

Bank's Responses to Pre-Bid Queries to RFP for Procurement and Maintenance of Firewall Analyzer and Change Management Solution

REF No: IDBI-Bank/ITD/PPG/RFP/25-26/58: January 21, 2026



Sr. No.	RFP Ref Page No	RFP clause No	Existing Clause Details	Clarification Sought	Bank's Response
1	79	1 (i) TECHNICAL SPECIFICATIONS (ANNEXURE – 4)	Automated deployment of time-bound and perpetual rules on firewalls.	This particular use case can be achieved via setting an expiration date or timeline on the ticket, with notifications sent to the user or team before expiration. Additionally, providing a dashboard report should suffice for your requirements. All the rule expiry information will be managed and maintained at SecureChange application level. FW will have no visible to rule expiry detail	At present, time-based rules implementation functionality in the proposed solution is essential for only 3 makes of firewalls which Bank has at present. Those firewall makes are Checkpoint, Palo Alto and Fortinet. In future, the proposed solution
2	79	3 TECHNICAL SPECIFICATIONS (ANNEXURE – 4)	The proposed solution should support all major firewall vendors, including but not limited to Cisco, Palo Alto, Fortinet, CheckPoint, F5 (LTM and AFM) and Juniper.	Is IDBI using the AFM, could you please share the usecase? Also, please share the all devices version details.	As on date, AFM is not used by Bank.
3	80	4 TECHNICAL SPECIFICATIONS (ANNEXURE – 4)	The proposed solution should be able to integrate with native as well as third party Firewalls hosted over Public & Private Cloud technologies such as Amazon Web Services (AWS), Microsoft Azure, Google Cloud Platform, Cisco ACI and VMware NSX-T. (The cloud infrastructure, including primary and disaster recovery sites, must be located within India.)	Could we get the number of VMs for the cloud and the ACI leaf node count for sizing purposes, as these details were not mentioned in the device information?	Kindly refer "INDICATIVE COMMERCIAL BID" Annexure for tentative quantity for sizing requirement
4	80	6 TECHNICAL SPECIFICATIONS (ANNEXURE – 4)	The proposed solution should be scalable to support up to 100 standalone or cluster firewall devices.	Please share the hardware sizing details. https://forum.tufin.com/support/kc/latest/Content/ST2/ManagingTOS/CleanInstallSizingCalculation.htm	Kindly refer "INDICATIVE COMMERCIAL BID" Annexure for tentative quantity for sizing requirement
5	80	8 TECHNICAL SPECIFICATIONS (ANNEXURE – 4)	The proposed solution should support onboard retention of all types of historical logs for a minimum period of 12 months, allowing for comprehensive querying and analysis.	Please share the hardware sizing details. https://forum.tufin.com/support/kc/latest/Content/ST2/ManagingTOS/CleanInstallSizingCalculation.htm	Kindly refer "INDICATIVE COMMERCIAL BID" Annexure for tentative quantity for sizing requirement
6	80	10 TECHNICAL SPECIFICATIONS (ANNEXURE – 4)	The proposed solution should be protected against evasive attacks.	Is this request related to product configuration?	The bidder should provide relevant IT security certification(s), demonstrating the security posture of the proposed solution.
7	82	27 TECHNICAL SPECIFICATIONS (ANNEXURE – 4)	The proposed solution should be able to allow exploring NAT details for any given IP i.e. showing the post NAT and pre NAT details for a given IP.	It is supported via API. Would this suffice for your requirement? You can refer to the documentation here: https://forum.tufin.com/support/kc/rest-api/R25-2/securetrack/apidoc/#!/NAT_Policies	The required functionality should be a part of the proposed solution
8	82	28 TECHNICAL SPECIFICATIONS (ANNEXURE – 4)	The proposed solution should be capable of showing NAT Rules for single IP address as well as Comprehensively for all IP addresses, downloadable as a report.	It is supported via API. Would this suffice for your requirement? You can refer to the documentation here: https://forum.tufin.com/support/kc/rest-api/R25-2/securetrack/apidoc/#!/NAT_Policies	The required functionality should be a part of the proposed solution
9	82	30 TECHNICAL SPECIFICATIONS (ANNEXURE – 4)	The proposed solution should be able to provide information on most used / least used / unused rules to aid rule reordering with actionable modification or recommendation and suggest implementation of rule reordering with expected improvements on the utilization of the device.	These particular specifications appear to be copied from our completion. However, Tufin supports rule usage via syslog and dedicated reports. Reordering will be performed automatically once cleanup activities—such as removing disabled, shadowed, and covered rules—are completed.	No change in RFP clause
10	82	31 TECHNICAL SPECIFICATIONS (ANNEXURE – 4)	The proposed solution should be able to suggest and implementation consolidation of rules for optimizing the rules for better manageability, audit and performance.	These particular specifications appear to be copied from our completion. However, Tufin supports rule usage via syslog and dedicated reports. Reordering will be performed automatically once cleanup activities—such as removing disabled, shadowed, and covered rules—are completed.	No change in RFP clause
11	83	35 TECHNICAL SPECIFICATIONS (ANNEXURE – 4)	The proposed solution should provide below auto-completed compliance and audit reports for individual and for group of firewalls: a) PCI DSS V4.0 and above b) ISO 27001:2022 and above c) GDPR & HIPAA	SecureTrack includes predefined USP templates based on network segmentation, aligned with common regulations and standards. These templates include PCI-DSS, ISO 27001, NERC CIP, NIS 800-53, as well as custom best practices, allowing you to define a connectivity policy for your network. GDPR and HIPAA are not directly applicable to firewall policies; however, you can create a custom template if needed. Does this meet your requirements?	No change in RFP clause
12	84	43 TECHNICAL SPECIFICATIONS (ANNEXURE – 4)	The proposed solution should be able to export access & NAT rules in CSV and PDF format with complete details in readable format instead of merely object names.	NAT rules can be exported via API in CSV format or as a PDF from the UI. Does this meet your requirements?	The required functionality should be a part of the proposed solution
13	84	48 TECHNICAL SPECIFICATIONS (ANNEXURE – 4)	The proposed solution should support automated provisioning and decommissioning of firewall objects (such as addresses, services) across all managed firewall devices.	Firewall Objects can be provisioned and decommissioned in the group but decommissioning of object or the group from the firewall not possible. Would that suffice your requirement?	Yes, it suffices the requirement

