

Replies to pre bid queries to GeM Bid ref no. GEM/2022/B/2782016 dated 25/11/2022 for Supply, Installation, Implementation, Roll Out, Operations and Maintenance of Data Classification Tool for Canara Bank for 5 years:

Sl. No.	GeM bid Clause	Clause/ Technical Specification	Bidder's Query	Bank's Reply
1.	Additional terms and conditions Annexure-1 Scope of work	1.General: b. Proposed Data Classification Tool should provide a single platform for tracking the data classification as well as setting policy as per the Bank's requirement. The tool should seamlessly integrate with Security Solution of the Bank which is utilized to prevent / alert the data leakage. Also the tool should suggest rules/controls to prevent such instances.	Prevention is a DLP capability. Since the scope is only Data Classification please remove this clause	Bidder to comply with GeM bid terms and conditions
2.	Additional terms and conditions Annexure-1 Scope of work	1.General: C. Proposed Data Classification Tool should provide the classification of data on Endpoints, and discovery of data on Databases and their associated tables based on the policy framed.	Please share Details of OS in Servers and OEM for DB	Bidder to comply with GeM bid terms and conditions.
3.	Additional terms and conditions Annexure-1 Scope of work	1.General: C. Proposed Data Classification Tool should provide the classification of data on Endpoints, and discovery of data on Databases and their associated tables based on the policy framed.	Databases or DB tables cannot be classified as the database doesn't allow classification to be embedded, however when data from database is downloaded into a file, then classification solution can automatically classify the file based on the data in that file,	Bidder to comply with GeM bid terms and conditions.

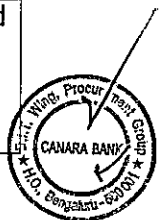
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			Also DLP discovery solution used by the bank can be used to perform discovery of sensitive information in databases.	
4.	Additional terms and conditions Annexure-1 Scope of work	1.General: d. The solution should be deployed in Bank's DC & DR setup	Since on prem resource is only in DC do you have any monitoring system in place to monitor the servers in DC and DR	Bidder to comply with GeM bid terms and conditions.
5.	Additional terms and conditions Annexure-1 Scope of work	1.General: l. The services/ solutions offered should be modular, scalable both horizontally & vertically, and should be able to address Bank's requirements during the period of contract and even beyond future license figures given.	It would not be possible for us to size the solutions without knowing the number of endpoints, users in scope for now and by what percentage it would be scale in future, we also need to know data volumes that we need to scan for us to size the discovery servers, please share these details.	Bidder to comply with GeM bid terms and conditions.
6.	Additional terms and conditions Annexure-1 Scope of work	1.General: w. The bidder should provide the application audit/security audit certificate for the product.	Please highlight the audit requirement and Audit criteria	Bidder to comply with GeM bid terms and conditions.
7.	Additional terms and conditions Annexure-1 Scope of work	1.General: x. The bidder shall be responsible for including any change request by the Bank in the solution offered at no	Since the parameters for satisfaction are not defined, how the unsatisfactory performance would be measured	The bidder shall be responsible for including any change request (other than regulatory compliance/changes/re

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		additional cost to the bank during the tenure of the cost.		quirement) by the Bank in the solution offered at a mutually discussed cost during the tenure of the contract.
8.	Additional terms and conditions Annexure-1 Scope of work	1.General: y. During the period of the contract, the bidder may be required to carry out additional customization in existing module of their software to meet the requirement of Canara Bank which may arise out of changes for regulatory compliance without any additional cost.	Change in the Point required The Cost for additional customization will dependent on the SOW and the efforts involved. The same will be mutually discussed and agreed.	Bidder to comply with GeM bid terms and conditions.
9.	Additional terms and conditions Annexure-1 Scope of work	5.Security Features: a. Data Encryption: The system shall support a minimum of 256-bit encryption for sensitive data, and information while in transfer and conform to relevant guidelines wherever applicable.	Please clarify if the data encryption is applicable to the data being classified or to the service rendered by the application i.e web portal	Data in transit and at rest w.r.t. the solution server and endpoints, emails etc. has to be encrypted.
10.	Additional terms and conditions Annexure-1 Scope of work	5. Security Features: a. Data Encryption: The system shall support a minimum of 256-bit encryption for sensitive data, and information while in transfer and conform to relevant guidelines wherever applicable.	Data Encryption is the Out of Scope of Data Classification. Hence request to remove /delete this Point.	Data in transit and at rest w.r.t. the solution server and endpoints, emails etc. has to be encrypted

