 | Maximum deducted penalty of one type will not affect any other type of penalty i.e. all the types of penalties can be levied up to their maximum limit simultaneously and shall not exceed 10% of the total contract value. | Bidder request to clarify that the cumulative capping for all the SLA penalties shall not exceed 10% of the quarterly charges per quarter | Please adhere to RFP |
| 35 | 40 | 10 | PAYMENT TERMS AND PENALTY DUE TO DELAY: | Bidder request for payment of 80% on supply of HW and SW and 20% on go-live, this is in line with the cost incurred by bidder at each stage | Please refer to corrigendum 1 |
| 36 | 50 | 13.1 | Contract Period: The contract will be valid for a period of 5 years from the date of issuance of purchase order. Irrespective of the period, the contract will deem to be operative until close of assigned projects as per agreed Scope of Work, and hence bidders deploying resources should ensure the resources availability until completion of the work in hand or till the extended period as per the project terms and conditions. | Bidder requests for clarity on the contract period as the contract period is given as 5 year 6 months in page 49 of RFP | The contract will be valid for a period of 5 years and 6 months from the date of issuance of purchase order |
| 37 | 50 | 13.1 | Price discovered during the RFP will be valid till the completion of the project or the extended completion period as required by UIIC in respect of that project. | Bidder requests to clarify that price for any additional order placed beyond the initial delivery period shall be mutually agreed between the parties | Please adhere to RFP |
| 38 | 50 | 13.1 | UIIC reserves the right to terminate the contract at any time without assigning any reasons thereof. However, there are specific termination clauses which must be adhered by the selected vendor for continuation of contract. | <p>Bidder requests following for termination for convenience</p> <p>1. 90 days notice</p> <p>2. Payment for services rendered till the effect date of termination</p> <p>3. Payment for any prepaid license/warranty charges paid by the bidder</p> | Please adhere to RFP |
| 39 | 62 | 13.30. | If the Vendor/Bidder fails to deliver and install the Solution or to perform the services within the time period(s) specified in the contract, UIIC shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to the 1% of the contract price of the corresponding stage as in TCO for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the contract price of the stage. Once the maximum is reached, UIIC may have the sole option to termination of the contract. | Bidder request to remove this as phase wise penalty is already provided under clause 10 of the RFP | Please adhere to RFP |
| 40 | NA | NA | New clause - Payment Term | Bidder requests to clarify that the payment shall be made by UIIC to the bidder within 30 days from the date of invoice | Please adhere to RFP |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIC Response |
|----|--------------------------|--|--|---|---|
| 41 | 27 | 4.2.2. LICENSING MODEL | The licensing of the OEM should be on a perpetual model and not on a subscription model | Majority of industry Cyber Security product/solution OEMs are converting from perpetual to subscription model of license delivery. Also, all BFSI institutions of India are encouraging subscription model of license delivery. Our licensing model is also subscription based. We request you to amend the clause as: "The licensing of the OEM can be on a perpetual/subscription model" | Please adhere to RFP |
| 42 | 102 | EDR/XDR Technical Specifications; Point 1 | The solution must support endpoints/clients and should consist of following components 1.Endpoint Protection(EPP)-should be an On-prem solution for EPP component 2.Anti APT or sandboxing --should be On-prem for anti APT or sandboxing solution 3.EDR/XDR--should be Hybrid/On-prem solution with a broker server, The Hybrid component of solution should be hosted on Cloud based in India at DC and DR. | We request you to please share the "expected number of samples" that will be submitted on a hourly/daily basis to the sandbox environment; this helps optimizing the size and performance of the Anti-APT/ sandbox solution, | Bidder to size the solution basis their experience of deploying the EDR solution for similar sizing as requested in the RFP |
| 43 | 102 | EDR/XDR Technical Specifications; Point 2 | The solution should be compatible with multiple operating systems like Windows, Linux, Mac, Android, IOS etc. | EPP and EDR solutions are designed for Windows, Mac, and Linux platforms. Could you please clarify if UIC is also looking for mobile threat protection for mobile devices? If so, please specify the quantity of mobile devices. Else, we request that the clause be amended as below: "The solution should be compatible with multiple operating systems like Windows, Linux, Mac operating systems." | Please refer to corrigendum 1 |
| 44 | 106 | EDR/XDR Technical Specifications; Point 94 | The unified endpoint agent must provide dedicated modules for Next-Gen AV, EDR, device control, rogue device detection, firewall, vulnerability detection, FIM, remote response, all accessible through a single console without relying on custom behaviour rules. | As per global cyber security practice, the File Integrity Monitoring (FIM) is recommended for critical infrastructure systems such as databases, directory servers & applications, where continuous monitoring is essential to detect tampering, malware, or insider threats. So, we request department to give the quantity details of critical systems which needs to be covered with FIM functionality. | Please refer to corrigendum 1 |
| 45 | 107 | EDR/XDR Technical Specifications; Point 98 | The agent must monitor and classify outgoing data transfers to USB devices, scanning for malware and reporting details on the console, including endpoint, user, device, transfer summary, and timestamp, with a policy-controlled enable/disable option. | The "classification of data transfer to USB devices" falls under a Data Loss Prevention (DLP) use case. So, we request that the clause be amended as: "The agent must monitor outgoing data transfers to USB devices, scanning for malware and reporting details on the console, including endpoint, user, device, transfer summary, and timestamp, with a policy-controlled enable/disable option." | Please refer to corrigendum 1 |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIIC Response |
|----|--------------------------|---|--|--|---|
| 46 | 107 | EDR/XDR Technical Specifications; Point 100 | Ensure real-time vulnerability status for all Windows endpoints without requiring a scan. | <p>This is a classified use-case under Patch Managemnet & Vulnerability Management which department is separately procuring as part of the same RFP.</p> <p>So, we request you to remove this clause. This helps department to avoid solution duplicacy and costing involved</p> | The clause stands deleted |
| 47 | 108 | DLP Technical Specifications; Point 2 | The solution should be compatible with multiple operating systems like Windows, Linux, Mac, Android, IOS etc. | <p>DLP solution is generally deployed on systems running with Windows & Mac OS platforms.</p> <p>Please clarify whether UIIC is having systems running with Linux, Android, IOS which need this solution.</p> | Please adhere to RFP |
| 48 | 108 | DLP Technical Specifications; Point 13 | Console access should support using 3rd party systems authentication (Two Factor Authentication) | We achieve this functionality by way of port+IP address (or) host+certificate. Please clarify if this meets your requirement. | Solution should be able to integrate with 3rd party OTP providers for Two Factor Authentication |
| 49 | 109 | DLP Technical Specifications; Point 22 | The solution should have the capability of Threat intelligence and User behaviour analytics. | User behavious analytics is part of our roadmap. We shall give this feature as part of our version upgrade in H1-FY26. Hence, we request you to please amend it as "The solution should have the capability of Threat intelligence" | Please adhere to RFP |
| 50 | 109 | DLP Technical Specifications; Point26 | The solution should have the capability of Intelligent data discovery by using AI techniques. | We can achieve this functionality by way our in-built classification features. Hence we request you to amend this as "The soltuion should have the capability of Intelligent data discovery by using in-built data discovery techniques / AI techniques" | Please refer to corrigendum 1 |
| 51 | 110 | DLP Technical Specifications; Point 41 | The solution should be able to define the policies for the inside and out of office endpoint machines. The endpoint solution should be able to perform discovery only when the endpoint is connected to external power or Machine is Idle. | We request to amend it as "The solution should be able to define the policies for the inside and out of office endpoint machines. The endpoint solution should be able to perform discovery only when the endpoint is connected to external power or Machine is Idle or by scheduling the discovery task". | Please adhere to RFP |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIC Response |
|----|--------------------------|--|---|---|---|
| 52 | 110 | DLP Technical Specifications; Point 46 | The solution will leverage AI/ML and behaviour analytics to identify data leakage and apply preventive Controls. | Behaviour analytics is part of our roadmap. We shall give this feature as part of our version upgrade in H1-FY26. Hence we request you to amend this as "The solution will leverage AI/ML (or in-built techniques) and behaviour analytics (as and when released as part of future roadmap) to identify data leakage and apply preventive Controls. | The clause stands deleted |
| 53 | 110 | DLP Technical Specifications; Point 53 | The solution should have the ability to automatically protect documents at the endpoint with DRM policies by integrating with DLP systems i.e. Files should get automatically protected based on its classification or content. Document/File, at any stage, must not travel outside the endpoint (user laptop or desktop) for protection. | We request you to please share the details of existing DRM solution | DRM not in place. However, DLP solution should have capability to integrate with any DRM Solution |
| 54 | 111 | DLP Technical Specifications; Point 57 | The Endpoint DLP Solution must be able to encrypt data when business classified data is sent to removable media drives. The encryption solution should be inbuilt with DLP component and not dependent upon any 3rd party solution to meet the requirement. Solution should provide certified installation of the 3rd party clouds like AWS, Azure and GPC. | We request you to please clarify the need of asking for "Solution should provide certified installation of the 3rd party clouds like AWS, Azure and GPC" | Please refer to corrigendum 1 |
| 55 | 111 | DLP Technical Specifications; Point 59 | The solution should have a comprehensive list of pre-defined policies and templates with over 1700+ patterns to identify and classify information. | Mention of "1700+" is OEM specific. Hence we request you to please modify this as "The solution should have a comprehensive list of pre-defined policies and templates with over 1000+ patterns to identify and classify information. | Please refer to corrigendum 1 |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIC Response |
|----|--------------------------|---|---|---|---|
| 56 | 111 | DLP Technical Specifications; Point 66 | The solution should support the templates for detecting the Deep Web Urls- .i2P and .Onion , Encrypted attachments to competitors , Password Dissemination , User Traffic over time , Unknown Encrypted File Formats Detection. The solution should support detection of PKCS #12 files (.p12, .pfx) that are commonly used to bundle a private key with its X.509 certificate. | Deep Web Urls- .i2P and .Onion and user traffic is normally identified and controlled during the access by the Secure Web Gateway solution in the environment. For the inspection of the content we would require ICAP integration with the Secure Web Gateway solution. Please confirm of the existng Secure Web Gateway solution that supports ICAP integration. | Details will be shared with selected bidder |
| 57 | 112 | DLP Technical Specifications; Point 70 | The solution should provide automatic notification to incident managers when a new incident is assigned to them and the incident should not allowed for deletion even by the product administrator | As per administrator roles & reponsabilites, they are allowed to make chnages on the incidents. However if the expectation of the use case is to monitor admin action, we can trigger the access/acivity log of every users. Please clarify if this meets your requirement. | Understanding is correct |
| 58 | 113 | DLP Technical Specifications; Point 89 | The proposed solution work as a MTA to receive mails from mail server and inspect content before delivering mails to next hop and should quarantine emails that are in violation of company policy. | MTA is the technical functionality of Secure Email Gateway solution. It can't be acheived by the stand-alone DLP solution. However, we can send the response action of the analysed email to the the existing Secure Email Gateway device/solution to acheive the metnioned objective. Please clarify if UIC is having any exisitng Email Gateway that supports MTA and this integration meets your requirement. | Details will be shared with selected bidder |
| 59 | 114 | DLP Technical Specifications; Point 102 | Capability to monitor and block all the traffic flowing out of the network, irrespective of Policies being in place or not | Blocking of all the out going traffic without enforcing security policies may cause false positives and disruption of the business. The standard recommendation is to monitor the traffic initially and block the traffic based on the analysis of the existing network tools like firewall /SWG solutions. We request to amend the clause as below: "Capability to monitor all the traffic flowing out of the network, irrespective of Policies being in place or not" | Please refer to corrigendum 1 |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIC Response |
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| 60 | 114 | DLP Technical Specifications; Point 116 | Solution must support TCP or ICMP scan methods when searching network shares | <p>This is OEM specific. Different vendors use different protocols to scan and identify the data.</p> <p>We request to amend the clause as below: "Solution must support TCP or ICMP (or) CIFS or NFS scan methods when searching network shares"</p> | Please refer to corrigendum 1 |
| 61 | 114 | DLP Technical Specifications; Point 117 | Network Data discovery tasks must have a scheduler option by: once, daily, weekly or continuously | <p>We request to amend the clause as below:</p> <p>"Network Data discovery tasks must have a scheduler option by: once, daily, weekly or immediately"</p> | Please adhere to RFP |
| 62 | 115 | DLP Technical Specifications; Point 129 | The solution must detect unstructured documents of a specified type (e.g., proprietary source code, legal contracts, insurance claims) using native machine-learning capabilities to analyse a small sample set, without requiring fingerprints while maintaining accuracy comparable to fingerprinting. | <p>We can achieve this functionality by way of our in-built features.</p> <p>We request you to amend this as below: "The solution must detect unstructured documents of a specified type (e.g., proprietary source code, legal contracts, insurance claims) using native machine-learning/native detection capabilities to analyse a small sample set, without requiring fingerprints while maintaining accuracy comparable to fingerprinting."</p> | Please refer to corrigendum 1 |
| 63 | 116 | Data Classification & Discovery Technical Specifications; Data Classification-Point 7 | The solution should enable the classification and should support all mainstream server, desktop, mobile, tablet and laptop Operating Systems | <p>Data Classification on mobile & tablet devices would be required if users are working with BYOD's and these are managed by the MDM solution stated in the RFP.</p> <p>We request to amend this as "The solution should enable the classification and should support all mainstream server, desktop, and laptop Operating Systems"</p> | Please adhere to RFP |
| 64 | 116 | Data Classification & Discovery Technical Specifications; Data Classification-Point 10 | The Solution should provide classification logs inside the classified file and at the centralized repository. | <p>Classification of the file carries the meta data of the classified information.</p> <p>Please clarify if this satisfies your objective/use-case.</p> | Please refer to corrigendum 1 |
| 65 | 116 | Data Classification & Discovery Technical Specifications; Data Classification-Point 15 | The solution shall have capability to send emails from mobile with classification applied for both IOS and Android based mobiles. | <p>Email usage on the mobile devices would be through SaaS based email and collaboration platforms. These would be covered by the CASB.</p> <p>Please clarify if UIC is using any SaaS based mail & Collaboration services.</p> | Mail is on-premise |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIC Response |
|----|---|--|---|---|---|
| 66 | 116 | Data Classification & Discovery Technical Specifications; Data Classification-Point 16 | The solution should be capable of integrating with OpenOffice to classify documents being created with OpenOffice. | Please clarify if this is a "must to have" or "optional" functionality since this is part of our future roadmap. | Please adhere to RFP |
| 67 | 123 | Data Classification & Discovery Technical Specifications; Data Discovery-Point 10 | The solution must support integration with cloud-native APIs for platforms such as AWS (S3, RDS), Azure (Blob, SQL), and Google Cloud (GCS, BigQuery) for deep and scalable data discovery. | Please clarify if this is a "must to have" or "optional" functionality since this is part of our future roadmap. Also, please clarify if UIC is using these mentioned cloud native services in the environment | Please refer to corrigendum 1 |
| 68 | 123 | Data Classification & Discovery Technical Specifications; Data Discovery-Point 19 | The solution must support multi-tenancy to enable logical separation of discovery results by business unit, department, or customer (in MSSP environments). | We achieve this functionality by "grouping of the endpoints using the group or IP to have separate policies, dashboard" Please clarify if this meets your requirement. | Please refer to corrigendum 1 |
| 69 | Page No.42,Tender Ref No: 000100/HO IT/RFP/282/2 025-2026 | 11.2. EARNEST MONEY DEPOSIT | EMD FEE- 1,50,00,000/- (Rupees One Crore Fifty lakhs only) | As per GEM Clause , Hitachi Systems India Pvt Ltd is having EMD exemption. Please confirm whether the same can be extended to this RFP, on submission of declaration letter stating our EMD Exemption details. | Bidder having EMD exemption on GEM portal, shall be exempted from EMD. Bidder to provide necessary evidence of EMD exemption from GEM portal. |
| 70 | 40 | Clause 10 | Payment Terms Payable on Delivery Delivery of Hardware 60% of hardware cost | Please help with revised payment terms as this impacts our cash flow and costs. An optional payment terms can be as below: 90% on delivery of Hardware | Please refer to corrigendum 1 |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIC Response |
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| 71 | 40 | Clause 10 | Payment Terms Payable on Go-Live Delivery of Hardware 40% of hardware cost | Please help with revised payment terms as this impacts our cash flow and costs. An optional payment terms can be as below: 10% on Go-Live of Hardware | Please refer to corrigendum 1 |
| 72 | 40 | Clause 10 | Payment Terms Payable on Delivery Delivery of Software Licenses & Agent Installation 60% of software cost | Please help with revised payment terms as this impacts our cash flow and costs. An optional payment terms can be as below: 90% on delivery of Software Cost | Please refer to corrigendum 1 |
| 73 | 40 | Clause 10 | Payment Terms Payable on Go-Live Delivery of Software Licenses & Agent Installation 40% of software cost | Please help with revised payment terms as this impacts our cash flow and costs. An optional payment terms can be as below: 10% on Go Live of Software Cost | Please refer to corrigendum 1 |
| 74 | 40 | Clause 10 | Payment Terms Payable on Go-Live Implementation (Infra setup, integration, configuration) 80% of implementation cost | Please help with revised payment terms as this impacts our cash flow and costs. An optional payment terms can be as below: 100% on Go Live of Implementation Cost | Please refer to corrigendum 1 |
| 75 | 40 | Clause 10 | Payment Terms Facility Management Services (FMS) – L2 Resource & L1 Resource Payable quarterly in arrears | We are requesting to amend this clause Facility Management Services (FMS) – L2 Resource & L1 Resource Payable Monthly in advance | Please adhere to RFP |
| 76 | 40 | Clause 10 | Payment Terms AMC (Updates & Upgrades) Payable quarterly in arrears | Request to modify Annual in Advance payment terms since OEM policy is the same. This will help in - 1. Best Negotiated prices from OEM. 2. Easy to maintain spare parts considering advance notification. | Please adhere to RFP |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIC Response |
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| 77 | 62 | Clause 13.3 | <p>Liquidated Damages</p> <p>If the Vendor/Bidder fails to deliver and install the Solution or to perform the services within the time period(s) specified in the contract, UIC shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to the 1% of the contract price of the corresponding stage as in TCO for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the contract price of the stage. Once the maximum is reached, UIC may have the sole option to termination of the contract.</p> | <p>We are requesting to amend this clause</p> <p>Liquidated Damages</p> <p>If the Vendor/Bidder fails to deliver and install the Solution or to perform the services within the time period(s) specified in the contract, UIC shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to the 0.5% of the contract price of the corresponding stage as in TCO for every week (seven days) or part thereof of delay, up to maximum deduction of 5% of the contract price of the stage. Once the maximum is reached, UIC may have the sole option to termination of the contract.</p> | Please adhere to RFP |
| 78 | 13 | 2.5 Technical Scoring Criteria Clause No 1 | <p>During the last 5 years bidder should have experience in supplying, implementing and supporting Mobile Device Management (MDM) for a minimum of 2000 endpoints for PSU /Government organization /BFSI client within India.</p> <ul style="list-style-type: none"> • 2 References -> 0 Marks • Every additional reference -> 2 Marks subjected to maximum 4 marks <p>(Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline)</p> | <p>We are requesting to amend this clause</p> <p>During the last 5 years bidder should have experience in supplying, implementing and supporting Mobile Device Management (MDM) for a minimum of 2000 endpoints for PSU /Government organization /BFSI client within India.</p> <ul style="list-style-type: none"> • 2 References -> 2 Marks • Every additional reference -> 2 Marks subjected to maximum 4 marks <p>(Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline)</p> | Please refer to corrigendum 1 |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIC Response |
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| 79 | 15 | 2.5 Technical Scoring Criteria Clause No 7 | <p>During the last 5 years the proposed OEM for Mobile Device Management (MDM) should have been implemented for a minimum of 10000 endpoints for clients in PSU /Government organization /BFSI within India.</p> <ul style="list-style-type: none"> • 2 References -> 0 Marks • Every additional reference -> 2 Marks subjected to maximum 4 marks <p>(Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline).</p> | <p>We are requesting to amend this clause During the last 5 years the proposed OEM for Mobile Device Management (MDM) should have been implemented for a minimum of 500 endpoints for clients in PSU /Government organization /BFSI within India.</p> <ul style="list-style-type: none"> • 2 References -> 2 Marks • Every additional reference -> 2 Marks subjected to maximum 4 marks <p>(Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline).</p> | Please refer to corrigendum 1 |
| 80 | 16 | 2.5 Technical Scoring Criteria Clause No 10 | <p>Bidder should have OEM certified personnel for in-scope solutions on their direct payroll</p> <ul style="list-style-type: none"> • Up to 20 certified resources -> 5 Marks • For every additional 5 certified resources -> 5 Marks subjected to maximum 20 marks <p>(Supporting Document: Details of such personnel along with copy of OEM certificates along with declaration stating resources are on payroll)</p> | <p>We are requesting to amend this clause Bidder should have OEM certified personnel for in-scope solutions on their direct payroll</p> <ul style="list-style-type: none"> • Up to 5 certified resources -> 5 Marks • For every additional 5 certified resources -> 5 Marks subjected to maximum 20 marks <p>(Supporting Document: Details of such personnel along with copy of OEM certificates along with declaration stating resources are on payroll)</p> | Please refer to corrigendum 1 |
| 81 | 27 | 4.2. TECHNICAL CONSIDERATIONS FOR ENDPOINT SECURITY TOOLS 4.2.1. SIZING - DATA LOSS PREVENTION | Total Count (Endpoint & Servers, Web and Email)= 30,000 | We request the exact count of each of the solution, as it will impact the license and infrastructure costing. Please mention the count for end point , servers, Web and Email DLP. | Details will be shared with selected bidder |

