

Sr. NO.	Page no.	Clause NO.	Existing Clause	Clarifications	IFTAS Response
1	6	3.1 Obligations of successful Bidder	d. In case the Bidder is not able to deliver the complete solution within the specified timelines and/or operate the solution, as committed by the Bidder in this bid, the Bidder shall be liable to pay a sum of money, equal to the TCO amount, to IFTAS urgently.	Request IFTAS to remove this clause or Limit this liability to the total payment released by IFTAS for this project.	As Per RFP
2	6	3.1 Obligations of successful Bidder	f. Changes to the set up should be carried out by the successful Bidder as per IFTAS requirements.	Request IFTAS to specify the requirements and remove this clause as this scope is unlimited/infinite.	As Per RFP
3	6	3.1 Obligations of successful Bidder	b. The successful Bidder shall deploy their own computing resources for implementing system.	Please clarify whether bidder has to supply IT infra like server/VM, OS, DB, Backup, Archival etc. as at other place in RFP (in scope of work) it is mentioned that IFTAS will provide the same.	The Bidder shall list the requirement of Compute, Storage, Operating System, and Database, which will be provided by IFTAS to run the Solution
4	7	3.2 Definition of Terms	x. "Contract Period" means the period of 5 years from the date of completion of audit, validation & certification by all the OEMs for their respective products, constituting the solutions. Start date for the contract period will be the date on which certifications from all OEMs are submitted by the bidder.	Request IFTAS to consider this clause as "Contract Period" means the period of 5 years from the date of completion of audit, validation & certification by all the OEMs for their respective products, constituting the solutions. Start date for the contract period will be the date on which certifications from all OEMs are submitted by the bidder or 90 Days from the date of delivery of product / usage of license which ever is earlier" .	As Per RFP
5	11	Scope of work - Point d	The Solution should have High Availability implemented between DC and DR Site.	We understood that DC & DR both are needed by IFTAS and HA is not that necessary	The Solution must have Production Application running at one Site and DR Application instance at another site. If Production Application fails then, Application instant must switch from one site to another site within 30 Min.
6	11	5 Scope of work	d) The Solution should have High Availability implemented between DC and DR Site.	Do we need to factor local HA also?	The Solution must have Production Application running at one Site and DR Application instance at another site. If Production Application fails then, Application instant must switch from one site to another site within 30 Min.

7	11	5 Scope of work	f) Bidder is required to provide OEM training (preferably onsite) to IFTAS team (at least for 10 persons) through authorized OEM certification partners for products and technology being implemented as part of this RFP.	Will the training be at IFTAS office?	As per RFP
8	11	5. Scope of Work	g. Execute User Acceptance Test (UAT) for the proposed solution, i.e., Deployment of Client software on minimum 4 machines per department. Acceptance shall be based on the results of the test cases. If during the test period, the proposed Solution experiences no failures and functions according to the requirements of the RFP, as determined by IFTAS, the Solution shall be considered accepted.	Please list no. of departments IFTAS is considering for UAT testing?	10 Department of IFTAS
9	11	6 Existing Setup	IFTAS is not having any IRM/DRM Solution Implemented at present, IFTAS recently implemented the Data Classification solution. IFTAS expects that the proposed IRM solution should integrate with Data Classification Solution, Email Solution, ITSM Tool, and future DLP Solution.	Please share details of existing Data Classification Solution, Email Solution, ITSM Tool, SIEM i.e. OEM, version etc. to verify integration.	Currently IFTAS is having Data Classification solution from Klassify
10	11	7 Project Milestones	Solution customization as per IFTAS' need	Please clarify expectations on customization. Will it will be apart from integration and reporting preferences?	The Customization and the integration as per IFTAS requirement.
11	11	5. Scope of Work	g. Execute User Acceptance Test (UAT) for the proposed solution, i.e., Deployment of Client software on minimum 4 machines per department. Acceptance shall be based on the results of the test cases. If during the test period, the proposed Solution experiences no failures and functions according to the requirements of the RFP, as determined by IFTAS, the Solution shall be considered accepted.	Please list no. of departments IFTAS is considering for UAT testing?	10 Department of IFTAS
12	12	8. Eligibility Criteria	Partner certificate copy shall be enclosed. A copy of MOU / Agreement between OEM and the bidder shall be enclosed	We propose to delete it. As agreements and MOU are part of confidential information which one needs to adhere to.	As Per RFP
13	12	8 Eligibility Criteria	Bidder shall have implementation experience of minimum 3 similar solutions with at least one BFSI/PSU customer.	Request to read clause as "Bidder/OEM shall have implementation experience of minimum 3 similar solutions with at least one BFSI/PSU customer.	As per RFP, OEM will be the Bidder if they are submitting the Bid
14	13	9.2 Technical Evaluation Matrix	Experience of a Bidder in implementing similar projects.-- <input type="checkbox"/> Number of projects implemented.--Maximum Score--15	Hope , each reference will carry 5 marks. Please confirm	As Per RFP
15	13	9.2 Technical Evaluation Matrix	The Bidder is required to present details of the proposed hardware and its related environment, configuration etc. keeping in view the requirements of the solution.	we are providing software based solution. Hardware requirement will be arranged by Buyer.	As Per RFP

