



TAMIL NADU GRAMA BANK

REF RFP No: TMD/3/2025-26 dated 28/07/2025

Queries and Clarifications 3

S. No	Initial RFP Page No	Clause No	Category/ Type	RFP Clause	Bidder Query	Response/ Clarification By Bank
1	3	4	GENERAL TENDER DETAILS	<p>Last date and time for Online bid submission (both Technical & Commercial) 24-09-2025, 15:00 Hrs</p> <p>Date and Time of Technical Bid Opening 24-09-2025, 15:30 Hrs</p>	As the current submission date is on 24/09/2025, which is 10 days from now, we request bank to extend it till Oct 15th as revised submission date for securing all the internal approvals and quotes from OEMs considering national and festival holidays in between.	Please refer to the amendments.
2	8	6	PRE-QUALIFICATION CRITERIA OF THE BIDDER	The Bidder should be an OEM authorized partner for atleast two years as on the date of publication of this RFP for Internal Firewall, External Firewall, WAF, EDR, SIEM, NAC and DLP solutions. The bidder should be an OEM authorized partner for all other solutions except mentioned above as on the date of publication of this RFP. The bidder should submit the manufacturer's Authorization Form for all the products/solutions quoted for this RFP.	The Bidder should be an OEM authorized partner for atleast two years as on the date of publication of this RFP for Internal Firewall, External Firewall, WAF, EDR, SIEM, NAC and DLP solutions. The bidder should be an OEM authorized partner for all other solutions except mentioned above as on the date of publication of this RFP. The bidder should submit the manufacturer's Authorization Form for all the products/solutions quoted for this RFP. Since NAC is not widely adoptable technology in modern enterprise environment due to adoption of emerging technology like device/user authentication, ZTNA, SASE .	Please adhere to the terms and conditions of RFP.



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3	8	9	ELIGIBILITY	<p>The bidder should have supplied CSOC setup comprising A) SIEM (minimum 5000 EPS) and B)(Any one of WAF/EDR/ NAC Solution) to the customer on premises, deployed the said solutions in customer's infrastructure and manage the setup on or before 31/03/2023 and continue to run as on the date of publication of RFP in at least one of the Government/banking (public or private)/financial institutions in India. The SIEM product proposed in this tender by the bidder, should be the same SIEM which was implemented earlier, for which supporting documents to be submitted.</p>	<p>The bidder should have supplied CSOC setup comprising A) SIEM (minimum 5000 EPS) and B)(Any one of WAF/EDR/ NAC Solution) to the customer on premises, deployed the said solutions in customer's infrastructure and manage the setup on or before 31/03/2023 and continue to run as on the date of publication of RFP in at least one of the Government/banking (public or private)/financial institutions in India. The SIEM product proposed in this tender by the bidder, should be the same SIEM which was implemented earlier, for which supporting documents to be submitted.</p>	Please refer to the amendments.
4	8	9	PRE-QUALIFICATION CRITERIA OF THE BIDDER	<p>The bidder should have supplied CSOC setup comprising A) SIEM (minimum 5000 EPS) and B)(Any one of WAF/EDR/ NAC Solution) to the customer on premises, deployed the said solutions in customer's infrastructure and manage the setup on or before 31/03/2023 and continue to run as on the date of publication of RFP in at least two of the Government/banking (public or private)/financial institutions in India. The SIEM product proposed in this tender by the bidder, should be the same SIEM which was implemented earlier, for which supporting documents to be submitted.</p>	<p>We request the Bank to include all other solutions as a choice in category B.</p> <p>The bidder should have supplied CSOC setup comprising A) SIEM (minimum 5000 EPS) and B)(Any one of WAF/EDR/ NAC/DAM/ DLP/HIPS/VAS Solution) to the customer on premises, deployed the said solutions in customer's infrastructure and manage the setup on or before 31/03/2023 and continue to run as on the date of publication of RFP in at least two of the Government/banking (public or private)/financial institutions in India. The SIEM product proposed in this tender by the bidder, should be the same SIEM which was implemented earlier, for which supporting documents to be submitted.</p>	Please refer to the amendments.



