

REF RFP No: TMD/3/2025-26 dated 28/07/2025

#### **Queries and Clarifications 4**

S. No	RFP Page No	Clause No	Category/Type	RFP Clause	Bidder Query	Response/ Clarification By Bank
1	3	4, Corrigendum 3, Amendment S.No: 1	GENERAL TENDER DETAILS	Last date and time for Online bid submission (both Technical & Commercial) 30-09-2025, 15:00 Hrs Date and Time of Technical Bid Opening 30-09-2025, 15:30 Hrs	With regards to RFP number GEM/2025/B/6482712 dated 28-7-2025 for Setting up of Cyber Security Operations Center (CSOC) in Tamil Nadu Grama Bank (TNGB) and Puduvai Bharathiar Grama Bank (PBGB).  Given the technical complexity of the project and additional prebid queries received from the OEM. we require additional time to thoroughly evaluate the requirements, consolidate the OEM documents, and secure the necessary approvals.  To ensure a comprehensive and fully compliant proposal submission, we kindly request an extension of two weeks to the current bid submission deadline.  We appreciate your consideration and look forward to your confirmation.	Please refer to the amendments4.



2	8	3.6	PRE- QUALIFICATION CRITERIA OF THE BIDDER	The Bidder should be an OEM authorized partner for atleast two years as on the date of publication of this RFP for Internal Firewall, External Firewall, WAF, EDR, SIEM, NAC and DLP solutions. The bidder should be an OEM authorized partner for all other solutions except mentioned above as on the date of publication of this RFP. The bidder should submit the manufacturer's Authorization Form for all the products/solutions quoted for this RFP.	Request to Amend- The Bidder should be an OEM authorized partner for atleast two years as on the date of publication of this RFP for Internal Firewall, External Firewall, WAF, EDR, SIEM, NAC and DLP solutions. The bidder should be an OEM authorized partner for all other solutions except mentioned above as on the date of publication of this RFP. The bidder should submit the manufacturer's Authorization Form for all the products/solutions quoted for this RFP.  Request to consider MAF for NAC	Please refer to the amendments4.
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3	33	1.2	SCOPE OF WORK - External Firewall	The new firewall solution should comprise of Firewall rule analyser feature, Anti APT, Sandboxing and NIPS.	Requesting bank to separate the Sandbox from Firewall.  Justification: With respect to firewall, it has a dedicated work to filter out the good traffic from huge amount of bad traffic. For this activity it needs good amount of processing speed. Enabling multiple other features in the same Appliance may degraded the overall performance.  The purpose of Sandbox is also to find out the unknown threats which needs huge processing power and analysis time. Adding these technologies with Firewall is not a proper ask.  As per the best practice and adherence to defence in depth architecture, every critical infrastructure should consider dedicated purpose-built solutions for each of these activities.  Referring to the Indian bank architecture, TNGB should consider a separate Sandboxing for Endpoints/Servers. The same Sandboxing appliance can be utilized to do malware analysis for other 3rd party solutions via ICAP integration. Indian bank is already using AV, EDR and Sandbox from same Vendor.	Please refer to the amendments4.
4	33	1.4	SCOPE OF WORK - Anti-Virus and Endpoint Detection & Response (EDR)	DC should be with HA and DR setup for the solution to be implemented without HA.	The deployement architecture is contradictory. As per Scope of work and Technical specififcation, the AV and EDR needs to be deployed in HA in DC and standaone in DR. But in Annex-XIII it is standalone at DC and DR. Kindly make the necessary changes.	Please refer to the amendments4.
5	34	1.13	SCOPE OF WORK - HIPS for Servers	The solution have to be implemented in HA mode in both DC & DR	The deployement architecture is contradictory. As per Scope of work, the HIPS needs to be deployed in HA in DC and HA in DR. But in Annex-XIII it is standalone at DC and DR. Kindly make the necessary changes.	Please refer to the amendments4.