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| 82 | 27 | 4.2. TECHNICAL CONSIDERATIONS FOR ENDPOINT SECURITY TOOLS 4.2.1. SIZING ENDPOINT DETECTION AND RESPONSE | Total Count (Endpoint, Servers, Mobiles (Android & iOS), Tablets (Android & iOS)= 15,000 | We request the exact count of each of the solution, as it will impact the license and infrastructure costing. | Endpoints, Servers, Mobile and Tablets to be considered. Approx count: Desktop - 10000 Server - 2200 Laptop - 1500 Mobile - 1275 Tablet - 25 |
| 83 | 27 | 4.2. TECHNICAL CONSIDERATIONS FOR ENDPOINT SECURITY TOOLS 4.2.1. SIZING MOBILE DEVICE MANAGEMENT | Laptops and Tablets | We request the OS flavours of laptops and tablets to be supported to check the compatability with propose MDM. | Windows based devices |
| 84 | 110 | 43 | The solution will be able to Whitelist\Blacklist applications. | DLP Solution is not ment to whitelist\blacklist the application. Hence request to modify the spec as "The solution will be having capability to monitor the UIC permitted Endpoint Applications using the pre- defined / custom application for data exfiltration" | Please refer to corrigendum 1 |
| 85 | 116 | 7 | The solution should enable the classification and should support all mainstream server, desktop ,mobile, tablet and laptop Operating Systems | Data Classification agent only on Windows and MAC. Hence request to change as "The solution should enable the classification and should support all mainstream server via agent less Classification, desktop and laptop using agent based classification" | Please adhere to RFP |
| 86 | 116 | 10 | The Solution should provide classification logs inside the classified file and at the centralized repository. | For wider participation, request to modify the spec as "The Solution should provide classification logs inside the classified file / at the centralized repository." | Please refer to corrigendum 1 |
| 87 | 116 | 11 | The solution should be able to classify unstructured data, namely word/excel/PowerPoint/pdf documents and HCL Domino | HCL Domino not supported. Hence requested to remove the Specification | Please adhere to RFP |
| 88 | 116 | 16 | The solution should be capable of integrating with OpenOffice to classify documents being created with OpenOffice. | OpenOffice has no / limited add-on to support the 3rd party Classification plug in. Hence request to remove the spec for wider participation | Please adhere to RFP |

RFP-SELECTION OF VENDOR FOR ONBOARDING SYSTEM INTEGRATOR (SI) TO IMPLEMENT ENDPOINT SECURITY TOOLS

| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIC Response |
|----|--------------------------|-----------------|---|---|-------------------------------|
| 89 | 117 | 27 | The solution shall ensure the enforcement of classification and should not allow user to bypass classification option in the said documents types using MS Office, OpenOffice and MS Outlook, pdf | OpenOffice has no / limited add-on to support the 3rd party Classification plug in. Hence request to modify the spec as "The solution shall ensure the enforcement of classification and should not allow user to bypass classification option in the said documents types using MS Office and MS Outlook, pdf" | Please adhere to RFP |
| 90 | 117 | 32 | The solution should be capable to deploy and enforcing user based policies. | Use based policy enforcemnet is not available today. Same is in the roadmap of Q4 2025 | The clause stands deleted |
| 91 | 118 | 37 | The solution should suggest a classification based in content, but should allow user to change the classification if required by taking a justification for the same and recording it in logs. | OEM Specific one, hence request to remove for wider participation. | Please adhere to RFP |
| 92 | 118 | 38 | The solution should Apply Rights Management on an outgoing email. Once classification is applied to the email it needs to be secured and only authorized users to get access to the email. | Data Classification ideally get applied before the email get send to / applied with the Rights Management. Hence its not relevant, request to remove the Spec. | Please refer to corrigendum 1 |
| 93 | 118 | 43 | User should be able to set default classification labels for each department | User Group / Department specific policy enforcemnet is not available today. Same is in the roadmap of Q4 2025 | Please adhere to RFP |
| 94 | 118 | 45 | The solution should have the ability to classify based on context based on file attributes, ip, hostname, username etc. for example if finance team is creating a file with "shareholder_data" it should be classified as confidential. | Duplicate Spec with S. No 21. to be deleted | The clause stands deleted |
| 95 | 118 | 47 | The solution should have Policy Configuration based on Departments and user groups from AD. | User Group / AD specific policy enforcemnet is not available today. Same is in the roadmap of Q4 2025 | Please adhere to RFP |
| 96 | 118 | 55 | The solution should have Auto classification based on user roles like if Mail is sent from specific dept/mail id then it should be classified as Confidential. | User Role / Email specific policy enforcemnet is not available today. Same is in the roadmap of Q4 2025 | Please adhere to RFP |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIC Response |
|-----|--------------------------|-----------------|--|--|--|
| 97 | 119 | 56 | The solution should have ability User will be warned if they are trying to send any sensitive data over mail. They need to provide justification before sending. These events will be logged and triggered over mail based on requirement. | OEM Specific One, hence Request to change the spec as "The solution should have ability User will be warned if they are trying to send any sensitive data over mail." | Please adhere to RFP |
| 98 | 119 | 58 | The solution should have Ability to prevent user from downgrading the classification labels for certain department and users like finance head can downgrade , but finance ops can not. | Department specific User Required AD integration is not available today. Same is in the roadmap of Q4 2025 | Please adhere to RFP |
| 99 | 119 | 61 | The solution should provide tooltips, classification descriptions, and help page links to assist users with classification policy. | OEM Specific Specification. Request for modifying the spec as " The solution should provide tooltips, classification descriptions / help page links to assist users with classification policy" | Please refer to corrigendum 1 |
| 100 | 119 | 68 | The Management console should have role based access and should integrate with Active directory / Privilege Access Management system for login access | Active Directory integration is not available today. Same is in the roadmap of Q4 2025 | Please adhere to RFP |
| 101 | 120 | 78 | The solution should have a capability to deploy, upgrade, uninstall the component without the use of any 3rd party software | Request to change the Spec as "The solution should have a capability to deploy and uninstall the component with the use of any 3rd party software & the upgrade of agent must be inline with out any 3rd party software" | Please refer to corrigendum 1 |
| 102 | 120 | 79 | The solution should provide Minimal impact for end points . User should be able to choose low, medium and high usage for agents | Need Clarity on the Specification | Please refer to corrigendum 1 |
| 103 | 120 | 82 | The solution should have capability to deploy policies basis users, machines, groups etc. | User / Group Specific is not available today. Same is in the roadmap of Q4 2025 | Please adhere to RFP |
| 104 | 120 | 86 | Ability to move systems from one group to other | Need Clarity on the Specification. Ideally | Move systems in one group/policy to another group/policy |
| 105 | 121 | 100 | The solution should have Ability to view the actual file data or table from the centralized console to validate the results easily | By Security design consideration - admin should not be able to see all data in the organization. Hence this is no more relevant. Request you to remove the Specification. | The clause stands deleted |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIC Response |
|-----|--------------------------|-----------------|---|---|-------------------------------|
| 106 | 121 | 109 | The solution must have the capability to replace the sensitive data as a Remediation action if required. | Replace the sensitive data is against the security practice. In General Remediation actions are Move Sensitive data to safe location, Unshare, Quarantine. Hence request to remove the spec | Please refer to corrigendum 1 |
| 107 | 122 | 112 | The solution should provide built-in reports and dashboards to analyse user behaviour and system health. | Duplicate Spec with S. No 69. to be deleted | The clause stands deleted |
| 108 | 122 | 113 | The solution should provide a pre-built starter set of reports for the reporting database (in Excel) and Views and documentation to enable customers to write their own reports | Duplicate Spec with S. No 70. to be deleted | The clause stands deleted |
| 109 | 122 | 114 | The solution should provide a built-in dashboard for reviewing data classification scanning results for user activity, deployment. | Duplicate Spec with S. No 71. to be deleted | The clause stands deleted |
| 110 | 122 | 115 | The solution should provide role based access for administrators, compliance teams where anyone other than administrators may not have access to full console. | Duplicate Spec with S. No 72. to be deleted | The clause stands deleted |
| 111 | 122 | 116 | The solution should provide Customizable dashboard to create multiple dashboards based on user requirements. | Duplicate Spec with S. No 73. to be deleted | The clause stands deleted |
| 112 | 122 | 121 | The solution should be capable for centralized deployment of the solution components on all network systems and it should be capable to get machine inventory from AD to perform deployment | Duplicate Spec with S. No 76. to be deleted | The clause stands deleted |
| 113 | 122 | 122 | The solution should provide Easy deployment of agents with support of Active Directory | Duplicate Spec with S. No 77. to be deleted | The clause stands deleted |
| 114 | 122 | 123 | The solution should have a capability to deploy, upgrade, uninstall the component without the use of any 3rd party software | Duplicate Spec with S. No 78. to be deleted | The clause stands deleted |
| 115 | 122 | 124 | The solution should provide Minimal impact for end points . User should be able to choose low, medium and high usage for agents | Duplicate Spec with S. No 79. to be deleted | The clause stands deleted |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIC Response |
|-----|--------------------------|-----------------|---|--|-------------------------------|
| 116 | 122 | 125 | The solution should provide Auto update features for agents. User should be able to push the agents automatically after every release. | Duplicate Spec with S. No 80. to be deleted | The clause stands deleted |
| 117 | 122 | 126 | The solution should be able to send policy and further changes to the clients without any need or intervention of a 3rd party software. | Duplicate Spec with S. No 81. to be deleted | The clause stands deleted |
| 118 | 122 | 127 | The solution should have capability to deploy policies basis users, machines, groups etc. | Duplicate Spec with S. No 82. to be deleted | The clause stands deleted |
| 119 | 122 | 128 | The unavailability of a management component/ server in no way shall impact the functioning of a client | Duplicate Spec with S. No 83. to be deleted | The clause stands deleted |
| 120 | 123 | 129 | The solution should cache configurations locally for offline use. | Duplicate Spec with S. No 84. to be deleted | The clause stands deleted |
| 121 | 123 | 130 | The solution shall deploy the client in the background and shall have no interface with the end user on whose PC the solution is being deployed. Same shall be applicable for upgrades, updates and uninstallation. | Duplicate Spec with S. No 85. to be deleted | The clause stands deleted |
| 122 | 123 | 8 | The solution should support multi-format data scanning, including structured (databases), semi-structured (JSON, XML), and unstructured formats (PDF, DOCX, TXT, etc.). | Semi-Structure file type JSON is not supported Hence request to modify the spec as " The solution should support multi-format data scanning, including structured (databases), semi-structured (JSON / XML), and unstructured formats (PDF, DOCX, TXT, etc.). " | Please adhere to RFP |
| 123 | 123 | 10 | The solution must support integration with cloud-native APIs for platforms such as AWS (S3, RDS), Azure (Blob, SQL), and Google Cloud (GCS, BigQuery) for deep and scalable data discovery. | Request to modify spec for better discovery and access governance. "The solution must support integration with cloud-native APIs for platforms such as AWS (S3, IAM), Azure (Blob, AD, Files), and Google Cloud (ISM, Drive, Email) for deep and scalable data discovery." | Please refer to corrigendum 1 |
| 124 | 124 | 23 | The solution must be able to scan compressed archives (.zip, .rar, .7z) and nested folder structures to locate hidden sensitive data. | Limited Compressed file supported. Extensive Compressed / Archives file supported and nested folder structure to locate hidden sensitive data is in the roadmap Q4 2025. | Please adhere to RFP |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIIC Response |
|-----|---|-----------------|--|--|---|
| 125 | 116 (Data Classification & Discovery Technical Specifications) | 7 | The solution should enable the classification and should support all mainstream server, desktop ,mobile, tablet and laptop Operating Systems | Please specify the Operating Systems being utilised by UIIC | Details will be shared with selected bidder |
| 126 | 117 (Data Classification & Discovery Technical Specifications) | 12 | The Solution should Support for Email Servers like HCL Domino | Whether Outlook is being used as the emailing client or some other solution is being used? | Please adhere to RFP |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIC Response |
|-----|---|--|--|--|---|
| 127 | 118 (Data Classification & Discovery Technical Specifications) | 38 | The solution should Apply Rights Management on an outgoing email. Once classification is applied to the email it needs to be secured and only authorized users to get access to the email | Is there any dedicated Rights Management solution which is currently being used by UIC? | Please refer to corrigendum 1 |
| 128 | Page No. 11 | Point no. 7/Eligibility Criteria for Bidders | During the last 5 years, the proposed OEM should have been implemented for minimum two (02) clients with at least one in PSU /Government organization /BFSI within India. | As per the requirement, the OEM needs to provide references from 2 clients, with at least one being from a PSU, Government organization, or BFSI. However, in the 'Evidences' column, it is mentioned that Annexure 18 must be signed and sealed by the respective bidder's customers. Could you please clarify whether it is the Bidder who should provide these customer references, or the OEM? | OEM to provide the relevant experience evidences to bidder. These experiences can be with participating bidder or any other bidder. Final submission of documents will be done by bidder. |
| 129 | Page No 15 | Point no. 7/Technical Evaluation Criteria – Parameters | During the last 5 years the proposed OEM for Mobile Device Management (MDM) should have been implemented for a minimum of 10000 endpoints for clients in PSU /Government organization /BFSI within India | As per the requirement, the OEM should have implemented 10,000 endpoints for clients in PSU, Government organizations, or BFSI within India. However, in the supporting documents it is mentioned that 'the Bidder should provide Purchase Order(s) along with the performance certificate as per Annexure 18, duly signed and sealed by the respective Bidder's customers.' Could you please clarify whether it is the Bidder who should provide these customer references, or the OEM? | OEM to provide the relevant experience evidences to bidder. These experiences can be with participating bidder or any other bidder. Final submission of documents will be done by bidder. |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIC Response |
|-----|---|---|---|--|--|
| 130 | Page No 152 | Annexure 19 – Certificate For Local Content | Annexure 19 –Certificate For Local Content | Should the MII Certificate, as per Annexure 18, be submitted on the Bidder's letterhead or the OEM's letterhead? | The System Integrator (SI) shall consolidate and provide the local content details for each proposed OEM. The information must be submitted on the bidder's letterhead along with relevant supporting documents or evidence. |
| 131 | NA | General | General | Is UIC expecting specific content for the technical proposal including Solution Overview, technical capabilities, architecture diagram, Implementation Methodology, configuration details etc. as part of submission checklist due on 8 Sep 2025 | Yes |
| 132 | Section 4.1.6 – Patch Management – Page 26 | Patch Management – Page 26 | "The bidder should provide a patch management solution that supports automated patch detection, approval, deployment, verification, and rollback for all supported operating systems and third-party applications." | Request clarification on the specific third-party applications in scope for patching (e.g., Adobe, Java, browsers), so bidders can confirm compatibility. | Details will be shared with selected bidder |
| 133 | Section 4.1.6 – Patch Management – Page 27 | Patch Management – Page 27 | "The bidder should ensure compatibility with the organization's current patch management tools and workflows, including support for policy-driven patch scheduling and blackout windows." | Kindly clarify the existing patch scheduling process and blackout window policies at UIC to ensure alignment with proposed solutions. | Details will be shared with selected bidder |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIC Response |
|-----|--|-----------------------------------|---|--|---|
| 134 | Section 4.1.6 – Patch Management – Page 27 | Patch Management – Page 27 | “The patch management solution should have capability to extract customized report based on industry frameworks such as ISO27001.” | Kindly confirm whether compliance reporting is limited to ISO27001 or if additional standards (PCI-DSS, RBI, IRDAI) are also required. | Industry accepted standards and regulatory guidelines |
| 135 | Page No-11 (Tender No.: 000100/HO IT/RFP/282/2 025-2026) | 2.4 Eligibility Criteria (# 6) | <p>During the last 5 years, the bidder should have supplied, implemented, and supported the below tools for clients in PSU /Government organization /BFSI within India.</p> <ul style="list-style-type: none"> • Data Loss Prevention (DLP), • Endpoint Detection and Response (EDR), • Data discovery and Data classification <p>For each of the above tools, a minimum of two (02) references to be provided, out of which one should be of proposed OEM.</p> <p>The minimum deployment size required is as follows:</p> <ul style="list-style-type: none"> • For Startups and MSMEs: Minimum 3000 endpoints for each tool • For rest of the bidders: Minimum 5000 | <p>Change Request : During the last 5 years, the bidder should have supplied, implemented, and supported the below tools for clients in PSU /Government organization /BFSI within India.</p> <ul style="list-style-type: none"> • Data Loss Prevention (DLP), • Endpoint Detection and Response (EDR), • Data discovery and Data classification <p>For any one of the above tools, a minimum of two (02) references to be provided</p> <p>The minimum deployment size required is as follows:</p> <ul style="list-style-type: none"> • For Startups and MSMEs: Minimum 3000 endpoints for each tool • For rest of the bidders: Minimum 5000 <p>Justification : Since different customers have different requirements , the clause for one reference should be of proposed OEM should be removed. Also credential for any one of the above solutions will greatly increase competition</p> | Please refer to corrigendum 1 |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIC Response |
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| 136 | Page No-11 (Tender No.: 000100/HO IT/RFP/282/2 025-2026) | 2.4 Eligibility Criteria (#8) | The bidder should have deployed a minimum of at least 10 (L1 & L2) OEM certified resources/ personnels for the Proposed /Similar solutions in scope for at least one (01) PSU/ Government /BFSI client (and) Bidder should have at least 10 personnel (OEM certified) out of which 4 personnel certified for any of the proposed OEM on their direct payroll. | This clause may be exempted for CPSU firms | Please refer to corrigendum 1 |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIIC Response |
|-----|--------------------------|------------------------------|---|--|-------------------------------|
| 137 | 11 | 2.4. Eligibility Criteria, 6 | <p>During the last 5 years, the bidder should have supplied, implemented, and supported the below tools for clients in PSU / Government organization / BFSI within India. Data Loss Prevention (DLP), Endpoint Detection and Response (EDR), Data discovery and Data classification. For each of the above tools, a minimum of two (02) references to be provided, out of which one should be of proposed OEM. The minimum deployment size required is as follows: For Startups and MSMEs: Minimum 3000 endpoints for each tool. For rest of the bidders: Minimum 5000 endpoints for each tool.</p> <p>Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline).UIIC reserve the rights to directly interact with any of the contact submitted.</p> | <p>During the last 5 years, the Bidder/OEM should have supplied, implemented, and supported the below tools for clients in PSU / Government organization / BFSI within India. Data Loss Prevention (DLP), Endpoint Detection and Response (EDR), Data discovery and Data classification. For each of the above tools, a minimum of two (02) references to be provided, out of which one should be of proposed OEM. The minimum deployment size required is as follows: For Startups and MSMEs: Minimum 3000 endpoints for each tool. For rest of the bidders: Minimum 5000 endpoints for each tool. Bidder/OEM should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline).UIIC reserve the rights to directly interact with any of the contact submitted.</p> | Please refer to corrigendum 1 |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIC Response |
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| 138 | 13 | 2.5. Technical Scoring Criteria,2 | <p>During the last 5 years bidder should have experience in supplying, implementing and supporting Patch Management for a minimum of 5000 endpoints for PSU / Government organization / BFSI client within India.</p> <p>2 References -> 0 Marks Every additional reference -> 2 Marks subjected to maximum 4 marks.</p> <p>(Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline))</p> | <p>During the last 5 years Bidder/OEM should have experience in supplying, implementing and supporting Patch Management for a minimum of 5000 endpoints for PSU / Government organization / BFSI client within India.</p> <p>2 References -> 0 Marks Every additional reference -> 2 Marks subjected to maximum 4 marks.</p> <p>(Supporting Document: Bidder/OEM should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline))</p> | Please refer to corrigendum 1 |
| 139 | 14 | 2.5. Technical Scoring Criteria,3 | <p>During the last 5 years bidder should have experience in supplying, implementing and supporting Key Management Solution for BitLocker keys for PSU / Government organization / BFSI client within India.</p> <p>1 Reference -> 0 Mark 2 References -> 2 Marks</p> <p>(Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline))</p> | <p>During the last 5 years Bidder/OEM should have experience in supplying, implementing and supporting Key Management Solution for BitLocker keys for PSU / Government organization / BFSI client within India.</p> <p>1 Reference -> 0 Mark 2 References -> 2 Marks</p> <p>(Supporting Document: Bidder/OEM should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline))</p> | Please refer to corrigendum 1 |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIIC Response |
|-----|--------------------------|-----------------------------------|--|--|---|
| 140 | 14 | 2.5. Technical Scoring Criteria,5 | During the last 5 years the proposed OEM for Data Classification and Data Discovery should have been implemented for a minimum of 10000 endpoints for clients in PSU /Government organization /BFSI within India. 2 References -> 0 Marks, Every additional reference -> 2 Marks subjected to maximum 4 marks (Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline) | During the last 5 years the proposed OEM for Data Classification and Data Discovery should have been implemented for a minimum of 10000 endpoints for clients in PSU /Government organization /BFSI within India. 1 References -> 0 Marks, 2 reference -4 Marks subjected to maximum 4 marks (Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline) | Please refer to corrigendum 1 |
| 141 | 42 | 11.2, EARNEST MONEY DEPOSIT | The intending bidders shall submit Bank Guarantee (REF. Annexure 5: Bank Guarantee Format for EMD)/Electronic Credit for EMD of Rs. 1,50,00,000/- (Rupees One Crore Fifty lakhs only). Bid will be treated as non-responsive and will be rejected in the absence of any one of the above mentioned. Bank Guarantee shall be drawn in favor of "United India Insurance Company Limited" payable at Chennai. The Bank Guarantee submitted as EMD should have a validity of 6 months. | Kindly allow exemption from EMD for the Bidders who have Rs. 500+ Cr turnover for last three FY . Justification: GeM Portal allows Bidders who have 500+ Cr. turnover to be exempted from furnishing EMD. | Bidder having EMD exemption on GEM portal, shall be exempted from EMD. Bidder to provide necessary evidence of EMD exemption from GEM portal. |
| 142 | 18 | SCHEDULED EVENTS | Pre-bid meeting (Tentative) : 27-08-2025 | Prebid Meeting: Being Ganesh Chaturthi on 27 Aug 2025 . Kindly postpone to further suitable date as per UIIC Convenience | Dates changed |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIC Response |
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| 143 | 30 | 5.1 (3a), Timelines | Project Timelines Delivery of Hardware & Software: Within 6 weeks of PO issuance (Mumbai & Hyderabad). | Delivery of Hardware & Software: Within 8-12 weeks of PO issuance (Mumbai & Hyderabad). | Please refer to corrigendum 1 |
| 144 | 36 | SLA | SLA Critical (P1): Resolution within 2 hours. High (P2): Resolution within 4 hours. Medium (P3): Resolution within 6 hours. Low (P4): Resolution within 8 hours. Penalty: ₹1,000 per incident for each hour exceeding SLA. | Critical (P1): Resolution within 4 hours. High (P2): Resolution within 6 hours. Medium (P3): Resolution within 8 hours. Low (P4): Resolution within 10 hours. Penalty: ₹500 per incident for each hour exceeding SLA. | Please adhere to RFP |
| 145 | 40 | PAYMENT TERMS AND PENALTY DUE TO DELAY | <p>Delivery of Hardware - Within 6 weeks from the date of Purchase Order - Payable on Delivery - 60% of hardware cost and Payable on Go-Live - 40% of hardware cost</p> <p>Delivery of Software Licenses & Agent Installation Payable on Delivery - 60% of software cost and Payable on Go-Live - 40% of software cost</p> <p>Implementation (Infra setup, integration, configuration) Payable on Delivery - 0% and Payable on Go-Live - 80% of implementation cost</p> <p>Documentation, SOP, Training, Knowledge Transfer Payable on Delivery - 0% and Payable on Go-Live - 20% of implementation cost</p> | <p>Delivery of Hardware - Within 6 weeks from the date of Purchase Order - Payable on Delivery - 80% of hardware cost and Payable on Go-Live - 20% of hardware cost</p> <p>Delivery of Software Licenses & Agent Installation Payable on Delivery - 80% of software cost and Payable on Go-Live - 20% of software cost</p> <p>Implementation (Infra setup, integration, configuration) Payable on Delivery - 0% and Payable on Go-Live - 90% of implementation cost</p> <p>Documentation, SOP, Training, Knowledge Transfer Payable on Delivery - 0% and Payable on Go-Live - 10% of implementation cost</p> | Please refer to corrigendum 1 |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIIC Response |
|-----|--------------------------|-----------------|---|--|--|
| 146 | 27 | 4.2.1 Sizing | DLP - Endpoints & Servers, Email ,Web - 30000 | Please confirm the exact number of endpoints | Details will be shared with selected bidder |
| 147 | 27 | 4.2.1 Sizing | Mobile Device Management | Please provide the make, model, and OS split of tablets (Android, iOS, Windows). | Details will be shared with selected bidder |
| 148 | 27 | 4.2.1 Sizing | Mobile Device Management | Will the MDM/UEM solution need to support BYOD devices (employee-owned mobiles/tablets), or only corporate-owned assets? | Both assets |
| 149 | NA | General | NA | Which of the solutions are already installed and in production? Apart from Patch management | Details will be shared with selected bidder |
| 150 | NA | General | NA | Which SIEM/SOAR/endpoint management platforms must the EDR integrate with? | Details will be shared with selected bidder |
| 151 | NA | General | NA | In case of a break-fix incident, who is responsible on-site — bidder engineers or UIIC FMS staff? | Bidder shall be responsible for end to end management of the solutions in scope. |
| 152 | NA | General | NA | Please confirm if the customer will provide VM resources (vCPU, RAM, Storage), or SI must provision hardware. | Please refer RFP terms |
| 153 | NA | General | NA | Please provide the details inventory details in the same technology domain.(DLP, Data classification,EDR, MDM, Patch management and Key Management Solution for BitLocker keys).Also, please provide the migration scope | Details will be shared with selected bidder |
| 154 | 27 | 4.2.1 Sizing | Patch Management | Please confirm the details of your current infrastructure (servers, VMs, storage, databases) where the proposed solutions (DLP, EDR, MDM, KMS, Patch Mgmt) will be installed. | Details will be shared with selected bidder |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIC Response |
|-----|--------------------------|-----------------|------------------|---|--|
| 155 | 27 | 4.2.1 Sizing | Patch Management | Are there any existing management servers / consoles already deployed for these solutions, or do we need to propose new infrastructure? | New hardware to be supplied by the bidder. Existing hardware will be utilized until new hardware is delivered by the selected bidder |
| 156 | 27 | 4.2.1 Sizing | Patch Management | If infrastructure exists, please confirm if it has spare capacity (CPU, RAM, Storage, DB) to support the additional licenses. | New hardware to be supplied by the bidder. Existing hardware will be utilized until new hardware is delivered by the selected bidder |
| 157 | 27 | 4.2.1 Sizing | Patch Management | Should the new licenses be added to the same infra or is the bidder expected to size and propose fresh infra setup? | Bidder is expected size and propose the delta |
| 158 | 27 | 4.2.1 Sizing | EDR | How many endpoints and servers (Windows, Linux, Mac) do you need EDR coverage for? | Count of licences provided in RFP |
| 159 | 27 | 4.2.1 Sizing | EDR | If you require an on-premise EDR deployment, do you also need High Availability (HA) or failover to ensure continuity if the central server instance fails?Are you looking HA in DC and DR? | Load balanced across DC & DR |
| 160 | 27 | 4.2.1 Sizing | EDR | Total Number Servers (Windows / Linux / Unix / AIX) | Details will be shared with selected bidder |
| 161 | 27 | 4.2.1 Sizing | EDR | Total Number of Users | Details will be shared with selected bidder |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIC Response |
|-----|--------------------------|-------------------------------------|--|--|---|
| 162 | 27 | 4.2.1 Sizing | EDR | If below services running on the servers mentioned in point no 1, kindly mention the count, If below services running on the servers mentioned in point no Windows Active Directory Servers, Windows IIS and Exchange Servers, Antivirus, Anti-Malware Servers: from the centralized server (SaaS OR On-premise) | Details will be shared with selected bidder |
| 163 | 53 | Termination for Insolvency, 13.5.2 | 13.5.2. Termination for Insolvency UIC may terminate the agreement without notice and without compensation, if the Vendor/Bidder becomes bankrupt or otherwise admitted into Corporate Insolvency Liquidation Process provided that such termination will-not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to UIC. | <u>We propose to amend the clause as set out below:- Termination for Insolvency:-</u> UIC may terminate the agreement without out prior written notice and without compensation for the services rendered by the Vendor/Bidder up to the date of such event , if the Vendor/Bidder becomes bankrupt or otherwise admitted into Corporate Insolvency Liquidation Process provided that such termination will-not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to UIC. | Please adhere to RFP |
| 164 | 53 | Termination for Convenience, 13.5.3 | 13.5.3. Termination for Convenience UIC may send by 30 calendar days' written notice to the Vendor/Bidder to terminate the contract, in whole or in part at any time at its 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. In the event of the Vendor/Bidder terminating this agreement, the Vendor/Bidder may send by 90 calendar day's written notice to UIC to 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. | We propose to amend the clause as set out below:- Termination for Convenience:- UIC may send by 30 90 calendar days' written notice to the Vendor/Bidder to terminate the contract, in whole or in part at any time at its 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. In the event of the Vendor/Bidder terminating this agreement, the Vendor/Bidder may send by 90 calendar day's written notice to UIC to 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. | Please adhere to RFP |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIC Response |
|-----|--------------------------|------------------------------------|--|---|----------------------|
| 165 | 53 | Force Majeur, 13.5.4 | 13.5.4. Force Majeure | <p><u>We propose addition under the clause as mentioned below:-</u> Force Majeure:- Notwithstanding anything contained herein, in the event the Force Majeure continues for a period exceeding three (3) months and the parties are unable to mutually agree on an alternative solution, either party shall have the right to terminate the Agreement without any liability, save and except for payment for services rendered by the Vendor/Bidder up to the date of such termination.</p> | Please adhere to RFP |
| 166 | 62 | Solicitation of Employees,13.29 | 13.29. Solicitation of Employees:- Participant(s) will not hire employees of UIC or solicit or accept solicitation (either directly, indirectly, or through a third party) from employees of UIC directly involved in this contract during the period of the contract and one year thereafter, except as the parties may agree on a case-by-case basis. | <p><u>We propose the following amendments and additions to the clause as mentioned below:-</u> Solicitation of Employees:- Participant(s) will not Neither party shall hire employees of UIC of the other party or solicit or accept solicitation (either directly, indirectly, or through a third party) from employees of UIC the other party directly involved in this contract during the period of the contract and one year thereafter, except as the parties may agree on a case-by-case basis.</p> <p>The said restriction shall also apply to each Party's affiliates, agents, vendors, contractors, and any third parties with whom such Party has a relationship (collectively, "Representatives"). Parties agree that Representatives are equally restricted from poaching or soliciting or inducing any employees of the other Party to leave their employment or engagement with such other Party.</p> | Please adhere to RFP |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIC Response |
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| 167 | 70 | Right to Audit, 13.54 | 13.54. Right to Audit Upon notice from UIC, Vendor shall provide records for inspection and assist UIC, or its designated third-party contractor, and/ or IRDA and/ or its auditors, if required and advised by UIC to Vendor, with access to and any assistance (including financial records, reports and supporting documentation) that they may require with respect to the Service Locations and the Vendor Systems for the purpose of performing audits or inspections of the Services. | <u>We propose to amend the clause as below:-</u> <u>Right to Audit:-</u> Upon 30 days' prior notice from UIC, Vendor shall provide records for inspection and assist UIC, or its designated third-party contractor, and/ or IRDA and/ or its authorized auditors, if required and advised by UIC to Vendor, with access to and any assistance (including financial records, reports and supporting documentation) that they may require with respect to the Service Locations and the Vendor Systems, provided that such audits shall be conducted during normal business hours , for the purpose of performing audits or inspections of the Services. | Please adhere to RFP |
| 168 | 101 | Term, 9 | 9. TERM This Agreement shall be effective on the first date written above and shall continue in full force and effect at all times thereafter. This Agreement shall however apply to Confidential Information disclosed by the Disclosing Party to the Receiving Party prior to, as well as after the effective date hereof. The Receiving Party acknowledges and agrees that the termination of any agreement and relationship with the Disclosing Party shall not in any way affect the obligations of the Receiving Party in not disclosing of Confidential Information of the Disclosing Party set forth herein. The obligation of non-disclosure of Confidential Information shall bind both parties, and also their successors, nominees and assignees, perpetually. | <u>We propose to amend the clause as below:-</u> <u>TERM:-</u> This Agreement shall be effective on the first date written above and shall continue in full force and effect at all times thereafter. This Agreement shall however apply to Confidential Information disclosed by the Disclosing Party to the Receiving Party prior to, as well as after the effective date hereof. The Receiving Party acknowledges and agrees that the termination of any agreement and relationship with the Disclosing Party shall not in any way affect the obligations of the Receiving Party in not disclosing of Confidential Information of the Disclosing Party set forth herein. The obligation of non-disclosure of Confidential Information shall bind both parties, and also their successors, nominees and assignees, perpetually. for a period of one (1) year following the termination or expiry of an Agreement. | Please adhere to RFP |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIC Response |
|-----|--------------------------|--|---|---|---|
| 169 | 10 | Eligibility Criteria Sr. No. 2 | <p>The bidder should have an average annual financial turnover of at least ₹500 Crore for the last three financial years' viz. 2021-2022, 2022-2023, and 2023-2024.</p> <p>For startups and MSMEs, the average annual financial turnover should be at least ₹50 Crore for the last three financial years' viz. 2021-2022, 2022-2023, and 2023-2024.</p> | <p>We request you to kindly change this clause as below:</p> <p>The bidder should have an average annual financial turnover of at least ₹200 Crore for the last three financial years' viz. 2021-2022, 2022-2023, and 2023-2024.</p> <p>For startups and MSMEs, the average annual financial turnover should be at least ₹50 Crore for the last three financial years' viz. 2021-2022, 2022-2023, and 2023-2024.</p> | Please adhere to RFP |
| 170 | 23 | Mobile Device Management (MDM) for Laptops, Tablets, Point 1 | "The solution is expected to function like a unified endpoint management solution and shall be used for managing mobile devices such as laptops and tablets. The solution should also have the capability to manage desktops." | Please clarify whether BYOD (Bring Your Own Device) smartphones are also in scope, or the requirement is strictly limited to laptops and tablets. | Details will be shared with selected bidder |
| 171 | 23 | Mobile Device Management (MDM) for Laptops, Tablets Point 6 | "The bidder shall provide a centralized dashboard that displays hardware and software inventory, device status, health status, patch and vulnerability summaries, and alerts." | Kindly confirm if integration with existing ITSM/Service Desk tools is mandatory, or if a standalone MDM dashboard is acceptable. | Dashboard should display details of connected devices |
| 172 | 24 | Mobile Device Management (MDM) for Laptops, Tablets Point 9 | "The bidder shall support location-based tracking of devices using GeoIP technology to enhance asset management and security." | Request clarification on whether continuous real-time GPS tracking is required, or only approximate location via IP-based tracking. | Location through IP-based tracking |
| 173 | 102 | EDR/XDR Technical Specifications; Point 2 | The solution should be compatible with multiple operating systems like Windows, Linux, Mac, Android, IOS etc. | <p>EPP and EDR solutions are designed for Windows, Mac, and Linux platforms. Could you please clarify if UIC is also looking for mobile threat protection for mobile devices? If so, please specify the quantity of mobile devices.</p> <p>Else, we request that the clause be amended as below: "The solution should be compatible with multiple operating systems like Windows, Linux, Mac operating systems."</p> | Please refer to corrigendum 1 |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIIC Response |
|-----|--------------------------|---|---|--|-------------------------------|
| 174 | 106 | EDR/XDR Technical Specifications; Point 94 | The unified endpoint agent must provide dedicated modules for Next-Gen AV, EDR, device control, rogue device detection, firewall, vulnerability detection, FIM, remote response, all accessible through a single console without relying on custom behaviour rules. | <p>As per global cyber security practice, the File Integrity Monitoring (FIM) is recommended for critical infrastructure systems such as databases, directory servers & applications, where continuous monitoring is essential to detect tampering, malware, or insider threats.</p> <p>So, we request department to give the quantity details of critical systems which needs to be covered with FIM functionality.</p> | Please refer to corrigendum 1 |
| 175 | 107 | EDR/XDR Technical Specifications; Point 100 | Ensure real-time vulnerability status for all Windows endpoints without requiring a scan. | <p>This is a classified use-case under Patch Management & Vulnerability Management which department is separately procuring as part of the same RFP.</p> <p>So, we request you to remove this clause. This helps department to avoid solution duplicacy and costing involved</p> | The clause stands deleted |
| 176 | 27 | 4.2.2. LICENSING MODEL | The licensing of the OEM should be on a perpetual model and not on a subscription model | <p>Majority of industry Cyber Security product/solution OEMs are converting from perpetual to subscription model of license delivery. Also, all BFSI institutions of India are encouraging subscription model of license delivery. Our licensing model is also subscription based.</p> <p>We request you to amend the clause as: "The licensing of the OEM can be on a perpetual/subscription model"</p> | Please adhere to RFP |
| 177 | 108 | DLP Technical Specifications; Point 2 | The solution should be compatible with multiple operating systems like Windows, Linux, Mac, Android, IOS etc. | <p>DLP solution is generally deployed on systems running with Windows & Mac OS platforms.</p> <p>Please clarify whether UIIC is having systems running with Linux, Android, IOS which need this solution.</p> | Please adhere to RFP |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIC Response |
|-----|--------------------------|---|---|--|---|
| 178 | 111 | DLP Technical Specifications; Point 59 | The solution should have a comprehensive list of pre-defined policies and templates with over 1700+ patterns to identify and classify information. | <p>Mention of "1700+" is OEM specific.</p> <p>Hence we request you to please modify this as "The solution should have a comprehensive list of pre-defined policies and templates with over 1000+ patterns to identify and classify information.</p> | Please refer to corrigendum 1 |
| 179 | 111 | DLP Technical Specifications; Point 66 | The solution should support the templates for detecting the Deep Web Urls- .i2P and .Onion , Encrypted attachments to competitors , Password Dissemination , User Traffic over time , Unknown Encrypted File Formats Detection. The solution should support detection of PKCS #12 files (.p12, .pfx) that are commonly used to bundle a private key with its X.509 certificate. | <p>Deep Web Urls- .i2P and .Onion and user traffic is normally identified and controlled during the access by the Secure Web Gateway solution in the environment. For the inspection of the content we would require ICAP integration with the Secure Web Gateway solution.</p> <p>Please confirm of the existing Secure Web Gateway solution that supports ICAP integration.</p> | Details will be shared with selected bidder |
| 180 | 113 | DLP Technical Specifications; Point 89 | The proposed solution work as a MTA to receive mails from mail server and inspect content before delivering mails to next hop and should quarantine emails that are in violation of company policy. | <p>MTA is the technical functionality of Secure Email Gateway solution. It can't be achieved by the stand-alone DLP solution. However, we can send the response action of the analysed email to the existing Secure Email Gateway device/solution to achieve the mentioned objective.</p> <p>Please clarify if UIC is having any existing Email Gateway that supports MTA and this integration meets your requirement.</p> | Details will be shared with selected bidder |
| 181 | 114 | DLP Technical Specifications; Point 102 | Capability to monitor and block all the traffic flowing out of the network, irrespective of Policies being in place or not | <p>Blocking of all the outgoing traffic without enforcing security policies may cause false positives and disruption of the business. The standard recommendation is to monitor the traffic initially and block the traffic based on the analysis of the existing network tools like firewall /SWG solutions.</p> <p>We request to amend the clause as below: "Capability to monitor all the traffic flowing out of the network, irrespective of Policies being in place or not"</p> | Please refer to corrigendum 1 |