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5	18	23	Delivery & Implementation	<p>Bidder shall be responsible for delivery, installation, configuration, commissioning, implementation, maintenance, management and monitoring of the offered solutions, hardware and its associated components at locations specified by the Bank or any other alternate site as per the Bank's requirement. The point of delivery/destination and site for operations will be as defined by the Bank in the Purchase Order.</p> <p>The last date on which all the components of the solution as per Bank's Purchase Order have been delivered at the locations of the Bank, the said date will be treated as delivery date of the components. In case of delayed delivery or incorrect delivery, then date of receipt of the correct and final component shall be treated as delivery date for penalty and other calculation.</p> <p>Bank expects implementation by on-site resources only. In case of delay on part of bidder in completion of project or initiating services will attract a penalty/termination of contract as defined in this RFP. Upon the implementation of product/solution within the given timelines, then SI should provide certificate from O.E.M for implementation of all features required as per RFP.</p>	<p>Since Bidder is implementing the product and getting certificate from OEM is challenging and also it impacts project timeline and increase the bid cost as OEM will charge for Professional services for providing the certificates. Hence request to delete the OEM certification requirement.</p>	<p>Please adhere to the terms and conditions of RFP.</p>
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6	36	Corrigendum No-1 Point: 106	Other conditions	The successful bidder should provide SBOM/CBOM for all the products quoted. Bidder should ensure that all the components of SBOM /CBOM are appropriately licensed and supported by corresponding OEM. Intellectual property rights to be properly checked by the bidder and bidder holds responsibility for the IPR of solutions deployed. Also, should ensure that the SBOM is free of vulnerabilities during the period of contract. Solution should be comprehensive in nature.	OEMs are not willing to allow bidder to check their IPR rights which is proprietary and not a public document shared to bidders.Hence we request to amend the clause as below The successful bidder should provide SBOM/CBOM for all the products quoted. Bidder should ensure that all the components of SBOM /CBOM are appropriately licensed and supported by corresponding OEM. Intellectual property rights to be properly checked by the bidder and bidder holds responsibility for the IPR of solutions deployed. Also, should ensure that the SBOM is free of vulnerabilities during the period of contract. Solution should be comprehensive in nature.	Please adhere to the terms and conditions of RFP.
7	43	6	DELIVERY AND IMPLEMENTATION TIMELINES OF THE SOLUTIONS: (DC and DR implementation should be done in parallel.)	Implementation/ Integration/GoLive/ Sign-Off at respective locations	Considering various bank branches across the state, rollout of EDR,DLP,NAC within 16 to 18 weeks is challenging and also bidder needs to keep the IT infra ready for the above roll out.Hence we request to amend the clause as below- DC/ DR components deployment - 16 weeks from date of PO Patch Management Roll out and EDR,DLP ,NAC agent rollout across branches -30 weeks from date of PO	Please adhere to the terms and conditions of RFP.



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8	43	6	DELIVERY AND IMPLEMENTATION TIMELINES OF THE SOLUTIONS: (DC and DR implementation should be done in parallel.)	Delivery of Hardware/ Appliance/ Licenses at respective locations (Sr No 1 to 15)-Within 8 weeks from date of PO Acceptance	Delivery of IT Hardware like server ,storage,san switches etc will take delivery lead time of 12 weeks hence we request to Amend the clause as below- Delivery of Hardware/ Appliance/ Licenses at respective locations (Sr No 1 to 15)-Within & 12 weeks from date of PO Acceptance.	Please adhere to the terms and conditions of RFP.
9	46	1.15	TECHNICAL AND FUNCTIONAL SPECIFICATIONS - INTERNAL FIREWALL	The Firewall solution should support import and export of security policies (in .csv and .xls files) \configurations without any downtime	The Firewall solution should support import and export of security policies (in .csv \ xls \ SFO \ TXT files) \ configurations without any downtime	Please refer to the amendments.
10	46	1.19	TECHNICAL AND FUNCTIONAL SPECIFICATIONS - INTERNAL FIREWALL	The supported number of concurrent sessions should be minimum 1000000	The supported number of concurrent sessions should be minimum 1000000 L3 or 600000 L7 sessions Justification: NGFW operates on L7 only not on L3. We cisco always measure L7 performance not L3 which is of no use.	Please adhere to the terms and conditions of RFP.