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14	84	51 TECHNICAL SPECIFICATIONS (ANNEXURE – 4)	The proposed solution should support implementation of time-based rules as well as perpetual rules on firewall gateway. For example (including but not limited to) on Palo Alto via Panorama, Fortinet Devices via FortiManager, Checkpoint gateways via Checkpoint Smartcentre, CISCO , NSX , Cloud Native and Cloud Third Party etc.	This particular use case can be achieved via setting an expiration date or timeline on the ticket, with notifications sent to the user or team before expiration. Additionally, providing a dashboard report should suffice for your requirements.	At present, time-based rules implementation functionality in the proposed solution is essential for only 3 makes of firewalls which Bank has at present. Those firewall makes are Checkpoint, Palo Alto and Fortinet. In future, the proposed solution should have this functionality to support all OEM's firewall which the Bank procures.
15	85	52 TECHNICAL SPECIFICATIONS (ANNEXURE – 4)	The proposed solution should support automated provisioning and decommissioning of Firewall, Vmware NSX distributed firewall rules from application, server or end point perspective.	Could you please share the VMware NSX firewall models, as well as the make and models of the other firewalls?	Kindly refer "INDICATIVE COMMERCIAL BID" Annexure for VMware NSX firewall model. For other firewall details please refer our
16	86	64 TECHNICAL SPECIFICATIONS (ANNEXURE – 4)	The proposed solution should support out of the box CSV and XLS upload feature to raise the Firewall change request.	Tufin supports a copy-paste option. Does this meet your requirements?	The required functionality should be a part of the proposed solution
17	86	68 TECHNICAL SPECIFICATIONS (ANNEXURE – 4)	The proposed solution must support adding NAT information in tickets for documentation purpose.	Tufin provides an option to add custom fields that can be used for NAT in the Access Request workflow. Would this suffice for your requirement, since the request is primarily for documentation purposes?	Yes, it suffices the requirement
18	86	71 TECHNICAL SPECIFICATIONS (ANNEXURE – 4)	The proposed solution should support unrequested change detection and reporting over GUI. If case of such event, should also support sending auto-generated emails to relevant stakeholder, both in real time as well as a scheduled email	Tufin will give authorized and unauthorized change detection in the GUI, would that suffice your requirement?	No change in RFP clause
19	86	72 TECHNICAL SPECIFICATIONS (ANNEXURE – 4)	The proposed solution should support cloud ready features such as: •ApplicationDiscover •Vulnerability and Malware exposure •Compliance and Audit reports •Visibility of rules configured on SG,NAACL and NSGs Application context to cloud network risk mapping	These particular specifications appear to be copied from our completion. However, Tufin supports VA integration with existing solutions. Could you please share the expectations and use case for malware exposure?	No change in RFP clause
20	87	75 TECHNICAL SPECIFICATIONS (ANNEXURE – 4)	The proposed solution should be scalable to be configured as Active- Passive or Active-Active from DC to DR using its failover technique.	Tufin supports a robust HA architecture that ensures automatic failover and load handling. The system is designed so that, in the event of a failure at either the DC or DR, the entire load is automatically handled by the active site, with minimal manual intervention. HA is always configured as local site, with DC-DR set up in an Active-Passive configuration. I hope this meets your requirements.	No change in RFP clause