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| 182 | 114 | DLP Technical Specifications; Point 116 | Solution must support TCP or ICMP scan methods when searching network shares | This is OEM specific. Different vendors use different protocols to scan and identify the data. We request to amend the clause as below: "Solution must support TCP or ICMP (or) CIFS or NFS scan methods when searching network shares" | Please refer to corrigendum 1 |
| 183 | 115 | DLP Technical Specifications; Point 129 | The solution must detect unstructured documents of a specified type (e.g., proprietary source code, legal contracts, insurance claims) using native machine-learning capabilities to analyse a small sample set, without requiring fingerprints while maintaining accuracy comparable to fingerprinting. | We can achieve this functionality by way of our in-built features. We request you to amend this as below: "The solution must detect unstructured documents of a specified type (e.g., proprietary source code, legal contracts, insurance claims) using native machine-learning/native detection capabilities to analyse a small sample set, without requiring fingerprints while maintaining accuracy comparable to fingerprinting." | Please refer to corrigendum 1 |
| 184 | 130 | MDM Technical Specifications, Installation & UI 1 | Solution should be capable to work On-Premises, on Cloud and Hybrid mode as well | Could you please clarify if UIIC can accept solution with cloud solution hosted inside or outside India as well. | Solution to be deployed on-premise. Should have capability to deploy on cloud. Hosting should be within India. |
| 185 | 129 | MDM Technical Specifications, Point 2 | Manage Linux OS | Does UIIC have Laptop with Linux OS? How many? Can you please clarify the use-case of MDM for Linux OS Laptop? | Details will be shared with selected bidder |
| 186 | NA | General | NA | Please mention the OS wise split in number of laptops for MDM solution. | Details will be shared with selected bidder |
| 187 | 134 | MDM Technical Specifications, Integrations- Point 7 | Other Security Solutions as applicable | Could you please elaborate on the requirement as this is very generic | PIM/PAM, AD, SIEM, etc. |



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| 188 | 129 | MDM Technical Specifications, Integrations- Architecture and General features – Point 4 | The MDM Device Agent should not open or make use of any local listening ports. All communication should be agent-initiated for security purposes | All MDM solutions requires certain ports to be open for communication. Please remove this requirement | Please adhere to RFP. Usage of local port is not recommended. |
| 189 | 133 | MDM Technical Specifications, Workflows- Point 2, 11, 12, 19 | GeoFence based Switch Profile, Set Geo-Fence Compliance, Set Data Usage Compliance, Schedule Single App Mode Profile | What are the use-cases at UIC for Geo-fencing feature as this is not a standard feature with MDM solutions. Please remove these requirements | GeoFencing is required for Indian territory and for out of India rules should be configured. |
| 190 | 132 | MDM Technical Specifications, Audit and Report | Location History Report, FileDock Analytics, Enterprise Store Report, Device Availability Report, Screen Time Report, GeoFence Logs, Battery History Report, Connectivity History | As these are subject to user privacy rights, and not a standard features with MDM solutions, please remove these requirements for MDM solution. | Please adhere to RFP |
| 191 | 134 | MDM Technical Specifications, Administrators & Roles , Point 6,7 | Configure Passcode Policy for Dashboard Access, Configure Session Time out for Dashboard Access | These are not standard MDM solution features, hence please remove these requirements | Please adhere to RFP |
| 192 | 133 | MDM Technical Specifications, Content Management , Point 1,6,8 | Define Paths for Content Sharing, Set Interval Time for changing content, Configure Play On-Demand Shortcut | These are not standard MDM solution features, hence please remove these requirements. | Please adhere to RFP |
| 193 | 133 | MDM Technical Specifications, Workflows , Point 6 | Schedule Clear Browser Cache | However this feature is dependent on browser capability. Hence please remove this clause | Please adhere to RFP |
| 194 | 133 | MDM Technical Specifications, Workflows , Point 7 | Schedule ProSurf Clear Cache in iOS | However this feature is dependent on Prosurf capability. Hence please remove this clause. | Please adhere to RFP |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIC Response |
|-----|--------------------------|--|--|---|-------------------------------|
| 195 | 11 | SL No. 6 of Clause No. 2.4 - Eligibility Criteria | <p>During the last 5 years, the bidder should have supplied, implemented, and supported the below tools for clients in PSU /Government organization /BFSI within India.</p> <ul style="list-style-type: none"> · Data Loss Prevention (DLP), · Endpoint Detection and Response (EDR), · Data discovery and Data classification <p>For each of the above tools, a minimum of two (02) references to be provided, out of which one should be of proposed OEM. The minimum deployment size required is as follows:</p> <ul style="list-style-type: none"> · For Startups and MSMEs: Minimum 3000 endpoints for each tool · For rest of the bidders: Minimum 5000 endpoints for each tool | <p>Kindly amend the clause as follows:</p> <p>During the last 5 7 years, the bidder should have supplied, implemented, and supported the below any of the two tools for clients in PSU /Government organization /BFSI within India.</p> <ul style="list-style-type: none"> · Data Loss Prevention (DLP), · Endpoint Detection and Response (EDR) / End Point Protection (EPP), · Data discovery and Data classification <p>For each of the above tools, a minimum of two (02) references to be provided, out of which one should be of proposed OEM. The minimum deployment size required is as follows:</p> <ul style="list-style-type: none"> · For Startups and MSMEs: Minimum 3000 endpoints for each tool · For rest of the bidders: Minimum 5000 endpoints for each tool | Please refer to corrigendum 1 |
| 196 | 12 | SL No. of Clause No. 2.4 - Eligibility Criteria | <p>The bidder should have deployed a minimum of at least 10 (L1 & L2) OEM certified resources/ personnels for the Proposed /Similar solutions in scope for at least one (01) PSU/ Government /BFSI client (and) Bidder should have at least 10 personnel (OEM certified) out of which 4 personnel certified for any of the proposed OEM on their direct payroll.</p> | Request to consider Bidder's Group Company Credentials against this criteria. | Please refer to corrigendum 1 |
| 197 | 16 | SL No. 10 of Clause No. 2.5 - Technical Scoring Criteria | <p>Bidder should have OEM certified personnel for in-scope solutions on their direct payroll</p> <ul style="list-style-type: none"> · Up to 20 certified resources -> 5 Marks · For every additional 5 certified resources -> 5 Marks <p>subjected to maximum 20 marks (Supporting Document: Details of such personnel along with copy of OEM certificates along with declaration stating resources are on payroll)</p> | <p>Kindly amend the clause as follows:</p> <p>Bidder should have OEM certified personnel for in-scope solutions on their direct payroll</p> <ul style="list-style-type: none"> · Up to 20 certified resources -> 5 Marks · For every additional 5 1 certified resources -> 5 Marks <p>subjected to maximum 20 marks (Supporting Document: Details of such personnel along with copy of OEM certificates along with declaration stating resources are on payroll)</p> | Please refer to corrigendum 1 |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIIC Response |
|-----|--------------------------|---|--|---|----------------------------------|
| 198 | 38 | Clause No. 8.4. - Penalty due to erronous behavior of the solution | UIIC reserves the right to Cancel the Purchase Order, Terminate the Contract, Forfeit the Performance Bank Guarantee and Blacklist the Successful bidder, in case the Successful bidder exceeds the threshold limit of Delay for any of the items above. | Kindly amned the clause as follows: UIIC reserves the right to Cancel the Purchase Order, Terminate the Contract, Forfeit the Performance Bank Guarantee and Blacklist the Successful bidder , in case the Successful bidder exceeds the threshold limit of Delay for any of the items above. | Please refer to corrigendum 1 |
| 199 | 40 | Clause No. 10 - Payment Terms and Penalty due to delay |  |  | Please adhere to RFP |
| 200 | 50 | Clause No. 12.5 - Security Deposit | The successful bidder will have to furnish a security deposit to the tune of 5% of the total contract value in the form of a Bank Guarantee for a period of 5 years & 3 months obtained from a nationalized/scheduled bank for proper fulfilment of the contract. | Kindly amend the clause as follows: The successful bidder will have to furnish a security deposit to the tune of 5% 3% of the total contract value in the form of a Bank Guarantee for a period of 5 years & 3 months obtained from a nationalized/scheduled bank for proper fulfilment of the contract. | Please adhere to RFP |
| 201 | 62 | Clause No. 13.30 - Liquidated Damages | If the Vendor/Bidder fails to deliver and install the Solution or to perform the services within the time period(s) specified in the contract, UIIC shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to the 1% of the contract price of the corresponding stage as in TCO for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the contract price of the stage. Once the maximum is reached, UIIC may have the sole option to termination of the contract. | Kindly amned the clause as follows: If the Vendor/Bidder fails to deliver and install the Solution or to perform the services within the time period(s) specified in the contract, UIIC shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to the 1% 0.5% of the contract price of the corresponding stage as in TCO for every week (seven days) or part thereof of delay, up to maximum deduction of 10% 5% of the contract price of the stage. Once the maximum is reached, UIIC may have the sole option to termination of the contract. | Please adhere to RFP |
| 202 | 13 | 2.5 | Technical Scoring Criteria | Request to include references for all the solutions for larger participation and also change the duration to 7 years | Please refer to corrigendum 1 |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIC Response |
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| 203 | 13 | 2.5 (1) | During the last 5 years bidder should have experience in supplying, implementing and supporting Mobile Device Management (MDM) for a minimum of 2000 endpoints for PSU /Government organization /BFSI client within India. · 2 References -> 0 Marks · Every additional reference -> 2 Marks subjected to maximum 4 marks | Request to change this to Bidder/OEM and consider the solutions as MDM/Patch Management/KMS | Please refer to corrigendum 1 |
| 204 | 14 | 2.5(3) | During the last 5 years bidder should have experience in supplying, implementing and supporting Key Management Solution for BitLocker keys for PSU /Government organization /BFSI client within India. · 1 Reference -> 0 Mark · 2 References -> 2 Marks | Request to change this to Bidder/OEM and change this to KMS/Patch Management/MDM | Please refer to corrigendum 1 |