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11	46	1.21	TECHNICAL AND FUNCTIONAL SPECIFICATIONS - INTERNAL FIREWALL	The other physical ports should be- at least 4 nos. of 1G Copper Ethernet, 4 nos. of 1G fiber 8 nos. of 10G SFP+-	The other physical ports should be- 8 x 1/10 Gig interfaces and 2 x 40G interfaces Justification: 1G copper interfaces are obsolete in enterprise firewall, the Firewall need to integrate with existing Cisco border leaf with minimum 40G as 10G connection will be a bottle neck and will create performance impact on the east west traffic.	Please refer to the amendments.
12	46	1.18	TECHNICAL AND FUNCTIONAL SPECIFICATIONS - INTERNAL FIREWALL	The supported number of new connections per second should be minimum 300000	The supported number of new connections per second should be minimum 300000 L3 or 230000 L7 sessions Justification: NGFW operates on L7 only not on L3. We cisco always measure L7 performance not L3 which is of no use.	Please adhere to the terms and conditions of RFP.
13	47	1.36	TECHNICAL AND FUNCTIONAL SPECIFICATIONS - INTERNAL FIREWALL	The Firewall solution should provide insights on unused rule\policy and provide optimization recommendations	The Firewall solution should provide insights on unused rule\policy. Justification: Policy optimization recommendations can be achieved with cloud delivered FMC, which requires cloud management.	Please adhere to the terms and conditions of RFP.
14	48	56	Technical & Functional Specification - External Firewall	The IPS should have minimum 10000+ CVE. Application control database must contain more than 3500+ known applications. Should have a URL categorization that exceeds 100+ million URLs	The IPS should have minimum 10000+ CVE. Application control database must contain more than 3500+ known applications. Should have a URL categorization that exceeds 100+ million URLs Justification- The ML Engine on the firewall has been trained on a set of over 100 million malicious URLs, and this number is increasing daily, so it is not possible to share any evidence easily over the dashboard	Please adhere to the terms and conditions of RFP.



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15	51	40	Technical & Functional Specification - External Firewall	The firewall should not connect to public\vendor cloud for any of its functions	<p>Firewalls still need to connect to OEM cloud (beyond signature updates / threat intel feed request) to defend against modern day threats by leveraging AI / ML capabilities and utilizing cloud based sandbox ATP analysis.</p> <p>Justification-Our proposed firewall solution will not connect to public/vendor cloud for any basic NGFW functions. However, it does offer advanced threat prevention, including a cloud-based sandbox located in India.</p> <p>Given the increasing sophistication of cyberattacks, firewalls need to leverage the latest technologies for protection. As the bank is a critical location, there is a need to protect against evasive and sophisticated attacks. The firewall, as the first line of defense, should have AI/ML capabilities and utilize cloud-based sandbox ATP analysis and compute to protect your network against unknown and evasive threats.</p>	Please adhere to the terms and conditions of RFP.
16	52	54	Technical & Functional Specification - External Firewall	The Anti-APT solution should be capable of bare metal analysis to identify unknown malware	<p>Could you please confirm if the bank's requirement is for a dedicated on-premises hardware sandbox appliance to support zero day analysis ?</p>	It is clarified that Bank expect on-premises solution for analysis in a sandboxed environment.