6	46	RFP: 1.21& Corrigendum 3, Amendment S.No: 6	TECHNICAL AND FUNCTIONAL SPECIFICATIONS - INTERNAL FIREWALL	RFP Clause: The other physical ports should beat least 4 nos. of 1G Copper Ethernet, 4 nos. of 1G fiber 8 nos. of 10G SFP+-  Amendment: The other physical ports should beat least 8 nos. of 1G SFP and 8 nos. of 10G SFP+	As per the recent amendment on the port fabric requirement, we noticed that copper ports are not mentioned. However, considering industry standards the requirement for copper is highly recommended. we would like to confirm how many copper ports the bank is looking for.  Please note that the proposed model includes inbuilt copper ports which cannot be converted into fiber. Accordingly, we can support from Day-1 with the following configuration:  8 × 10G SFP+ 4 × 1G SFP 4 × 1G RJ45 copper ports  This configuration is aligned with the original RFP requirement. We kindly request your confirmation if this meets the bank's expectation.	Please refer to the amendments4.
7	53	30	TECHNICAL AND FUNCTIONAL SPECIFICATIONS - EXTERNAL FIREWALL	The Firewall solution should be able to scan and find malicious payload in executables by sending to sandbox when required	As a bank, protecting our critical infrastructure from advanced threats is paramount. A sandbox is essential for detecting zero-day malware. However, an on-premise solution is not cost-effective, And it is not realistic to have onpremise sandbox for each of solution as Cost will increase exponentially.  We request an amendment to the clause, allowing for a sandbox hosted in the India region. This will ensure effective protection against malicious payloads while managing costs. request to change the clause as  The Firewall solution should be able to scan and find malicious payload in executables by sending to a sandbox onpremise or hosted in india when required	Please refer to the amendments4.



8	53	40	TECHNICAL AND FUNCTIONAL SPECIFICATIONS - EXTERNAL FIREWALL	The firewall should not connect to public\vendor cloud for any of its functions	We seek clarification on this clause to ensure the proposed solution meets the advanced security needs of modern banking infrastructure. Given the current threat landscape, including sophisticated zero-day malware and Advanced Persistent Threats (APTs), effective, near-real-time protection requires cloud-based threat intelligence and advanced cloud dynamic analysis capabilities. Relying solely on on-premise, signature-based updates is not sufficient to defend against these advanced attack vectors. Also scheduled static threat intelligence receival from cloud not effective agaist these types of attacks.  As no next-generation firewall can provide comprehensive protection against zero-day malware and APTs without connecting to a cloud-based threat intelligence platform for dynamic analysis and intelligence sharing, we respectfully request that the clause be revised as  "The firewall should not connect to public\vendor cloud for any of its basic functions"	Please refer to the amendments4.
9	56	71	TECHNICAL AND FUNCTIONAL SPECIFICATIONS - EXTERNAL FIREWALL	The IPS should have minimum 10000+ CVE. Application control database must contain more than 3500+ known applications. Should have a URL categorization that exceeds 100+ million URLs	We have observed that while a firewall may provide a count of its total URL categories, it is not operationally feasible to validate the specific number of URLs within each category in a real-time environment. To align the tender with practical security and operational capabilities, We request to change the clause as  "The IPS should have minimum 10000+ CVE. Application control database must contain more than 3500+ known applications. Additionally, the URL categorization feature should be supported by a comprehensive database with a sufficient volume of URLs to ensure robust and effective web traffic control."	It is clarified that OEM only to certify that they meet the compliance.



10	85	1.5	TECHNICAL AND FUNCTIONAL SPECIFICATIONS - EDR with AV, ENDPOINT PROTECTION PLATFORM (EPP)/ANTI VIRUS FOR ENDPOINTS(AV)	The solution offered should be deployed in HA at DC and without HA at DRS.	The deployement architecture is contradictory. As per Scope of work and Technical specififcation, the AV and EDR needs to be deployed in HA in DC and standaone in DR. But in Annex-XIII it is standalone at DC and DR. Kindly make the necessary changes.	Please refer to the amendments4.
11	142	16.10.	General Requirements, Corrigendum	All the devices/products/solutions proposed for this RFP should not be announced End of Life, End of Service Life for seven years from the date of submission of this RFP.  Corrigendum Clause: All the devices/products/solutions proposed for this RFP should not be announced End of Sale for two years from the date of the submission of the RFP and should be under OEM Support for 7 years from the date of the submission of the RFP	In Corrigendum clause it is stated, devices/products/solutions proposed for this RFP should not be announced <b>End of Sale for two years</b> from the date of the submission of the RFP and should be under OEM Support for 7 years from the date of the submission of the RFP. Does this End of Sale for two years clause apply to the Server Storage Model/device model or even to the Processor and other components inside the Server or all devices proposed.	It is clarified that the clause is applicable for all the devices proposed for this RFP.