16	14	11 Warranties and Support	<p>a. Bidder shall provide the license on Subscription or Perpetual License.</p> <p>b. IFTAS, initial Support & contract period would be for 5 years, in-case of perpetual license warranty would be for 3 years and 2 years AMC. Any escalation / increase in the cost will be calculated based on RBI Indexation formula. Warranty will commence from the date of complete acceptance of the proposed solution by IFTAS across all the sites.</p>	Request IFTAS to confirm the warranty and AMC/ATS period in case of subscription based license. Hope the same will be on yearly basis.	As Per RFP
17	14	11 Warranties and Support	Warranty will commence from the date of complete acceptance of the proposed solution by IFTAS across all the sites.	Request IFTAS to consider this clause as :- Warranty will commence from the date of complete acceptance of the proposed solution by IFTAS across all the sites or 90 Days from the date of delivery of product / usage of license which ever is earlier"	As Per RFP
18	14	11 Warranties and Support	iv. If the deliverable(s) is declared End of Life (EOL) or End of Support anytime during the contract period, the successful Bidder shall forthwith replace the equipment at no additional cost to IFTAS, post seeking approval from IFTAS in writing.	Request IFTAS to consider this clause as :- "If the deliverable(s) is reached End of Life (EOL) or End of Support anytime during the contract period, the successful Bidder shall forthwith replace the equipment at no additional cost to IFTAS, post seeking approval from IFTAS in writing."	
19	15	11 Warranties and Support	e. The successful bidder shall provide 8 X 5 support during the warranty period, ensuring the accepted level of performance as specified in "Service Level Agreement".	Onsite support will be required only if the issue is not resolved remotely. Is our understanding correct? Bidder doesn't have to provide onsite resource in this project, right?	Bidder to adhere to all applicable SLA and Penalty as per RFP.
20	16	16	<p>16 Limitation of Liability a. Circumstances may arise where, because of any default directly attributable to the Bidder, IFTAS may be entitled to recover damages from the Bidder.</p> <p>Notwithstanding anything to the contrary mentioned herein, the aggregate of all such liabilities of the Bidder hereunder, whether in contract, torts or any other theories of law, irrespective of the cause, on account of which IFTAS is entitled to claim damages from the Bidder, shall only be limited to and shall in no event exceed the Total Project Cost.</p>	Liability of Product to be on OEM (IRM).	As Per RFP
21	17	13	13 SLAs and Penalty	<p>as licenses and services are provided from OEM. SLA will be as per OEM standard support policy.</p> <p>W cannot accept penalty. Request to remove penalty clause.</p>	As Per RFP

22	20	14 Payment Terms and Conditions	Hardware / Software and Licenses--40% payment After delivery of hardware / software and licenses , 60% payment After successful implementation, configuration, and User Acceptance Test.	Request IFTAS to share the Hardware/ Software payment as " 80% payment After delivery of hardware / software and licenses & 20% payment on successful implementation, configuration, and User Acceptance Test."	As Per RFP
23	20	15 Fall Clause:	The Bidder certifies that they had not supplied/is not supplying similar products/systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry / Department of the Government of India or PSU or any other entity and if it is found at any stage that similar products/systems or sub systems were supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU or any other entity at a lower price, that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to IFTAS, if the contract has already been concluded.	Request IFTAS to remove this clause as scope and commercials terms of similar projects will be different and commercials also change accordingly.	As Per RFP
24	20	15 Fall Clause:	Bidder shall submit the PO issued for the same / similar solution/ device to any PSU/ Govt. Authority / other entity without names to substantiate the Fall Clause.	Request IFTAS to remove this clause as the relevant details of other customers can't be revealed due to the " Non-Disclosure Agreement " with this parties.	As Per RFP
25	20	15 Fall Clause:	The Bidder certifies that they had not supplied/is not supplying similar products/systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry /Department of the Government of India or PSU or any other entity and if it is found at any stage that similar products/systems or sub systems were supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU or any other entity at a lower price, that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to IFTAS, if the contract has already been concluded.	ACPL maintains strict confidentiality in terms of its customers and transactions. Therefore, no such undertaking is possible. Request to remove this clause.	As Per RFP

