केनरा बैंक Canara Bank

Replies to Prebid Queries of GeM bid ref. no. GEM/2022/B/2911863 dated 03/01/2023 for Supply, Installation, Implementation, Roll Out, Operations and Maintenance of Active Directory (AD) Assessment Solution in Canara Bank for 3 years

Sl. No.	GeM Bid Clause	GeM Bid Clause/Technical Specification	Bidder's Query	Bank's Reply
1	Annexure-2 Technical and Functional Requirements	B. FUNCTIONAL REQUIREMENTS 23. Create an alert when the equipment configuration is not compliant to the security policy.	Request you to please change the clause as Active directory assessment tool can be used to create AD configuration baseline.	Bidder has to comply with RFP terms and condition.
2	Annexure-2 Technical and Functional Requirements	B. FUNCTIONAL REQUIREMENTS 35. The solution must not be a "point of failure" in network traffic flow; the failure of one or more components of the solution should not affect the organizational network's functionality.	Since all active directory tool worked on rule base model and receive passive input from AD, hence requesting you to please remove this clause.	Bidder has to comply with RFP terms and condition.
3	Annexure-2 Technical and Functional Requirements	B. FUNCTIONAL REQUIREMENTS 37. The solution must offer compatibility for all versions of Active Directory.	Requesting you to please change the clause as the solution must offer IOA from 2016 and higher and IOE Support Windows NT and later.	Bidder has to comply with RFP terms and condition.
4	Annexure-2 Technical and Functional Requirements	B. FUNCTIONAL REQUIREMENTS 43. The solution must have the ability to export data regarding misconfigurations in the Active Directory into CSV format.	Requesting you to change the clause "The solution must have ability to export IOA in CSV & PDF and IOE in CSV format.	Bidder has to comply with RFP terms and condition.
5	Annexure-2 Technical and Functional Requirements	B. FUNCTIONAL REQUIREMENTS 47. Operational and technical training programs with training information and documentation must be provided	This can be optional and customer can avail training module on commercial basis later on.	Bidder has to comply with RFP terms and condition.
6	Annexure-2 Technical and Functional Requirements	B. FUNCTIONAL REQUIREMENTS 50. The solution should reduce attack surface by eliminating excess and unneeded privileges.	There is no inbuilt automated removal capabilities available with active directory assessment tool, and it is advisable customer will have to review them and remediate, or connect with an enterprise soar for fixing the issue.	Bidder has to suggest the mitigation steps for the observations of the assessment report.

7	Annexure-2 Technical and Functional Requirements	B. FUNCTIONAL REQUIREMENTS 53. The solution should analyse periodically and automatically and stay ahead of attackers.	Requesting you to please change the clause as "The solution must have real time analyse capabilities of any change happen related to AD and should stay ahead of attackers.	Bidder has to comply with RFP terms and condition.
8	Annexure-2 Technical and Functional Requirements	B. FUNCTIONAL REQUIREMENTS 55. The solution should be able to detect the below activities, but not limited to, on domain: Suspicious service creation on Domain Controller.	Kindly change the clause as "The solution should be able to monitor service creation via GPO to identify suspicious services and changes in AD.	Bidder has to comply with RFP terms and condition. Proposed solution can integrate with our existing solution like SIEM to provide desired report.
9	Annexure-2 Technical and Functional Requirements	B. FUNCTIONAL REQUIREMENTS 55. The solution should be able to detect the below activities, but not limited to, on domain: Mass Password reset/changes.	This can be achieve using integration with SIEM hence requesting you to change the clause "The solution should be able to identify mass password reset/change when it will be integrated with SIEM solution.	Bidder has to comply with RFP terms and condition. Proposed solution can integrate with our existing solution like SIEM to provide desired report.
10	Annexure-2 Technical and Functional Requirements	B. FUNCTIONAL REQUIREMENTS 55. The solution should be able to detect the below activities, but not limited to, on domain: Suspicious password changes on service accounts.	This can be achieve using integration with SIEM hence requesting you to change the clause "The solution should be able to identify suspicious password changes on service account when integrated to SIEM, and rules created in SIEM.	Bidder has to comply with RFP terms and condition. Proposed solution can integrate with our existing solution like SIEM to provide desired report.
11	Annexure-2 Technical and Functional Requirements	B. FUNCTIONAL REQUIREMENTS 55. The solution should be able to detect the below activities, but not limited to, on domain: Credentials harvesting from Sysvol & Net logon share.	Change the clause as "The solution should able to Look for potentially harvest-able credentials in GPO/SYSVOL.	Bidder has to comply with RFP terms and condition.
12	Annexure-2 Technical and	B. FUNCTIONAL REQUIREMENTS 55. The solution should be able to detect	Nil.	Bidder has to comply with RFP terms and condition.