12	169	13.6	ANNEXURE-XIII - HARDWARE REQUIREMENTS FOR THE OFFERED SOLUTIONS	AV & EDR - 2 (DC-1 & DR- 1)	The deployement architecture is contradictory. As per Scope of work and Technical specififcation, the AV and EDR needs to be deployed in HA in DC and standaone in DR. But in Annex-XIII it is standalone at DC and DR. Kindly make the necessary changes.	Please refer to the amendments4.
13	169	13.9	ANNEXURE-XIII - HARDWARE REQUIREMENTS FOR THE OFFERED SOLUTIONS	HIPS - 2 (DC-1 & DR-1)	The deployement architecture is contradictory. As per Scope of work, the HIPS needs to be deployed in HA in DC and HA in DR. But in Annex-XIII it is standalone at DC and DR. Kindly make the necessary changes.	Please refer to the amendments4.
14	315	Corrigendum - 1, Commerical bid	COMMERCIAL BID	Table - B, PROCUREMENT OF SOLUTIONS WITH LICENSES	As per ammendment 1 bidder is elgible to get the payment for software license during capex period. However there is no provision in the price schedule for quoting the license during capex period. The ammended price schedule calls for year on year price for software license. Request to ammend the price schedule for enabling the bidder to qutoe capex price for the software license.	Please refer to the amendments4.
15	15   323   -/		PAYMENT TERMS	PAYMENT TERMS	As per ammendment 1 bidder is elgible to get the payment for software license during capex period. However there is no provision in the price schedule for quoting the license during capex period. The ammended price schedule calls for year on year price for software license. Request to ammend the price schedule for enabling the bidder to qutoe capex price for the software license.	Please refer to the amendments4.





17	New	NA	NA	Additional Clause	As per Amendment 3, OEM eligibility criteria have been added for the EDR solution. Similarly, NAC is also a critical solution for banks and a mandatory requirement from the RBI for the successful deployment of NAC. The OEM's experience will give the bank more confidence in how the OEM has delivered solutions to other banks. Request a bank to add "Proposed OEM's NAC solution should have been implemented in three bank in India with minimum 10000 IP's & 600+ branches in each bank during last 5 financial years. Bidder has to submit:  Relevant copy of any one of the following:  1. Purchase Order 2. Engagement letter 3. Work Order 4. Service Agreement  AND  Relevant copy of any one of the following:  1. Completion Certificates 2. Project Sign-Offs 3. Satisfactory client certificate 4. Email confirmation directly from client's domain, along with name, designation, contact number etc.  Note: The credentials must have the required information as listed in the eligibility criteria."	Please refer to the amendments4.
18	New			Additional Clause	Please confirm that the Bank will provide space to put all solution in single zone and same floor. Will Rack space be provided next to each other and not distantly apart.	Please refer to clarifications/amendments in Corrigendum 1 and 2.
19	New			Additional Clause	From Vlan standpoint all the proposed solution should be in the same Vlan/ DMZ-pls confirm East west traffic Protection should enable on the same proposed Firewall or to be sized separtely	It is clarified that VLAN segmentation is to be configured in switch/proposed firewall.



20	New	Additional Clause	Please let us know the total rated power per rack that TNGB will provide.	Please refer to clarifications/amendments in Corrigendum 1 and 2.
21	New	Additional Clause	It is specified in RFP Space for one Rack will be provided in DC. In case more than one Rack is required to host the Servers, Storage hardware, will TNGB facilitate additional rack space in DC. Please confirm	Please refer to clarifications/amendments in Corrigendum 1 and 2.
22	New	Additional Clause	For DR site it is specified that one Rack will be provided for hosting equipments & hardware. In case more than one Rack is required, should bidder include additional rack cost in commercials or should we assume that TNGB can provide the additional racks as well. Please confirm	It is clarified that Bank will provide the racks.
23	New	Additional Clause	It is specified that the Solutions should be able to operate from DR Site, in case DC Site unavailability. Please specify the RTO/RPO required to be met for DR scenario.	Please refer to clarifications/amendments in Corrigendum 1.