26	21	16 Limitation of Liability	Circumstances may arise where, because of any default directly attributable to the Bidder, IFTAS may be entitled to recover damages from the Bidder. Notwithstanding anything to the contrary mentioned herein, the aggregate of all such liabilities of the Bidder hereunder, whether in contract, torts or any other theories of law, irrespective of the cause, on account of which IFTAS is entitled to claim damages from the Bidder, shall only be limited to and shall in no event exceed the Total Project Cost.	We propose to amend the clause: Notwithstanding anything to the contrary mentioned herein, the aggregate of all such liabilities of the Bidder hereunder, whether in contract, torts or any other theories of law, irrespective of the cause, on account of which IFTAS is entitled to claim damages from the Bidder shall only be limited to and shall in no event exceed the Total Project Cost. Neither Party shall be liable to the other Party for loss of profit, loss of any contract or for any indirect or consequential loss or damage which may be suffered by the other Party regarding this Tender.	As Per RFP
27	22	18 Termination of Purchase Order/Contract:	IFTAS, by written notice, may terminate the contract in whole or in part, as per the under-noted reasons, at any time by giving 90 days prior notice in writing to the Bidder. The notice for termination shall specify the extent to which the contract is terminated, and the date from which such termination becomes effective.	We propose to amend the clause: IFTAS, by written notice, may terminate the contract in whole or in part, as per the under-noted reasons, at any time by giving 90 days prior notice in writing to the Bidder. The notice for termination shall specify the extent to which the contract is terminated, and the date from which such termination becomes effective provided if the Bidder had breached the terms of Tender and that breach has been rectified within the period of notice .	As Per RFP
28	23	20 - Right to Audit / Inspection	Right to Audit / Inspection Upon reasonable notice, the Bidder shall allow IFTAS to inspect/ audit the services being provided by the Bidder under this contract at its office / sites and such inspection shall be carried out in a pre agreed manner and during normal business hours (minimum once a year). For avoidance of doubt, such inspection by IFTAS will not be considered as breach of organizational confidentiality requirements of the Bidder in any manner. Suitable office space shall be provided to IFTAS wherein such inspection will be carried out by IFTAS and/ or its authorized representatives. IFTAS will comply with any other Non-Disclosure terms and conditions with the Bidder, which are mutually acceptable.	There is no need for audit on ACPL's premises. ACPL shall keep full, true and accurate records limited to the scope of this Agreement. To ensure compliance, the Company upon prior notice of thirty (30) days to the Service Provider may examine the records related to the Agreement. Such examination or audit of services can take place once per calendar year. Any finding during the audit, shall be shared with the Service Provider and shall be discussed and agreed mutually for its closure. Audit to be within the scope of the agreement.	As Per RFP

29	24	25 - Cyber Security Compliance Certificate	<p>25 Cyber Security Compliance Certificate The Bidder unconditionally certifies that it has created a robust cyber security posture for its office/work environment, complying with various cyber security guidelines/instructions, issued by the Banking and other Regulators and relevant Government Authorities from time to time, detecting, preventing and remedying cyber security threats and ensuring authorized physical and logical access to its systems, applications, data bases and networks, irrespective of whether installed and operational on-premise, co-location data centers or on the cloud. Further, it also unconditionally certifies that its cyber security posture for its office/work environment is continuously monitored, reviewed, and strengthened, both manually and through use of digital cyber security tools and measures, continually ensuring confidentiality, integrity and availability of its information/data. The Bidder certifies that the IFTAS work environment shall not get adversely affected on account of interactions with its own work environment.</p>	<p>What sort of Cyber Security Compliance Certificate is required?</p> <p>ACPL Systems is an ISO 27001 and 9001 Certified.</p>	As Per RFP
30	27	32 - Full Insurance Cover for all Bidder's Personnel and Components of the Solution	<p>32 Full Insurance Cover for all Bidder's Personnel and Components of the Solution The bidder shall provide full insurance cover of all types to all its personnel working in IFTAS. Such personnel or their legal heirs shall not claim any insurance benefit and compensation from IFTAS in case such personnel of the bidder suffers any loss or damage to their life or person or property while working in IFTAS.</p> <p>The bidder also unconditionally undertakes to provide for comprehensive Insurance cover for all the components of the solution (hardware, software, etc.) under procurement. This insurance cover will be from the point of transportation (i.e., beginning of transportation) till delivery at specified location/s of IFTAS and thereafter, till all such components become a part of the inventory list of IFTAS (i.e., after completion of acceptance testing).</p>	<p>ACPL Systems adheres to all necessary compliances and insurance with respect to its personnel.</p> <p>However, it does not maintain any comprehensive Insurance.</p>	As Per RFP
31	32	Annexure - II: Technical Specifications Pt. 2	<p>The solution should be capable to provide security of MS Outlook emails either through client or Web based</p>	<p>Since the entire RFP is focused on 'Classification based Protection' we request you to remove these points. Although these capabilities are available with us however it is a separate license component which will incur separate cost and will increase the BoM . We suggest you to either remove these points or let them be there as a capability for future and not a part of current bill of material</p>	As Per RFP