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17	52	57	Technical & Functional Specification - External Firewall	<p>Following features of the NGFW must have, which should be enabled while the bench mark testing is carried out in a single box deployment:</p> <ul style="list-style-type: none"> - IPS - Anti-Virus - Anti-malware - Anti-botnet - Logging and reporting - Application Identifications/control - URL filtering - QOS Marking - Zero-Day Protection - Should support Static and Dynamic routing protocols 	In reference to the clause mentioned , could you please confirm whether the bank's requirement includes integrated zero-day prevention within the NGFW (in addition to the other listed security features)?	Please refer to the amendments.
18	53	58	Technical & Functional Specification - External Firewall	Advance unknown malware analysis engine should be capable of intelligent automated algorithms with static analysis and dynamic analysis engine with custom-built virtual hypervisor analysis environment	We understand that this clause relates specifically to the sandbox requirement, pls clarify with clause 54 & 57	<p>Clause 54: It is clarified that Bank expect on-premises solution for analysis in a sandboxed environment.</p> <p>Clause 57: Please refer to the amendments.</p>



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19	57	3.20.	TECHNICAL AND FUNCTIONAL SPECIFICATIONS - SIEM	<p>The system should support, not restricted to, the following log and event collection methods:-</p> <ul style="list-style-type: none"> Syslog – UDP (as detailed in RFC 3164) and TCP (as detailed in RFC 3195) Flat file logs such as from DNS, DHCP, Mail servers, web servers etc. wherever connectors not available Windows events logs Agent-based or agentless: FTP, S/FTP, SNMP, SCP, ODBC, CP-LEA, SDEE, WMI, JDBC, AIX, SAP, single and multi-line flat files, API, Netflow etc. 	<p>The system should support, not restricted to, the following log and event collection methods:-</p> <ul style="list-style-type: none"> Syslog – UDP (as detailed in RFC 3164) and TCP (as detailed in RFC 3195) Flat file logs such as from DNS, DHCP, Mail servers, web servers etc. wherever connectors not available Native log integration, Windows events logs Agent-based or agentless: FTP, S/FTP, SNMP, SCP, API, NetFlow etc. 	Please refer to the amendments.
20	82	7.2.3	TECHNICAL AND FUNCTIONAL SPECIFICATIONS - EDR with AV, ENDPOINT DETECTION & RESPONSE (EDR)	<p>2.3 The proposed solution must support OS versions like Windows, Linux Versions like RHEL, Ubuntu, SUSE, Open SUSE, Oracle Linux .</p> <p>Amended Clause: "The proposed solution must support OS versions like Windows, Linux Versions like RHEL and Oracle Linux ."</p> <p>Amended Clause 2: The proposed solution must support OS versions like Windows, Linux Versions like RHEL and Oracle Linux.</p> <p>In case the AV & EDR supports only Windows Operating System a separate application may be quoted for the specification to operate on Linux endpoints. Ratio of Windows: Linux may be treated as 29:1</p>	<p>The proposed solution must support Microsoft Windows client operating system.</p>	Please refer to the amendments.



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21	85	7.1.4	<p>TECHNICAL AND FUNCTIONAL SPECIFICATIONS - EDR with AV, ENDPOINT PROTECTION PLATFORM (EPP)/ANTI VIRUS FOR ENDPOINTS(AV)</p>	<p>1.4 The proposed solution should be able to support Windows, MAC, Ubuntu and Linux (all flavours like Oracle, RHEL etc) operating systems.</p> <p>Amended Clause: "The proposed solution must support OS versions like Windows, Linux Versions like RHEL and Oracle Linux ."</p> <p>Amended Clause 2: The proposed solution must support OS versions like Windows, Linux Versions like RHEL and Oracle Linux. In case the AV & EDR supports only Windows Operating System, a separate application may be quoted for the specification to operate on Linux endpoints. Ratio of Windows:Linux may be treated as 29:1</p>	<p>The proposed solution must support Microsoft Windows client operating system.</p>	<p>Please refer to the amendments.</p>
22	New			<p>Additional Query</p>	<p>Is there any reference/experience in Banking sector required for the proposed AV, EDR and HIPS solutions for the OEM.</p>	<p>Please refer to the amendments.</p>