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| 205 | 14 | 2.5(4) | During the last 5 years the proposed OEM for Data Loss Prevention (DLP) should have been implemented for a minimum of 10000 endpoints for clients in PSU /Government organization /BFSI within India. · 2 References -> 0 Marks · Every additional reference -> 2 Marks subjected to maximum 4 marks (Supporting Document: | Request to change this as bidder reference for DLP/EDR/DC | Please refer to corrigendum 1 |
| 206 | 20 | 4.1.1 | The bidder shall ensure compatibility with multiple operating systems, including Windows, Linux, etc. to facilitate comprehensive endpoint coverage. | Please provide the OS versions and Linux flavours. | Details will be shared with selected bidder |
| 207 | 20 | 4.1.1 | The bidder shall implement high availability and disaster recovery functions to ensure continuous operation and data protection. | Is the expectation to have HA at DC and DR or HA across DC and DR. | Load balanced across DC & DR |
| 208 | 21 | 4.1.1 | The bidder shall leverage AI and machine learning capabilities for anomaly detection, predictive analytics, and intelligent data discovery to enhance the effectiveness of the DLP solution. | Request to change this to "The OEM shall leverage AI and machine learning capabilities for anomaly detection, predictive analytics, and intelligent data discovery to enhance the effectiveness of the DLP solution." | Please refer to corrigendum 1 |
| 209 | 21 | 4.1.2 | The bidder shall provide scalability options to accommodate future requirements of the organization. | Please provide specific ask from the scalability and what kind of future requirements to be considered. | Bidder to size based on their experience |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIIC Response |
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| 210 | 22 | 4.1.2 | The bidder shall implement a hybrid/on-premises EDR solution with minimal components hosted on cloud for both data center and disaster recovery. Bidder shall ensure that the cloud on which the components are hosted is located within India and no data is moved out of India as per the law of the land. | The previous point mentions as On-premises solution, kindly confirm if the solution to be on-premises or Hybrid. | Please adhere to RFP |
| 211 | 27 | 4.2.2 | Licensing Model | Request to change this to Subscription as most of the OEM's does not come with perpetual licenses | Please adhere to RFP |
| 212 | 28 | 4.2.6 | DEMONSTRATION OF PROOF OF CAPABILITY | Is the demo expected for all the solutions asked and will the bank provide the required compute resources, OS, DB & any other softwares required to carry out demo | Demo will be required for all solutions in scope. The same shall be conducted at UIIC's discretion. |
| 213 | 28 | 4.2.7 | BENCH MARK | For which solution is the scalability simulation to be carried out and will bank provide any simulation tools. | For all solutions. |
| 214 | 28 | 4.2.9 | The bidder shall arrange the training program from OEM for at least three officials of UIIC preferably at the OEMs training centers at no cost to UIIC. | Can this training be done remotely instead of the OEM's training centers | Trainings can be conducted remotely or at UIIC's premises or OEM's training centres. |
| 215 | 30 | 5.1 (3a) | Delivery of hardware and software components at Mumbai & Hyderabad locations | Request to change this to 10 weeks | Please refer to corrigendum 1 |
| 216 | 30 | 5.1 (3b) | Deployment of agents of in-scope tools on all endpoints across all locations of UIIC | This cannot run in parallel with the hardware delivery, hence request to change this to 5 weeks post the hardware delivery | Please refer to corrigendum 1 |
| 217 | 30 | 4 | Infrastructure setup and base configuration (racking, cabling, OS, and solution installation) | Request to change this to 14 weeks | Please refer to corrigendum 1 |
| 218 | 30 | 5 | Integration of deployed agents with backend systems and activation of policies | This activity can be combined with point 5.1(3b) and change the timelines to 18 weeks | Please refer to corrigendum 1 |
| 219 | 30 | 6 | Final solution configuration and user acceptance | To be changed to 20 weeks | Please refer to corrigendum 1 |

RFP-SELECTION OF VENDOR FOR ONBOARDING SYSTEM INTEGRATOR (SI) TO IMPLEMENT ENDPOINT SECURITY TOOLS

| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIIC Response |
|-----|--------------------------|-----------------|---|--|-------------------------------|
| 220 | 30 | 8 | Post-deployment activities including preparation of SOP and hardening document, training and knowledge transfer sessions | To be changed to 22 weeks | Please refer to corrigendum 1 |
| 221 | 38 | 8.4 | <p>If the solution, or any of its components behaves erroneously which results in monetary or business loss to the UIIC, then the entire amount of such loss shall be recovered from the bidder on actual basis.</p> <p>Maximum deducted penalty of one type will not affect any other type of penalty i.e. all the types of penalties can be levied up to their maximum limit simultaneously and shall not exceed 10% of the total contract value.</p> | Request to change this to "Penalty due to erroneous behaviour of the Solution If the solution, or any of its components behaves erroneously which results in monetary or business loss to UIIC, then the total contract value or entire amount of such loss whichever is lesser shall be recovered from the bidder". | Please adhere to RFP |
| 222 | 53 | 13.5.3 | UIIC may send by 30 calendar days' written notice to the Vendor/Bidder to terminate the contract, in whole or in part at any time at its convenience. | Termination for convenience shall need at least 90 days advance notice and is subject to applicable termination fees which shall be a mutually agreed amount. | Please adhere to RFP |
| 223 | 57 | 13.12 | Limitation shall not apply to liability arising as a result of Vendor/Bidder's fraud, gross negligence, or wilful misconduct in the performance of the services hereunder | The provisions needs to be revised as below: "Limitation shall not apply to liability arising as a result of Vendor/Bidder's fraud or fraudulent misrepresentation, gross negligence, or wilful misconduct in the performance of the services hereunder" | Please adhere to RFP |
| 224 | 57 | 13.12 | Limitation of liability is only with respect with the Vendor/Bidder's liability towards procuring entity and limitation shall not apply with respect to Vendor/Bidder's liability towards third parties | Such limitation on third party claims is not relevant for this engagement - kindly remove | Please adhere to RFP |

RFP-SELECTION OF VENDOR FOR ONBOARDING SYSTEM INTEGRATOR (SI) TO IMPLEMENT ENDPOINT SECURITY TOOLS

| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIC Response |
|-----|--------------------------|-----------------|---|---|---|
| 225 | 58 | 13.13 | The bidder's liability in case of third-party claims against the UIC resulting from breach of confidentiality, Wilful Misconduct, or Gross Negligence of the bidder, its employees, and subcontractors or third-party claims resulting from infringement of patents, trademarks, copyrights, or such other Intellectual Property Rights shall be unlimited. | Kindly revise the language as below: "The bidder's liability in case of third-party claims against the UIC resulting from breach of confidentiality, Wilful Misconduct, or Gross Negligence of the bidder, its employees, and subcontractors or third-party claims resulting from infringement of patents, trademarks, copyrights, or such other Intellectual Property Rights shall be unlimited". | Please adhere to RFP |
| 226 | 61 | 13.26 | No consortium bidding and sub-contract is allowed. UIC will not consider joint or collaborative proposals that require a contract with more than one prime Vendor. Bidders need to fulfil all the eligibility criteria and technical evaluation criteria in its individual capacity unless mentioned otherwise | Please clarify if sub-contract is allowed (in contrast to consortium). If not allowed, please accommodate sub-contracting subject to prior intimation to UIC. | Please adhere to RFP |
| 227 | 63 | 13.31 | The vendor/bidder shall not assign, in whole or in part, his obligations to perform under the contract, to any other party or persons except with UIC's prior written consent | Please revise the language as below: "The vendor/bidder shall not assign, in whole or in part, his obligations to perform under the contract, to any other party or persons except with UIC's prior written consent <i>unless such assignment is on account of any organic restructuring of the organisation.</i> " | Please adhere to RFP |
| 228 | 66 | 13.45 | The Contract Period may be extended by UIC on the same terms and conditions mutually agreeable by both the parties, by giving written 30 days' notice to the Vendor. | Any extension of the Contract Period shall be on mutually agreeable terms and subject to prices prevailing at the time of such extension or revision. | Please adhere to RFP |
| 229 | 67 | 13.49 | Warranties | Warranties shall be as per the OEM warranties | Please adhere to RFP |
| 230 | NA | Generic Clause | Backup & Storage solution required for the backup. | Backup software and hardware for backup has to be supplied or the UIC will provide the backup software and storage? | Bidder to supply |
| 231 | 153 | Generic Clause | III Hardware DC - DR | There are no HW specifications in the RFP. We understand the hardware requirement (Server, Storage, SAN Switches, Backup & replication tools) from various security OEMs has to be supplied. | Understanding is correct. Bidder to supply the hardware |

RFP-SELECTION OF VENDOR FOR ONBOARDING SYSTEM INTEGRATOR (SI) TO IMPLEMENT ENDPOINT SECURITY TOOLS

| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIIC Response |
|-----|--------------------------|-------------------------------------|---|---|---|
| 232 | 34 | SCOPE OF ONSITE RESOURCES INCLUDES: | Scheduling automatic backup to the storage devices on regular basis and retrieving old backups as and when required. | Please clarify the backup policies and backup retention duration. | Details will be shared with selected bidder |
| 233 | 31 | 7 | Support Engineers | Please clarify the deployment location of Project Coordinator | UIIC HO Chennai |
| 234 | 32 | 7 | Support Engineers | We assume that 1 (one) L1 resource needs to be deployed in each shift at each location. So it shall be 3 resources (24x7) each at HO, DC & DR. Please confirm. | 24x7 deployment, per shift one resource each |
| 235 | 36 | 8.1 | Further, all Critical, High, Medium and Low priority incidents should be logged as incident tickets | We assume that access to UIIC's ITSM tool shall be provided to all the resources deployed to perform followup activities. Please confirm. | Existing ITSM Tool (OpenText) shall be provided. Bidder shall be responsible for integrating the same with in-scope solutions |
| 236 | 38 | 8.3 | Engineer Support @ DC and DR | Please confirm if this refers to L2 onsite support at DC & DR as L1 resources are already deployed 24x7 in these locations. | Bidder to deploy resources |
| 237 | 40 | 10 | Delivery of H/w - 60% on delivery & 40% on Go live | Delivery of H/w - 80% on delivery & 20% on Go live | Please refer to corrigendum 1 |
| 238 | 40 | 10 | Delivery of S/w - 60% on delivery & 40% on Go live | Delivery of S/w - 80% on delivery & 20% on Go live | Please refer to corrigendum 1 |
| 239 | 49 | 12.3 | Validity of tender 180 dyas from the last date of tender submission | Requested to Validity of tender 60 dyas from the last date of tender submission | Please adhere to RFP |
| 240 | 53 | 13.5.3 | Termination for Convenience- UIIC may send by 30 calendar days' written notice to the Vendor/Bidder to terminate the contract, in whole or in part at any time at its convenience | Termination for Convenience- UIIC may send by 90 calendar days' written notice to the Vendor/Bidder to terminate the contract, in whole or in part at any time at its convenience | Please adhere to RFP |
| 241 | 62 | 13.3 | Liquidity Damage - a sum equivalent to the 1% of the contract price of the corresponding stage as in TCO for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the contract price of the stage. | Liquidity Damage - a sum equivalent to the 0.5% of the contract price of the corresponding stage as in TCO for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the contract price of the stage. | Please adhere to RFP |