32	32	Annexure - II: Technical Specifications 1	The solution should be capable to provide security of documents on desktop, laptops, file servers, Android Mobile, and iOS mobile devices	Want to understand what type of File servers	Details will be shared to the successful bidder after signing the NDA.
33	33	Annexure - II: Technical Specifications 14	The solution should support dominant databases like Microsoft SQL, Oracle, MySQL, Postgres, and Maria DB. The complete list of supported databases must be provided to IFTAS	We want to understand ask	Details will be shared to the successful bidder after signing the NDA.
34	33	Annexure - II: Technical Specifications 15	The solution should support virtualized environments for deployment of server components	We want to understand ask	Details will be shared to the successful bidder after signing the NDA.
35	33	Annexure - II: Technical Specifications 17	The solution must have the capability to integrate with on-premises Windows Active Directory - user management systems	Where will USER control will be managed? From IRM application or from AD User management?	As Per RFP
36	33	Annexure - II: Technical Specifications 18	The solution should support automatic deletion /disabling of internal and external users based on changes in Identity Sources	Please explain user case	The Solution Integration With LDAP/SAML Sync with Enterprise AD
37	34	Annexure - II: Technical Specifications Pt. 32	The solution must be easy to use and must support integration with DLP and IFTAS existing data classification solution.	We suggest to keep only integration with 'Data Classification' solution and remove DLP.	As Per RFP
38	34	Annexure - II: Technical Specifications 30	The solution should be capable to provide centralized monitoring, inbuilt and custom reports of user activities and admin activities. The solution should have search options.	What type of custom reports required? Please share us report requirements	Details will be shared to the successful bidder after signing the NDA.
39	34	Annexure - II: Technical Specifications 32	The solution must be easy to use and must support integration with DLP and IFTAS existing data classification solution	We need to understand IFTAS Data classification TAG	Details will be shared to the successful bidder after signing the NDA.
40	34	Annexure - II: Technical Specifications 34	: The audit trail should capture the person who has used the document, what has been done (un/authorized), the time, and the location. Activities can be exported to be consumed by other monitoring systems.	Which format IFTAS required data is this in CSV, excel, API formats?	Details will be shared to the successful bidder after signing the NDA.
41	35	Annexure - II: Technical Specifications 39	The solution should provide search-and- browse capabilities for documents, activities, and rights templates for end users and administrators	We want to understand use case	Details will be shared to the successful bidder after signing the NDA.
42	35	Annexure - II: Technical Specifications 41	The solution should be capable to support delegation of duties and administrative functions for efficient management	We want to understand use case	Details will be shared to the successful bidder after signing the NDA.
43	35	Annexure - II: Technical Specifications 42	The solution should support installation of endpoint client via standard desktop/infrastructure management tools	We want to understand use case	Details will be shared to the successful bidder after signing the NDA.
44	35	Annexure - II: Technical Specifications 46	The solution should have the provision to lock the information to a specific device	We want to understand what type of information you want to Lock	Details will be shared to the successful bidder after signing the NDA.
45	35	Annexure - II: Technical Specifications 47	The solution should have capability to create and apply custom Rules at organization level, department level, Group level or user level as per requirements Classification PUBLIC	What types of RULES and rights please Specify	Details will be shared to the successful bidder after signing the NDA.