	Functional Requirements	the below activities, but not limited to, on domain: Service Accounts with Shadow Admin Privileges.		
13	General: Additional point which will help enhanced AD security capabilities, requesting you to consider these points.	General: Additional point which will help enhanced AD security capabilities, requesting you to consider these points.	The proposed AD security solution should be able to provide a risk-based approach to discover all misconfiguration and weaknesses in the AD infrastructure and identify which pathways attackers may target	Bidder to refer RFP documents and deliver the solution as specified.
14	General: Additional point which will help enhanced AD security capabilities, requesting you to consider these points.	General: Additional point which will help enhanced AD security capabilities, requesting you to consider these points.	The proposed solution should be able to proactively discover and prioritize weaknesses within the target Active Directory domains and provide detailed remediation guidance.	Bidder to refer RFP documents and deliver the solution as specified.
15	General: Additional point which will help enhanced AD security capabilities, requesting you to consider these points.	General: Additional point which will help enhanced AD security capabilities, requesting you to consider these points.	The solution should provide MITRE ATT&CK ® descriptions for each incident that is detected by the solution.	Bidder to refer RFP documents and deliver the solution as specified.
16	General: Additional point which will help	General: Additional point which will help	The solution should provide several ways to visualize the potential vulnerability of a business asset through graphical representations e.g. possible paths that an	Bidder to refer RFP documents and deliver the solution as specified.

	enhanced AD security capabilities, requesting you to consider these points.	enhanced AD security capabilities, requesting you to consider these points.	attacker can take to compromise an asset from an entry point, possible lateral movements into the Active Directory from any asset, and, all paths that can potentially take control of an asset.	
17	Annexure-2 Technical and Functional Requirements	B. FUNCTIONAL REQUIREMENTS 23. Create an alert when the equipment configuration is not compliant to the security policy.	Request you to please change the clause as Active directory assessment tool can be used to create AD configuration baseline	Bidder has to comply with RFP terms and condition.
18	Annexure-2 Technical and Functional Requirements	B. FUNCTIONAL REQUIREMENTS 37. The solution must offer compatibility for all versions of Active Directory.	Active directory has gone many changes - the tool proposed presently is compatible with certain version of the AD. Requesting you to please relax the clause to include only specific relevant versions of AD. Presently our tool supports IOA from 2016 and higher and IOE Support Windows NT and higher.	Bidder has to comply with RFP terms and condition.
19	Annexure-2 Technical and Functional Requirements	B. FUNCTIONAL REQUIREMENTS 50. The solution should reduce attack surface by eliminating excess and unneeded privileges.	There is no inbuilt automated removal capabilities available with active directory assessment tool, and it is advisable customer will have to review them and remediate, or connect with an enterprise soar for fixing the issue	Bidder has to comply with RFP terms and condition.
20	Annexure-2 Technical and Functional Requirements	B. FUNCTIONAL REQUIREMENTS 53. The solution should analyse periodically and automatically and stay ahead of attackers.	Requesting you to please change the clause as "The solution must have real time analyse capabilities of any change happen related to AD and should stay ahead of attackers	Bidder has to comply with RFP terms and condition.
21	Annexure-2 Technical and Functional Requirements	B. FUNCTIONAL REQUIREMENTS 55. The solution should be able to detect the below activities, but not limited to, on domain: Suspicious service creation on Domain Controller.	Kindly change the clause as "The solution should be able to monitor service creation via GPO to identify suspicious services and changes in AD". Any other mode of service creation would be outside the scope of an AD monitoring tool but would fall in the category of OS monitoring tool like Antivirus/FIM/EDR etc. which the bank already has in place.	Bidder has to comply with RFP terms and condition.

