

Bank's Reply on Pre-bid queries for RFP Ref No. UCO/DIT/Antivirus/1491/2010 for Centralised Antivirus & Client Automation Solution

Clause No./Page no.	RFP Clause	Queries raised by the bidders	Reply by the Bank
37	Annexure-B, Page no. 37		Please refer to the corrigendum and bidder has to comply.
17	Terms of Payment , Page No. 17		Please refer to the corrigendum and bidder has to comply.
34	Uptime Requirement and Penalty, Page No. 34		Please refer to the corrigendum and bidder has to comply.
42.5	The bank is looking for well proven branded products which are volumes produced and used by a large number of users in India. Clause 42.5,page No.23	Please quantify "large" & "well proven".	Please refer to the corrigendum and bidder has to comply.
1.4	Successful Bidder shall be responsible for Antivirus Enterprise Edition Security Suite covering Anti Virus, Desktop Firewall and Intrusion Prevention System product software version updates on all these servers and PCs as is relevant.	Should support unique real time update based on over the web cloud technology to provide real time signatures for dynamic and latest threats to reduce the dependency on Daily Signature updates	The bidder has to comply with the RFP Terms and no change in the RFP clause.
		Proposed Solution should be a leader in the latest Gartner Magic Quadrant	No addition in RFP clause and the bidder has to comply with the RFP Terms.
1.6	The bidder shall have a help-line open for the Bank on 24X7 basis	The bidder should have a Toll-Free help line open 24/7 and provide telephonic /email support	No addition in RFP clause and the bidder has to comply with the RFP Terms.
		Solution must provide flexibility to install different components (Like – Management Agent, AV client, Anti-Spyware, Firewall) separately for better use of network bandwidth	No addition in RFP clause and the bidder has to comply with the RFP Terms.

Bank's Reply on Pre-bid queries for RFP Ref No. UCO/DIT/Antivirus/1491/2010 for Centralised Antivirus & Client Automation Solution

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1.11	The solution would be managed centrally using a web-based console that allows system monitoring, software updates, client configuration, and event reporting. The central site administrator should have the ability to manage the software at all levels of the network and have the ability to remotely deploy product updates and modifications to all users.	Proposed solution should provide single console to manage all components – - Anti-Virus - Anti-Spyware - Desktop Firewall - Mail Server AV - SMTP AV - Spam Prevention	No addition in RFP clause and the bidder has to comply with the RFP Terms.
		Solution should support protection from : 1. intrusion 2. file integrity 3. file attributes 4. registry entries 5. event logs 6. tcp/udp service 7. kernel monitoring	No addition in RFP clause and the bidder has to comply with the RFP Terms.
1.13	The central site management system must be capable of providing a daily report of found viruses, including locations and a report of incomplete or failed nodes updates for each location. These reports must be accessible by the network administrator at the Central Server.	Centralized management server should be able to automatically report about the new unprotected system connecting on the network	No addition in RFP clause and the bidder has to comply with the RFP Terms.
		Proposed solution must identify machines plugged into the network and notify the administrator of the presence of a machine without an Antivirus engine running on it.	No addition in RFP clause and the bidder has to comply with the RFP Terms.
		Administrator should be able to configure the update process as automatic or manual, controlled deployment	No addition in RFP clause and the bidder has to comply with the RFP Terms.

Bank's Reply on Pre-bid queries for RFP Ref No. UCO/DIT/Antivirus/1491/2010 for Centralised Antivirus & Client Automation Solution

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		Should have the ability to detect and remove unwanted joke programs, toolbars, adware, spyware, dialers etc & Post detection the actions that the antiviral performs must be the following: Alert / Notify , Clean, Delete / Remove, Move / Quarantine, Prompt for Action	No addition in RFP clause and the bidder has to comply with the RFP Terms.
		Should have the ability to control the amount of CPU resources dedicated to a scan process	No addition in RFP clause and the bidder has to comply with the RFP Terms.
		The proposed solution should be capable of detecting and preventing buffer overflow vulnerability, irrespective of the exploit that is using the buffer overflow vulnerability. The solution should support buffer overflow detection and prevention on the following minimum applications: Windows OS Services, Media Player, Internet Explorer, SQL Server, Word, Excel, Power Point, Auto Update, Explorer, Instant Messenger, Outlook, Outlook Express etc	No addition in RFP clause and the bidder has to comply with the RFP Terms.
1.21	The solution should provide quarantine management in order to prevent spreading. A management interface must be provided to allow the administrator to review, sort and analyze quarantined items.	Discover and Report the IP Address of the end-point system (infection source) that sent malicious code to the desktop and optionally, block further communications from the infection source end-point system for a configurable time period or indefinitely	No addition in RFP clause and the bidder has to comply with the RFP Terms.
1.22	The scan engine of the protection software must employ smart scanning that provides scanning of only those emails which may contain viruses.	Vendor Proprietary Term "Smart Scanning" should be changed as - It should support heuristic scanning for viruses and worms for which signatures are not released and documented	The smart scanning may be defined as scanning of only those emails which may contain viruses.