46	35	Annexure - II: Technical Specifications 50	The solution should be capable to provide two-factor authentication (such as OTP on Email for External user authentication) or integrate with third party authentication mechanism as per the requirement.	Please explain USE Case	Details will be shared to the successful bidder after signing the NDA.
47	36	Annexure - II: Technical Specifications Pt. 56	The solution should provide a framework for integration with Network File server and must have ability to offer generic APIs for custom application integration.	Since the entire RFP is focused on 'Classification based Protection' we request you to remove these points. Although these capabilities are available with us however it is a separate license component which will incur separate cost and will increase the BoM . We suggest you to either remove these points or let them be there as a capability for future and not a part of current bill of material	As Per RFP
48	36	Annexure - II: Technical Specifications Pt. 57	The solution should be capable to allow for automated folder-based protection in IFTAS central file server. Folders are mapped to user's machines as local drive e.g., G:\. All files existing and newly dropped in this folder must be automatically protected with predefined policies. The user's view must not be replaced with some custom or application specific view.	Since the entire RFP is focused on 'Classification based Protection' we request you to remove these points. Although these capabilities are available with us however it is a separate license component which will incur separate cost and will increase the BoM . We suggest you to either remove these points or let them be there as a capability for future and not a part of current bill of material	As Per RFP
49	36	Annexure - II: Technical Specifications Pt. 60	The solution should provide connectors for integration with Data Loss Prevention (DLP) systems to apply protection based on file classification and / or specific keywords identified within the document.	Since the entire RFP is focused on 'Classification based Protection' we request you to remove these points. Although these capabilities are available with us however it is a separate license component which will incur separate cost and will increase the BoM . We suggest you to either remove these points or let them be there as a capability for future and not a part of current bill of material	The Bidder should provide appropriate Solution to cater Iftas requirement.
50	36	Annexure - II: Technical Specifications	54. The solution should integrate with advance SIEM and SOAR technologies.	Please specify which SIEM solution is used by IFTAS?	Details will be shared to the successful bidder after signing the NDA.
51	36	Annexure - II: Technical Specifications 54	The solution should integrate with advance SIEM and SOAR technologies	Please explain ask	For Security Log Monitoring and SOAR response
52	36	Annexure - II: Technical Specifications 56	The solution should provide a framework for integration with Network File server and must have ability to offer generic APIs for custom application integration	Please explain use case	Details will be shared to the successful bidder after signing the NDA.
53	36	Annexure - II: Technical Specifications 61	The solution should provide basic troubleshooting capabilities at user machine that can be easily run by end users themselves	Please explain up to what level troubleshooting capabilities require.	Details will be shared to the successful bidder after signing the NDA.

54	36	Annexure - II: Technical Specifications	54. The solution should integrate with advance SIEM and SOAR technologies.	Please specify which SIEM solution is used by IFTAS?	Details will be shared to the successful bidder after signing the NDA.
55	37	Annexure - II: Technical Specifications	65. The Solution should have capabilities to provide document recovery in case of ransomware attack. The Solution should have ability to provide the end user the last updated document at direction from the administrator.	The feature requirement is not a feature of DRM solution & proprietary to Filesharing and Storage solution. Request you to kindly remove the requirement.	As per RFP
56	37	Annexure - II: Technical Specifications 64	The solution must have the ability to dynamically revoke access of only a single user amongst all with whom a protected file is shared. This must not have any dependency on IRM client available on the machine.	Please explain use case	Details will be shared to the successful bidder after signing the NDA.
57	37	Annexure - II: Technical Specifications 65	The Solution should have capabilities to provide document recovery in case of ransomware attack. The Solution should have ability to provide the end user the last updated document at direction from the administrator.	Please explain use case	Details will be shared to the successful bidder after signing the NDA.
58	37	Annexure - II: Technical Specifications 66	The Solution should support single or multi-mode authentication. The authentication should be customizable based internal and external user	Please explain expectation of multi-mode authentication	Two Factor Authentication
59	37	Annexure - II: Technical Specifications 67	The Solution have capability to have unique Identification and fingerprint assigned to each protected document. Which will be used to search / identify the document	Please explain what you want to add	Details will be shared to the successful bidder after signing the NDA.
60	37	Annexure - II: Technical Specifications	65. The Solution should have capabilities to provide document recovery in case of ransomware attack. The Solution should have ability to provide the end user the last updated document at direction from the administrator.	The feature requirement is not a feature of DRM solution & proprietary to Filesharing and Storage solution. Request you to kindly remove the requirement.	As Per RFP
61	38	Commercial Bid Format		Please confirm the Commercial bid format for licenses with 5 years warranty. With respect to clause 12.a on page number 15	As Per RFP
62	44	Annexure - VI: Bidder's Guarantee Certificate	Annexure - VI: Bidder's Guarantee Certificate	Request IFTAS to consider the " Warranty " in place of "Guarantee" as OEM's provide only the warranty support for these products.	As Per RFP
63	47	Annexure - VIII: Non-Disclosure Agreement	8. This Agreement shall continue perpetually unless and to the extent that you may release it in writing.	We propose to amend the clause: 8. This Agreement shall continue for a period of 3 years post successful completion of the tender	As Per RFP