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11.	Additional terms and conditions Annexure-1 Scope of work	5. Security Features: b. Prevention of Unauthorized access: The system shall integrate with bank's existing access control mechanisms - Privileged Identity Management solution and Active Directory.	please share the exiting PIM/PAM solution	Details will be shared with selected bidder
12.	Additional terms and conditions Annexure-1 Scope of work	5. Security Features: b. Prevention of Unauthorized access: The system shall integrate with bank's existing access control mechanisms - Privileged Identity Management solution and Active Directory.	The Integration with the PIM Solution will depend on the functionality available in the PIM Solution and need to be configured by the PIM vendor. Required support will be provided during the integration phase.	Bidder to comply with GeM bid terms and conditions.
13.	Additional terms and conditions Annexure-1 Scope of work	8. Operational Support: a. The responsibilities of the selected bidder include, but not limited to the following: Re-installations, in the event of system crash/failures	Please confirm availability of 3rd party deployment solutions like SCCM etc	Details will be shared with selected bidder
14.	Additional terms and conditions Annexure-1 Scope of work	9. Other requirements b. The solution should be able to receive feeds from global agencies wherever applicable and any new feed on security information should be fed instantly.	Please clarify which feeds you are referring to	Bidder to comply with GeM bid terms and conditions.
15.	Additional terms and conditions Annexure-1 Scope of work	9. Other requirements b. The solution should be able to receive feeds from global agencies wherever applicable and any new feed on security information should be fed instantly.	It is not related and applicable to Data Classification. Hence request to remove /delete this Point.	Bidder to comply with GeM bid terms and conditions.

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16.	Additional terms and conditions Annexure-2 Technical & Functional Requirement of data classification tool	A. TECHNICAL REQUIREMENTS ACCESS CONTROL 1. Access to the system by Bank as well as proposed vendor should be by way of User-Id & Password and should support the banks current policy & systems for Access control and should be able to integrate seamless with any IDAM (Identity and Access Management) solution procured in future.	Please share what access control are in place to authenticate systems through username and password.	Details will be shared with selected bidder
17.	Additional terms and conditions Annexure-2 Technical & Functional Requirement of data classification tool	B. FUNCTIONAL REQUIREMENTS 24. Ability to discover the data on the Databases / DB Tables (all type of Databases available in Bank's Infrastructure including but not limited to MySQL, MSSQL server, Oracle, PostgreSQL, MongoDB) based on the policies framed.	Request for removal as Databases or DB tables cannot be classified as the database doesn't allow classification to be embedded, however when data from database is downloaded into a file, then classification solution can automatically classify the file based on the data in that file, Also DLP discovery solution used by the bank can be used to perform discovery of sensitive information in databases.	Bidder to comply with GeM bid terms and conditions.
18.	Additional terms and conditions Annexure-2 Technical & Functional Requirement of data classification tool	B. FUNCTIONAL REQUIREMENTS 12. Support of discovery and identifying large volume of data, stored both on premise and on the cloud.	Request Bank to Clarify: Is the data currently being stored in the cloud. If yes, then in which cloud platform and in what format? Is this current requirement or future.	Details will be shared with selected bidder
19.	Additional terms and conditions	B. FUNCTIONAL REQUIREMENTS 12. Support of discovery and identifying	Please share what on-premise data stores and what cloud data stores needs to be scanned.	Details will be shared with selected bidder

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	Annexure-2 Technical & Functional Requirement of data classification tool	large volume of data, stored both on on-premise and on the cloud.		
20.	Additional terms and conditions Annexure-2 Technical & Functional Requirement of data classification tool	B. FUNCTIONAL REQUIREMENTS 14. Classification interface available in the mailing solution of the Bank (both Web based and client based).	Please share what mail solution is used by the bank along with a Web and email client	Zimbra, Outlook, Outlook web access (O365) or any other email solution which bank may opt during the contract duration. Bidder has to coordinate with mail solution service provider and develop the capability in this regard.
21.	Additional terms and conditions Annexure-2 Technical & Functional Requirement of data classification tool	B. FUNCTIONAL REQUIREMENTS 33. Ability to apply rights management on any document / mail (existing IRM solution available with the Bank). Once classification is applied to the file it needs to be secured and only authorized users to get access to the file.	Which Rights management solution is deployed? How many license you have?	Details will be shared with selected bidder
22.	Additional terms and conditions Annexure-2	B. FUNCTIONAL REQUIREMENTS 33. Ability to apply rights management on any document / mail (existing IRM	Data Classification solution will be responsible for classification of the emails. Applying Rights to the email is the Rights Management	Details will be shared with selected bidder

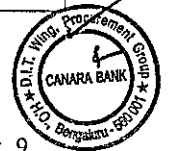


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	Technical & Functional Requirement of data classification tool	solution available with the Bank). Once classification is applied to the file it needs to be secured and only authorized users to get access to the file.	solution's function, Hence out of the scope for data classification solutions and should be relaxed	
23.	Additional terms and conditions Annexure-2 Technical & Functional Requirement of data classification tool	B. FUNCTIONAL REQUIREMENTS 67. The proposed solution must integrate with Data Loss Prevention Solutions and with Digital Rights Management Solution available with the Bank and should be able to support major Digital Rights Management Solutions	Please share the DLP solution and IRM solution used by the Bank.	Details will be shared with selected bidder
24.	Additional terms and conditions Annexure-2 Technical & Functional Requirement of data classification tool	Annexure-2 (B) SCORING MATRIX Proof of Concept to assess the requirements of the tool. (Point of Concept).	Should this be Proof of Concept.	Bidder to comply with GeM bid terms and conditions.

