



Procurement of Endpoint Protection and Server Security Solution

REQUEST FOR PROPOSAL (RFP)

Response to Pre-Bid queries

(05th October 2020)

RFP: ReBIT/2020 / CPO / 005

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RFP for Procurement of Endpoint Protection and Server Security Solution dated 24 September 2020 Response to Pre-bid queries

| Sr. No. | RFP Section Number | RFP Page Number | RFP Point Number | Query Description | ReBIT's Clarification |
|---------|--|-----------------|---|---|---|
| 1 | 6. Requirement for Endpoint & Server Security Solution | 7 | Apex One Endpoint security for Windows & MAC, Cent OS, Ubuntu & Linux based OS | Please provide the count of endpoint machines with Linux flavors of OS. | Approximately 10 machines are having Linux flavours of OS. |
| 2 | 6. Requirement for Endpoint & Server Security Solution | 7 | Apex One Endpoint security for Windows & MAC, Cent OS, Ubuntu & Linux based OS | Apex One only supports Windows and Mac OS. For Linux endpoints, Trend Micro has Deep security Desktop/Laptop edition solution which can be supplied with AV, HIPS & host based firewall capability. Please confirm if that meets your requirement | Endpoint security shall be suitable for Windows & MAC, Cent OS, Ubuntu & Linux based OS as per the RFP. Apex One or Deep Security can be offered, as the case may be, to meet the RFP requirement. |
| 3 | 6. Requirement for Endpoint & Server Security Solution | 7 | Apex One Endpoint security for Windows & MAC, Cent OS, Ubuntu & Linux based OS - Edge Relay | Edge Relay is currently compatible with Windows Server 2016/ 2012 R2. Please confirm if this is fine. | As per the RFP, it shall be compatible with Windows 2019 |
| 4 | 35. Annexure - B - Antivirus Solution Requirements | 40 | Solution must support Open Standard - STIX/Taxii/Cybox for threat intelligence sharing. | Threat Intel sharing via TAXII requires Deep Discovery Director that is bundled with DDAN sandboxing solution. kindly confirm the functionality is not required from day 1. | DDAN is not required as of now but solution should support Open Standard - STIX/Taxii/Cybox for threat intelligence sharing |
| 5 | 35. Annexure - B - Antivirus Solution Requirements | 40 | Integrates with other security products locally on your network and also to deliver network sandbox rapid response updates to endpoints when a new threat is detected, enabling faster time-to-protection and | Please note that the sandboxing functionality is delivered by a separate solution (Trend Micro DDAN) which is an external appliance. Sandboxing is an optional requirement and is not part of RFP scope. Pls confirm | Sandboxing is not part of the scope of the RFP. |

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| | | | | reducing the spread of malware. | |
| 6 | 35. Annexure - B - Antivirus Solution Requirements | 41 | Solution must support threat intelligence sharing with IOC/STIX/TAXII/CyBox | Threat Intel sharing via TAXII requires Deep Discovery Director that comes with sandboxing solution which is not part of the RFP requirement. kindly confirm | Sandboxing is not part of the scope of the RFP. |
| 7 | 35. Annexure - B - Antivirus Solution Requirements | 41 | Solution must have an XDR [Extended Detection and Response] option to have Native integration with products for events correlation across Endpoints,Network,Email and Cloud to reduce overall MTTD and MTTR for ReBIT | Trend Micro XDR is our cloud delivered analytics approach for extending detection and response beyond the endpoint to offer broader visibility and expert security analytics, leading to more detections and an earlier, faster response . This platform is cloud based which is available with the Apex SaaS solution. Please confirm if that meets your requirement. | XDR is not part of the scope of the RFP. |
| 8 | 36. Annexure - C - Server Security Solution Requirements | 47 | Agent installation should not require a restart of the server. | Although agent installation does not need a restart, however enabling of security services results in addition of driver files for which it is recommended to restart the system, hope this is fine. | As per the RFP, Agent installation should not require a restart of the server. Restarting requirement for the purpose of enabling of security services is accepted. |

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| 9 | 7.3. OEM Training | 9 | The bidder should arrange OEM certified product Training directly from the OEM for minimum 10 ReBIT officials after implementation | Certification training attracts additional cost. Also certification training cost is separate for each product. Please confirm name of Trend Micro product i.e. Apex One or Deep security on which ReBIT officials wants to get themselves certified. | <p>1. Apex One Certification training for 2 ReBIT officials. 2. Deep security certification training for 2 ReBIT officials.</p> <p>Cost for OEM training shall be mentioned against S.No 5, Clause 13 Commercial Quote-Format.</p> <p>Training / Knowledge transfer shall be provided by the Bidder without any additional cost to ReBIT .</p> |
| 10 | 7. Scope of Work | 8 | Bidder should conduct various activities such as but not limited to : Integration with other security solution | Please provide details about expected Security Solutions to be integrated | Trend Micro Apex One & Deep Security solution should be integrated with SIEM. |
| 11 | 7.8 Training | 12 | The Bidder should also provide e-learning facilities for users of the solution | Need more information on requirement i.e. e-learning facility | Trend Micro Tech support articles. Access of success.trendmicro.com |
| 12 | 7.11. Bidder (SI) Support / Annual Maintenance Contract (AMC) | 13 | ReBIT will not allow "Remote Support" for any product issues, troubleshooting and maintenance. | Need information whether Engineer is expected onsite for all kind of troubleshooting RFP: ReBIT/2020 / CPO / 005 | Engineer is expected onsite for the cases which cannot be resolved on call as per the SLA and also for all kind of maintenance activities as per the RFP. No remote session will be provided as per the RFP. |

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| 13 | 9. RFP Timelines | 15 | Milestone : Delivery of the items : Within two weeks from the date of PO | This timeline is for software / License delivery. Please confirm | This timeline is for software / License delivery. |
| 14 | 30. Penalties for delay in delivery and implementation | 30 | If the bidder fails to delivery and implement requisite software within timeline confirmed in RFP / purchase order, then a sum equivalent to 0.5% of the total order value shall be deducted from the payment per calendar week of delay subject to maximum of 10%. | Need Information on Targeted Implementation Timelines in Weeks | Delivery of Software & implementation timelines needs to be discussed and agreed by both the parties. If there is any deviation in the agreed timelines, then given penalty will be applicable to the bidder. |
| 15 | 19. Other Payment Terms | 22 | Payment for licences consumed subsequently will be done as per the license rate (unit rate) shared by the Bidder as response to this RFP. | Need the clarity of payment term. Pls consider Product payment on delivery and installation payment on completion of installation. | No change in RFP terms with respect to this clause. |