RFP-SELECTION OF VENDOR FOR ONBOARDING SYSTEM INTEGRATOR (SI) TO IMPLEMENT ENDPOINT SECURITY TOOLS

| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIIC Response |
|-----|--------------------------|--------------------------|---|--|---|
| 242 | 19 | 4.1 | The bidder shall assess the existing endpoint and enterprise security infrastructure to identify gaps, vulnerabilities, and areas of improvement. | Vulnerability Assessment will be done by MSP or it will get done by UIIC and remediation provided by MSP. This has to be done before Operations start as a contract or it will be as a activity during the operations/BAU of Day 2 | Vulnerability assessment is not expected. UIIC will share existing reports as requested |
| 243 | NA | 4.1.2 | The bidder shall integrate the solution with existing security technologies, including Active Directory, PAM/PIM, and SIEM systems. | Please help us to understand the existing security technology stack with OEM Names to design the integration of propose solution | Details will be shared with selected bidder |
| 244 | 25 | 4.1.5 | The bidder should ensure compatibility with SIEM tools for logging and monitoring purposes. | Which SIEM tool is being use | Details will be shared with selected bidder |
| 245 | NA | NA | General | Is ther any ITSM for managing the Tickets Flow. Please share the details (i.e. OEM, Modules etc.) Who is managing the Help Desk and how the reactive ticket will flow of MSP deployed solution | Existing ITSM Tool (OpenText) shall be provided. Bidder shall be responsible for integrating the same with in-scope solutions |
| 246 | NA | NA | General | Who will manage the L3 level ticket | All tickets to be managed by bidder |
| 247 | 36 | 8.1 | It is mentioned same penalty amount for all severity level | In such scenario should SI need to provide support for 24X7X4 | Understanding is correct |
| 248 | 37 | 8.2 | The vendor has replaced the faulty part / entire equipment and configured it to function normally | Should SI need to consider stand by devices for core devices in the network or complete BOM | Bidder shall keep devices in standup to ensure SLAs are met as per RFP. |
| 249 | Page 19 | 4.1 General Requirements | Assess existing infrastructure | Is there an existing endpoint security solution in place? If yes, can UIIC share the current architecture and any migration expectations? | Details will be shared with selected bidder |
| 250 | Page 20 | 4.1.1 DLP | DLP must support OCR, AI/ML, and real-time alerts | Please confirm if the DLP solution must support endpoint, email, and web channel monitoring or only endpoint? | All channels - Endpoint, Email and Web |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIIC Response |
|-----|--------------------------|---------------------------------------|--|---|---|
| 251 | Page 20 | 4.1.1 DLP | DLP must support OCR, AI/ML, RBAC, real-time alerts, and remote deployment | Please confirm if DLP must cover email and web channels in addition to endpoint-level protection. | All channels - Endpoint, Email and Web |
| 252 | Page 20 | 4.1.1 DLP | DLP must support OCR, AI/ML, RBAC, and real-time alerts | Can UIIC confirm if DLP must support integration with email and web gateways in addition to endpoint-level protection? | All channels - Endpoint, Email and Web |
| 253 | Page 21 | 4.1.2 Data Discovery | Must support metadata tagging, classification, and integration with DLP | Can UIIC clarify if the solution must support classification of cloud storage (e.g., OneDrive, Google Drive) or only on-premises file shares? | On-premise files shares |
| 254 | Page 21 | 4.1.2 Data Discovery & Classification | Must support unstructured data, metadata tagging, integration with DLP, and real-time classification | Is the solution expected to support discovery across cloud storage platforms (e.g., OneDrive, Google Drive) or only on-premises file shares? | On-premise files shares |
| 255 | Page 21 | 4.1.2 Data Discovery | Classification of unstructured data | Does the classification requirement include structured data (e.g., databases), or is it limited to unstructured data (e.g., files, emails)? | Both unstructured and structured |
| 256 | Page 21 | 4.1.2 Data Classification & Discovery | Must support classification of unstructured data and integration with DLP | Is the solution expected to support classification of structured data (e.g., databases) and cloud storage (e.g., OneDrive, Google Drive)? | Both unstructured and structured |
| 257 | Page 22 | 4.1.3 EDR | Must support PowerShell execution, IOC import, and hybrid deployment | Is integration with existing SIEM mandatory for EDR alerts, or can the solution operate standalone? | Mandatory to integrate with SIEM |
| 258 | Page 22 | 4.1.3 EDR | Must support hybrid/on-prem deployment, IOC import, PowerShell execution, and integration with SIEM | Can UIIC confirm if the EDR solution must include XDR capabilities and support mobile OS (Android/iOS)? | Understanding is correct |
| 259 | Page 22 | 4.1.3 EDR | Cloud components must be hosted in India | Can UIIC confirm if a MeitY-approved cloud provider is mandatory for hosting hybrid EDR components? | Understanding is correct |
| 260 | Page 22 | 4.1.3 EDR | Integration with SIEM required | Can UIIC provide details of the existing SIEM solution to ensure compatibility and integration planning? | Details will be shared with selected bidder |
| 261 | Page 23 | 4.1.4 MDM | Must support laptops, tablets, USB lockdown, GeoIP tracking, and remote control | Please clarify if MDM is expected to manage smartphones (Android/iOS) or is limited to laptops and tablets only. | Laptops and tablets only |
| 262 | Page 23 | 4.1.4 MDM | Must support laptops, tablets, USB lockdown, GeoIP tracking | Is MDM expected to manage smartphones (Android/iOS) or only laptops and tablets? | Laptops and tablets only |
| 263 | Page 24 | 4.1.4 MDM | Must support GeoIP tracking, USB lockdown, and remote control | Can UIIC confirm if MDM is expected to manage Android/iOS mobile phones in addition to laptops and tablets? | Laptops and tablets only |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIIC Response |
|-----|--------------------------|---------------------------|---|--|---|
| 264 | Page 24 | 4.1.5 KMS | Must support BitLocker key lifecycle, RBAC, and integration with AD | Can UIIC confirm if the KMS must support integration with third-party encryption tools or only native BitLocker? | With BitLocker only |
| 265 | Page 25 | 4.1.6 Patch Management | Must support integration with AD, remote/offline endpoints, and peer-to-peer delivery | Can UIIC please elaborate on the clause 'Must support integration with AD, remote/offline endpoints, and peer-to-peer delivery' under section '4.1.6 Patch Management' on Page 25 with respect to: Is the bidder expected to replace HCL BigFix or integrate with it? If replacing, should license migration be included in the scope? | Bidder can propose new solution or extend existing solution |
| 266 | Page 25 | 4.1.6 Patch Management | Must support integration with AD, remote/offline endpoints, peer-to-peer delivery, and compliance reporting | Is the bidder expected to replace HCL BigFix or integrate with it? If replacing, should license migration and data retention be included in scope? | Bidder can propose new solution or extend existing solution |
| 267 | Page 25 | 4.1.6 Patch Management | HCL BigFix licenses mentioned | Is the bidder expected to integrate with or replace HCL BigFix as the licence expires in 2026? | Bidder can propose new solution or extend existing solution |
| 268 | Page 27 | 4.2.2 Licensing Model | Licensing should be on a perpetual model | Can UIIC confirm if perpetual licenses are required for all tools (DLP, EDR, MDM, etc.), or are there exceptions for specific components? | Please adhere to RFP |
| 269 | Page 28 | 4.2.6 PoC | PoC to be demonstrated post-LOI | Will the PoC be conducted before or after the commercial bid opening? What are the evaluation criteria for PoC success? | Will be decided by UIIC at its own discretion |
| 270 | Page 29 | 4.2.9 End of Sale/Support | EOL/EOS documentation required | What format or template should be used to submit EOL/EOS declarations from OEMs? | Along with MAF, on OEM's letter head |
| 271 | Page 30 | 5.1 Timeline | Final solution configuration and Go-Live within 14 weeks from PO | Can UIIC confirm if Go-Live is defined as full deployment across all endpoints or successful UAT sign-off? | Full deployment across all endpoints |
| 272 | Page 30 | 5.1 Timeline | Post-deployment activities (SOP, training, KT) to be completed within 16 weeks | Can these activities be conducted in parallel with Go-Live, or must they follow sequentially? | Can be done parallelly |
| 273 | Page 30 | 5.1 Timeline | Hardware and software delivery within 6 weeks | Can UIIC confirm if partial delivery is acceptable, or must all components be delivered together? | Delivery of all components should be done with timelines defined in the RFP |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIIC Response |
|-----|--------------------------|---------------------------------------|---|--|--|
| 274 | Page 30 | 5.1 Timeline | Project kick-off within 7 days of LOI | Will UIIC provide access to all required infrastructure and stakeholders within this 7-day window to avoid delays? | Understanding is correct |
| 275 | Page 30 | 5.1 Timeline | Integration and policy activation within 12 weeks | Can UIIC confirm if integration with third-party tools (e.g., SIEM, AD) is expected to be completed within this window? | Please refer to corrigendum 1 |
| 276 | Page 30 | 5.1 Timeline | Hardware and agent deployment within 6 weeks | Can hardware delivery and agent deployment be executed in parallel, or is sequential execution expected? | Please refer to corrigendum 1 |
| 277 | Page 30 | 5.1 Timeline | Go-Live within 14 weeks | What constitutes "Go-Live" for this project: deployment completion, policy enforcement, or user acceptance? | Please refer to corrigendum 1 |
| 278 | Page 31 | 7. Support Engineers | OEM certifications required | For L1/L2 resources, are specific OEM certifications required for each tool (e.g., DLP, EDR), or is a general certification acceptable? | Please adhere to RFP |
| 279 | Page 33 | 7. Support Engineers | 24x7 support required | Is remote support acceptable for L1/L2 engineers during non-business hours, or is 24x7 onsite presence mandatory? | 24x7 |
| 280 | Page 33 | 7. Support Engineers | Attendance tracking tool required | Can UIIC clarify if they have a preferred tool for attendance tracking, or should the bidder propose one? | Attendance tracking mechanism shall be agreed with selected bidder |
| 281 | Page 36 | 8.2 Maintenance Penalty | Uptime < 99.90%: 0.01% of solution cost per hour, max 10% | Please confirm if the uptime calculation includes both appliance and service uptime, and whether planned maintenance windows are excluded from SLA calculations. | Uptime for entire solution. |
| 282 | Page 36 | 8.2 Maintenance Penalty | SLA calculated quarterly; verified via SNMP and CLI | Can UIIC confirm if third-party monitoring tools are acceptable for SLA validation, or only OEM-native tools are allowed? | Bidder to suggest |
| 283 | Page 36 | 8.2 Maintenance Penalty | 0.01% of solution cost per hour of downtime beyond 99.90% uptime | Can UIIC clarify if this penalty applies per tool/module or to the entire solution stack collectively? | Entire stack of respective solution |
| 284 | Page 36 | SLA Penalty Table | ₹1,000 per incident exceeding SLA by one hour (Critical) | Can UIIC confirm if this penalty is per endpoint or per incident type across the environment? | Per incident type |
| 285 | Page 37 | 8.2 Maintenance Penalty | Penalty applicable if components exceed MTTR2 | Please clarify the MTTR2 values for each site (DC, DR, HO) and whether these are business hours or 24x7 metrics. | Details will be shared with selected bidder |
| 286 | Page 38 | 8.4 Penalty Due to Erroneous Behavior | UIIC may recover full monetary/business loss from bidder; penalties capped at 10% of contract value | Can UIIC clarify if this penalty is in addition to SLA and resource penalties, or part of the 10% cumulative cap? | All penalties capped at 10% of contract value |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIIC Response |
|-----|--------------------------|---|--|---|---|
| 287 | Page 38 | 8.3 Resource Penalty | Absence of L1/L2 engineers during implementation: ₹ penalty @ 2 man-days per day | Can UIIC confirm if this penalty applies even during weekends or holidays if the resource is not required on-site? | Please adhere to RFP |
| 288 | Page 38 | 8.4 Penalty Due to Delay | UIIC reserves right to cancel PO, terminate contract, forfeit PBG, and blacklist vendor if delay thresholds are breached | Can UIIC define the threshold duration or number of missed milestones that would trigger these actions? | Please adhere to RFP |
| 289 | Page 54 | 13.7 Protection of Personal Information | Vendor must comply with data protection obligations | Can UIIC specify if compliance with ISO 27001 or any other specific data protection framework (e.g., DPDPA 2023) is mandatory? | Understanding is correct |
| 290 | Page 54 | 13.54 Right to Audit | UIIC reserves audit rights | Will UIIC conduct third-party audits during the contract period? If so, what is the expected frequency? | Please adhere to RFP |
| 291 | Page 68 | 13.50 Cyber Liability | Compliance with IT Act, IRDAI Cyber Security Guidelines | Please confirm if periodic compliance audits will be conducted by UIIC or a third party, and what documentation vendors are expected to maintain. | Details will be shared with selected bidder |
| 292 | Page 68 | 13.50 Cyber Liability | Compliance with IT Act, IRDAI guidelines | Are there any specific data residency or data localization requirements beyond hosting in India? | No |
| 293 | Page 119 | Annexure 10 – KMS | KMS should support encryption through third-party tools | Can UIIC clarify if the KMS must support integration with third-party full-disk encryption solutions (e.g., McAfee, Symantec) in addition to BitLocker? | Only BitLocker |
| 294 | Page 120 | Annexure 10 – DLP | DLP should apply rights management on outgoing email and support tagging for DLP integration | Can UIIC confirm if the DLP solution must integrate with enterprise email platforms (e.g., Microsoft Exchange, Outlook, HCL Domino) for inline email content inspection and policy enforcement? | Understanding is correct |
| 295 | Page 102 | Annexure 10 – EDR/XDR | Must support hybrid/on-prem deployment with cloud in India | Can UIIC confirm if the cloud component must be hosted on a MeitY-approved cloud provider? | Understanding is correct |
| 296 | Page 102 | Annexure 10 – EDR/XDR | Must support PowerShell execution and IOC import | Can the OEM provide clarification on the expected use cases for PowerShell execution: manual or automated response? | Exact clause not mentioned |
| 297 | Page 103 | Annexure 10 – EDR/XDR | Must support forensic reporting and attack chain visualization | Can UIIC confirm if the forensic report must include MITRE ATT&CK mapping and timeline-based visualization? | Understanding is correct |
| 298 | Page 104 | Annexure 10 – EDR/XDR | Must support sandboxing and scrubbing | Is the sandboxing expected to be on-premises only, or can it be cloud-based if hosted in India? | On-premise |
| 299 | Page 104 | Annexure 10 – EDR/XDR | Must support fileless attack detection | Can UIIC clarify if behavioral analytics and memory-based detection are mandatory for fileless attack detection? | Understanding is correct |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIIC Response |
|-----|--------------------------|--|--|---|---|
| 300 | Page 124 | Annexure 10 – Patch Management | Must support update scheduling and retry logic | Can UIIC confirm if patch retry logic should be configurable per device group or globally? | Bidder to suggest |
| 301 | Page 124 | Annexure 10 – Patch Management | Must support reboot messaging and scheduling | Is there a requirement for multilingual reboot messages or integration with ITSM tools for reboot approvals? | Desirable |
| 302 | Page 124 | Annexure 10 – Patch Management | Must support Windows, Linux, and third-party apps | Can UIIC confirm if patching for third-party applications (e.g., Adobe, Java) is mandatory or optional? | Mandatory |
| 303 | Page 159 | Annexure 21- Change & Configuration Management | Vendor must maintain documented change/configuration procedures | Can UIIC confirm if there is a preferred format or tool for maintaining and submitting change/configuration logs? | Change management process of UIIC shall be followed |
| 304 | Page 159 | Annexure 21- Backup Management | Vendor must perform regular backups and submit documentation | What is the expected backup frequency (daily/weekly) and retention policy for logs, configurations, and data? | Daily incremental and weekly full backup |
| 305 | Page 159 | Annexure 21- Security Management | Vendor must support upgrades, patching, and reinstallation | Can UIIC clarify if security hardening guidelines will be provided or if the vendor must propose them? | SCDs available with UIIC shall be provided, rest to be prepared by bidder for in scope solutions as applicable |
| 306 | Page 159 | Annexure 21- Incident Management | Issues unresolved by L1/L2 in 1 hour must be escalated and resolved within 5 hours | Can UIIC confirm if this SLA applies 24x7 or only during business hours? | 24x7 |
| 307 | Page 159 | Annexure 21- Monitoring & Reporting | Vendor must monitor HW/SW health and generate alerts | Is there a preferred monitoring tool or format for alerting and reporting (e.g., SNMP, syslog, email)? | Existing ITSM Tool (OpenText) shall be provided. Bidder shall be responsible for integrating the same with in-scope solutions |
| 308 | Page 159 | Annexure 21- Documentation | Vendor must submit updated architecture and logical diagrams | Can UIIC confirm the frequency of documentation updates (e.g., quarterly, post-change)? | After major changes in the solution |
| 309 | Page 159 | Annexure 21- Knowledge Transfer | Vendor must provide KT to UIIC employees | Is there a minimum number of KT sessions or specific topics UIIC expects to be covered? | After major changes in the solution |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIIC Response |
|-----|--------------------------|--|---|--|---|
| 310 | Page 159 | Annexure 21- Downtime Register | Vendor must maintain a downtime register | Can UIIC confirm if a specific format or tool is mandated for downtime tracking and submission? | Existing ITSM Tool (OpenText) shall be provided. Bidder shall be responsible for integrating the same with in-scope solutions |
| 311 | Page 159 | Annexure 21-Privacy & Consent Management | Clear data handling policies must be followed by agents | Can UIIC confirm if a standard data handling policy will be provided, or should the bidder propose one aligned with DPDP 2023? | Existing ITSM Tool (OpenText) shall be provided. Bidder shall be responsible for integrating the same with in-scope solutions |
| 312 | Page 159 | Annexure 21-Privacy & Consent Management | Consent management mechanisms must be implemented | Is the bidder expected to provide a consent management platform (CMP), or will UIIC manage consent independently? | Existing ITSM Tool (OpenText) shall be provided. Bidder shall be responsible for integrating the same with in-scope solutions |
| 313 | Page 159 | Annexure 21-Privacy & Consent Management | Data privacy and protection must be ensured | Are vendors required to support data subject rights (e.g., access, correction, erasure) under DPDP 2023 within their solution? | Existing ITSM Tool (OpenText) shall be provided. Bidder shall be responsible for integrating the same with in-scope solutions |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIIC Response |
|-----|--------------------------|---|--|---|---|
| 314 | Page 160 | Annexure 21- Privacy & Consent Management | Vendors must implement mechanisms to record and track customer consent | Can UIIC clarify whether the responsibility for implementing and maintaining a Consent Management Platform (CMP) lies with the bidder, or will UIIC provide an existing platform for integration? | Existing ITSM Tool (OpenText) shall be provided. Bidder shall be responsible for integrating the same with in-scope solutions |
| 315 | Page 30 | 5.1 Timeline | Deployment of agents across all endpoints within 6 weeks | Given the scale of 30,000+ endpoints, can UIIC confirm if phased deployment is acceptable beyond 6 weeks, especially for remote locations? | Please refer to corrigendum 1 |
| 316 | Page 36 | 8.2 Maintenance Penalty | 0.01% of solution cost per hour of downtime beyond 99.90% uptime | Can UIIC confirm if this penalty applies per tool/module or to the entire solution stack collectively? | Entire stack of respective solution |
| 317 | Page 30 | 5.1 Timeline | Deployment of agents across all endpoints within 6 weeks | Given the scale and geographic spread of 30,000+ endpoints, can UIIC consider extending the agent deployment timeline to 8–10 weeks to ensure quality and minimal disruption? | Please refer to corrigendum 1 |
| 318 | Page 30 | 5.1 Timeline | Go-live across all locations within 14 weeks from PO | The go-live timeline appears aggressive considering integration, training, and UAT. Can UIIC consider extending this to 18–20 weeks to accommodate phased rollout and stabilization? | Please refer to corrigendum 1 |
| 319 | Page 36 | 8.2 Maintenance Penalty | 0.01% of solution cost per hour of downtime beyond 99.90% uptime | Can UIIC confirm if this penalty applies per tool/module or to the entire solution stack collectively? Also, will there be a grace period post go-live before SLA penalties are enforced? | Entire stack of respective solution |
| 320 | Page 15–16 | Technical Evaluation Criteria | OEM must have implemented for minimum 10,000 endpoints in PSU/Govt/BFSI; 2 references → 0 marks; each additional → 2 marks (max 4) | Can UIIC consider relaxing the 10,000 endpoint threshold for OEMs in case of proven deployments in BFSI/private sector with fewer endpoints? | Please adhere to RFP |
| 321 | Page 15–16 | Technical Evaluation Criteria | Supporting documents must include PO and performance certificate as per Annexure 18 | Can UIIC confirm if customer references from private BFSI or global deployments will be considered valid if they meet the technical scope? | Please adhere to RFP |
| 322 | Page 15–16 | Technical Evaluation Criteria | Scoring based on number of references | Can UIIC clarify if references from the same organization but different business units or geographies will be counted separately for scoring? | One Purchase Order shall be considered as one reference |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIIC Response |
|-----|--------------------------|---|--|--|---|
| 323 | Page 34 | Support Resources | L1/L2 must resolve issues within 1 hour or escalate | Can UIIC confirm if L1/L2 resources must be dedicated per solution or can be cross-trained to support multiple tools? | Please refer RFP Section 7. Support Engineer |
| 324 | Page 34 | Support Resources | Onsite personnel must support other vendor installations if needed | Can UIIC clarify the scope of support expected for third-party installations, will documentation and access be provided to the SI? | Necessary details shall be provided as applicable |
| 325 | Page 67 | Clause 13.48 – Obligations of the Selected Vendor | Vendor must deploy qualified resources with valid certification and relevant experience | Can UIIC clarify if the term “qualified resources” refers to OEM-certified personnel only, or if equivalent certifications (e.g., ISO, CISSP, CEH) are acceptable? | OEM certified |
| 326 | Page 16 | Technical Evaluation Criteria | Up to 20 OEM-certified resources → 5 marks | Can UIIC confirm if cross-certification (e.g., one resource certified in multiple tools) will be counted as multiple certifications for scoring? | Please refer to corrigendum 1 |
| 327 | Page 13-16 | Technical Evaluation Criteria | During the last 5 years bidder should have experience in supplying, implementing and supporting Mobile Device Management (MDM) for a minimum of 2000 endpoints for PSU /Government organization /BFSI client within India. | Can UIIC consider relaxing the 2000 endpoint requirement for MDM to include smaller deployments with equivalent complexity? Also, request removal of the term 'supplying' to focus on implementation and support experience. | Please refer to corrigendum 1 |