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25.	Additional terms and conditions Annexure-2 Technical & Functional Requirement of data classification tool	Annexure-2 (C) Sizing of Hardware including Software/OS for DC & DRC Quoted Hardware/Software/OS details for Development Environment in both DC & DRC: DC (Should be in High Availability) & DRC Site (High Availability and in Sync DC Setup) - Bidder should suggest the architecture in consultation with solution architect along with justifications and should provide reasonable hardware components as per the requirements.	It would not be possible for us to size the solutions without knowing the number of endpoints, users in scope for now and by what percentage it would be scale in future, we also need to know data volumes that we need to scan for us to size the discovery servers, please share these details.	Approx 100K Endpoints and 75K emails
26.	Additional terms and conditions Annexure-2	B. FUNCTIONAL REQUIREMENTS 80. The solution should have the ability to scan other sensitive	Request for removal of Databases as Databases or DB tables cannot be classified as the database doesn't allow classification to be embedded, however when data	Bidder to comply with GeM bid terms and conditions.



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	Technical & Functional Requirement of data classification tool	data in all databases and emails Archival file.	from database is downloaded into a file, then classification solution can automatically classify the file based on the data in that file, Also DLP discovery solution used by the bank can be used to perform discovery of sensitive information in databases.	
27.	Additional terms and conditions Annexure-2 Technical & Functional Requirement of data classification tool.	B. FUNCTIONAL REQUIREMENTS 81. The solution should discover sensitive data on all Windows Operating Systems and MAC OS.	How many MAC endpoints does Bank have and please share the MAC OS versions being used?	Details will be shared with selected bidder
28.	Additional terms and conditions Annexure-2 Technical & Functional Requirement of data classification tool	B. FUNCTIONAL REQUIREMENTS 85. Solution should have capability to discover and classify sensitive data in documents, image files, email and databases (discover) containing structured, unstructured and semi structured data	Request for removal of Databases as Databases or DB tables cannot be classified as the database doesn't allow classification to be embedded, however when data from database is downloaded into a file, then classification solution can automatically classify the file based on the data in that file, Also DLP discovery solution used by the bank can be used to perform discovery of sensitive information in databases.	Bidder to comply with GeM bid terms and conditions.



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29.	Additional terms and conditions Annexure-2 Technical & Functional Requirement of data classification tool	B. FUNCTIONAL REQUIREMENTS 87. The solution should be able to discover newly added tables and database on pre scheduled time.	Request for removal. Database discovery is a DLP use-case.	Bidder to comply with GeM bid terms and conditions.
30.	Additional terms and conditions Annexure-5 Pre-Qualification Criteria	The bidder (including its OEM, if any) should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 16/09/2020.	Please have this clause removed. Justification: We Titus are market leaders globally in Data classification and served many of Indian public sector banks too. But unfortunately here, we cannot comply to this particular clause and hence won't be in a position to participate. Please look into this dispassionately	Bidder to comply with GeM bid terms and conditions.
31.	Additional terms and conditions Annexure-5 Pre-Qualification Criteria	The proposed Data Classification Tool should have been [not necessarily by the bidder] implemented and currently running in any of the BFSI sector in India	As most of the BFSI organizations in India started adopting to the data classification solutions in very recent years, we would like to request Bank to consider RF Phrasing the clause as " The proposed Data Classification Tool should have been [not necessarily by the bidder] implemented and currently running in any of the BFSI sector in India/Overseas"	Bidder to comply with GeM bid terms and conditions.
32.	Additional terms and conditions Penalties/Liquidated Damages	<u>Penalties/Liquidated damages for delay in Delivery of Hardware and Solution/Software would be as under:</u>	We request bank to reduce the penalty to 0.25%	Bidder to comply with GeM bid terms and conditions.

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		Non-compliance of the Supply/delivery as per clause 12.2.1 will result in imposing penalty of 0.50% on delay in delivery per week or part thereof by the Bank on the invoice value of Hardware Items (including OS) per location/office address wise.		
33.	Additional terms and conditions Penalties/Liquidated Damages	<u>Penalties/Liquidated damages for delay in Delivery of Hardware and Solution/Software would be as under:</u> Non-compliance of the Supply/delivery of Data Classification Tool as per clause 12.2.2 will result in the imposing penalty of 0.50% on delay in delivery per week or part thereof by the Bank on the invoice value of Data Classification Tool per location/office address wise.	We request bank to reduce the penalty to 0.25%	Bidder to comply with GeM bid terms and conditions.
34.	Additional terms and conditions Penalties/Liquidated Damages	<u>Penalties/Liquidated damages for delay in Delivery of Hardware and Solution/Software would be as under:</u> 16.1.3. However, the total Penalty/LD to be recovered under clause 12.2.1 & 12.2.2 shall be restricted to 5% of the total value of the order (inclusive of Taxes).	We request bank to reduce the penalty to 2.5%	Bidder to comply with GeM bid terms and conditions.