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Amendments 3

S. No.	Page No. (Initial RFP)	Clause No.	Type	Existing RFP clause	Amended RFP clause (Corrigendum 3)
1	3	4	GENERAL TENDER DETAILS	<p>Last date and time for Online bid submission (both Technical & Commercial) 24-09-2025, 15:00 Hrs</p> <p>Date and Time of Technical Bid Opening 24-09-2025, 15:30 Hrs</p>	<p>Last date and time for Online bid submission (both Technical & Commercial) 30-09-2025, 15:00 Hrs</p> <p>Date and Time of Technical Bid Opening 30-09-2025, 15:30 Hrs</p>
2	8	9	ELIGIBILITY	<p>Initial RFP Clause: The bidder should have supplied CSOC setup comprising A) SIEM (minimum 5000 EPS) and B)(Any one of WAF/EDR/ NAC Solution) to the customer on premises, deployed the said solutions in customer's infrastructure and manage the setup on or before 31/03/2023 and continue to run as on the date of publication of RFP in at least two of the Government/banking (public or private)/financial institutions in India. The SIEM product proposed in this tender by the bidder, should be the same SIEM which was implemented earlier, for which supporting documents to be submitted.</p> <p>Amended Clause (Corrigendum 1): The bidder should have supplied CSOC setup comprising A) SIEM (minimum 5000 EPS) and B)(Any one of WAF/EDR/ NAC Solution) to the customer on premises, deployed the said solutions in customer's infrastructure and manage the setup on or before 31/03/2024 and continue to run as on the date of publication of RFP in at least one of the Government/banking (public or private)/financial institutions in India. The SIEM product proposed in this tender by the bidder, should</p>	<p>The bidder should have supplied CSOC setup comprising A) SIEM (minimum 5000 EPS) and B)(Any one of WAF/EDR/ NAC / DAM Solution) to the customer on premises, deployed the said solutions in customer's infrastructure and manage the setup on or before 31/03/2024 and continue to run as on the date of publication of RFP in at least one of the Government/banking (public or private)/financial institutions in India. The SIEM product proposed in this tender by the bidder, should be the same SIEM which was implemented earlier, for which supporting documents to be submitted.</p>



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				be the same SIEM which was implemented earlier, for which supporting documents to be submitted.	
3	9	5	OTHER CONDITIONS	Additional Clause	The successful bidder should provide a detailed implementation plan following the award of the contract.
4	19	25	Payment Terms	Post successful Implementation and after Signoff along with certificate from respective O.E.M on implementation of the product.	Post successful Implementation,integration of all proposed solutions with the SIEM and after Signoff along with certificate from respective O.E.M on implementation of the product.
5	46	1.15	TECHNICAL AND FUNCTIONAL SPECIFICATIONS - INTERNAL FIREWALL	Initial RFP Clause: The Firewall solution should support import and export of security policies (in .csv and .xls files) \configurations without any downtime. Amended Clause (Corrigendum 2): The Firewall solution should support import of security policies\configurations through API and export of security policies in different file formats like.csv, .pdf without any downtime	The Firewall solution should support import of security policies\configurations through API and export of security policies in different file formats like.csv, .pdf, .txt without any downtime
6	46	1.21	TECHNICAL AND FUNCTIONAL SPECIFICATIONS - INTERNAL FIREWALL	The other physical ports should be- at least 4 nos. of 1G Copper Ethernet, 4 nos. of 1G fiber 8 nos. of 10G SFP+-	The other physical ports should be- at least 8 nos. of 1G SFP and 8 nos. of 10G SFP+-
7	52	57	Technical & Functional Specification - External Firewall	Following features of the NGFW must have, which should be enabled while the bench mark testing is carried out in a single box deployment: - IPS - Anti-Virus - Anti-malware - Anti-botnet - Logging and reporting - Application Identifications/control - URL filtering - QOS Marking - Zero-Day Protection - Should support Static and Dynamic routing protocols	Following features of the NGFW must have, which should be enabled while the bench mark testing is carried out - IPS - Anti-Virus - Anti-malware - Anti-botnet - Logging and reporting - Application Identifications/control - URL filtering - QOS Marking - Zero-Day Protection - Should support Static and Dynamic routing protocols