RFP-SELECTION OF VENDOR FOR ONBOARDING SYSTEM INTEGRATOR (SI) TO IMPLEMENT ENDPOINT SECURITY TOOLS

| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIIC Response |
|-----|--------------------------|-------------------------------|--|--|-------------------------------|
| 328 | Page 13-16 | Technical Evaluation Criteria | During the last 5 years bidder should have experience in supplying, implementing and supporting Patch Management for a minimum of 5000 endpoints for PSU /Government organization /BFSI client within India. | Can UIIC consider relaxing the 5000 endpoint requirement for Patch Management to include smaller deployments with similar scope? Also, request removal of the term 'supplying' to focus on implementation and support experience. | Please refer to corrigendum 1 |
| 329 | Page 13-16 | Technical Evaluation Criteria | During the last 5 years bidder should have experience in supplying, implementing and supporting Key Management Solution for BitLocker keys for PSU /Government organization /BFSI client within India. | Can UIIC consider relaxing the reference requirement for KMS to allow one reference instead of two, and include private sector deployments with similar scope?request removal of the term 'supplying' to focus on implementation and support experience. | Please refer to corrigendum 1 |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIIC Response |
|-----|--------------------------|-------------------------------|--|---|--|
| 330 | Page 13-16 | Technical Evaluation Criteria | During the last 5 years the proposed OEM for Data Loss Prevention (DLP) should have been implemented for a minimum of 10000 endpoints for clients in PSU /Government organization /BFSI within India. | Can UIIC consider relaxing the 10000 endpoint requirement for DLP OEM references and allow inclusion of private sector deployments with similar scope? | Please refer to corrigendum 1 |
| 331 | Page 13-16 | Technical Evaluation Criteria | Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline). | Can UIIC clarify if OEM references can be supported by purchase orders or agreements between OEM and their customers, and whether private sector references are acceptable? | OEM references can be supported by purchase orders or agreements between OEM and their customers |
| 332 | 43 | 11.5. | Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) assigned with Enterprise items selling and startups recognized by Department for Promotion of Industry and Internal Trade (DPIIT) are exempt from submission of EMD (Bid Security). | EMD Exemption, Average Financial Turnover Exemption and Eligibility Exemption for MSME. Enterprise Type: Medium in FY 2025-2026 | Please adhere to RFP |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIC Response |
|-----|--------------------------|-----------------|---|---|-------------------------------|
| 333 | 10 | 5 | The bidder must have its own support centers or offices in at least ten (10) locations across Tier 1 and Tier 2 cities out of which mandatorily should be in Mumbai, Hyderabad and Chennai to provide telephonic and remoteassistance services. In case of exigencies or onsite support requirements at various branch locations of | The bidder must have its own support centers or offices in at least ten (5) locations across Tier 1 and Tier 2 cities out of which mandatorily should be in Mumbai, Hyderabad and Chennai to provide telephonic and remoteassistance services. In case of exigencies or onsite support requirements at various branch locations of | Please refer to corrigendum 1 |
| 334 | 11 | 6 | During the last 5 years, the bidder should have supplied, implemented, and supported the below tools for clients in PSU /Government organization /BFSI within India. a) Data Loss Prevention (DLP), b) Endpoint Detection and Response (EDR), c) Data discovery and Data classification For each of the above tools, a minimum of two (02) references to be provided, out of which one should be of proposed OEM. The minimum deployment size required is as follows: a) For Startups and MSMEs: Minimum 3000 endpoints for each tool b) For rest of the bidders: Minimum 5000 endpoints for each tool | During the last 9 years, the Bidder / OEM should have supplied, implemented, and supported the below tools for clients in PSU /Government organization /BFSI within India. a) Data Loss Prevention (DLP), b) Endpoint Detection and Response (EDR), c) Data discovery and Data classification For each of the above tools, a minimum of two (02) references to be provided, out of which one should be of proposed OEM. The minimum deployment size required is as follows: a) For Startups and MSMEs: Minimum 3000 endpoints for each tool b) For rest of the bidders: Minimum 5000 endpoints for each tool | Please refer to corrigendum 1 |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIC Response |
|-----|--------------------------|-----------------|---|---|-------------------------------|
| 335 | 13 | 1 | <p>During the last 5 years bidder should have experience in supplying, implementing and supporting Mobile Device Management (MDM) for a minimum of 2000 endpoints for PSU /Government organization /BFSI client within India. 2 References -> 0 Marks Every additional reference -> 2 Marks subjected to maximum 4 marks (Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline)</p> | <p>During the last 5 years Bidder / OEM should have experience in supplying, implementing and supporting Mobile Device Management (MDM) for a minimum of 2000 endpoints for PSU /Government organization /BFSI client within India. 2 References -> 2 Marks Every additional reference -> 1 Marks subjected to maximum 4 marks (Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline)</p> | Please refer to corrigendum 1 |
| 336 | 13 | 2 | <p>During the last 5 years bidder should have experience in supplying, implementing and supporting Patch Management for a minimum of 5000 endpoints for PSU /Government organization /BFSI client within India. 2 References -> 0 Marks Every additional reference -> 2 Marks subjected to maximum 4 marks (Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline)</p> | <p>During the last 5 years Bidder / OEM should have experience in supplying, implementing and supporting Patch Management for a minimum of 5000 endpoints for PSU /Government organization /BFSI client within India. 2 References -> 2 Marks Every additional reference -> 1 Marks subjected to maximum 4 marks (Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline)</p> | Please refer to corrigendum 1 |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIC Response |
|-----|--------------------------|-----------------|---|---|-------------------------------|
| 337 | 14 | 3 | <p>During the last 5 years bidder should have experience in supplying, implementing and supporting Key Management Solution for BitLocker keys for PSU /Government organization /BFSI client within India.</p> <p>1 Reference -> 0 Mark 2 References -> 2 Marks</p> <p>(Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline)</p> | <p>During the last 5 years Bidder / OEM should have experience in supplying, implementing and supporting Key Management Solution for BitLocker keys for PSU /Government organization /BFSI client within India.</p> <p>1 Reference -> 1 Mark 2 References -> 2 Marks</p> <p>(Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline)</p> | Please refer to corrigendum 1 |
| 338 | 14 | 4 | <p>During the last 5 years the proposed OEM for Data Loss Prevention (DLP) should have been implemented for a minimum of 10000 endpoints for clients in PSU /Government organization /BFSI within India.</p> <p>2 References -> 0 Marks</p> <p>Every additional reference -> 2 Marks subjected to maximum 4 marks (Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline).</p> | <p>During the last 5 years the proposed OEM for Data Loss Prevention (DLP) should have been implemented for a minimum of 10000 endpoints for clients in PSU /Government organization /BFSI within India.</p> <p>2 References -> 2 Marks</p> <p>Every additional reference -> 1 Marks subjected to maximum 4 marks (Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline).</p> | Please refer to corrigendum 1 |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIC Response |
|-----|--------------------------|-----------------|--|--|-------------------------------|
| 339 | 14 | 5 | <p>During the last 5 years the proposed OEM for Data Classification and Data Discovery should have been implemented for a minimum of 10000 endpoints for clients in PSU /Government organization /BFSI within India. 2</p> <p>References -> 0 Marks</p> <p>Every additional reference -> 2 Marks subjected to maximum 4 marks</p> <p>(Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline).</p> | <p>During the last 5 years the proposed OEM for Data Classification and Data Discovery should have been implemented for a minimum of 10000 endpoints for clients in PSU /Government organization /BFSI within India. 2 References</p> <p>-> 2 Marks</p> <p>Every additional reference -> 1 Marks subjected to maximum 4 marks</p> <p>(Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline).</p> | Please refer to corrigendum 1 |
| 340 | 15 | 6 | <p>During the last 5 years the proposed OEM for Extended Detection and Response (EDR) should have been implemented for a minimum of 10000 endpoints for clients in PSU /Government organization /BFSI within India. 2</p> <p>References -> 0 Marks</p> <p>Every additional reference -> 2 Marks subjected to maximum 4 marks</p> <p>(Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline).</p> | <p>During the last 5 years the proposed OEM for Extended Detection and Response (EDR) should have been implemented for a minimum of 10000 endpoints for clients in PSU /Government organization /BFSI within India. 2</p> <p>References -> 2 Marks</p> <p>Every additional reference -> 1 Marks subjected to maximum 4 marks</p> <p>(Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline).</p> | Please refer to corrigendum 1 |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIC Response |
|-----|--------------------------|-----------------|---|---|-------------------------------|
| 341 | 15 | 7 | <p>During the last 5 years the proposed OEM for Mobile Device Management (MDM) should have been implemented for a minimum of 10000 endpoints for clients in PSU /Government organization /BFSI within India.</p> <p>2 References -> 0 Marks</p> <p>Every additional reference -> 2 Marks subjected to maximum 4 marks (Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline).</p> | <p>During the last 5 years the proposed OEM for Mobile Device Management (MDM) should have been implemented for a minimum of 10000 endpoints for clients in PSU /Government organization /BFSI within India.</p> <p>2 References -> 2 Marks</p> <p>Every additional reference -> 1 Marks subjected to maximum 4 marks (Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline).</p> | Please refer to corrigendum 1 |
| 342 | 16 | 8 | <p>During the last 5 years the proposed OEM for Patch Management should have been implemented for a minimum of 10000 endpoints for clients in PSU /Government organization /BFSI within India.</p> <p>2 References -> 0 Marks</p> <p>Every additional reference -> 2 Marks subjected to maximum 4 marks (Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline).</p> | <p>During the last 5 years the proposed OEM for Patch Management should have been implemented for a minimum of 10000 endpoints for clients in PSU /Government organization /BFSI within India.</p> <p>2 References -> 2 Marks</p> <p>Every additional reference -> 1 Marks subjected to maximum 4 marks (Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline).</p> | Please refer to corrigendum 1 |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIC Response |
|-----|--|----------------------------------|--|--|-------------------------------|
| 343 | 16 | 9 | During the last 5 years the proposed OEM for Key Management Solution for BitLocker should have been for clients in PSU /Government organization /BFSI within India. 2 Reference -> 0 Marks 4 References -> 4 Marks (Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline) | During the last 5 years the proposed OEM for Key Management Solution for BitLocker should have been for clients in PSU /Government organization /BFSI within India. 2 Reference -> 2 Marks 4 References -> 4 Marks (Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline) | Please refer to corrigendum 1 |
| 344 | 16 | 10 | Bidder should have OEM certified personnel for in-scope solutions on their direct payroll Up to 20 certified resources -> 5 Marks For every additional 5 certified resources -> 5 Marks subjected to maximum 20 marks (Supporting Document: Details of such personnel along with copy of OEM certificates along with declaration stating resources are on payroll) | Bidder should have OEM certified personnel for in-scope solutions on their direct payroll Up to 10 certified resources -> 5 Marks For every additional 2 certified resources -> 5 Marks subjected to maximum 20 marks (Supporting Document: Details of such personnel along with copy of OEM certificates along with declaration stating resources are on payroll) | Please refer to corrigendum 1 |
| 345 | 55 | 13.9. | The price covers all expenses for solution components, AMC/ATS, L1 & L2 resources excluding GST. | In commercial bid, Please confirm the commercials will including GST or Excluding GST | Both |
| 346 | EDR/XDR Technical Specifications Page 102 | EDR/XDR Technical Specifications | 5. Solution must support high availability and disaster recovery functions | Request more clarity on HA in DC and DR or HA in DC and Single Node in DR ? and is there a requirement of two-way DR ? Hardware and Software Sizing will depend on the requirement specified. | Load balanced across DC & DR |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIC Response |
|-----|--|----------------------------------|---|--|--|
| 347 | EDR/XDR Technical Specifications Page 102 | EDR/XDR Technical Specifications | 13. The solution must have support of importing and preventing custom IOCs. | Please clarify what is preventing customer IOC is ? Is it to be read as support for importing IOC /Custom IOC for threat prevention? | Solution should not allow upload of custom IOCs |
| 348 | EDR/XDR Technical Specifications Page 102 | EDR/XDR Technical Specifications | 14. Console access should support using 3rd party systems authentication (Entra ID, Two Factor Authentication, etc.) | Since the expectation of solution deployment is ON-Premise, why integration with Entra ID is required ? | Please adhere to RFP |
| 349 | EDR/XDR Technical Specifications Page 103 | EDR/XDR Technical Specifications | 22. When performing upgrades, the solution should download only the accumulated changes from the installed version | Kindly elaborate on Accumulated changes from the installed version | Solution should use delta or incremental updates, so that during upgrades it downloads only the changes from the current installed version instead of the full package |
| 350 | EDR/XDR Technical Specifications Page 104 | EDR/XDR Technical Specifications | 39. The solution should have the feature to allow scheduled scanning and blocking of local drives Optical drives, Removable devices, storage of Mobile like mass storage, etc | Scheduled scanning for local / always connected device is understandable, how can a scheduled scan work for removable devices ? | Please adhere to RFP |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIC Response |
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| 351 | EDR/XDR Technical Specifications Page 104 | EDR/XDR Technical Specifications | 47. The solution must have scrubbing capabilities with no added hardware. Incoming files will be extracted of all potential malicious content such as scripts, macros and active content | Please provide more clarification | Please refer to corrigendum 1 |
| 352 | EDR/XDR Technical Specifications Page 106 | EDR/XDR Technical Specifications | 78 Should offer predefined and customizable playbooks for rapid incident containment and mitigation. | Playbook is normally used in SOAR, Kindly consider to remove | Please adhere to RFP |
| 353 | EDR/XDR Technical Specifications Page 106 | EDR/XDR Technical Specifications | 79. Must predict potential breaches and assess the effectiveness of existing security countermeasures. | what is the expectation from EDR/XDR solution from this requirement, this looks like a VA/PT solution requirement. | Please adhere to RFP |
| 354 | EDR/XDR Technical Specifications Page 106 | EDR/XDR Technical Specifications | 84 Must correlate endpoint activity with network telemetry to improve threat detection accuracy. | Does this mean the integration of Network telemetry also into the solution? | Please refer to corrigendum 1 |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIC Response |
|-----|--|-------------------------------------|--|---|--|
| 355 | EDR/XDR Technical Specifications Page 106 | EDR/XDR Technical Specifications | 87. Must provide visibility into identity-based threats such as credential compromise and lateral movement. | Please provide more details on the requirement, what is the expectation from EDR/XDR solution to detect identity -based threats such as credential compromise ? | Track user accounts and authentication activities to surface identity misuse, privilege abuse, and lateral movement. |
| 356 | EDR/XDR Technical Specifications Page 107 | EDR/XDR Technical Specifications | 98.The agent must monitor and classify outgoing data transfers to USB devices, scanning for malware and reporting details on the console, including endpoint, user, device, transfer summary, and timestamp, with a policy-controlled enable/disable option. | Please provide more details on this requirement and expectation from EDR/XDR solution | Please refer to corrigendum 1 |
| 357 | NA | NA | General | Kindly confirm that Bidder along with its affiliate including its subsidiaries shall participate in the bid. The contracting and invoicing for proposed services/goods specified in this RFP will be managed by bidder or its wholly owned subsidiary. Also, please allow the bidder to use parent company documents for Eligibility qualification, experience, references, etc. | Please adhere to RFP |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIC Response |
|-----|--------------------------|---|--|---|-------------------------------|
| 358 | 11 | 2.4 Eligibility Criteria | <p>Clause 7 - During the last 5 years, the proposed OEM should have been implemented for minimum two (02) clients with at least one in PSU /Government organization /BFSI within India.</p> <p>Documentary proof: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline).</p> <p>UIC reserves the right to directly interact with any of the contact submitted.</p> | <p>Please allow the documentary proof from OEM (POs/ WOs) to be submitted for criteria specifically for OEM experience for this criteria and all other criteria in the RFP.</p> <p>Also, please allow self-declaration for Annexure 18 to be submitted as part of the proposal. Customer reference details can be provided once the bidder is successful and shortlisted for this RFP.</p> | Please refer to corrigendum 1 |
| 359 | 53 | 13.5.3. Termination for Convenience | <p>UIC may send by 30 calendar days' written notice to the Vendor/Bidder to terminate the contract, in whole or in part at any time at its 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. In the event of the Vendor/Bidder terminating this agreement, the Vendor/Bidder may send by 90 calendar day's written notice to UIC to 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.</p> | <p>Request to remove this clause or alternatively change it to allow Supplier to recover early termination charges from UIC in case of an early termination for convenience.</p> | Please adhere to RFP |
| 360 | 40 | 10. PAYMENT TERMS AND PENALTY DUE TO DELAY: | <p>Delivery of Hardware</p> <p>Delivery of Software Licenses & Agent Installation</p> | <p>Request 90% payment on delivery and 10% payment on Go-Live. Also, what is the credit period / duration of payment from the date of invoice ?</p> | Please refer to corrigendum 1 |

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| 361 | 50 | 12.4 | UIC reserves its right to carry out inspection of the proposed solution facility, if required. There shall not be any additional charges for such inspection. | We propose that inspection can be conducted with an advance 30 days written notice to the Bidder at the expense of UIC and the scope is to be limited to the services procured under this RFP. | Please adhere to RFP |
| 362 | 52 | 13.5 | Termination | We propose the following: Please make this clause mutual and delete termination for convenience. In the event UIC terminates the contract before the expiry of the term, UIC agrees to be pay the charges for remaining term under the RFP as early termination charges. | Please adhere to RFP |
| 363 | 55 | 13.11 | Indemnity | We propose the following to be replaced with the original clause: Each Party shall indemnify the other from and against any claims by third parties (including any Governmental Authority) and expenses (including legal fees and court costs) arising from damage to tangible property, personal injury or death caused by such Party's negligence or willful misconduct. Customer shall also indemnify, defend and hold Supplier harmless from any and all claims (including claims by any Governmental Authority seeking to impose penal or criminal sanctions) (i) relating to Customer's or its End Users' use of the Services; and/or (ii) claims arising from Customer's breach of acceptable use policy of the Supplier. | Please adhere to RFP |
| 364 | 57 | 13.12 | Limitation of Liability | Notwithstanding anything to the contrary, the Bidder's overall liability in the contract/ applicable purchase order shall not exceed, the most recent twelve (12) month of charges collected by the Bidder. Further liability of Bidder shall be restricted to direct losses/damages only and will exclude indirect, consequential, special or punitive damages including without limitation loss of profit, loss of revenue, loss of data, negligence, damage to data etc. Bidder's sole liability and Customer's sole remedy for damages relating to services is limited to any applicable credit allowances/penalties due. | Please adhere to RFP |
| 365 | 62 | 13.28.2 | UIC ownership of Intellectual Property Rights in RFP | We propose deletion of this clause as there is no customisation or work product getting created under the RFP by the bidder. | Please adhere to RFP |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIC Response |
|-----|--------------------------|--------------------------|--|--|-------------------------------|
| 366 | 69 | 13.54 | Right to Audit | We propose that audit of the records can be conducted with an advance 30 days written notice to the Bidder at the expense of UIC and the scope is to be limited to the services procured under this RFP. | Please adhere to RFP |
| 367 | 141 | Annexure-12, Clause-8 | Fall Clause | We propose deletion of this clause. | Please adhere to RFP |
| 368 | 11 | 6 | During the last 5 years, the bidder should have supplied, implemented, and supported the below tools for clients in PSU /Government organization /BFSI within India. · Data Loss Prevention (DLP), · Endpoint Detection and Response (EDR), · Data discovery and Data classification For each of the above tools, a minimum of two (02) references to be provided, out of which one should be of proposed OEM. | Please add private as a reference for all and remove data discovery and data classification from reference ask | Please refer to corrigendum 1 |
| 369 | 11 | 6 | The minimum deployment size required is as follows: · For Startups and MSMEs: Minimum 3000 endpoints for each tool · For rest of the bidders: Minimum 5000 endpoints for each tool | Please change the minimum end points to 1000 for each tool with above private companies as inclusions | Please refer to corrigendum 1 |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIC Response |
|-----|--------------------------|-----------------|---|---|-------------------------------|
| 370 | 11 | 8 | The bidder should have deployed a minimum of at least 10 (L1 & L2) OEM certified resources/ personnels for the Proposed /Similar solutions in scope for at least one (01) PSU/ Government /BFSI client (and) Bidder should have at least 10 personnel (OEM certified) out of which 4 personnel certified for any of the proposed OEM on their direct payroll. | Please change the minimum amount of people to 2 and add private entities, and change second statement to 2 personnel for direct payroll | Please refer to corrigendum 1 |
| 371 | 13 | 1 | During the last 5 years bidder should have experience in supplying, implementing and supporting Mobile Device Management (MDM) for a minimum of 2000 endpoints for PSU /Government organization /BFSI client within India. · 2 References -> 0 Marks · Every additional reference -> 2 Marks subjected to maximum 4 marks (Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline) | please change 2000 endpoints to 500 endpoints and add private companies to the client list | Please refer to corrigendum 1 |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIC Response |
|-----|--------------------------|-----------------|---|---|--------------------------------------|
| 372 | 13 | 2 | <p>During the last 5 years bidder should have experience in supplying, implementing and supporting Patch Management for a minimum of 5000 endpoints for PSU /Government organization /BFSI client within India.</p> <ul style="list-style-type: none"> · 2 References -> 0 Marks · Every additional reference -> 2 Marks subjected to maximum 4 marks <p>(Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline)</p> | <p>please change 5000 endpoints to 500 endpoints and add private companies within India to the client list and reduce the reference count to 1 overall with 4 marks</p> | <p>Please refer to corrigendum 1</p> |
| 373 | 13 | 3 | <p>During the last 5 years bidder should have experience in supplying, implementing and supporting Key Management Solution for BitLocker keys for PSU /Government organization /BFSI client within India.</p> <ul style="list-style-type: none"> · 1 Reference -> 0 Mark · 2 References -> 2 Marks <p>(Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline)</p> | <p>we request to remove the clause and redistribute the marks to other criteria</p> | <p>Please refer to corrigendum 1</p> |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIC Response |
|-----|--------------------------|-----------------|---|---|-------------------------------|
| 374 | 11 | 6 | The minimum deployment size required is as follows: · For Startups and MSMEs: Minimum 3000 endpoints for each tool · For rest of the bidders: Minimum 5000 endpoints for each tool | Please change the minimum end points to 1000 for each tool with above private as inclusions | Please refer to corrigendum 1 |
| 375 | 13 | 1 | During the last 5 years bidder should have experience in supplying, implementing and supporting Mobile Device Management (MDM) for a minimum of 2000 endpoints for PSU /Government organization /BFSI client within India. · 2 References -> 0 Marks · Every additional reference -> 2 Marks subjected to maximum 4 marks (Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline) | please change 2000 to 500 and add private to the client list | Please refer to corrigendum 1 |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIC Response |
|-----|--------------------------|-----------------|---|--|--------------------------------------|
| 376 | 13 | 2 | <p>During the last 5 years bidder should have experience in supplying, implementing and supporting Patch Management for a minimum of 5000 endpoints for PSU /Government organization /BFSI client within India.</p> <ul style="list-style-type: none"> · 2 References -> 0 Marks · Every additional reference -> 2 Marks subjected to maximum 4 marks <p>(Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline)</p> | <p>please change 5000 to 500 and add private to the client list and reduce the refrece count to 1 overall with 4 marks</p> | <p>Please refer to corrigendum 1</p> |
| 377 | 13 | 3 | <p>During the last 5 years bidder should have experience in supplying, implementing and supporting Key Management Solution for BitLocker keys for PSU /Government organization /BFSI client within India.</p> <ul style="list-style-type: none"> · 1 Reference -> 0 Mark · 2 References -> 2 Marks <p>(Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline)</p> | <p>we request to remove the clause and redistribute the marks for others</p> | <p>Please refer to corrigendum 1</p> |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIC Response |
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| 378 | Page 13-16 | Technical Evaluation Criteria | During the last 5 years the proposed OEM for Data Classification and Data Discovery should have been implemented for a minimum of 10000 endpoints for clients in PSU /Government organization /BFSI within India. | Can UIC consider relaxing the 10000 endpoint requirement for Data Classification and Discovery OEM references and allow inclusion of private sector deployments with similar scope? | Please refer to corrigendum 1 |
| 379 | 11 | Eligibility Criteria Sr. No. 6 | <p>During the last 5 years, the bidder should have supplied, implemented, and supported the below tools for clients in PSU /Government organization /BFSI within India.</p> <ul style="list-style-type: none"> · Data Loss Prevention (DLP), · Endpoint Detection and Response (EDR), · Data discovery and Data classification <p>For each of the above tools, a minimum of two (02) references to be provided, out of which one should be of proposed OEM.</p> <p>The minimum deployment size required is as follows:</p> <ul style="list-style-type: none"> · For Startups and MSMEs: Minimum 3000 endpoints for each tool · For rest of the bidders: Minimum 5000 endpoints for each tool | <p>We request you to kindly change this clause as below:</p> <p>During the last 5 years, the bidder should have supplied, implemented, and supported the ANY OF below tools for clients in PSU /Government organization /BFSI within India.</p> <ul style="list-style-type: none"> · Data Loss Prevention (DLP), · Endpoint Detection and Response (EDR), · Data discovery and Data classification <p>For each of the above tools, a minimum of one (01) references to be provided, out of which one should be of proposed OEM.</p> <p>The minimum deployment size required is as follows:</p> <ul style="list-style-type: none"> · For Startups and MSMEs: Minimum 3000 endpoints for each tool · For rest of the bidders: Minimum 5000 endpoints for each tool | Please refer to corrigendum 1 |

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| 380 | 85 | Eligibility Criteria - Clause - 6 | <p>During the last 5 years, the bidder should have supplied, implemented, and supported the below tools for clients in PSU /Government organization /BFSI within India.</p> <ul style="list-style-type: none"> • Data Loss Prevention (DLP), • Endpoint Detection and Response (EDR), • Data discovery and Data classification <p>For each of the above tools, a minimum of two (02) references to be provided, out of which one should be of proposed OEM.</p> <p>The minimum deployment size required is as follows:</p> <ul style="list-style-type: none"> • For Startups and MSMEs: Minimum 3000 endpoints for each tool • For rest of the bidders: Minimum 5000 endpoints for each tool | <p>During the last 5 years, bidder or its subsidiary or its associate or sister company or its holding company should have should have managed/ currently managing any three (3) of the below tools in any one PSU/PSE/ Government Organizations / BFSI in India</p> <ul style="list-style-type: none"> Data Loss Prevention (DLP) • Endpoint Detection and Response (EDR) • Data Discovery & Classification Software Licenses • Mobile Device Management (MDM) for Laptops • Patch Management Software Licenses • Key Management Solution (KMS) for BitLocker keys <p>For each of the above tools, a minimum of one (01) references to be provided, out of which one should be of proposed OEM.</p> <p>The minimum deployment size required is as follows:</p> <ul style="list-style-type: none"> • For Startups and MSMEs: Minimum 3000 endpoints for each tool • For rest of the bidders: Minimum 5000 endpoints for each tool | Please refer to corrigendum 1 |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIC Response |
|-----|--------------------------|--------------------------------------|---|---|----------------------------------|
| 381 | 85 | Eligibility Criteria - Clause - 6 | <p>During the last 5 years, the bidder should have supplied, implemented, and supported the below tools for clients in PSU /Government organization /BFSI within India.</p> <ul style="list-style-type: none"> • Data Loss Prevention (DLP), • Endpoint Detection and Response (EDR), • Data discovery and Data classification <p>For each of the above tools, a minimum of two (02) references to be provided, out of which one should be of proposed OEM.</p> <p>The minimum deployment size required is as follows:</p> <ul style="list-style-type: none"> • For Startups and MSMEs: Minimum 3000 endpoints for each tool • For rest of the bidders: Minimum 5000 endpoints for each tool | <p>**Clarification / Amendment Requested:**</p> <p>Request to remove the restriction of “last 5 years” and allow submission of relevant deployment references irrespective of timeline or last 10 years, provided the solution have been implemented or be currently managing.</p> <p>**Justification:**</p> <p>Restricting deployment experience to the last 5 years may exclude bidders with substantial and relevant experience in large-scale implementations that remain valid and technically comparable. Allowing older references will ensure fair competition and recognize long-standing expertise in PSU/Government/BFSI environments.</p> <p>**Proposed Revised Clause:**</p> <p>> “The bidder should have supplied, implemented, and supported the below tools for clients in PSU / Government organization / BFSI within India, with relevant references irrespective of the implementation timeline, provided the deployment was successful and meets the specified endpoint scale.”</p> | Please refer to corrigendum 1 |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIC Response |
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| 382 | 85 | Eligibility Criteria - Clause - 6 | <p>During the last 5 years, the bidder should have supplied, implemented, and supported the below tools for clients in PSU /Government organization /BFSI within India.</p> <ul style="list-style-type: none"> • Data Loss Prevention (DLP), • Endpoint Detection and Response (EDR), • Data discovery and Data classification <p>For each of the above tools, a minimum of two (02) references to be provided, out of which one should be of proposed OEM.</p> <p>The minimum deployment size required is as follows:</p> <ul style="list-style-type: none"> • For Startups and MSMEs: Minimum 3000 endpoints for each tool • For rest of the bidders: Minimum 5000 endpoints for each tool | <p>**Clarification / Amendment Requested:** Request to reduce the reference requirement from **two (02)** to **one (01)** for each tool.</p> <p>**Justification:** Many bidders may have successfully deployed these tools in large-scale environments but may not have two distinct references readily available for each tool within the specified sectors. Allowing **one valid reference**—especially one involving the proposed OEM—will ensure broader participation without compromising the integrity or relevance of the bidder’s experience.</p> <p>**Proposed Revised Clause:** > “For each of the above tools, a minimum of one (01) reference to be provided, which should be of the proposed OEM.”</p> | Please refer to corrigendum 1 |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIC Response |
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| 383 | 85 | Eligibility Criteria - Clause - 6 | <p>During the last 5 years, the bidder should have supplied, implemented, and supported the below tools for clients in PSU /Government organization /BFSI within India.</p> <ul style="list-style-type: none"> • Data Loss Prevention (DLP), • Endpoint Detection and Response (EDR), • Data discovery and Data classification <p>For each of the above tools, a minimum of two (02) references to be provided, out of which one should be of proposed OEM.</p> <p>The minimum deployment size required is as follows:</p> <ul style="list-style-type: none"> • For Startups and MSMEs: Minimum 3000 endpoints for each tool • For rest of the bidders: Minimum 5000 endpoints for each tool | <p>Clarification / Amendment Requested: Request to allow submission of one reference Purchase Order (PO) from any three tools among the following categories:</p> <ul style="list-style-type: none"> - Data Loss Prevention (DLP) - Endpoint Detection and Response (EDR) - Data Discovery & Classification Software Licenses - Mobile Device Management (MDM) for Laptops - Patch Management Software Licenses - Key Management Solution (KMS) for BitLocker keys <p>Justification:</p> <ul style="list-style-type: none"> - Many bidders may have substantial experience across multiple tools but not necessarily two references for each individual category. - Allowing one reference PO from any three tools will ensure broader participation while still validating technical capability across critical security domains. - This approach maintains the spirit of the requirement while offering flexibility for bidders with diverse but relevant deployment histories. <p>Proposed Revised Clause: “During the last 5 years, the bidder should have supplied, implemented, and supported at least one (01) reference PO for any three tools from the following list, for clients in PSU / Government organization / BFSI within India:</p> <ul style="list-style-type: none"> • Data Loss Prevention (DLP) • Endpoint Detection and Response (EDR) • Data Discovery & Classification Software Licenses • Mobile Device Management (MDM) for Laptops • Patch Management Software Licenses • Key Management Solution (KMS) for BitLocker keys <p>At least one reference should be of the proposed OEM. Minimum deployment size:</p> <ul style="list-style-type: none"> • For Startups and MSMEs: Minimum 3000 endpoints per tool • For rest of the bidders: Minimum 5000 endpoints per tool” | Please refer to corrigendum 1 |