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# **Amendments 4**

S. No.	Page No. (Initial RFP)	Clause No.	Туре	Existing RFP clause	Amended RFP clause (Corrigendum 4)
1	3	1	GENERAL TENDER DETAILS	Last date and time for Online bid submission (both Technical & Commercial) 30-09-2025, 15:00 Hrs Date and Time of Technical Bid Opening 30-09-2025, 15:30 Hrs	Last date and time for Online bid submission (both Technical & Commercial) 08-10-2025, 15:00 Hrs Date and Time of Technical Bid Opening 08-10-2025, 15:30 Hrs
2	8	3.6	PRE-QUALIFICATION CRITERIA OF THE BIDDER	The Bidder should be an OEM authorized partner for atleast two years as on the date of publication of this RFP for Internal Firewall, External Firewall, WAF, EDR, SIEM, NAC and DLP solutions. The bidder should be an OEM authorized partner for all other solutions except mentioned above as on the date of publication of this RFP. The bidder should submit the manufacturer's Authorization Form for all the products/solutions quoted for this RFP.	The Bidder should be an OEM authorized partner for at least two years as on the date of publication of this RFP for any five solutions of Internal Firewall, External Firewall, WAF, EDR, SIEM,NAC and DLP solutions. The bidder should be an OEM authorized partner for all other solutions except mentioned above as on the date of publication of this RFP. The bidder should submit the manufacturer's Authorization Form for all the products/solutions quoted for this RFP.
3	19	25	25. PAYMENT TERMS	A – Device Cost B – Implementation Cost C – AMC Cost D – ATS Cost E – License Cost F – Facility Management Services	A – DEVICES/ SOLUTIONS WITH 3 YEARS WARRANTY COST B – SOLUTIONS WITH LICENSES for 5 YEARS COST C – Facility Management Services (FMS) Cost D – Implementation Cost E – Infrastructure - Hardware and system software Cost F – AMC/ATS Cost for A & E  Please refer the Revised Payment Terms.



4	20	26	26. LIQUIDATED DAMAGES	A – Device Cost B – Implementation Cost C – AMC Cost D – ATS Cost E – License Cost F – Facility Management Services	A – DEVICES/ SOLUTIONS WITH 3 YEARS WARRANTY COST B – SOLUTIONS WITH LICENSES for 5 YEARS COST C – Facility Management Services (FMS) Cost D – Implementation Cost E – Infrastructure - Hardware and system software Cost F – AMC/ATS Cost for A & E  Please refer the Revised Liquidity Damages.
5	33	1.2	SCOPE OF WORK - External Firewall	The new firewall solution should comprise of Firewall rule analyser feature, Anti APT, Sandboxing and NIPS.	The new firewall solution should comprise of Firewall rule analyser feature, Anti APT (without sandboxing) and NIPS but the firewall should support integration with sandboxing in future.
6	33	1.4	SCOPE OF WORK - Anti-Virus and Endpoint Detection & Response (EDR)	DC should be with HA and DR setup for the solution to be implemented without HA.	ANNEXURE-XIII (HARDWARE REQUIREMENTS FOR THE OFFERED SOLUTIONS) is updated. Please refer the Revised Annexure XIII.
7	34	1.13	SCOPE OF WORK - HIPS for Servers	The solution have to be implemented in HA mode in both DC & DR	The solution should be implemented in HA between DC-DR Setup.
8	34	1.6	SCOPE OF WORK - WEB PROXY SOLUTION	DC and DRS should have similar setup of the solution to be implemented by the Bidder in active – passive mode.	ANNEXURE-XIII (HARDWARE REQUIREMENTS FOR THE OFFERED SOLUTIONS) is updated. Please refer the Revised Annexure XIII.
9	46	1.21	TECHNICAL AND FUNCTIONAL SPECIFICATIONS - INTERNAL FIREWALL	RFP Clause: The other physical ports should beat least 4 nos. of 1G Copper Ethernet, 4 nos. of 1G fiber 8 nos. of 10G SFP+-  Amendment: The other physical ports should beat least 8 nos. of 1G SFP and 8 nos. of 10G SFP+	The other physical ports should be at least 8 nos. of 1G copper ports and 8 nos. of 10G SFP+ ports