Bank's Reply on Pre-bid queries for RFP Ref No. UCO/DIT/Antivirus/1491/2010 for Centralised Antivirus & Client Automation Solution

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1.26	The solution should provide the ability to remove virus and other malicious codes from desktops as well as damage repair of the computer.	Please explain "damage repair" should be changed as- Infection treatment should support report-only, cure, delete, move and rename file	The bidder has to comply with the RFP Terms.
1.29	The solution should support policy-based model that allows IT administrators to efficiently and controlling the deployment of software.	The tool should support hierarchical grouping of machines and policy deployment. The grouping could be based on IP Address of a subnet of machines or a particular site. solution should provide facility to create different policy for different network connectivity like – LAN, DHCP, Wireless	No addition in RFP clause and the bidder has to comply with the RFP Terms.
1.3	Remote control shall have policy-based Remote Control authorization.	Please clarify this point "Remote Control" should be changed as- The centralized management console should be capable of deploying remotely the managed products (such as desktop AV) on a machine	No change in RFP clause and the bidder has to comply with the RFP Terms.
1.31	The solution should provide and ensure that subsequent changes to policies and entitlements cause software and content to be automatically installed, changed or un-installed for all affected users and clients/PCs.	Please clarify " software and content" should be changed as :- The Centralized management tool should be capable of deploying Pattern Files, Scan Engines, emergency releases of pattern files, patches, hot fixes and new product versions for all managed products	The bidder has to comply with the RFP Terms .
1.33	If a certain patch is deleted or un-installed from any desktop by the user, it should automatically be repaired / re-installed without the intervention of the Administrator.	Rather it should be substituted by the following : - Proposed solution should provide multiple policies to lockdown the desktop like – change in registry, Internet Explorer file settings, Exe file execution etc to block unknown zero day attacks and reduce dependency on frequent signatures	The bidder has to comply with the RFP Terms .

Bank's Reply on Pre-bid queries for RFP Ref No. UCO/DIT/Antivirus/1491/2010 for Centralised Antivirus & Client Automation Solution

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1.34	The solution should be effective, reliable, scalable and secured for software delivery and distribution, particularly for patch distribution and management over WAN.	Solution must provide flexibility to install different components (Like – Management Agent, AV client, Anti-Spyware, HIPS, NAC) separately for better use of network bandwidth. Update process should conserve WAN Bandwidth by having a distributed framework for signatures and policy updates	No addition in RFP clause and the bidder has to comply with the RFP Terms.
		The management tool should provide support for Microsoft Clustering Services. This would ensure that the management server is always available, even if the primary server shuts down for any reason	No addition in RFP clause and the bidder has to comply with the RFP Terms.

Bank's Reply on Pre-bid queries for RFP Ref No. UCO/DIT/Antivirus/1491/2010 for Centralised Antivirus & Client Automation Solution

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1.35	The Patch Management module of client automation software should manage the entire lifecycle of patches, hot-fixes, updates and service packs from automatic discovery, download and collection, thorough testing, conflict analysis, and vulnerability assessment, to policy-based targeting and deployment and ongoing management to ensure that patches stay applied as prescribed by policy.	Vendor proprietary terms "client automation" "conflict analysis" Please clarify the requirement desired by vulnerability analysis in detail ?	Client Automation, conflict analysis, vulnerability assessment may be defined as automated applying security and non-security related updates/patches , antivirus, application software etc. through centralised Control Solution to ensure that the patches applied automated as prescribed policy prior to distribution. Clients means personal computers, desktops, laptops, server having various types of operating systems such as Windows 98/XP/2000 /2003/2008/Vista/ Windows7, Linux, HP, etc with various versions and edition connected with Centralised Server.
1.38	The solution should provide the ability to conduct impact analysis prior to distribution patches for, such as Windows Operating System.	Vendor proprietary term" Impact Analysis" Please explain this point in detail ?	The solution should provide the ability to analyse patches for, such as Windows Operating System etc., prior to automatic distribution.

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1.41	The solution must provide anti-virus, anti-spyware and firewall on nodes on a single client software.	Solution should support protection from : 1. intrusion 2. file integrity 3. file attributes 4. registry entries 5. event logs 6. tcp/udp service 7. kernel monitoring	No addition in RFP clause and the bidder has to comply with the RFP Terms.
1.42	The solution must be able to differentiate and report between the 'installed and enabled' state vs 'installed and disabled' for the administrators to define policies to bring those devices into desired configuration.		The solution should provide report to the administrator for distribution of the patches .
1.44	The solution should provide capability for pop-up message push from Central Server for the nodes connected on intranet.	Why do you need pop up message push. Updates should be silent updates.	The bidder has to comply with the RFP Terms .
1.45		Console should support tagging of information in the database to provide flexible reporting. The centralized management console should support the way to build custom queries on the database to create custom reports	No addition in RFP clause and the bidder has to comply with the RFP Terms.
		Reports should be in CSV, HTML and Microsoft Excel Format	No addition in RFP clause and the bidder has to comply with the RFP Terms.
1.49	Clause no. 1.49	Please explain the point in detail of	Proposed solution should not breach the security of any other installations of Bank in any way.

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10	<p>The EMD made by the bidder will be forfeited if:</p> <ul style="list-style-type: none"> • The bidder withdraws his tender before processing of the same. • In the case of a successful bidder, if the bidder fails to sign the contract in accordance with any Terms and Conditions or any requirement as specified in this document. • The selected bidder withdraws his tender before furnishing an unconditional and irrevocable Performance Bank Guarantee. • The bidder violates any of the provisions of the terms and conditions of this tender specification. 	<p>Bidder proposes that the EMD made by the bidder will be forfeited if:</p> <p>a) In the case of a successful bidder, if the bidder fails to sign the contract in accordance with the mutually agreed terms and conditions or any requirement as specified in this document read along with the deviations and additional terms proposed by the bidder.</p> <p>b) The selected bidder withdraws his tender before furnishing an unconditional and irrevocable Performance Bank Guarantee. The Bidder shall be required to furnish the Performance Bank Guarantee within a mutually agreed time period of execution of the written contract between the parties.</p>	<p>The bidder has to comply with the RFP Terms .</p> <p>The bidder has to comply with the RFP Terms .</p>
11	Performance Bank Guarantee	<p>Bidder proposes that the successful bidder shall within 30 days of execution of a written contract as per the mutually agreed terms, furnish the Performance Bank Guarantee. Bidder also proposes that the Performance Bank Guarantee be renewed annually on a reducing balance basis.</p> <p>Bidder submits that the Performance Bank Guarantee be invoked in the event of a material breach of the successful bidder's which remains uncured at the end of a 30 days written notice for cure provided by the Bank which written notice specifies the specific breach that is required to be cured.</p>	<p>The bidder has to comply with the RFP Terms .</p> <p>The bidder has to comply with the RFP Terms .</p>

Bank's Reply on Pre-bid queries for RFP Ref No. UCO/DIT/Antivirus/1491/2010 for Centralised Antivirus & Client Automation Solution

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12	Confidentiality	Bidder agrees to this confidentiality obligation. Bidder proposal that the Bank shall also keep all information, commercial and technical documents to be submitted by the bidder as confidential which shall be shared with only those employees, Bank agents who need access to the same on a 'need to know basis' and have agreed to keep such information/documents as confidential on terms similar to those contained in this clause. Bank shall not disclose such confidential information of the bidder with any other third party without the prior written consent of the bidder.	The bidder has to comply with the RFP Terms .
13	Acceptance of Terms	Bidder hereby submits that there are certain terms and conditions in relation to which the bidder intends to propose certain variations and changes. Bidder's proposal is subject to such deviations, assumptions and the like submitted along with its proposal. Bidder also submits that a written contract will be signed between the Bank and the bidder upon mutual discussion and agreement and will contain the mutually agreed terms and conditions.	The bidder has to comply with the RFP Terms .

Bank's Reply on Pre-bid queries for RFP Ref No. UCO/DIT/Antivirus/1491/2010 for Centralised Antivirus & Client Automation Solution

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14	Delivery and Installation	Bidder proposes that the purchase order will be issued by the Bank upon the execution of a written contract containing the mutually agreed terms and conditions of the project. The purchase order will refer to this written contract which will be the sole governing document for the transaction.	The bidder has to comply with the RFP Terms and terms of payment
		Bidder proposes that the delay will be computed from the date of issue of the purchase order by the Bank as per the terms clarified by the bidder in its deviation to Clause 24.1.	The bidder has to comply with the RFP Terms and terms of payment
		Bidder proposes that cap of maximum penalty for delay in delivery and installation be 5% of the total value of the product/software which suffers such delay in delivery and installation.	Please refer to the corrigendum and bidder has to comply.
		In circumstances of such delays, liquidated damages shall be the sole remedy.	The bidder has to comply with the RFP Terms and terms of payment
		Pre-shipment quality check inspection certifications are not producible for softwares and hence we submit that these clause be modified as : "Pre-shipment Quality Inspection certificates for all equipments are to be submitted along with the invoices to the Bank subject to OEM availability of Pre-shipment quality inspection certificates for customers"	The bidder has to comply with the RFP Terms and terms of payment

Bank's Reply on Pre-bid queries for RFP Ref No. UCO/DIT/Antivirus/1491/2010 for Centralised Antivirus & Client Automation Solution

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14		Bidder proposes the deletion of the terms in the said sentence- " <i>to the satisfactory acceptance by the Bank</i> ". All work will be performed per the Technical Specifications.	The bidder has to comply with the RFP Terms and terms of payment
15		Bidder proposes that an End User License Agreement will be directly executed by the Bank and the OEM Software Vendor which will define the Customers license to the software and will govern Customers rights in and use of such software product.	The bidder has to comply with the RFP Terms and terms of payment
		Bidder provides third-party products, software, and services that are not Bidder Branded "AS IS" without warranties of any kind. Bidder provides third-party products, software, and services that are not Bidder Branded "AS IS" without warranties of any kind. The original manufacturers or third party suppliers of such products and software may provide their own warranties which will be pass on to the Bank.	The bidder has to comply with the RFP Terms and terms of payment
15	Liquidated Damage	This LD for delayed delivery and installation clause is already covered in Clause 24.2 in Pg. 14 of the RFP. The bidder proposes deletion of Clause 25.1 as the same is a repetition of Clause 24.2.	Please refer to the corrigendum and bidder has to comply.

Bank's Reply on Pre-bid queries for RFP Ref No. UCO/DIT/Antivirus/1491/2010 for Centralised Antivirus & Client Automation Solution

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15		Bidder proposes that either party may terminate the agreement if the other party commits a material breach in the performance of its obligations and such breach remains uncured at the end of a 30 days written notice for cure which specifies the specific breach that is required to be cured.	The bidder has to comply with the RFP Terms .
		Bidder submits that the Performance Bank Guarantee be invoked in the event of a material breach of the successful bidder's which remains uncured at the end of a 30 days written notice for cure provided by the Bank which written notice specifies the specific breach that is required to be cured.	The bidder has to comply with the RFP Terms .
16	Warranty	<p>Bidder provides third-party products, software, and services that are not Bidder Branded "AS IS" without warranties of any kind. The original manufacturers or third party suppliers of such products and software may provide their own warranties which will be passed on to the Bank. For non-Bidder Branded Software, the third party supplier's license terms and use restrictions (including provisions relating to availability of updates and version upgrades) that may accompany that Software will solely govern its use.</p> <p>Bidder submits that Bank will pay transportation charges.</p>	The bidder has to comply with the RFP Terms .

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16, 17	Price	Bidder submits that prices are exclusive of, and Bank shall pay, all taxes, duties, levies or fees, or other similar charges imposed on Bidder or on the Bank by any taxing authority (other than taxes imposed on Bidder's income). The impact of any decrease / increase in the applicable taxes or the addition of a new tax will be borne by the Bank.	Please refer to the corrigendum and bidder has to comply.
17	Terms of Payment	<p>Bidder proposes the following payment terms:</p> <p>a) Products : 80% upon delivery, rest 20% upon installation acceptance.</p> <p>b) Software : 100% upon completion of UAT.</p> <p>c) Implementation services: 100% upon completion of UAT.</p> <p>d) ATS & Maintenance charges: Quarterly in arrears.</p> <p>Bidder submits that the payment to be made by Bank within 30 days of bidder's invoice date.</p>	<p>Please refer to the corrigendum and bidder has to comply.</p> <p>Please refer to the corrigendum and bidder has to comply.</p> <p>Please refer to the corrigendum and bidder has to comply.</p> <p>Please refer to the corrigendum and bidder has to comply.</p> <p>Please refer to the corrigendum and bidder has to comply.</p> <p>Please refer to the corrigendum and bidder has to comply.</p>

Bank's Reply on Pre-bid queries for RFP Ref No. UCO/DIT/Antivirus/1491/2010 for Centralised Antivirus & Client Automation Solution

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		<p>If Bank in good faith and on reasonable grounds disputes the any portion of an invoice submitted by the Bidder, Bank shall notify the bidder of the dispute within 7 days from the date of receipt of the invoice along with all reasonable details required by the bidder to assist in the resolution of the dispute. Bank shall pay the portion of the amount stated in the invoice which is not in dispute. Bidder shall investigate the dispute and will within 7 days of receipt of Bank's notification provide a written response to the Bank giving reasonable details of the basis for the invoice. If the dispute is resolved by Bank's written response then the payment, including interests at a rate aforesaid calculated from the date such payment had become first due, shall be made by the Bank within 7 days from the date of Bank's agreement to bidder's written response and in the event that the dispute stands unresolved even after receipt of bidder's written response as aforesaid for a period in excess of 30 days, either party may invoke the dispute resolution procedure upon giving</p>	<p>The bidder has to comply with the RFP Terms .</p>
17, 18	Acceptance by the Bank	<p>Bidder submits that in case of any unsatisfactory performance, bidder be given a cure period of 30 days so as to set right the defect. If bidder fails to rectify the defect beyond the cure period, then Bank may proceed to reject only that set of order that performed unsatisfactorily.</p>	<p>The bidder has to comply with the RFP Terms .</p>

Bank's Reply on Pre-bid queries for RFP Ref No. UCO/DIT/Antivirus/1491/2010 for Centralised Antivirus & Client Automation Solution

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18	Indemnity	<p>Bidder agrees to indemnify the Bank against loss of life or damage to property suffered by the Bank due to malfunctioning of the system as supplier and installed by them which is solely attributable to an act of gross negligence or willful misconduct of the Bidder. Indemnification will be claimed by the Bank in the following manner:</p> <p>Bank will</p> <p>a) promptly notifies the bidder of the claim in writing;</p> <p>b) cooperate with the bidder in the defense of the claim; and</p> <p>c) grant the bidder the sole control of the defense or settlement of the claim.</p> <p>Bidder's indemnity obligations will be limited to payment of infringement claim defense costs, bidder –negotiated settlement amounts, and court-awarded damages.</p> <p>Bidder has no obligation for any claim arising from:</p> <p>a) Bidder's compliance with Customer or third party designs, specifications, instructions, or technical information;</p>	The bidder has to comply with the RFP Terms .

Bank's Reply on Pre-bid queries for RFP Ref No. UCO/DIT/Antivirus/1491/2010 for Centralised Antivirus & Client Automation Solution

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		<p>b) modifications made by Customer or a third party;</p> <p>c) Customer non-compliance with the Specifications, or</p> <p>d) Customer use with products, software, or services that are not bidder branded.</p> <p>This clause states bidder's entire liability for claims of indemnity.</p> <p>Bidder's total aggregate liability including all claims of indemnities (regardless of the basis of liability, including negligence, misrepresentation, breach of any kind, or any other claims in contract, tort or otherwise) is limited to the amount paid by Customer for:</p> <p>a) the Product;</p> <p>b) the Support during the period of a material breach up to a maximum of twelve (12) months; or</p> <p>3. the Service;</p> <p>that in each case is the subject of the claim.</p> <p>In no event will either party be liable for any incidental, indirect, special, or consequential costs or damages including, without limitation, downtime costs; lost business, revenues, or profits; failure to realize expected savings; loss or unavailability of or damage to data; or software restoration.</p>	<p>The bidder has to comply with the RFP Terms .</p>

Bank's Reply on Pre-bid queries for RFP Ref No. UCO/DIT/Antivirus/1491/2010 for Centralised Antivirus & Client Automation Solution

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19	Arbitration	Bidder proposes a clarification that both the Bank and the selected bidder may agree upon a single arbitrator or either party shall appoint one arbitrator and the two appointed arbitrators shall thereupon appoint a third arbitrator. The arbitration shall be conducted in English and a written order shall be prepared. The arbitration shall be held in accordance with the Arbitration and Conciliation Act, 1996. The Bidder shall at all times be entitled to obtain equitable, injunctive or similar relief from any court having jurisdiction in order to protect its intellectual property and confidential information.	The bidder has to comply with the RFP Terms .
19, 20	Termination of the Contract & Compensation	<p>The Bank reserves the right to cancel the contract placed on the selected bidder by providing 3 months notice:</p> <ul style="list-style-type: none"> · In case of any changes in bank's business plan, bank may terminate any part or entire services to be rendered by the Company giving a prior notice period of three months. · The selected bidder commits a breach of any of the material terms and conditions of the bid which remains uncured at the end of a 30 days written notice for cure which written notice specified the relevant material breach that is required to be cured.. 	The bidder has to comply with the RFP Terms .

Bank's Reply on Pre-bid queries for RFP Ref No. UCO/DIT/Antivirus/1491/2010 for Centralised Antivirus & Client Automation Solution

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20		<ul style="list-style-type: none"> · The bidder goes into liquidation voluntarily or otherwise. · An attachment of the material assets of the bidder is levied or continues to be levied for a period of 7 days upon effects of the bid. <p>Bidder submits that if the Bank terminates the Contract or any part thereof in case of any changes in bank's business plan, then the Bank will pay the Bidder an early termination fees consisting of all stranded costs of the bidder.</p> <p>Bidder submits that if Bidder fails to deliver the quantity as stipulated in the delivery schedule, Bidder be given a cure period of 30 days or such other period mutually agreed to rectify the delay before Bank decides to procure the same or similar materials from an alternate source.</p> <p>Bidder submits that if it fails to perform satisfactorily or delays execution of the contract, Bidder be given a cure period of 45 days or such other period mutually agreed to rectify the defect.</p>	The bidder has to comply with the RFP Terms .
20		<p>Bidder requests the deletion of the following sentence – <i>“This clause is applicable, if for any reason, the contract is cancelled”</i> .</p> <p>If the Contract is cancelled during Warranty period, Bidder will not have any further liabilities.</p> <p>Bidder proposes the deletion of the following text in the said sentence – <i>“or any other contract/order”</i> .</p>	The bidder has to comply with the RFP Terms .