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8	57	3.20.	TECHNICAL AND FUNCTIONAL SPECIFICATIONS - SIEM	<p>The system should support, not restricted to, the following log and event collection methods:-</p> <p>Syslog – UDP (as detailed in RFC 3164) and TCP (as detailed in RFC 3195)- Flat file logs such as from DNS, DHCP, Mail servers, web servers etc. wherever connectors not available · Windows events logs – Agent-based or agentless· FTP, S/FTP, SNMP, SCP,ODBC, CP-LEA, SDEE, WMI,JDBC,AIX,SAP, single and multi-line flat files, API, Netflow etc.</p>	<p>The system should support, not restricted to, the following log and event collection methods:-</p> <p>Syslog – UDP (as detailed in RFC 3164) and TCP (as detailed in RFC 3195)- Flat file logs such as from DNS, DHCP, Mail servers, web servers etc. wherever connectors not available · Windows events logs– Agent-based or agentless· FTP, S/FTP, SNMP, SCP,(ODBC, CP-LEA, SDEE, JDBC,SAP,single and multi-line flat files)/Native log integration, WMI, AIX, API,Netflow etc.</p>
9	82	7.2.3	TECHNICAL AND FUNCTIONAL SPECIFICATIONS - EDR with AV, ENDPOINT DETECTION & RESPONSE (EDR)	<p>Initial RFP Clause: The proposed solution must support OS versions like Windows, Linux Versions like RHEL, Ubuntu, SUSE, Open SUSE, Oracle Linux .</p> <p>Amended Clause (Corrigendum 1): "The proposed solution must support OS versions like Windows, Linux Versions like RHEL and Oracle Linux ."</p> <p>Amended Clause (Corrigendum 2): The proposed solution must support OS versions like Windows, Linux Versions like RHEL and Oracle Linux. In case the AV & EDR supports only Windows Operating System a separate application may be quoted for the specification to operate on Linux endpoints. Ratio of Windows: Linux may be treated as 29:1</p>	<p>The proposed solution must support Windows OS version 10 and above.</p>



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10	85	7.1.4	TECHNICAL AND FUNCTIONAL SPECIFICATIONS - EDR with AV, ENDPOINT PROTECTION PLATFORM (EPP)/ANTI VIRUS FOR ENDPOINTS(AV)	<p>Initial RFP Clause: The proposed solution should be able to support Windows, MAC, Ubuntu and Linux (all flavours like Oracle, RHEL etc) operating systems.</p> <p>Amended Clause (Corrigendum 1): "The proposed solution must support OS versions like Windows, Linux Versions like RHEL and Oracle Linux ."</p> <p>Amended Clause (Corrigendum 2): The proposed solution must support OS versions like Windows, Linux Versions like RHEL and Oracle Linux. In case the AV & EDR supports only Windows Operating System, a separate application may be quoted for the specification to operate on Linux endpoints. Ratio of Windows:Linux may be treated as 29:1</p>	The proposed solution must support Windows OS version 10 and above.
11	New		TECHNICAL AND FUNCTIONAL SPECIFICATIONS - EDR with AV, ENDPOINT PROTECTION PLATFORM (EPP)/ANTI VIRUS FOR ENDPOINTS(AV)	Additional Clause	The OEM of the proposed solution must have supplied a minimum of 5,000 EDR and AV licenses to at least two BFSI organizations, which may include entities such as RBI, SEBI, NPCI, NABARD, or LIC