22	Annexure-2 Technical and Functional Requirements	B. FUNCTIONAL REQUIREMENTS 30. The solution should not require any privileged access on monitored domains; beyond the privileges assigned to a normal domain user account.	After deployment, the solution core features (particularly proactive real-time assessment and real time mapping) should not require any privileged access on monitored domains beyond the privileges assigned to a normal domain user account. However, for few checks privilege access might require higher access for it to function - any privileged required should work on need-only and least-privilege basis. Request relaxing this clause to accommodate the ask.	Bidder has to comply with RFP terms and condition.
23	Annexure-2 Technical and Functional Requirements	B. FUNCTIONAL REQUIREMENTS 55. The solution should be able to detect the below activities, but not limited to, on domain: Mass Password reset/changes.	Request to remove this clause as this use case typically falls under the scope of an event logging solution such as SIEM tool	Bidder has to comply with RFP terms and condition. Proposed solution can integrate with our existing solution like SIEM to provide desired report.
24	Annexure-2 Technical and Functional Requirements	B. FUNCTIONAL REQUIREMENTS 55. The solution should be able to detect the below activities, but not limited to, on domain: Suspicious password changes on service accounts.	Request to remove this clause as this use case typically falls under the scope of an event logging solution such as SIEM tool	Bidder has to comply with RFP terms and condition. Proposed solution can integrate with our existing solution like SIEM to provide desired report.
25	Annexure-2 Technical and Functional Requirements	B. FUNCTIONAL REQUIREMENTS 55. The solution should be able to detect the below activities, but not limited to, on domain: Credentials harvesting from Sysvol & Net logon share.	Request to change the clause as " The solution should able to Look for potentially harvest-able credentials in GPO/SYSVOL	Bidder has to comply with RFP terms and condition.
26	Annexure-2 Technical and Functional Requirements	B. FUNCTIONAL REQUIREMENTS 55. The solution should be able to detect the below activities, but not limited to,	The solution should be able to detect Shadow Admin Privileges and allow user to map it with associated service account (if any) within the solution	Bidder has to comply with RFP terms and condition.

		on domain: Service Accounts with Shadow Admin Privileges.		
27	Annexure-11 Bill of Material	Table -B Price details of Active Directory (AD) Assessment Solution 1. Licenses for Active Directory (AD) Assessment Solution as per Annexure-1 & Annexure-2.	Please share the count of active enabled user accounts. This is needed for Hardware sizing and enterprise license counting.	Approx. 100000.
28	16. Security	16.2. The Bank will not provide any remote session and direct internet connectivity to the equipment in terms of support which may leads to the vulnerability of the system.	Remote access for software troubleshooting is the general method of providing effective support - request you to please allow access remotely. The remote access can be enabled with due risk assessment and process which can be adhered to by vendor.	Bidder has to comply with RFP terms and condition.
29	17. Escrow arrangement	17.2. The bidder will place the Source Code (and the procedures necessary to build the source into executable form) along-with flow diagrams and technical write up for the Software, within Thirty (30) days of implementation in escrow with a reputable agency acceptable to both the parties. The modalities of the versions to be kept etc., can be finalized at the time of lodging the software for escrow.	The solution being proposed is not a proprietary software/custom built and is being used by organisations across the world. The software provider is also an established public company and has been commercially building software products over 2 decades. Keeping in mind the above, would request you to please relax this clause. Any custom development/IP developed during the project can become the property based on the SoW signed at that point of time.	Bidder has to comply with RFP terms and condition.
30	17. Escrow arrangement	17.5. The application software should mitigate Application Security Risks; at a minimum, those discussed in OWASP top 10 (Open Web Application Security Project).	Software providers today are required to declare their trust and assurance programs being followed. Specific proofs for such programs are covered under public certifications like ISO27001 - would this certification and declaration be sufficient for bank's requirements.	Bidder has to comply with RFP terms and condition.
31	17. Escrow arrangement	17.7. The bidder should provide Application Security Certificate along with report of the proposed solution to	Software providers today are required to declare their trust and assurance programs being followed. Specific proofs for such	Bidder has to comply with RFP terms and condition.

		Bank, However, Bank in its discretion to conduct Code audit to check the vulnerability associated with proposed software/solution, if in case observations are found then bidder has to take up with OEM immediately to attend the same for closure before project acceptance/signoff.	programs are covered under public certifications like ISO27001 - would this certification and declaration be sufficient for bank's requirements.	
32	21. Warranty	21.2. The selected bidder has to provide comprehensive On-site warranty for Three (3) years.	The selected bidder has to provide comprehensive On-site warranty for Three (3) years for hardware and comprehensive Off site warranty for Three (3) years for software.	Bidder has to comply with RFP terms and condition.
33	6. Existing Infrastructure	6.4. The successful bidder must design the solution with high availability & secure infrastructure in Data Centre and Disaster Recovery site as per Industry accepted security standards and best practices.	Since all active directory tool worked on rule base model and receive passive input from AD, hence requesting you to please remove this clause. Being a non-intrusive tool, failure of the tool does not any direct business impact and hence running the tool in a standalone mode is the most cost and operationally effective architecture proposed. Recovery procedures are more effective way of handling passive tools like this rather than active - active HA configuration. Request changing the clause to "The successful bidder must design the solution with modular architecture & secure infrastructure in Data Centre and as per Industry accepted security standards and best practices"	The successful bidder must design the solution with secure infrastructure in Data Centre site as per Industry accepted security standards and best practices.
34	Annexure-5 Pre-Qualification Criteria	Criteria 7. The proposed Active Directory (AD) Assessment Solution should have been [not necessarily by the bidder] implemented and currently running in any of the BFSI sector in India. Documents to be submitted for	Request Bank to consider BFSI sector globally	Bidder has to comply with RFP terms and condition.

		Compliance The Bidder has to provide reference letter along with work completion/undertaken or invoice duly mentioning the solution name from the Customers to this effect.		
35	Annexure-10 Technical Evaluation Criteria	Criteria 1.The proposed Active Directory (AD) Assessment Solution should have been implemented & currently running in any BFSI organization in India for Application Services, Support, Administration, Management & Monitoring. (POCs done will not be treated as experience of the bidder) Documents to be submitted for Compliance Documentary evidence of contracts executed along with completion / undertaken certificate / invoices or any other document certifying that Project has been implemented successfully. Reference from customer along with customer contact details are required.	Request Bank to consider BFSI sector globally	Bidder has to comply with RFP terms and condition.
36	Annexure-10 Technical Evaluation Criteria	Criteria 2.The OEM having experience in handling the proposed AD Assessment Solution & should be currently running in any organization in India for Application Services, Support, Administration, Management & Monitoring (POCs done will not be treated as experience of the bidder). Documents to be submitted for Compliance Documentary evidence of contracts executed along with completion /	Request Bank to consider global deployment	Bidder has to comply with RFP terms and condition.

		undertaken certificate / invoices or any other document certifying that Project has been implemented successfully. Reference from customer along with customer contact details are required.		
37.	Annexure-10 Technical Evaluation Criteria	Criteria 3.Number of implementations of the proposed Active Directory (AD) Assessment Solution in any organization in India. Documents to be submitted for Compliance Documentary evidence of contracts executed along with completion / undertaken certificate / invoices or any other document certifying that Project has been implemented successfully. Reference from customer along with customer contact details are required.	Request Bank to consider global implementations	Bidder has to comply with RFP terms and condition.
38	23. Local support	23.3. The bidder will be responsible for attending complaints during all hours 24x7x365 basis of contract period.	Request Bank to confirm if on-site technical resource to be proposed for 24x7 support.	On-site resource is not required. However, proper support should be available whenever required.
39	12. Delivery, Installation, Integration, Commissioning And Maintenance	12.2. Delivery Schedule is as follows: 12.2.1. Supply of Hardware & other Items (including OS): Within Four (4) weeks from the date of acceptance of Purchase Order or Five (5) weeks from the date of issue of Purchase Order whichever is earlier.	Request Bank to amend the clause as Supply of Hardware & other Items (including OS): Within Nine (9) weeks from the date of acceptance of Purchase Order or Ten (10) weeks from the date of issue of Purchase Order whichever is earlier.	Bidder has to comply with RFP terms and condition.
40	12. Delivery, Installation, Integration, Commissioning And Maintenance	12.3. Installation Schedule: 12.3.2. Installation, Configuration, Integration and Commissioning of Active Directory (AD) Assessment Solution: The selected bidder should ensure installation, configuration, Integration and commissioning of the delivered Active Directory (AD) Assessment Solution at the bank branch/office	Request Bank to amend the clause as " The selected bidder should ensure installation, configuration, Integration and commissioning of the delivered Active Directory (AD) Assessment Solution at the bank branch/office within 4 weeks from the date of delivery of hardware of Active Directory (AD) Assessment Solution for each ordered locations."	Bidder has to comply with RFP terms and condition.

		within 2 weeks from the date of delivery of Active Directory (AD) Assessment Solution for each ordered locations.		
41	12. Delivery, Installation, Integration, Commissioning And Maintenance	12.4. Project Timelines: The selected bidder should complete the Supply, Installation, Implementation and Go Live of the entire Solution within Eight (8) weeks from the date of acceptance of the Purchase Order or within Nine (9) weeks from the date of issue of Purchase Order whichever is earlier.	Request Bank to amend the clause as "The selected bidder should complete the Supply, Installation, Implementation and Go Live of the entire Solution within Fifteen (15) weeks from the date of acceptance of the Purchase Order or within Sixteen (16) weeks from the date of issue of Purchase Order whichever is earlier"	Bidder has to comply with RFP terms and condition.
42	17. Escrow arrangement	17. Escrow arrangement	Request Bank to remove this clause as OEM will not sign the ESCROW	Bidder has to comply with RFP terms and condition.
43	20. Payment terms	20.1. The payment schedule will be as under and will released after execution of contract agreement: Sl. No. a, b, c: Ø 40 % of the payment will be released on delivery as per clause 12 of this document. Ø 50 % of the payment will be released on full implementation and sign-off from the Bank as per clause 12 of this document. Ø 10 % of the payment will be released: After completion of warranty period and after deducting applicable penalties and Liquidated damages. Or On submission of a bank guarantee for equivalent to 10% of the remaining payment.	Request Bank to Amend the payment terms as Ø 70 % of the payment will be released on delivery as per clause 12 of this document. Ø 20 % of the payment will be released on full implementation and sign-off from the Bank as per clause 12 of this document. Ø 10 % of the payment will be released: After completion of warranty period and after deducting applicable penalties and Liquidated damages. Or On submission of a bank guarantee for equivalent to 10% of the remaining payment.	Bidder has to comply with RFP terms and condition.

44	20. Payment terms	20.1. The payment schedule will be as under and will released after execution of contract agreement: Sl. No. e: Ø 40 % of the payment will be released on delivery as per clause 12 of this document. Ø 40 % of the payment will be released on full implementation and sign-off from the Bank as per clause 12 of this document and Completion of training and performing 2 assessments. Ø 10% of the payment will be released after signing Escrow Agreement and depositing of source code.	Request Bank to Amend as 70 % of the payment will be released on delivery as per clause 12 of this document. Ø 20 % of the payment will be released on full implementation and sign-off from the Bank as per clause 12 of this document and Completion of training and performing 2 assessments. Ø 10 % of the payment will be released: After completion of warranty period and after deducting applicable penalties and Liquidated damages. Or On submission of a bank guarantee for equivalent to 10% of the remaining payment.	Bidder has to comply with RFP terms and condition.
45	Annexure-2 (A) Project Management	Table 3: Team Profile Details required from Bidder: 1) Current strength of employees in the Bidder's organization with experience in products/solutions as per the scope of GeM bid. 2) Current strength of the employees in the Bidder's organization with experience in similar projects in Banking environment. 3) Certifications possessed by the Bidder in connection with the quality of processes and services delivered/ methodology used in delivery. 4) Does the team possess in-depth knowledge of the information security domain and Active Directory (AD)	As AD security is a new solution and is being adopted by organizations now Request bank to amend the clause as "Details required from Bidder/OEM"	Kindly refer to corrigendum - 2.

		Assessment Solution, compliance requirements and management of the same and is thereby capable of bringing leading practices to the Bank?		
46	Annexure-10 Technical Evaluation Criteria	Annexure-10 Technical Evaluation Criteria The technical evaluation of the bidder will be carried as per the details furnished below:.	Request Bank to amend the clause as "The technical evaluation of the bidder/OEM will be carried as per the details furnished below:"	Bidder to refer Point no. 1 to 5 of the technical evaluation criteria (i.e. Annexure-10).
47	Annexure-11 Bill of Material	Table -B Price details of Active Directory (AD) Assessment Solution 1. Licenses for Active Directory (AD) Assessment Solution as per Annexure-1 & Annexure-2.	Request bank to provide the number of AD users of the bank to arrive at the correct cost.	Approx. 100000.

Date: 25/01/2023
Place: Bangalore

Deputy General Manager