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35.	Additional terms and conditions Penalties/Liquidated Damages	<u>Penalties/Liquidated damages for delay in Installation and Commissioning of Hardware and Solution/Software would be as under:</u> 16.2.1 Non-compliance of the Installation, Configuration, Integration and Commissioning of Hardware Appliance as per clause 12.3.1 will result in imposing penalty of 0.50% on delay in delivery per week or part thereof by the Bank on the invoice value of Hardware Items (Including OS) per location/office address wise.	We request bank to reduce the penalty to 0.25%	Bidder to comply with GeM bid terms and conditions.
36.	Additional terms and conditions Penalties/Liquidated Damages	<u>Penalties/Liquidated damages for delay in Installation and Commissioning of Hardware and Solution/Software would be as under:</u> 16.2.2 Non-compliance of the Installation, Configuration, Integration and Commissioning of Data Classification Tool as per clause 12.3.2 will result in imposing penalty of 0.50% on delay in delivery per week or part thereof by the Bank on the invoice value per location/office address wise.	We request bank to reduce the penalty to 0.25%	Bidder to comply with GeM bid terms and conditions.

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37.	Additional terms and conditions Penalties/Liquidated Damages	<u>Penalties/Liquidated damages for delay in Installation and Commissioning of Hardware and Solution/Software would be as under:</u> 16.2.3 However, the total Penalty/LD to be recovered under clause 12.3.1 & 12.3.2 shall be restricted to 5% of the total value of the order (inclusive of Taxes).	We request bank to reduce the penalty to 2.5%	Bidder to comply with GeM bid terms and conditions.
38.	Additional terms and conditions Penalties/Liquidated Damages	<u>Penalties/Liquidated damages for delay in implementation of Phase-I and Phase-II would be as under:</u> 16.3.1 Noncompliance of implementation of the Phase-I as per clause 12.4.4 will result in imposing penalty of 0.50% on delay in implementation per week or part thereof by the Bank on the invoice value of one-time implementation per location/office address wise.	We request bank to reduce the penalty to 0.25%	Bidder to comply with GeM bid terms and conditions.
39.	Additional terms and conditions Penalties/Liquidated Damages	<u>Penalties/Liquidated damages for delay in implementation of Phase-I and Phase-II would be as under:</u> 16.3.2 Noncompliance of implementation of the Phase-II as per clause 12.4.5 will result in imposing penalty of 0.50% on delay in	We request bank to reduce the penalty to 0.25%	Bidder to comply with GeM bid terms and conditions.

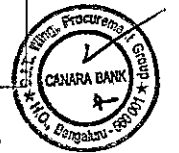
Sl. No.	GeM bid Clause	Clause/ Technical Specification	Bidder's Query	Bank's Reply
		implementation per week or part thereof by the Bank on the invoice value of one-time implementation (Including OS) per location/office address wise.		
40.	Additional terms and conditions Penalties/Liquidated Damages	<u>Penalties/Liquidated damages for delay in implementation of Phase-I and Phase-II would be as under:</u> 16.3.3 However, the total Penalty/LD to be recovered under clause 12.4.4 & 12.4.5 shall be restricted to 5% of the total value of the order (inclusive of Taxes).	We request bank to reduce the penalty to 2.5%	Bidder to comply with GeM bid terms and conditions.
41.	Additional terms and conditions Payment terms: General		Bank will not pay any amount in advance. We request Bank to provide at least 50% advance against the Purchase order	Bidder to comply with GeM bid terms and conditions.
42.	Additional terms and conditions Annexure-2 Technical & Functional Requirement of data classification tool Note (a)	If the bidder feels that certain features offered are superior to what has been specified by the Bank, it shall be highlighted separately. Information regarding any modification required in the proposed solution to meet the intent of the specifications and state-of-the-art technology shall be provided. However, the Bank reserves	There is no clear mention of support integration with and automatically classify traffic in real-time for Zimbra, MS-Exchange & O365 (Exchange Online). We think it is critical for Canara Bank to look into integrations.	Bidder to comply with GeM bid terms and conditions.



Sl. No.	GeM bid Clause	Clause/ Technical Specification	Bidder's Query	Bank's Reply
		the right to adopt the modifications /superior features suggested/ offered.	What about automatically classify even newly created content in motion?	
43.	Additional terms and conditions Annexure-2 Technical & Functional Requirement of data classification tool Note (a)	If the bidder feels that certain features offered are superior to what has been specified by the Bank, it shall be highlighted separately. Information regarding any modification required in the proposed solution to meet the intent of the specifications and state-of-the-art technology shall be provided. However, the Bank reserves the right to adopt the modifications /superior features suggested/ offered.	What about the ability to automatically analyze Metadata as well as full Content of the file?	Bidder to comply with GeM bid terms and conditions.
44.	Additional terms and conditions Annexure-2 Technical & Functional Requirement of data classification tool Note (a)	If the bidder feels that certain features offered are superior to what has been specified by the Bank, it shall be highlighted separately. Information regarding any modification required in the proposed solution to meet the intent of the specifications and state-of-the-art technology shall be provided. However, the Bank reserves the right to adopt the modifications /superior features suggested/ offered.	Should system not automatically classify data based on information classification/sensitivity criteria of Banking & Financial Services industry verticals?	Bidder to comply with GeM bid terms and conditions
45.	Additional terms and conditions Annexure-2	If the bidder feels that certain features offered are superior to what has been specified by the Bank, it shall be	System should provide support for Multiple Data Types. This should include content format decoders for Text, MS-Word, PDF, PPT, XLS,	Bidder to comply with GeM bid terms and conditions

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	Technical & Functional Requirement of data classification tool Note (a)	highlighted separately. Information regarding any modification required in the proposed solution to meet the intent of the specifications and state-of-the-art technology shall be provided. However, the Bank reserves the right to adopt the modifications /superior features suggested/ offered.	XML, Images, Design Documents, Source Code etc.	
46.	Additional terms and conditions Annexure-2 Technical & Functional Requirement of data classification tool Note (a)	If the bidder feels that certain features offered are superior to what has been specified by the Bank, it shall be highlighted separately. Information regarding any modification required in the proposed solution to meet the intent of the specifications and state-of-the-art technology shall be provided. However, the Bank reserves the right to adopt the modifications /superior features suggested/ offered.	The solution should be Easily Extensible & Customizable to adapt to new patterns and threats. We think this is critical as the new attack patterns are increasing exponentially. This would be a big risk for Canara bank if the solution is not advanced enough to be adaptable	Bidder to comply with GeM bid terms and conditions
47.	Additional terms and conditions Annexure-2 Technical & Functional Requirement of data classification tool Note (a)	If the bidder feels that certain features offered are superior to what has been specified by the Bank, it shall be highlighted separately. Information regarding any modification required in the proposed solution to meet the intent of the specifications and state-of-the-art technology shall be provided. However, the Bank reserves	This must be a key requirement to support High Performance regular expressions matching algorithms for structured data such as credit cards, identity numbers, Aadhar card numbers, PAN card numbers, account numbers, bar codes etc	Bidder to comply with GeM bid terms and conditions

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		the right to adopt the modifications /superior features suggested/ offered.		
48.	Additional terms and conditions Annexure-2 Technical & Functional Requirement of data classification tool Note (a)	If the bidder feels that certain features offered are superior to what has been specified by the Bank, it shall be highlighted separately. Information regarding any modification required in the proposed solution to meet the intent of the specifications and state-of-the-art technology shall be provided. However, the Bank reserves the right to adopt the modifications /superior features suggested/ offered.	System should provide fully automated Topical Classification of unstructured data without any manual human intervention. This is key to remain secure. Human intervention is one of the biggest reason (if not the biggest) for ransomwares	Bidder to comply with GeM bid terms and conditions
49.	Additional terms and conditions Annexure-2 Technical & Functional Requirement of data classification tool Note (a)	If the bidder feels that certain features offered are superior to what has been specified by the Bank, it shall be highlighted separately. Information regarding any modification required in the proposed solution to meet the intent of the specifications and state-of-the-art technology shall be provided. However, the Bank reserves the right to adopt the modifications /superior features suggested/ offered.	System should provide fully automated Security Classification of unstructured data without any manual human intervention	Bidder to comply with GeM bid terms and conditions
50.	Additional terms and conditions Annexure-2	If the bidder feels that certain features offered are superior to what has been specified by the Bank, it shall	System must incorporate Deep AI based Semantic Analysis based Auto-Classification to perform	Bidder to comply with GeM bid terms and conditions



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	Technical & Functional Requirement of data classification tool Note (a)	be highlighted separately. Information regarding any modification required in the proposed solution to meet the intent of the specifications and state-of-the-art technology shall be provided. However, the Bank reserves the right to adopt the modifications /superior features suggested/ offered.	Categorization & Classification of data, without any manual human intervention	
51.	Additional terms and conditions Annexure-2 Technical & Functional Requirement of data classification tool Note (a)	If the bidder feels that certain features offered are superior to what has been specified by the Bank, it shall be highlighted separately. Information regarding any modification required in the proposed solution to meet the intent of the specifications and state-of-the-art technology shall be provided. However, the Bank reserves the right to adopt the modifications /superior features suggested/ offered.	System should be able to connect with On-Premise RFPpositories such as Databases (Oracle, MySQL etc), File Servers (NFS, CIFS), Local Stores (SFTP), Source Code RFPpositories (SVN, Mercurial etc.). It is critical to mention this very clearly	Bidder to comply with GeM bid terms and conditions
52.	Additional terms and conditions Annexure-2 Technical & Functional Requirement of data classification tool Note (a)	If the bidder feels that certain features offered are superior to what has been specified by the Bank, it shall be highlighted separately. Information regarding any modification required in the proposed solution to meet the intent of the specifications and state-of-the-art technology shall be provided. However, the Bank reserves	System should be able to connect with Cloud RFPpositories such as OneDrive, Google Drive, Dropbox, AWS S3 Buckets etc.	Bidder to comply with GeM bid terms and conditions



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		the right to adopt the modifications /superior features suggested/ offered.		
53.	Additional terms and conditions Annexure 2(B)	In case proposed database is Oracle, then Bank will provide the License. If Database is other than Oracle, Licenses to be provided by Bidder. Bidder has to quote the same in the Bill of Material.	Hardware needs to be provided by OEM/Bidder or Bank?	The hardware has to be provided by the bidder
54.	Additional terms and conditions <u>Delivery, Installation, Integration and Commissioning:</u>	Installation Schedule: Installation, Configuration, Integration and Commissioning of Hardware & Other Items (including OS): The successful bidder should ensure installation, configuration, Integration and commissioning of the delivered Hardware and other items at the bank branch/office within 2 weeks from the date of delivery of all the materials for each ordered locations.	Hardware needs to be provided by OEM/Bidder or Bank?	The hardware has to be provided by the bidder
55.	Additional terms and conditions Scope of Work: <u>5.Security Features:</u>	Prevention of Unauthorized access: The system shall integrate with bank's existing access control mechanisms - Privileged Identity Management solution and Active Directory	What is the timeframe for implementation of Privileged Identity Management solution and Active Directory. And Let us know the current PIM Solutions used by Canara Bank ?	Bidder to comply with GeM bid terms and conditions

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56.	Additional terms and conditions Scope of Work: General(f):	The bidder would be responsible for supply, installation, testing, commissioning, configuring, Operation & Maintenance of the solutions, warranty and AMC of licenses (hardware, software, middleware supplied) as part of this RFP for a period of Five (5) years.	Is Hardware maintenance also part of the RFP ?	Yes
57.	Additional terms and conditions Annexure-1 Scope Of Work General(K)	Each solution's initial and future license requirements, infrastructure, storage requirements and other information is captured in Annexure 2 (C) -Sizing.	Let us know the clarity on the number of future license and hardware requirement	Details will be shared with selected bidder
58.	Additional terms and conditions Annexure-13 Table-A Point 3	Cost of Data Classification Tool solution with Unlimited Enterprise Licenses as per Annexure-1 and Annexure-2	Please clarify the number of license, endpoints, databases, servers, cloud, etc (We treat Enterprise license is 50K Licenses)	For sizing purpose, 100k Endpoints and 75 K emails can be considered
59.	Additional terms and conditions Annexure-13 Table-B General On-site resource	On-site resource	What are the number of resources required for the number of locations of Canara Bank ?	One resource(1)
60.	Additional terms and conditions General Hardware requirement	Hardware requirement	Would like to understand the scope in detail (number of endpoints, databases, servers,	For sizing purpose, 100k Endpoints and 75



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			email, cloud, volume of data, etc)	K emails can be considered
61.	Additional terms and conditions General AD/PIM	AD/PIM	Is there any MFA implemented for the same?	Details will be shared with selected bidder
62.	Additional terms and conditions Annexure 1 Scope of Work 1.General(a):	Bank has decided to procure tool enhances and automate the classification of Data within the Bank. The scope includes supply and implementation of the solution. The period of contract will be 5 years.	What do you mean 'automate' the classification of the Data within Bank?	Bidder to comply with GeM bid terms and conditions
63.	Additional terms and conditions Annexure 1 Scope of Work 1.General(c):	Proposed Data Classification Tool should provide the classification of data on Endpoints, and discovery of data on Databases and their associated tables based on the policy framed.	Are you fine with any human intervention involved while data classification? If yes, then are you willing to take the risk as there could be human error while classifying the file as per bank's data classification policy? The reason for human errors: 1. Even if two people are trained to classify data, they might sometimes tag similar data differently. 2. Even a single individual might label similar content inconsistently. This causes complete	Bidder to comply with GeM bid terms and conditions

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			inconsistency in the way data is being classified.	
64.	Additional terms and conditions Annexure 1 Scope of Work 1.General(c):	Proposed Data Classification Tool should provide the classification of data on Endpoints, and discovery of data on Databases and their associated tables based on the policy framed.	Are you fine with any human intervention involved while data classification? If yes, then how will you ensure that all data classification is done as per bank data classification policy?	Bidder to comply with GeM bid terms and conditions
65.	Additional terms and conditions Annexure 1 Scope of Work 1.General(c):	Proposed Data Classification Tool should provide the classification of data on Endpoints, and discovery of data on Databases and their associated tables based on the policy framed.	Since, the data classification is happening at end point, what happens if your end point is hacked and then it wrongly classifies the file?	Bidder to comply with GeM bid terms and conditions
66.	Additional terms and conditions Annexure 1 Scope of Work 1.General(c):	Proposed Data Classification Tool should provide the classification of data on Endpoints, and discovery of data on Databases and their associated tables based on the policy framed.	Where all the data is distributed?	Further details will be shared with selected bidder.
67.	Additional terms and conditions Annexure 1 Scope of Work 1.General(b):	Proposed Data Classification Tool should provide a single platform for tracking the data classification as well as setting policy as per the Bank's requirement. The tool should seamlessly integrate with Security Solution of the Bank which is utilized to prevent / alert the data leakage. Also the tool should suggest	Can your DLP solution prevent malware or ransomware based exfiltration?	Bidder to comply with GeM bid terms and conditions

Sl. No.	GeM bid Clause	Clause/ Technical Specification	Bidder's Query	Bank's Reply
		rules/controls to prevent such instances.		
68.	Additional terms and conditions Annexure 1 Scope of Work 1.General(l):	The services/ solutions offered should be modular, scalable both horizontally & vertically, and should be able to address Bank's requirements during the period of contract and even beyond future license figures given.	What do you mean by horizontal and vertical scalability?	Bidder to comply with GeM bid terms and conditions
69.	Additional terms and conditions Annexure 1 Scope of Work 1.General(m):	The services / solutions offered should not have any significant adverse impact on the existing infrastructure / business of the Bank neither during installation nor during operation. There should be no service disruption as part of implementation or any upgrades. Any such incident may attract penalties.	Since, there will be multiple agents deployed at the end point, it may lead to performance issues. Are you fine with it? Data Classification tool on endpoint is very complex to deploy especially when the user count goes over 1,000. At greater than 10,000 users this becomes vastly unmanageable. It takes forever to deploy the endpoints and the IT/Support teams will be dragged into all	Bidder to comply with GeM bid terms and conditions



Sl. No.	GeM bid Clause	Clause/ Technical Specification	Bidder's Query	Bank's Reply
			the nuances of the endpoint deployment issues.	
70.	Additional terms and conditions Annexure 1 Scope of Work 1.General(s):	The bidder shall also provide the following documents as part of the deliverables of the project: <ul style="list-style-type: none"> · Original manuals of all proposed hardware/software/applications. · Standard Operating Procedures of Installation & Configuration Documents. · Network & Security Design Documents (Will be approved by the Bank) · Troubleshooting Manual. · Executive summary RF Port for the project to the management. · Functional and operational requirements. · Project design/plan. · Product description. · Guidance for best practices. · Implementation guidelines. · Business Continuity /archival /purging /back up Policies /procedures. · User acceptance test plan. · If any training materials. · Once a year health check-up RF Port by OEM. All the above documents (soft 	How will ensure the communication around new policy, new procedure and new tool? How will you ensure that all your employees are well trained and understand the new data classification policy? Do you not need a change management plan around it?	Bidder to comply with GeM bid terms and conditions

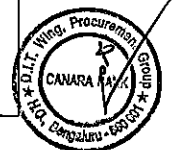
Sl. No.	GeM bid Clause	Clause/ Technical Specification	Bidder's Query	Bank's Reply
		copy or hard copy) should be provided by the bidder, vetted		
71.	Additional terms and conditions Annexure 1 Scope of Work 1.General(x):	The bidder shall be responsible for including any change request by the Bank in the solution offered at no additional cost to the bank during the tenure of the cost.	What will be the nature of change request that will be asked by the Bank?	Bidder to comply with GeM bid terms and conditions
72.	Additional terms and conditions Annexure 1 Scope of Work 5.Security Features(b)	Prevention of Unauthorized access: The system shall integrate with bank's existing access control mechanisms - Privileged Identity Management solution and Active Directory.	Is your existing system able to prevent a ransomware based exfiltration?	Bidder to comply with GeM bid terms and conditions
73.	Additional terms and conditions Annexure 1 Scope of Work 2. Gap Analysis and Customization(a)	The bidder, in coordination with OEM should do a gap analysis and submit a detailed study of the Bank's infrastructure and requirements, road map mentioning all the pre-requisites, time-frame of mile-stones/ achievements leading to the full operationalization of the solution vis-à-vis Bank's requirement. The bidder has to develop the project plan, get it approved by the Bank and OEM and then implement the project based on timelines agreed. The Breach of agreed timelines will attract penalties mentioned in Service Level Agreement	For manual classification systems, the costs become seriously compounded over time. Capital Expenditure (Capex) involves the initial deployment costs (product licensing). Operational Expenditure (Opex) involves the costs during/after the product gets deployed. Most organizations don't account for this Operational Expenditures.	Bidder to comply with GeM bid terms and conditions

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		<p>section of RFP. In Solution design the Security best practices should be taken care of by design team. All Solution's Architecture deployment & configurations done at the Bank should be vetted by OEM /bank authorized third party before Sign-Off from Bank.</p>	<p>Consider a sample of these Opex costs:</p> <ol style="list-style-type: none"> 1. Manual deployment of endpoints, especially when they cross 10,000 2. Dealing with the inter-operability issues of the classification endpoint agent with the other previously deployed endpoint agents. This will only be discovered when the classification endpoints agents are deployed across a multitude of Operating System versions, service packs etc. 3. Providing training of greater than 10,000 users 4. Providing ongoing training to a majority of users, who are not computer savvy and skill savvy with the new tool - and will require additional help 5. Providing ongoing support for continued IT issues for the endpoint agents <p>The ultimate cost of a regulated enterprise (such as a Bank) will be the penalties that get levied</p>	



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			when a Data Breach occurs. Empirical evidence shows Manual Classification having a direct correlation to Data Breaches in the world.	
74.	Additional terms and conditions Annexure 1 Scope of Work 10. Training(f)	The selected bidder shall provide OEM training to our bank officials post implementation in 2 batches (each batch consists of 10 officials) for 3 days for the each year during the contract period.	How many end users are going to use the data classification tool?	Details will be shared with selected bidder
75.	Additional terms and conditions Annexure 1 Scope of Work 10. Training(f)	The selected bidder shall provide OEM training to our bank officials post implementation in 2 batches (each batch consists of 10 officials) for 3 days for the each year during the contract period.	You are training only 20 Bank officials and since, the data classification solution is end point based, how will you ensure that all your end point users: 1. Understand each data classification type 2. Always classify the file as per bank's data classification policy User training on the Classification tool is a different degree of complexity by itself. One has to account for the different skill sets of the users and then at best you can only	Bidder to comply with GeM bid terms and conditions

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			train them on the "usage" of the tool but not "how to use it".	
76.	Additional terms and conditions Annexure-2 Technical & Functional Requirement of data classification tool Note (a)	If the bidder feels that certain features offered are superior to what has been specified by the Bank, it shall be highlighted separately. Information regarding any modification required in the proposed solution to meet the intent of the specifications and state-of-the-art technology shall be provided. However, the Bank reserves the right to adopt the modifications /superior features suggested/ offered.	<p>There is no mention of integration with O365 / M365 / Email solution / Zimbra / Other CASB. Do you not require the data classification solution to integrate these?</p> <p>Also, there is human intervention as the classification is happening at end point level and users are given the capability to select the tag and also add multiple tags. This highlights that the solution is not automated.</p> <p>Without automation, it becomes a hugely complex job for IT to install, maintain and support these manual systems.</p> <p>The amount of support tickets skyrocket when the deployment count crosses 10,000. Imagine the amount of support tickets when the deployment is in the range of 100,000.</p> <p>Automation of Classification must be in 2 broad phases:</p> <ul style="list-style-type: none"> - Automatic Discovery & Classification of Data-at- Rest 	Bidder to comply with GeM bid terms and conditions



Sl. No.	GeM bid Clause	Clause/ Technical Specification	Bidder's Query	Bank's Reply
			(Endpoints, On-Prem RFPositories, Cloud RFPositories) - Automatic Classification of Data-in-Motion * Integrated into all Email Systems including Zimbra, O365, G-Suite etc. * Classification of data when Malware/Ransomware when they are stealing data.	
77.	Additional terms and conditions Annexure-2 Technical & Functional Requirement of data classification tool B. Functional Requirement. 1	Ability to apply classification with a single click and should be able to select classification from a drop-down list.	This is not automatic classification. Why do you need human intervention for classifying the data? Why can't we do it automatically while the file is in motion? Reasons for data classification to be fully automated without any human intervention: 1. Files are usually classified at the time of creation, but data - especially unstructured data - changes all the time. So, there's no guarantee that the file's original classification will remain accurate throughout its entire lifecycle. 2. More than 50% of today's data	Bidder to comply with GeM bid terms and conditions

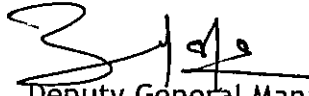
Sl. No.	GeM bid Clause	Clause/ Technical Specification	Bidder's Query	Bank's Reply
			<p>leaks are malicious in nature and caused by Malware & Ransomware. And they are not going to use a manual classification tool to tag data.</p> <p>3. In addition, Malware/Ransomware can obfuscate/mask existing data classification tags set by manual classification tools. Thereby, this data will completely leak out without any detection.</p> <p>4. Most users think it is an additional task to classify data, so they take short cuts in labeling the data. This leads to incorrect or incomplete classifications. Having wrong information about your data can be worse than having no information at all since you may leave your truly valuable assets with no protection.</p>	
78.	Additional terms and conditions Annexure-2	Ability to apply classification with a single click and should be able to select classification from a drop-down list.	Since, the classification is happening by end point and there is human intervention. What happens if someone is	Bidder to comply with GeM bid terms and conditions



Sl. No.	GeM bid Clause	Clause/ Technical Specification	Bidder's Query	Bank's Reply
	<p>Technical & Functional Requirement of data classification tool</p> <p>B. Functional Requirement. 1</p>		<p>deliberately tagging the files wrongly? Who will be responsible for this? Are you willing to take that risk?</p> <p>A malicious insider can purposefully mis-classify data to steal it especially if this Classification engine is integrated with a traditional DLP system (Forcepoint, McAfee, Symantec etc.)</p> <p>Using purposeful mis-classification, an internal user can intentionally steal any amount of sensitive/confidential information with impunity. This facilitates internal data breaches at-will.</p> <p>This is a huge fatal flaw as far as Data Security is concerned. Especially when the organization is under Regulatory Compliances.</p>	

Date: 15/12/2022

Place: Bengaluru


Deputy General Manager