10	53	2.4	TECHNICAL AND FUNCTIONAL SPECIFICATIONS - EXTERNAL FIREWALL	The firewall should not connect to public\vendor cloud for any of its functions	The firewall should not connect to public/vendor cloud for any of its functions except sandboxing.
11	79	6.4.12	TECHNICAL AND FUNCTIONAL SPECIFICATIONS - CLMS	The Solution's log receiver/collector component should be able to work in high availability (HA) mode. The following are important points to be noted regarding the high-level LMS architecture: (a) The log collection engine shall be deployed in HA within each DC and DRS of the Bank (b) Ability to handle a situation that involves once DC being unavailable, all services should work from DRS in near real-time without loss of any data.	The Solution's log receiver/collector component should be able to work in high availability (HA) mode. The following are important points to be noted regarding the high-level LMS architecture: (a) Ability to handle a situation that involves once DC being unavailable, all services should work from DRS in near real-time without loss of any data.
12	104	11	TECHNICAL AND FUNCTIONAL SPECIFICATIONS - NAC	Additional Clause	The Proposed OEM's NAC solution should have been implemented in at least one BFSI organization including RBI, NABARD, NPCI and SEBI with 6000 licenses in the last three years.
13	138	16.1.1	Hosting Infrastructure - Rack	42U or 48U with dimensions 800 mm width 1200 mm depth.	42U with dimensions 800 mm width 1200 mm depth.
14	169	4,11	Annexure-XIII (HARDWARE REQUIREMENTS FOR THE OFFERED SOLUTIONS)	4. VAS: 2 (DC-1 & DR-1) 6. AV & EDR: 2 (DC-1 & DR-1) 7. Web Proxy: 4 (DC-2 & DR-2) 11. SIEM: 4 (DC-2 & DR-2)	4. VAS: 1 (DC-1) 6. AV & EDR: 3 (DC-2 & DR-1) 7. Web Proxy: 2 (DC-1 & DR-1) 11. SIEM: 2 (DC-1 & DR-1)



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#### **25. PAYMENT TERMS (REVISED)**

The Payments will be made as per below details
Only GST, wherever applicable, will be borne by the Bank
Bank will deduct TDS (Tax deducted at source) as applicable

#### **Individual Invoices for RRBs:**

- For endpoints bases licenses like EDR, Asset management, Patch management etc., and user based licenses like and Web proxy solution, NAC, etc, the invoices shall be raised to two Regional Rural Banks separately for which the breakup will be informed to successful bidder.
- For centralized solutions like Firewall, WAF etc, invoices shall be raised to TNGB.

Payment will be made as per the schedule mentioned below:

- A DEVICES/ SOLUTIONS WITH 3 YEARS WARRANTY COST
- **B SOLUTIONS WITH LICENSES for 5 YEARS COST**
- C Facility Management Services (FMS) Cost
- D Implementation Cost
- E Infrastructure Hardware and system software Cost
- F AMC/ATS Cost for A & E

Deliverables	Payment Terms	Payment Amount
Delivery of all the Appliances and Hardware	Delivery of Hardware and appliances.	70 % of [A+E]
Delivery of applicable licenses	Delivery of Software/ Licenses and deployment of FM resources.	70% of [B]
Installation and Integration of all Devices and Go- Live of solution, SIGN-OFF	Post successful Implementation and after Signoff along with certificate from respective O.E.M on implementation of the product.	30 % of [A+E] 30% of [B] 50% of [D]
AMC/ ATS cost of Devices/ Solutions/ Components	3 months after Sign-Off  Shall be paid half yearly in advance on submission of Invoices and requisite documents. This will start post expiry of Warranty as applicable.	50% of [D]
Facility Management Services	Shall be paid quarterly in arrears on submission of Invoices and requisite documents	



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#### **26. LIQUIDATED DAMAGES (REVISED)**