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| 384 | 85 | Eligibility Criteria - Clause - 7 | <p>During the last 5 years, the proposed OEM should have been implemented for minimum two (02) clients with at least one in PSU /Government organization /BFSI within India.</p> <ul style="list-style-type: none"> • Data Loss Prevention (DLP) for minimum 10000 endpoints, • Endpoint Detection and Response (EDR) for minimum 10000 endpoints, • Data discovery and Data classification for minimum 10000 endpoints, • Mobile Device Management (MDM) for minimum 2000 endpoints, • Patch Management Solution for minimum 10000 endpoints, • Key Management Solution for BitLocker key. | <p>Clarification / Amendment Requested:</p> <p>Request to:</p> <ul style="list-style-type: none"> - Remove the “last 5 years” restriction or extend the timeline to 10 years - Reduce the reference requirement from two (02) to one (01) per tool <p>Justification:</p> <ul style="list-style-type: none"> - OEMs with long-standing deployments beyond 5 years continue to demonstrate technical relevance and operational maturity. - Allowing references from up to 10 years or without timeline restriction will ensure broader participation and recognize proven OEM capabilities. - Requiring only one reference per tool—especially involving PSU/BFSI—will maintain evaluation integrity while enabling qualified bidders to participate without undue constraint. <p>Proposed Revised Clause:</p> <p>“The proposed OEM should have been implemented for minimum one (01) client in PSU / Government organization / BFSI within India for each of the following tools. Deployment references within the last 10 years or currently active:</p> <ul style="list-style-type: none"> • Data Loss Prevention (DLP) for minimum 10,000 endpoints • Endpoint Detection and Response (EDR) for minimum 10,000 endpoints • Data discovery and Data classification for minimum 10,000 endpoints • Mobile Device Management (MDM) for minimum 2,000 endpoints • Patch Management Solution for minimum 10,000 endpoints • Key Management Solution for BitLocker key” | Please refer to corrigendum 1 |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIC Response |
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| 385 | 88 | Technical Evaluation Criteria - Clause - 1 | <p>During the last 5 years bidder should have experience in supplying, implementing and supporting Mobile Device Management (MDM) for a minimum of 2000 endpoints for PSU /Government organization /BFSI client within India.</p> <ul style="list-style-type: none"> • 2 References -> 0 Marks • Every additional reference -> 2 Marks subjected to maximum 4 marks <p>(Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline)</p> | <p>During the last 5 years, bidder or its subsidiary or its associate or sister company or its holding company should have should have managed/ currently managing Mobile Device Management (MDM) for a minimum of 2000 endpoints for PSU /Government organization /BFSI client within India.</p> <ul style="list-style-type: none"> • Each valid reference → 2 Marks <p>(Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline)</p> | Please refer to corrigendum 1 |
| 386 | 88 | Technical Evaluation Criteria - Clause - 2 | <p>During the last 5 years bidder should have experience in supplying, implementing and supporting Patch Management for a minimum of 5000 endpoints for PSU /Government organization /BFSI client within India.</p> <ul style="list-style-type: none"> • 2 References -> 0 Marks • Every additional reference -> 2 Marks subjected to maximum 4 marks <p>(Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline)</p> | <p>During the last 5 years, bidder or its subsidiary or its associate or sister company or its holding company should have should have managed/ currently managing Patch Management for a minimum of 5000 endpoints for PSU /Government organization /BFSI client within India.</p> <ul style="list-style-type: none"> • Each valid reference → 2 Marks <p>(Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline)</p> | Please refer to corrigendum 1 |

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| 387 | 88 | Technical Evaluation Criteria - Clause - 3 | <p>During the last 5 years bidder should have experience in supplying, implementing and supporting Key Management Solution for BitLocker keys for PSU /Government organization /BFSI client within India.</p> <ul style="list-style-type: none"> • 1 Reference -> 0 Mark • 2 References -> 2 Marks <p>(Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline)</p> | <p>During the last 5 years, bidder or its subsidiary or its associate or sister company or its holding company should have should have managed/ currently managing Key Management Solution for BitLocker keys for PSU /Government organization /BFSI client within India.</p> <ul style="list-style-type: none"> • Each valid reference → 2 Marks <p>(Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline)</p> | Please refer to corrigendum 1 |
| 388 | 88 | Technical Evaluation Criteria - Clause - 3 | <p>During the last 5 years bidder should have experience in supplying, implementing and supporting Key Management Solution for BitLocker keys for PSU /Government organization /BFSI client within India.</p> <ul style="list-style-type: none"> • 1 Reference -> 0 Mark • 2 References -> 2 Marks <p>(Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline)</p> | <p>During the last 5 years bidder should have experience in supplying, implementing and supporting Key Management Solution for BitLocker keys / HSM for PSU /Government organization /BFSI client within India.</p> <ul style="list-style-type: none"> • 1 Reference -> 0 Mark • 2 References -> 2 Marks <p>(Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline)</p> | Please refer to corrigendum 1 |

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| 389 | 88 | Technical Evaluation Criteria - Clause - 4 | <p>During the last 5 years the proposed OEM for Data Loss Prevention (DLP) should have been implemented for a minimum of 10000 endpoints for clients in PSU /Government organization /BFSI within India.</p> <ul style="list-style-type: none"> • 2 References -> 0 Marks • Every additional reference -> 2 Marks subjected to maximum 4 marks <p>(Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline).</p> | <p>Clarification Requested: We understand that this clause pertains to the OEM's deployment experience, and that the bidder is required to submit OEM-issued Purchase Orders and performance certificates from end customers to validate this.</p> <p>Kindly confirm whether:</p> <ul style="list-style-type: none"> - The references should be based on OEM deployments, not necessarily executed by the bidder - The supporting documents (POs and certificates) must be issued by the OEM's customers, and not by the bidder's own clients <p>This will help ensure accurate documentation and alignment with the evaluation criteria.</p> | OEM deployments, not necessarily executed by the bidder |
| 390 | 125 | 214.1.1. Data Loss Prevention (DLP) | The bidder shall provide remote collection capabilities for troubleshooting logs to facilitate efficient issue resolution. | We understand that solution need to forward the logs to another device/ storage provided by Bank | Understanding is correct |
| 391 | 126 | 214.1.1. Data Loss Prevention (DLP) | The bidder shall utilize modern remote deployment methods, including script support, to facilitate easy installation and uninstallation of the DLP agents. | Please provide the details of existing central software for pushing the agents for installation. | Patch management solution is available. Bidder to suggest approach |
| 392 | 127 | 234.1.4. Mobile Device Management (MDM) for Laptops, Tablets | The solution is expected to function like a unified endpoint management solution and shall be used for managing mobile devices such as laptops and tablets. | Please provide the OS details of Laptop and tablets which needs to be manage | Details will be shared with selected bidder |
| 393 | 128 | 305.1. TIMELINE | Integration of deployed agents with backend systems and activation of policies--Within 12 weeks from the date of Purchase Order | Request to increase the timeline to 14 weeks from the date of PO | Please refer to corrigendum 1 |
| 394 | 129 | 305.1. TIMELINE | Final solution configuration and user acceptance---Within 14 weeks from the date of Purchase Order | Request to increase the timeline to 20 weeks from the date of PO | Please refer to corrigendum 1 |
| 395 | 130 | 305.1. TIMELINE | Go-live across all locations--Within 14 weeks from the date of Purchase Order | Request to increase the timeline to 28 weeks from the date of PO | Please refer to corrigendum 1 |

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| 396 | 131 | 327. SUPPORT ENGINEERS | L1 Resource – Per Shift one resource in HO, one in DC and one in DR (24x7) | We understand that 3 L1 resources required at each location. Kindly confirm | Per Shift one resource in HO, one in DC and one in DR (24x7) |
| 397 | 132 | 337. SUPPORT ENGINEERS | Onsite or OEM-level support must be provided for all endpoint security issues that cannot be resolved by L1 or L2 support engineers. | Please confirm if we need to deploy dedicated OEM resource at onsite from each solution | OEM resources to be deployed in case L1/L2 resources of bidder are not able to solve the issues |
| 398 | 133 | 388.3. RESOURCES PROVIDED BY BIDDER AND PENALTY | During the Implementation period - In the absence of the engineers (both L1 & L2 engineer), suitable replacement is to be provided on immediate basis | We understand that asked L1 and L2 resources are for the contract period and not applicable for implementation period. Implementation team will have different structure so no penalty during the implementation period will be application on resource unavailability. Kindly confirm | Please adhere to RFP |
| 399 | 134 | 388.3. RESOURCES PROVIDED BY BIDDER AND PENALTY | Engineer Support @ DC and DR – In case of exigency or in case of engineer requirement at DC and DR sites, Bidder should provide support at the DC and DR within 3 hours from the time of incident reported, | It is very difficult to arrange engineers in 3 hours considering traffic condition in Mumbai and Hyderabad. So request to increase it to 6 hours. | Please adhere to RFP |
| 400 | 24. Key Management Solution for BitLocker keys | Key Management Solution for BitLocker keys | <ul style="list-style-type: none"> The bidder should implement secure processes for key generation, distribution, storage, rotation, archival, recovery, and destruction. The bidder should support both automated and manual key rotation policies configurable by the organization. | The specific clause limits the participation of the encryption solution vendors, and hence we request you to modify the clause to below. Help-desk recovery option is more secure channel to provide access to locked disks for users who have forgotten their passwords | Please adhere to RFP |

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| 401 | 134. BitLocker Key Management Solution (KMS) | BitLocker Key Management Solution (KMS), Point 3 | Must support centralized configuration and enforcement of BitLocker policies including encryption method, algorithm (AES 128/256 XTS), TPM enforcement, startup authentication (TPM only, TPM + PIN, TPM + USB), and silent encryption deployment without user intervention | Request if startup authenticate requirement is changed to (TPM only/TPM + PIN/TPM + USB), | Please adhere to RFP |
| 402 | 135. BitLocker Key Management Solution (KMS) | BitLocker Key Management Solution (KMS), Point 7 | Must provide detailed reports on encryption compliance, noncompliant devices, and recovery key escrow status. Reports should be exportable (PDF/Excel/CSV) and support automated scheduling. | Please help us understand, can recovery "key escrow status" be read/understood as "Recovery Key Status" | Understanding is correct |
| 403 | 135. BitLocker Key Management Solution (KMS) | BitLocker Key Management Solution (KMS), Point 12 | A self-service portal for end-users to securely retrieve their own recovery key, protected by MFA, is desirable but not mandatory. | Request if the requirement can be changed to The solution should have Self-Service Password Recovery or help desk assisted recovery options for end-users | This is a desirable feature. It will be decision of UIC to enable or not |

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| 404 | 11 | 6 | <p>During the last 5 years, the bidder should have supplied, implemented, and supported the below tools for clients in PSU /Government organization /BFSI within India.</p> <ul style="list-style-type: none"> · Data Loss Prevention (DLP), · Endpoint Detection and Response (EDR), · Data discovery and Data classification <p>For each of the above tools, a minimum of two (02) references to be provided, out of which one should be of proposed OEM. The minimum deployment size required is as follows:</p> <ul style="list-style-type: none"> · For Startups and MSMEs: Minimum 3000 endpoints for each tool · For rest of the bidders: Minimum 5000 endpoints for each tool <p>(Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline)</p> | <p>Bidder requests that the clause be modified as follows:</p> <p>During the last 5 years, the bidder should have supplied/ implemented, and supported the below tools for clients in PSU /Government organization /BFSI within India.</p> <ul style="list-style-type: none"> · Data Loss Prevention (DLP), (Minimum 3000 endpoints) · Endpoint Detection and Response (EDR), (Minimum 3000 endpoints) · Data discovery and Data classification,(Minimum 1500 endpoints) <p>For each of the above tools, one(1) reference to be provided.</p> <p>Supporting Document: Bidder should Provide Purchase Order(s) / Contract/MSA/Sign-off letter / performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline).</p> | Please refer to corrigendum 1 |
| 405 | 12 | 8 | <p>The bidder should have deployed a minimum of at least 10 (L1 & L2) OEM certified resources/ personnels for the Proposed /Similar solutions in scope for at least one (01) PSU/ Government /BFSI client</p> <p>Details of such personnel (PO and Invoices mentioning number of resources/FMS) along with copy of OEM certificates required along with declaration stating resources are on payroll.</p> | <p>Bidder requests that the clause be modified as follows:</p> <p>Bidder should have qualified resources currently employed with the bidder having valid CISSP/ CCIE (Security)/ CISM/ Certified SOC Analyst (EC Council)/ CompTIA Security+/ CEH/ CISA Certification.</p> <ul style="list-style-type: none"> · Up to 20 certified resources -> 5 Marks · For every additional 5 certified resources -> 5 Marks subjected to maximum 20 marks <p>Supporting document: Self declaration from the bidder by authorized signatory and copy of valid certificates.</p> | Please refer to corrigendum 1 |

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|-----|--------------------------|-----------------|---|--|-------------------------------|
| 406 | 13 | 1 | <p>During the last 5 years bidder should have experience in supplying, implementing and supporting Mobile Device Management (MDM) for a minimum of 2000 endpoints for PSU /Government organization /BFSI client within India.</p> <ul style="list-style-type: none"> · 2 References -> 0 Marks · Every additional reference -> 2 Marks subjected to maximum 4 marks <p>(Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline)</p> | <p>Bidder requests that the clause be modified as follows: During the last 5 years bidder should have experience in supplying/ implementing and supporting Mobile Device Management (MDM) for a minimum of 5000 endpoints for PSU /Government organization /BFSI client within India.</p> <ul style="list-style-type: none"> 1 Reference of 5000 endpoints - 1 marks 1 Reference of 10000 endpoints - 2 marks 1 Reference of 40000 endpoints - 4 marks <p>Supporting Document: Bidder should Provide Purchase Order(s) / Contract/MSA/Sign-off letter / performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline).</p> | Please refer to corrigendum 1 |
| 407 | 13 | 2 | <p>During the last 5 years bidder should have experience in supplying, implementing and supporting Patch Management for a minimum of 5000 endpoints for PSU /Government organization /BFSI client within India.</p> <ul style="list-style-type: none"> · 2 References -> 0 Marks · Every additional reference -> 2 Marks subjected to maximum 4 marks <p>(Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline)</p> | <p>Bidder requests that the clause be modified as follows: During the last 5 years bidder should have experience in supplying/ implementing and supporting Patch Management for a minimum of 5000 endpoints for PSU /Government organization /BFSI client within India.</p> <ul style="list-style-type: none"> • Every additional reference > 2 Marks subjected to maximum 6 marks • 2 References - 0 Marks <ul style="list-style-type: none"> 1 Reference of 5000 endpoints - 1 marks 1 Reference of 10000 endpoints - 2 marks 1 Reference of 20000 endpoints - 4 marks <p>Supporting Document: Bidder should Provide Purchase Order(s) / Contract/MSA/Sign-off letter / performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline).</p> | Please refer to corrigendum 1 |

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| 408 | 14 | 3 | <p>During the last 5 years bidder should have experience in supplying, implementing and supporting Key Management Solution for BitLocker keys for PSU /Government organization /BFSI client within India.</p> <ul style="list-style-type: none"> · 1 Reference -> 0 Mark · 2 References -> 2 Marks <p>(Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline)</p> | <p>Bidder requests that the clause be modified as follows: During the last 5 years bidder should have experience in supplying/ implementing and supporting Key Management Solution for BitLocker keys for PSU /Government organization /BFSI client within India.</p> <ul style="list-style-type: none"> · 1 Reference -> 1 Mark · 2 References -> 2 Marks <p>Supporting Document: Bidder should Provide Purchase Order(s) / Contract/MSA/Sign-off letter / performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline).</p> | Please refer to corrigendum 1 |
| 409 | 14 | 5 | <p>During the last 5 years the proposed OEM for Data Classification and Data Discovery should have been implemented for a minimum of 10000 endpoints for clients in PSU /Government organization /BFSI within India.</p> <ul style="list-style-type: none"> · 2 References -> 0 Marks · Every additional reference -> 2 Marks subjected to maximum 4 marks <p>(Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline).</p> | <p>Data classification tools are limited in market and the requesting UIC to choose the appropriate OEM who can meet UIC requirement. Bidder request to modify the clause as - "During the last 5 years the OEM for Data Classification and Data Discovery should have been implemented for a minimum of 10000 endpoints for clients in PSU /Government organization /BFSI within India.</p> <ul style="list-style-type: none"> · 2 References -> 0 Marks · Every additional reference -> 2 Marks subjected to maximum 4 marks <p>(Supporting Document: Bidder should Provide Purchase Order(s) / Contract / MSA / Sign-off letter / performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline).</p> | Please refer to corrigendum 1 |

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| 410 | 15 | 6 | <p>During the last 5 years the proposed OEM for Extended Detection and Response (EDR) should have been implemented for a minimum of 10000 endpoints for clients in PSU /Government organization /BFSI within India.</p> <ul style="list-style-type: none"> · 2 References -> 0 Marks · Every additional reference -> 2 Marks subjected to maximum 4 marks <p>(Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline).</p> | <p>Bidder request to modify the clause as -</p> <p>During the last 5 years the proposed OEM for Extended Detection and Response (EDR) should have been implemented for a minimum of 10000 endpoints for clients in PSU /Government organization /BFSI within India.</p> <ul style="list-style-type: none"> · 2 References -> 0 Marks · Every additional reference -> 2 Marks subjected to maximum 4 marks <p>(Supporting Document: Bidder should Provide Purchase Order(s) / Contract / MSA / Sign-off letter / performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline).</p> | Please refer to corrigendum 1 |
| 411 | 15 | 7 | <p>During the last 5 years the proposed OEM for Mobile Device Management (MDM) should have been implemented for a minimum of 10000 endpoints for clients in PSU /Government organization /BFSI within India.</p> <ul style="list-style-type: none"> · 2 References -> 0 Marks · Every additional reference -> 2 Marks subjected to maximum 4 marks <p>(Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline).</p> | <p>Bidder request to modify the clause as -</p> <p>During the last 5 years the proposed OEM for Mobile Device Management (MDM) should have been implemented for a minimum of 10000 endpoints for clients in PSU /Government organization /BFSI within India.</p> <ul style="list-style-type: none"> · 2 References -> 0 Marks · Every additional reference -> 2 Marks subjected to maximum 4 marks <p>(Supporting Document: Bidder should Provide Purchase Order(s) / Contract / MSA / Sign-off letter / performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline).</p> | Please refer to corrigendum 1 |

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| 412 | 15 | 8 | During the last 5 years the proposed OEM for Patch Management should have been implemented for a minimum of 10000 endpoints for clients in PSU /Government organization /BFSI within India. · 2 References -> 0 Marks · Every additional reference -> 2 Marks subjected to maximum 4 marks (Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline). | Bidder request to modify the clause as - During the last 5 years the proposed OEM for Patch Management should have been implemented for a minimum of 10000 endpoints for clients in PSU /Government organization /BFSI within India. · 2 References -> 0 Marks · Every additional reference -> 2 Marks subjected to maximum 4 marks (Supporting Document: Bidder should Provide Purchase Order(s) / Contract / MSA / Sign-off letter / performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline). | Please refer to corrigendum 1 |
| 413 | 16 | 9 | During the last 5 years the proposed OEM for Key Management Solution for BitLocker should have been for clients in PSU /Government organization /BFSI within India. · 2 Reference -> 0 Marks · 4 References -> 4 Marks (Supporting Document: Bidder should Provide Purchase Order(s) with the performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline) | Bidder request to modify the clause as - During the last 5 years the proposed OEM for Key Management Solution for BitLocker should have been for clients in PSU /Government organization /BFSI within India. · 2 Reference -> 0 Marks · 4 References -> 4 Marks (Supporting Document: Bidder should Provide Purchase Order(s) / Contract / MSA / Sign-off letter / performance certificate as per Annexure 18 signed & sealed by the respective Bidder's customers along with their contact details (email, mobile and landline) | Please refer to corrigendum 1 |
| 414 | 27 | 4.2.1 | Sizing | The sizing for endpoints are not matching between DLP, Patch management and Data Classification. Bidder requests UIIC to share exact number of Windows Endpoints, Linux Endpoints, Servers and others. | Please adhere to RFP |
| 415 | 30 | 5.1 | Timeline 3a. Delivery of hardware and software components at Mumbai & Hyderabad locations. Within 6 weeks from the date of Purchase Order issuance | Bidder requests below change in timeline as the hardware delivery takes minimum of 12 weeks from the date of PO. Delivery of hardware and software components at Mumbai & Hyderabad locations. Within 12 weeks from the date of Purchase Order issuance | Please refer to corrigendum 1 |

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|-----|--------------------------|-----------------|--|--|---|
| 416 | 30 | 5.1 | 3b. Deployment of agents of in-scope tools on all endpoints across all locations of UIC. In parallel with hardware delivery; Within 6 weeks from Purchase Order | Rollout of agent can technically start only after the central server is installed. Hence Parallel with hardware delivery is not possible, Bidder requests below change in timeline as the hardware delivery takes minimum of 8 weeks from the date of Supply of Hardware. "Deployment of agents of in-scope tools on all endpoints across all locations of UIC. In parallel with hardware delivery; Within 8 weeks from date of Hardware Supply" | Please refer to corrigendum 1 |
| 417 | 30 | 5.1 | 4. Infrastructure setup and base configuration (racking, cabling, OS, and solution installation). Within 10 weeks from the date of Purchase Order | Infrastructure setup and base configuration (racking, cabling, OS, and solution installation). Bidder requests to change this to - within 16 weeks from the date of Purchase Order | Please refer to corrigendum 1 |
| 418 | 30 | 5.1 | 5. Integration of deployed agents with backend systems and activation of policies. Within 12 weeks from the date of Purchase Order | Integration of deployed agents with backend systems and activation of policies. Bidder requests to change this to - within 20 weeks from the date of Purchase Order | Please refer to corrigendum 1 |
| 419 | 30 | 5.1 | 6. Final solution configuration and user acceptance Within 14 weeks from the date of Purchase Order | Final solution configuration and user acceptance Bidder requests to change this to - Within 21 weeks from the date of Purchase Order | Please refer to corrigendum 1 |
| 420 | 30 | 5.1 | 7. Go-live across all locations Within 14 weeks from the date of Purchase Order | Go-live across all locations Bidder requests to change this to - Within 21 weeks from the date of Purchase Order | Please refer to corrigendum 1 |
| 421 | 30 | 5.1 | 8. Post-deployment activities including preparation of SOP and hardening document, training and knowledge transfer sessions. Within 16 weeks from the date of Purchase Order | Post-deployment activities including preparation of SOP and hardening document, training and knowledge transfer sessions. Bidder requests to change this to - Within 23 weeks from the date of Purchase Order | Please refer to corrigendum 1 |
| 422 | 34 | | The support Personnel should also keep track of the issues /ticket raised through the web interface help desk/telephone/mail etc. and should provide the solution for the same. | Bidder requests UIC to confirm wheather Bidder need to propose Ticketing tool as part of the solution? Or to leverage UIC's existing ticketing tool? | Existing ITSM Tool (OpenText) shall be provided. Bidder shall be responsible for integrating the same with in-scope solutions |
| 423 | 38 | 8.3 | 1. During the Implementation period - In the absence of the engineers (both L1 & L2 engineer), suitable replacement is to be provided on immediate basis. In case of absolute absence (when no replacement is provided), penalty would be deducted @2 Man days cost (either L1 or L2 depends on the absent resource) for each day. | Bidder requests UIC to ammend the clause as - "1. During the Implementation period - In the absence of the engineers (both L1 & L2 engineer), suitable replacement is to be provided on immediate basis. In case of absolute absence (when no replacement is provided), penalty would be deducted @1 Man days cost (either L1 or L2 depends on the absent resource) for each day." | Please adhere to RFP |
| 424 | 38 | 8.3 | 2. During the Contract Period - In the absence of the engineer (both L1 & L2 engineer), suitable replacement is to be provided on immediate basis. In case of absolute absence (when no replacement is provided), penalty would be deducted @1.5 Man Day cost (either L1 or L2 depends on the absent resource) for each day. | Bidder requests that the clause be modified to During the Contract Period - In the absence of the engineer (both L1 & L2 engineer), suitable replacement is to be provided on immediate basis. In case of absolute absence (when no replacement is provided), penalty would be deducted @1 Man Day cost (either L1 or L2 depends on the absent resource) for each day. | Please adhere to RFP |

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| 425 | 102 | ANNEXURE 10 – MINIMUM FUNCTIONAL & TECHNICAL SPECIFICATIONS, EDR/XDR Technical Specifications, Point #1 | The solution must support endpoints/clients and should consist of following components 1.Endpoint Protection(EPP)-should be an On-prem solution for EPP component 2.Anti APT or sandboxing --should be On-prem for anti APT or sandboxing solution 3.EDR/XDR--should be Hybrid/On-prem solution with a broker server, The Hybrid component of solution should be hosted on Cloud based in India at DC and DR. | Bidder requests to modify the clause as The solution must support endpoints/clients and should consist of following components from the same OEM: 1.Endpoint Protection(EPP)-should be an On-prem solution for EPP component 2.Anti APT or sandboxing --should be On-prem for anti APT or sandboxing solution 3.EDR/XDR--should be Hybrid/On-prem solution with a broker server, The Hybrid component of solution should be hosted on Cloud based in India at DC and DR." Justification: It is very important to have all the above mentioned componenets from the same OEM to have better integration, automated handling of zero-day threats and sharing of threat intelligence. | Understanding is correct. Entire EDR solution should be from single OEM only. |
| 426 | 102 | ANNEXURE 10 – MINIMUM FUNCTIONAL & TECHNICAL SPECIFICATIONS, EDR/XDR Technical Specifications, Point #2 | The solution should be compatible with multiple operating systems like Windows, Linux, Mac, Android, IOS etc. | Bidder requests to modify the caluse as "The EDR/XDR solution should be compatible with multiple operating systems like Windows, Linux, and Mac etc." Justification: Android and IOS are basically part of mobile device category and RFP is already talking about MDM solution where UIIC will be getting protection related to mobile devices. If UIIC still looking for a seperate solution for mobile/tab devices then we would like to know the split no of Android and IoS to propose Mobile Security solution. | Please refer to corrigendum 1 |
| 427 | 102 | Point#8 | The solution must have professional OEM support for 24x7x365 (on-call/Remote) | Bidder requests to modify the clause as "The solution must have Direct Support for 24x7x365 basis from the OEM as a Premium Support throughout the period of the contract with UIIC" Justification: As the Endpoint Security solution is very critical and complex, we request UIIC to have an OEM Technical Account Manager which comes with a Premium support program. Bidder has to factor this for entire period of the contract. | Please refer to corrigendum 1 |
| 428 | 103 | Point#21 | The solution package size will include only the relevant components for deploying in a single installer | Bidder requests to modify the clause as "The On-Prem EPP and On-Prem Sandboxing solution capability can be delivered from a single agent. However, Hybrid EDR/XDR approach can be delivered with a seperate EDR/XDR agent ". Justification: Since the RFP is open for complete on-prem or Hybrid model, the mentioned technical feature is may not applicable for Hybrid model of deployment. Getting 2 agents such as On-Prem EPP and SaaS EDR/XDR in a single installer is not possible. | Please adhere to RFP |

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| 429 | 104 | Point#47 | The solution must have scrubbing capabilities with no added hardware. Incoming files will be extracted of all potential malicious content such as scripts, macros and active content | <p>Bidder requests to modify the clause as "The solution must have scrubbing or Sandboxing hardware with custom images. Incoming files will be extracted of all potential malicious content such as scripts, macros and active content"</p> <p>Justification: Sandboxing solution must be a dedicated hardware with multiple custom virtual images for analysis. There are VM aware evading techniques leveraged by attacker in sandboxing and hence it is advisable to have appliance based sandboxing technology.</p> | Please refer to corrigendum 1 |
| 430 | 106 | Point#84 | Must correlate endpoint activity with network telemetry to improve threat detection accuracy. | <p>Bidder requests to confirm if the bidder has to factor dedicated NDR solution for capturing Network Telemetry or it is feature request for future on the same platform? If day one requirement then pls share the sizing details to arrive the NDR BoM.</p> <p>Justification: Network telemetry can not be capture in endpoint EDR/XDR solution. However, it is possible to capture network activity data by integrating other network based Trend Micro or 3rd party Solution with endpoint EDR/XDR Platform.</p> | Please refer to corrigendum 1 |
| 431 | 106 | Point#94 | The unified endpoint agent must provide dedicated modules for Next-Gen AV, EDR, device control, rogue device detection, firewall, vulnerability detection, FIM, remote response, all accessible through a single console without relying on custom behaviour rules. | <p>Bidder requests to modify the clause as "The unified EPP agent must provide dedicated modules for Next-Gen AV, device control, firewall, vulnerability detection, integrated Sandboxing. The EDR agent must provide EDR capabilities with remote response without relying on custom behaviour rules."</p> <p>Justification: The on-Prem EPP and SaaS EDR are two different agents and hence requesting UIIC to keep them separate based on the features.</p> <p>FIM is basically a feature delivered by Server Security Solution which is not part of this RFP. If UIIC is looking for Server Security then kindly consider FIM, Virtual Patching, Log Inspect which are specifically made to protect Server OS. UIIC is currently using the same solution for the critical servers. otherwise, pls remove FIM from the current technical specification.</p> | Please refer to corrigendum 1 |
| 432 | 107 | Point#99 | Provide a solution that identifies Vulnerability tied to assets without deploying additional agents. | <p>Bidder requests to remove the clause.</p> <p>Justification: The traditional vulnerability management is not sufficient in today cyber world, hence the analyst firms like Gartner and others are recommending Customers to introduce Cyber Risk Threat Exposure Management which will help Security Leaders to adopt proactive security approach. It provides Vulnerability Risk Prioritization, Risk Quantification, Attack Path Prediction, Compliance Management and many more features. Hence we request UIIC to either remove this point or consider the complete CTEM functionalities. Pls see below link for your reference: https://www.gartner.com/en/documents/5904943</p> | Please adhere to RFP |
| 433 | 110 | 43 | The solution will be able to Whitelist\Blacklist applications. | <p>DLP Solution is not meant to whitelist\blacklist the application. Bidder requests to modify the spec as "The solution will be having capability to monitor the UIIC permitted Endpoint Applications using the pre-defined / custom application for data exfiltration"</p> | Please refer to corrigendum 1 |

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| 434 | 116 | 7 | The solution should enable the classification and should support all mainstream server, desktop ,mobile, tablet and laptop Operating Systems | Data Classification agent only on Windows and MAC. Bidder requests to modify request to change as "The solution should enable the classification and should support all mainstream server via agent less Classification, desktop and laptop using agent based classification" | Please adhere to RFP |
| 435 | 116 | 10 | The Solution should provide classification logs inside the classified file and at the centralized repository. | For wider participation,Bidder requests to modify the spec as "The Solution should provide classification logs inside the classified file / at the centralized repository." | Please refer to corrigendum 1 |
| 436 | 116 | 11 | The solution should be able to classify unstructured data, namely word/excel/PowerPoint/pdf documents and HCL Domino | HCL Domino not supported. Bidder requests to remove the Specification | Please adhere to RFP |
| 437 | 116 | 12 | The Solution should Support for Email Servers like HCL Domino | HCL Domino not supported. Bidder requests to remove the Specification | Please adhere to RFP |
| 438 | 116 | 16 | The solution should be capable of integrating with OpenOffice to classify documents being created with OpenOffice. | OpenOffice has no / limited add-on to support the 3rd party Classification plug in. Bidder requests to remove the spec for wider participation | Please adhere to RFP |
| 439 | 117 | 27 | The solution shall ensure the enforcement of classification and should not allow user to bypass classification option in the said documents types using MS Office, OpenOffice and MS Outlook, pdf | OpenOffice has no / limited add-on to support the 3rd party Classification plug in. Bidder requests to modify the spec as "The solution shall ensure the enforcement of classification and should not allow user to bypass classification option in the said documents types using MS Office and MS Outlook, pdf" | Please adhere to RFP |
| 440 | 118 | 37 | The solution should suggest a classification based in content, but should allow user to change the classification if required by taking a justification for the same and recording it in logs. | This clause is restrictive in nature. Bidder requests to remove the clause for wider participation. | Please adhere to RFP |
| 441 | 118 | 38 | The solution should Apply Rights Management on an outgoing email. Once classification is applied to the email it needs to be secured and only authorized users to get access to the email. | Data Classification ideally get applied before the email get send to / applied with the Rights Management. Bidder requests to remove the Spec. | Please refer to corrigendum 1 |
| 442 | 118 | 45 | The solution should have the ability to classify based on context based on file attributes, ip, hostname, username etc. for example if finance team is creating a file with "shareholder_data" it should be classified as confidential. | Duplicate Spec with S. No 21. Hence, bidder requests to delete the same. | The clause stands deleted |
| 443 | 119 | 56 | The solution should have ability User will be warned if they are trying to send any sensitive data over mail. They need to provide justification before sending. These events will be logged and triggered over mail based on requirement. | This clause is restrictive in nature. Bidder requests to change the spec as "The solution should have ability User will be warned if they are trying to send any sensitive data over mail." | Please adhere to RFP |
| 444 | 119 | 59 | The solution should support hierarchical and conditional classification fields, so that the appearance of a sub-field is conditional on the value selected in the higher-level field. For example, when a user selects "Restricted," a sub-field is presented with a list of departments including "Office use", "Branch use", "P&IR" etc. | This clause is restrictive in nature. Bidder requestss to remove the clause for wider participation. | The clause stands deleted |
| 445 | 119 | 60 | The solution should support icon overlays to identify the classification of files in File Explorer. | This clause is restrictive in nature. Bidder requests to remove the clause for wider participation. | The clause stands deleted |
| 446 | 119 | 61 | The solution should provide tooltips, classification descriptions, and help page links to assist users with classification policy. | This clause is restrictive in nature. Bidder requests to modify the spec as " The solution should provide tooltips, classification descriptions / help page links to assist users with classification policy" | Please refer to corrigendum 1 |

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| 447 | 120 | 78 | The solution should have a capability to deploy, upgrade, uninstall the component without the use of any 3rd party software | Bidder requests to change the Spec as "The solution should have a capability to deploy and uninstall the component with the use of any 3rd party software & the upgrade of agent must be inline with out any 3rd party software" | Please refer to corrigendum 1 |
| 448 | 120 | 79 | The solution should provide Minimal impact for end points . User should be able to choose low, medium and high usage for agents | Bidder requests clarity on the Specification | Please refer to corrigendum 1 |
| 449 | 120 | 86 | Ability to move systems from one group to other | Bidder requests clarity on the Specification. | Move systems in one group/policy to another group/policy |
| 450 | 121 | 100 | The solution should have Ability to view the actual file data or table from the centralized console to validate the results easily | By Security design consideration - admin should not be able to see all data in the organization. Hence this is no more relevant. Bidder requests to remove the Specification. | The clause stands deleted |
| 451 | 121 | 109 | The solution must have the capability to replace the sensitive data as a Remediation action if required. | Replace the sensitive data is against the security practice. In General Remediation actions are Move Sensitive data to safe location, Unshare, Quarantine. Bidder request to remove the spec | Please refer to corrigendum 1 |
| 452 | 122 | 112 | The solution should provide built-in reports and dashboards to analyse user behaviour and system health. | Duplicate Spec with S. No 69. Hence, bidder requests to delete the same. | The clause stands deleted |
| 453 | 122 | 113 | The solution should provide a pre-built starter set of reports for the reporting database (in Excel) and Views and documentation to enable customers to write their own reports | Duplicate Spec with S. No 70. Hence, bidder requests to delete the same. | The clause stands deleted |
| 454 | 122 | 114 | The solution should provide a built-in dashboard for reviewing data classification scanning results for user activity, deployment. | Duplicate Spec with S. No 71. Hence, bidder requests to delete the same. | The clause stands deleted |
| 455 | 122 | 115 | The solution should provide role based access for administrators, compliance teams where anyone other than administrators may not have access to full console. | Duplicate Spec with S. No 72. Hence, bidder requests to delete the same. | The clause stands deleted |
| 456 | 122 | 116 | The solution should provide Customizable dashboard to create multiple dashboards based on user requirements. | Duplicate Spec with S. No 73. Hence, bidder requests to delete the same. | The clause stands deleted |
| 457 | 122 | 121 | The solution should be capable for centralized deployment of the solution components on all network systems and it should be capable to get machine inventory from AD to perform deployment | Duplicate Spec with S. No 76. Hence, bidder requests to delete the same. | The clause stands deleted |
| 458 | 122 | 122 | The solution should provide Easy deployment of agents with support of Active Directory | Duplicate Spec with S. No 77. Hence, bidder requests to delete the same. | The clause stands deleted |
| 459 | 122 | 123 | The solution should have a capability to deploy, upgrade, uninstall the component without the use of any 3rd party software | Duplicate Spec with S. No 78. Hence, bidder requests to delete the same. | The clause stands deleted |
| 460 | 122 | 124 | The solution should provide Minimal impact for end points . User should be able to choose low, medium and high usage for agents | Duplicate Spec with S. No 79. Hence, bidder requests to delete the same. | The clause stands deleted |
| 461 | 122 | 125 | The solution should provide Auto update features for agents. User should be able to push the agents automatically after every release. | Duplicate Spec with S. No 80. Hence, bidder requests to delete the same. | The clause stands deleted |

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| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIC Response |
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| 462 | 122 | 126 | The solution should be able to send policy and further changes to the clients without any need or intervention of a 3rd party software. | Duplicate Spec with S. No 81. Hence, bidder requests to delete the same. | The clause stands deleted |
| 463 | 122 | 127 | The solution should have capability to deploy policies basis users, machines, groups etc. | Duplicate Spec with S. No 82. Hence, bidder requests to delete the same. | The clause stands deleted |
| 464 | 122 | 128 | The unavailability of a management component/ server in no way shall impact the functioning of a client | Duplicate Spec with S. No 83. Hence, bidder requests to delete the same. | The clause stands deleted |
| 465 | 123 | 129 | The solution should cache configurations locally for offline use. | Duplicate Spec with S. No 84. Hence, bidder requests to delete the same. | The clause stands deleted |
| 466 | 123 | 130 | The solution shall deploy the client in the background and shall have no interface with the end user on whose PC the solution is being deployed. Same shall be applicable for upgrades, updates and uninstallation. | Duplicate Spec with S. No 85. Hence, bidder requests to delete the same. | The clause stands deleted |
| 467 | 123 | 5 | The solution should natively be able to add retention date as metadata in documents, with values populated based on content, creation date, or modification date in the file. | The clause is restrictive in nature. Bidder requests to remove the clause for wider participation. | The clause stands deleted |
| 468 | 123 | 8 | The solution should support multi-format data scanning, including structured (databases), semi-structured (JSON, XML), and unstructured formats (PDF, DOCX, TXT, etc.). | Semi-Structure file type JSON is not supported Bidder requests to modify the spec as " The solution should support multi-format data scanning, including structured (databases), semi-structured (JSON / XML), and unstructured formats (PDF, DOCX, TXT, etc.). " | Please adhere to RFP |
| 469 | 123 | 10 | The solution must support integration with cloud-native APIs for platforms such as AWS (S3, RDS), Azure (Blob, SQL), and Google Cloud (GCS, BigQuery) for deep and scalable data discovery. | Bidder requests to modify spec for better discovery and access governance. "The solution must support integration with cloud-native APIs for platforms such as AWS (S3, IAM), Azure (Blob, AD, Files), and Google Cloud (ISM, Drive, Email) for deep and scalable data discovery." | Please refer to corrigendum 1 |
| 470 | 130 | 7 | Should have dedicated views and modules for device management, asset management, software deployment including imaging, patch management, alert and incidents management, compliance management, preventive maintenance, mailer engine, advanced reporting. | This clause is restrictive in nature. Bidder requests to modify the clause to - Should have views and modules for device management, software deployment including imaging, patch management, compliance management, advanced reporting. | Please refer to corrigendum 1 |
| 471 | 131 | 4 | Incident management including Device Monitoring & Preventive maintenance: Monitoring Incidents Dashboard, Configure thresholds, System health, Trigger actions, Services, File system monitoring, Application & process monitoring, Registry key monitoring, Resource health monitoring, HDD health monitoring (SMART), Printer status, WMI events | This clause is restrictive in nature. Bidder requests to remove this clause. | Please adhere to RFP |
| 472 | 135 | 6 | Should support automatic rotation of recovery keys after use, device transfer, or policy violation, and offer secure offline export options for long-term archival. | This clause is restrictive in nature. Bidder requests to remove this clause. | Please adhere to RFP |
| 473 | 135 | 8 | The solution should offer configurable alerts for devices not encrypted, policy violations, or failed encryption attempts, with notifications via email or admin dashboard. | This clause is restrictive in nature. Bidder requests to modify the clause to -The solution should offer configurable alerts for devices not encrypted, with notifications via email or admin dashboard. | Please adhere to RFP |

RFP-SELECTION OF VENDOR FOR ONBOARDING SYSTEM INTEGRATOR (SI) TO IMPLEMENT ENDPOINT SECURITY TOOLS

| # | Page No (Tender Ref#) | Point / Section | Existing Clause | Query | UIIC Response |
|-----|--------------------------|-----------------|---|--|---|
| 474 | 135 | 12 | A self-service portal for end-users to securely retrieve their own recovery key, protected by MFA, is desirable but not mandatory. | As security best practices, it is not recommended to provide self-service portal to user to retrieve the key. It has to go through approval workflows. This may lead to breaches if any compromised devices retrieve the key. Hence bidder requests UIIC to remove this specification. | This is a desirable feature. It will be decision of UIIC to enable or not |
| 475 | Page 76 & 77 | Point No 8 | In the event of termination of production of such Products: a. advance notification to UIIC of the pending termination, in sufficient time to permit the UIIC to procure needed requirements; and b. Following such termination, furnishing at no cost to UIIC, the blueprints, design documents, operations manuals, standards and specifications of the Products, if requested. | Please help us with clarity on point no. 8 requirements of the MAF. It mentions covering the blueprint and design document, does this refer to the implementation blueprint, architecture design document, or is UIIC expecting something else? | Please adhere to RFP |
| 476 | 14 | 5 | During the last 5 years the proposed OEM for Data Classification and Data Discovery should have been implemented for a minimum of 10000 endpoints for clients in PSU /Government organization /BFSI within India. · 2 References -> 0 Marks | Change this point to : During the last 2 years the proposed OEM for Data Classification and Data Discovery should have been implemented for a minimum of 3000 endpoints for clients in PSU /Government organization /BFSI within India. | Please refer to corrigendum 1 |
| 477 | 106 | 85 | Should provide on premise threat analysis sandbox for detecting and analysing unknown malware and attack techniques | Change this point to : Should provide on premise/Cloud threat analysis sandbox for detecting and analysing unknown malware and attack techniques | Please adhere to RFP |
| 478 | 104 | 47 | The solution must have scrubbing capabilities with no added hardware. Incoming files will be extracted of all potential malicious content such as scripts, macros and active content | Change this point to : The solution must have scrubbing capabilities with no added hardware. Incoming files will be extracted of all potential malicious content such as scripts, macros and active content by submitting files to sandboxing | Please refer to corrigendum 1 |
| 479 | 102 | 2 | The solution should be compatible with multiple operating systems like Windows, Linux, Mac, Android, IOS etc. | Change this point to : The solution should be compatible with multiple operating systems like Windows, Linux, Mac | Please refer to corrigendum 1 |