Bank's Reply on Pre-bid queries for RFP Ref No. UCO/DIT/Antivirus/1491/2010 for Centralised Antivirus & Client Automation Solution

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20, 21	Defect liability	In case, the products delivered under the Contract are found to be not in accordance with the specifications stated by the bidder in its technical bid, the bidder shall within a reasonable time of receipt of written notice from the Customer of such non-compliance, replace/make good such defective supplies of same or similar configuration or above at no extra cost to the Bank without prejudice to the other remedies as may be available to the Bank under the contract.	The bidder has to comply with the RFP Terms .
21	Insurance	Bidder submits that it does not take any project specific insurance for the products, softwares and services that it delivers to its Customers. Bidder will bear the risk of loss or damage to the products and softwares till the time of their delivery to the Customer.	The bidder has to comply with the RFP Terms .
34	Uptime Requirement and Penalty	Bidder proposes that the aggregate of all penalties for downtime for a particular quarter shall not exceed 5% of the uptime charges for the said quarter.	Please refer to the corrigendum and bidder has to comply.
45	Annexure –G If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by UCO bank to do so, a contract in the prescribed form.	Bidder proposes that the word "prescribed" be replaced with "mutually agreed" in the said sentence.	No change in RFP clause and the bidder has to comply with the RFP Terms.

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	Additional Term	To the extent, a Deliverable(s) acceptance procedure or warranty is set forth herein or the relevant Statement of Work, such procedure, warranty and associated remedies apply to Deliverables and not to Products/Softwares, even if they can be used in connection with the Services or Deliverables. The acceptance criteria or procedures for Deliverables set forth in the mutually agreed written agreement and as particularly described in any Statement of Work will only apply to the services provided herein. It will not apply to the product / software supplied by bidder to the Bank, regardless of whether such product can be used in connection with the Services or Deliverables. Any refund/return or penalty rights as set forth hereon apply only to the services provided. It is clarified that "Product" as used in this clause means hardware or software supplied by Bidder, including products that are modified, altered, or customized to meet project requirements.	No addition in RFP clause and the bidder has to comply with the RFP Terms.
17	The bidder shall keep the price valid for a period of one year from the date of submission of bid. The Bank further reserves the right to reject any or all offers based on its own evaluation of the offers received, or on the basis of stability, capabilities, track records, reputation among users and other similar features of a bidder.	Kindly change the price validity from a period of 1 year to 6 months, as the changes in Dollar fluctuation may affect the price.	No change in RFP clause and the bidder has to comply with the RFP Terms.

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Clause No./Page no.	RFP Clause	Queries raised by the bidders	Reply by the Bank
27	Successful Bidder shall be responsible for Antivirus Enterprise Edition Security Suite covering Anti Virus, Desktop Firewall and Intrusion Prevention System product software version updates on all these servers and PCs as is relevant	Kindly provide details with regard to number of Servers along with OS for which the AV solution needs to be factored?	The Bank proposes to start Centralized Antivirus and Client Automation facilities for 12500 nodes. However, the actual number of installation may vary, at the sole discretion of the bank within the period of 5 years, if required
39	Hardware Provided by Bank	Kindly provide details of the typical configuration of Desktop Machine running at Branch Offices?	Refer pre-bid query reply mentioned above.
14	Deliveries of the products and its successful installation & operationalization are to be made within 4 weeks from the date of purchase order. However, the bidder shall submit the acceptance of the order within a week from the date of the order. The bank reserves the right to consider the late acceptance of the order, if any, at its discretion.	Kindly extend the time line for the Installation & Operationalization of products as there are over 12500 Anti Virus Clients which need to be installed and operationalised..	Please refer the revised terms of payment and bill of material.

Bank's Reply on Pre-bid queries for RFP Ref No. UCO/DIT/Antivirus/1491/2010 for Centralised Antivirus & Client Automation Solution

Clause No./Page no.	RFP Clause	Queries raised by the bidders	Reply by the Bank
	Additional point	<p>We request the following specification to be included for the Anti-virus system -</p> <p>"Should Provide Manual Outbreak Prevention to limit/deny access to specific shared folders, block ports, and deny write access to specified files and folders on selected clients in case there is an outbreak."</p> <p>Outbreak prevention is very important to localize the problem and ensure that the entire network is not affected. Kindly incorporate this specification for greater SLA adherence</p>	No addition in RFP clause and the bidder has to comply with the RFP Terms.
	Additional point	<p>We request the following specification to be included for the Anti-virus system</p> <p>CPU usage performance control during scanning</p> <p>a. Checks the CPU usage level configured on the OfficeScan Web console and the actual CPU consumption on the computer</p> <p>b. Adjusts the scanning speed if:</p> <p>The CPU usage level is Medium or Low</p> <p>Actual CPU consumption exceeds a certain threshold</p> <p>This is an important specification which helps minimizing the effect of Virus scans on end machines so that business work does not get affected. Kindly incorporate this specification</p>	No addition in RFP clause and the bidder has to comply with the RFP Terms.

Bank's Reply on Pre-bid queries for RFP Ref No. UCO/DIT/Antivirus/1491/2010 for Centralised Antivirus & Client Automation Solution

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	<p>Additional point</p>	<p>We request the following specification to be included for the Anti-virus system</p> <p>Must provide Web threat protection by the following ways:-</p> <p>Capability to protect the endpoints from Web threats by blocking access to and from malicious sites based on the URL's reputation ratings.</p> <p>Capability to extend Web threat protection to the endpoints even when they disconnect from the network, i.e. regardless of the location.</p> <p>Capability to define Approved URLs to bypass web reputation policies.</p> <p>Capability to provide real-time protection by referencing online database with millions of rated web domains.</p> <p>Capability to configure web reputation policies and assign them to individual, several, or all clients.</p> <p>Must provide File reputation service</p> <p>Must be able to check the reputation of the files hosted in the internet.</p> <p>Must be able to check the reputation of the files in webmail attachments.</p> <p>As approx 92% threats are coming from Web this feature will help to protect customer network from web threats which may cause IRCBOT attack in the network. Kindly incorporate web protection for greater SLA adherence and considerign the fact that it is a banking network</p>	<p>No addition in RFP clause and the bidder has to comply with the RFP Terms.</p>

Bank's Reply on Pre-bid queries for RFP Ref No. UCO/DIT/Antivirus/1491/2010 for Centralised Antivirus & Client Automation Solution

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	Additional point	<p>We request the following specification to be included for the Anti-virus system</p> <p>Capability to have smart feedback to enable feedback from the client agents to the threat research centers of the vendor. This will enable it to deliver automatic, real-time protection against the latest threats and provides "better together" security.</p> <p>Smart feedback is the best way for identifying any specific issues with a desktop and ensuring that the problem is tackled before it affects any other machine. Kindly incorporate this specification</p>	No addition in RFP clause and the bidder has to comply with the RFP Terms.
	Additional point	<p>We request the following specification to be included for the Anti-virus system</p> <p>Capability to have alternate method other than the conventional pattern based scanning with the following features:-</p> <p>Provides fast, real-time security status lookup capabilities in the cloud environment.</p> <p>Reduces the overall time it takes to deliver protection against emerging threats.</p> <p>Reduces network bandwidth consumed during pattern updates. The bulk of pattern definition updates only need to be delivered to the cloud or some kind of repository and not to many endpoints.</p>	No addition in RFP clause and the bidder has to comply with the RFP Terms.

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		<p>Lowers kernel memory consumption on endpoints. Consumption increases minimally over time.</p> <p>This is a very important component which can reduce scanning time, and ensure UCO bank is not only depended on virus scan for AV protection. Kindly incorporate this specification for better defense in depth</p>	<p>No addition in RFP clause and the bidder has to comply with the RFP Terms.</p>
	Additional point	<p>We request he following specification to be included for the Anti-virus system</p> <p>Capability to have centrally managed Client Firewall and IDS/IPS.</p> <p>Client firewall and deep packet inspection helps to secure network proactively.</p>	<p>No addition in RFP clause and the bidder has to comply with the RFP Terms.</p>
	Additional point	<p>We request he following specification to be included for the Anti-virus system</p> <p>Incremental update size of the anti-virus update file must be within 400kb to 800kb on an average.</p> <p>Reduces network bandwidth consumed during pattern updates. The bulk of pattern definition updates only need to be delivered to the cloud or some kind of repository and not to many endpoints.</p>	<p>No addition in RFP clause and the bidder has to comply with the RFP Terms.</p>
	Additional point	<p>We request he following specification to be included for the Anti-virus system</p> <p>End Point Anti Virus solution should be present in the leader's quadrant of Gartner's Magic Quadrant.</p> <p>This will ensure that UCO bank has the best marked analyzed product in the market</p>	<p>No addition in RFP clause and the bidder has to comply with the RFP Terms.</p>

Bank's Reply on Pre-bid queries for RFP Ref No. UCO/DIT/Antivirus/1491/2010 for Centralised Antivirus & Client Automation Solution