Liquidated Damages due to Delayed Hardware/ Application Licenses Delivery, non-deployment of Onsite Technical Support Resources and delay in Implementation

- I. Inability of the Successful bidder to deliver the required service levels as mentioned in the table below, would result in breach of contract and invoke the LD clause.
- II. Bank shall be entitled to deduct the liquidated damage from amount payable by the Bank under this contract.
- III. The penalties mentioned hereunder will be applicable to the respective solutions for which the delivery/ Implementation/deployment is delayed. The penalties will be applicable even if a part of a solution/product is undelivered/unimplemented owing to which the solution/product is impacted.
- IV. Applicable penalties i.e. LD amount due to delayed hardware and license delivery, FM Deployment and installation and Integration with Existing Devices are as below:
  - A DEVICES/ SOLUTIONS WITH 3 YEARS WARRANTY COST
  - B SOLUTIONS WITH LICENSES for 5 YEARS COST
  - C Facility Management Services (FMS) Cost
  - D Implementation Cost
  - E Infrastructure Hardware and system software Cost
  - F AMC/ATS Cost for A & E

Deliverables	Liquidity Damage	Maximum LD
Execution of Service Level	0.25% of (A+B+C+D+E+F) for every	Up to 1% of
Agreement & related documents	week's delay or part thereof after 30 days	(A+B+C+D+E +F)
	of issuance of Purchase Order	
Delivery of FMS resources		
Delivery of all the Appliances/ Hardware/Application Software and applicable	0.25% of [A]+[B]+[E] for every week's delay or part thereof	Up to 10% of
licenses		(A+B+C+D+E +F)
Installation and	0.50% of [A]+[B]+[D]+[E] for every week's	
Integration of all Devices and Go-	delay or part thereof	
Live of solution, SIGN-OFF		



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#### **ANNEXURE-XIII**

# 13. HARDWARE REQUIREMENTS FOR THE OFFERED SOLUTIONS (Hardware resources to be provided by the Bidder)

[SETTING UP OF CYBER SECURITY OPERATION CENTER (CSOC) IN TNGB AND PBGB] REF: TMD/3/2025-26 dated 28/07/2025

S.No	ltem	Make/ Model/Part Number (To be specified by the bidder)	Factor (if any)	HA (within site)	RAM		Storage (Size in GB)		Operating System	Databas e	Additional Parts/ Modules along with Remark, if any
					vCPU	Clock Speed (GHz)	Memo ry size in GB			•	
1	NTP solution		2 (DC-1 & DR-1)	NA							
2	Asset Management solution		2 (DC-1 & DR-1)	NA							
3	Patch Management solution		2 (DC-1 & DR-1)	NA							
4	VAS		1 (DC-1)	NA							
5	Firewall management solution		2 (DC-1 & DR-1)	NA							
6	AV & EDR		3 (DC-2 & DR-1)	Required (DC)							
7	Web proxy		2 (DC-1 & DR-1)	NA							
8	NAC		4 (DC-2 & DR-2)	Required							
9	HIPS		2 (DC-1 & DR-1)	NA							
10	Data classification tool		2 (DC-1 & DR-1)	NA							
11	SIEM		2 (DC-1 & DR-1)	NA							
12	DAM		2 (DC-1 & DR-1)	NA							
13	Data Leakage prevention solution for end points		2 (DC-1 & DR-1)	NA							
14	CLMS		2 (DC-1 & DR-1)	NA							



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- Bidder may add as many rows as required in the above table in details
- Actual Quantities to be mentioned
- The requirement of system hardware has to mentioned above by considering both the existing licenses
  of the respective solution available with the Bank and new licenses proposed in the current RFP so that
  the final systems hardware should suffice for the solution in all respects. Further, the hardware sizing
  should be considered for running the solution for a period of five years without any latency due to
  insufficiency of any hardware.
- Dual power & redundancy to be maintained for High Availability
- There should not be any ambiguity in above details and if any, the same has to be clarified under remark column.

Yours faithfully,

# Signature of Authorized Signatory (of Bidder)

Name of
Signatory:
Designation:
Date:
Place:
Email ID:
Mobile
Number:
Telephone
No.:

Seal of the Company: