

Date: December 19, 2024

**CORRIGENDUM No. 1: Response to Pre-bid meeting queries for GeM tender on “Forcepoint License Renewal, Maintenance and Technical Support for DLP System (REF.NO: GEM/2024/B/5694903)”.**

Please refer to the E-Tender reference no. GEM/2024/B/5694903 for Forcepoint License Renewal Maintenance and Technical Support for Data Loss Prevention (DLP) System for Export-Import Bank of India. The pre-bid meeting was conducted on December 18, 2024, at 3.00 p.m. "The bidders are advised to consider the following amendments and corrigenda subsequent to the pre-bid meeting discussion before submitting their bids against this tender."

The details are as follows:

SrNo	Page No	Existing Clause	Clarification	Bank's Response
1	4	3.3 Technical Support to Exim Bank: The Bidder shall ensure that the Force Point DLP system is patched regularly as per the Bank's patch management policy	Is this clause referring to the patching of the underlying DLP infra (servers) or the DLP solution itself?	Server patching will be done by IT infra unit of the Bank. However, if any of the IT infra patch is having the application dependability, then the bidder should patch the server. All the Applications related patches should be done by vendor. The bidder should also resolve IS audit observations related to DLP application.
2	4	3.3 It will be the responsibility of the	What is the SLA requirement, as it States	<b><u>SLA Requirement</u></b>



		Bidder to have strong backing of OEM support to seek extended support in cases wherever required and ensure all issues are addressed within the stipulated timeline as per Service Level Agreement (SLA).	that all issues are addressed within the stipulated timeline as per Service Level Agreement (SLA)	<table><tr><th>Priority Level</th><th>Definition</th></tr><tr><td>High</td><td>Downtime of more than 30 minutes due to application related issue or application crash or DLP rule is not working</td></tr><tr><td>Medium</td><td>Application Related Queries</td></tr><tr><td>Low</td><td>General enquiries</td></tr></table> <table><tr><th>Sn.</th><th>Severity Levels</th><th>Initial Response time</th><th>Resolution Time</th><th>Penalty in case of breach of initial response time</th></tr><tr><td>1</td><td>High</td><td>Within 1 Hours</td><td>Within 8 Hours from Initial Response Time</td><td>5 % of AMC amount</td></tr><tr><td>2</td><td>Medium</td><td>Within 6 Hours</td><td>Within 24 Hours from Initial Response Time</td><td>3 % of AMC amount</td></tr><tr><td>3</td><td>Low</td><td>Within 24 Hours</td><td>Within 72 Hours from Initial Response Time</td><td>1% of AMC amount</td></tr></table>	Priority Level	Definition	High	Downtime of more than 30 minutes due to application related issue or application crash or DLP rule is not working	Medium	Application Related Queries	Low	General enquiries	Sn.	Severity Levels	Initial Response time	Resolution Time	Penalty in case of breach of initial response time	1	High	Within 1 Hours	Within 8 Hours from Initial Response Time	5 % of AMC amount	2	Medium	Within 6 Hours	Within 24 Hours from Initial Response Time	3 % of AMC amount	3	Low	Within 24 Hours	Within 72 Hours from Initial Response Time	1% of AMC amount
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3	4	Force Point DLP License Renewal. Email Gateway level	Include line item in BOM for this implementation requirement.	Bill of Material  Point No. 4																												



		DLP integration is pending. Selected vendor should implement email gateway level DLP.		<p>One time cost for implementation of Email Gateway (Office365) level DLP.</p> <p><b>Note:</b> Revised Bill of Material [BOM] to be used for Bid Submission.</p>
4		Bill Of Material	Details of Payment Terms	<p>A. Payment will be made within 15 working days after renewal of the Force Point DLP suite 750 units annual subscription license (Bill of Material [BOM] SrNo. 1)</p> <p>B. Payment will be made within 15 working days after confirmation of Enhance Support for the Force Point DLP Suite from OEM. (Bill Of Material [BOM] SrNo. 2)</p> <p>C. Payment will be made quarterly in advance for Vendor support (Bill of Material [BOM] SrNo. 3)</p> <p>D. Payment will be made within 15 working days after email gateway level DLP implementation sign-off (Bill of Material [BOM] SrNo. 4)</p>

All other terms and conditions of the tender document will remain unchanged. The tender document and corrigendum are available on our website <https://www.eximbankindia.in/tenders-and-notices>

Sd/-  
Madheshwaran G  
DGM & CISO

Bill Of Material (BOM) (Revised)					
SrNo.	Description	Quantity in Numbers	Cost Type	Unit Price (₹) #	Total Cost (₹) #
1	Forcepoint DLP Suite (IP Protection): Subscription License - User & Data Security comprising the following components.	750	Annual Subscription for 1 Year		
	i. Forcepoint DLP Network (IP Protection) for Web & Email network DLP including Data Fingerprinting , OCR, Machine Learning, Incident Risk Ranking, Drip DLP, 1700 predefined templates including GDPR, Aadhar & PAN, and more, Includes content gateway (Proxy) license for SSL decryption.				
	ii. Forcepoint DLP Endpoint (IP Protection) with endpoint data discovery, IRR, USB/Removable media encryption & more				
	iii. Forcepoint DLP Discover for agentless discovery and remediation.				
2	Enhance Support for Forcepoint DLP Suite from OEM.	1	1 Year		
	Vendor Support with following components:				
	i. Unlimited Technical Support during contract period to Exim Bank on need basis.				

3	ii. Quarterly review of DLP Policy, User Access Review , Fine tuning , Capacity Monitoring, Configuration review and submission of assessment reports to Exim Bank.	1	1 Year		
	iii. Software patch updates (n-1) and Software maintenance.				
	iv. One-time online technical training to Exim Bank Officials.				
4	One time cost for implementation of Email Gateway (Office365) level DLP.	1	One time		
Total Cost for 1 Year (₹) Inclusive of GST					

**# The rates quoted in commercial bid should be inclusive of all taxes.**

**# The same total price inclusive of GST should be quoted in GeM price bid section**