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	Additional point	<p>We request the following specification to be included for the Anti-virus system</p> <p>The product should Use any alternate method like cloud based scanning powered by File Reputation, Web Reputation and Email Reputation correlation technology other than the conventional pattern based scanning with the following features:</p> <p>The product should provide fast, real-time security status lookup capabilities in the cloud</p> <p>The product should reduce the overall time it takes to deliver protection against emerging threats</p> <p>Provide better protection and less complexity without impacting performance.</p>	No addition in RFP clause and the bidder has to comply with the RFP Terms.
	Additional point	<p>We request the following specification to be included for the Anti-virus system</p> <p>The solution proposed should have been implemented in a Bank/ Public Sector Financial Institution having at least 4000 nodes</p> <p>As per the scoring criteria for bidder, the solution also should have been implemented accordingly</p>	No addition in RFP clause and the bidder has to comply with the RFP Terms.
30	The solution should be capable to pull / push including patch management for operating system installed at the client.	Kindly change it to "The Configuration Management software should have a single agent which is capable of inventory as well as software management (software pull / push) including patch security, compliance"	No change in RFP clause and the bidder has to comply with the RFP Terms.

Bank's Reply on Pre-bid queries for RFP Ref No. UCO/DIT/Antivirus/1491/2010 for Centralised Antivirus & Client Automation Solution

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		Its important that the compliance status of the end points are managed, and not only the patches	No change in RFP clause and the bidder has to comply with the RFP Terms.
30	Remote control shall have policy-based Remote Control authorization.	<p>Kindly change it to " Remote control shall have policy-based Remote Control authorization and set centrally defined, managed and stored policies to manage IT resources."</p> <p>All the policies should be centrally manageable, otherwise the controlling of such geographically spread entities is difficult.</p>	No change in RFP clause and the bidder has to comply with the RFP Terms.
31	The solution should provide reports, that reflecting, the patch has been deployed.	For efficiency purpose, we understand that you would expect the vendor to provide consolidated interface for all kind of reports, including inventory, patch management, software management, security and compliance. This must be kept as a minimum requirement for consolidated operations. pls confirm	Please refer to the RFP clause and the bidder has to comply with the RFP Terms.
31	The tool must be able to differentiate between various versions of the anti-virus, anti-spyware and firewall installed on desktops. Using this data, operators should be able to find out what actions to take to remediate or bring desktops to the latest level of antivirus version/signatures.	For efficiency purpose, we understand that the Desktop Mgmt tool should be able to provide single interface with dashboard of all inventory, software and hardware assets, security information including Antivirus, Firewall, anti spyware, compliance, vulnerabilities. Pls confirm	Please refer to the RFP clause and the bidder has to comply with the RFP Terms.
	Additional point	We request he following specification to be included for the Client Automation solution	No addition in RFP clause and the bidder has to comply with the RFP Terms.

Bank's Reply on Pre-bid queries for RFP Ref No. UCO/DIT/Antivirus/1491/2010 for Centralised Antivirus & Client Automation Solution

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		<p>The client automation solution should allow the user to control the amount of bandwidth that the self-service interface uses and it should be capable of bandwidth throttling and other features which use the network efficiently</p> <p>Bandwidth utilization needs to be minimized for such geographically spread locations</p>	<p>No addition in RFP clause and the bidder has to comply with the RFP Terms.</p>
	Additional point	<p>We request the following specification to be included for the Client Automation solution</p> <p>The configuration management solution must be able to repair or reinstall the application back to its original good state configuration.</p> <p>Rectification tasks should be automated otherwise business will be impacted in case there is a role back and proper role back does not happen</p>	<p>No addition in RFP clause and the bidder has to comply with the RFP Terms.</p>
	Additional point	<p>We request the following specification to be included for the Client Automation solution</p> <p>Automatically acquire regulatory compliance information & vulnerability information based on an industry standard and scan the devices for vulnerabilities & report vulnerable devices based on various metrics relevant to the business.</p> <p>Security of the desktops in a banking environment is of utmost importance and proper compliance to standards is essential</p>	<p>No addition in RFP clause and the bidder has to comply with the RFP Terms.</p>
	Additional point	<p>We request the following specification to be included for the Client Automation solution</p>	<p>No addition in RFP clause and the bidder has to comply with the RFP Terms.</p>

Bank's Reply on Pre-bid queries for RFP Ref No. UCO/DIT/Antivirus/1491/2010 for Centralised Antivirus & Client Automation Solution

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	<p>Additional point</p>	<p>The client automation tool must provide detailed application usage statistics so as to effectively manage the risk of unauthorized usage or under-licensing of software.</p>	<p>No addition in RFP clause and the bidder has to comply with the RFP Terms.</p>
		<p>Security of the desktops in banking environment is of utmost important and proper compliance to standards is essential</p>	<p>No addition in RFP clause and the bidder has to comply with the RFP Terms.</p>