21	87	76 TECHNICAL SPECIFICATIONS (ANNEXURE – 4)	The proposed solution should have Continuous Data Replication technology to its Standby Management Peer to prevent Data Loss.	Request you to please removed the part about continuous replication so it's purely descriptive and neutral. "The proposed solution supports a DC-DR setup with the capability to restore the latest backup when needed."	No change in RFP clause
22	87	77 TECHNICAL SPECIFICATIONS (ANNEXURE – 4)	The proposed solution should support running a root cause analysis / query in multiple-firewall multiple-vendor environments.	This seems to be copied from a competitive reference, and the actual expectations are not clear. Could you please share the specific use case and your expected outcome?	No change in RFP clause
23	87	78 TECHNICAL SPECIFICATIONS (ANNEXURE – 4)	The proposed solution should allow Customization of request-form fields and source/destination/service fields to improve the information provided in the ticket	As per the specifications mentioned, the request is limited to adding additional custom fields in the Change Request for more information and clarity, in line with the current process followed by the bank. Is our understanding correct?	Yes, the understanding is correct.
24	88	82(b) TECHNICAL SPECIFICATIONS (ANNEXURE – 4)	The proposed Solution should have the capability to discover Bank Business Critical Applications in the initial phase of deployment. Solution should support unlimited assets/servers per discovered application	It seems this may appear to favor the competition. However, since all solutions primarily support Syslog as a standard, we request modifying the statement or providing the option for Syslog as well, to maintain neutrality.	Please refer to Bank's Corrigendum to the RFP
25	88	83 TECHNICAL SPECIFICATIONS (ANNEXURE – 4)	The proposed Solution should be able to map the relevant firewall security policies with the actual Business Application operating through them to assess and avoid the impact of security changes on Application availability and uptime.	The Mapping of Rules of application/creation of application is Manual activity, would that suffice your requirement	No change in RFP clause
26	88	84 TECHNICAL SPECIFICATIONS (ANNEXURE – 4)	The solution must ensure that user access to data and services is not automatically disabled upon the expiration of the subscription period.	As per the standard subscription license process, UI access is disabled; however, the data will always remain available, and revisions are continuously captured. Therefore, we request that this clause be removed.	No change in RFP clause
27	21	5. SERVICE LEVEL EXPECTATION (SLE) & PENALTIES	Uptime of the Solution	Uptime is a shared responsibility between the customer, OEM and the bidder. Since the hardware is managed by the customer, any hardware-related issues would not be applicable to the bidder.	No change in RFP clause

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28	23	6. Payment Terms	First year annual license and support cost and one-time implementation cost will be paid as per below schedule given below: Milestone - 1: 30% of one time implementation cost per location Milestone - 2: 40 % of annual license and support cost + 50% of one time implementation cost per location Milestone - 3: 45 % of annual license and support cost + 10 % of one time implementation cost per location Milestone - 4: 15 % of annual license and support cost + 10% of one-time implementation cost per location	We request you to consider billing the license cost 100% post delivery.	No change in RFP clause
29	25	6. Payment Terms	Onsite resource cost (to be deployed after Milestone 4). Amount to be released - Quarterly in arrears.	We request consideration of revising the payment terms for resource deployment from quarterly payments in arrears to monthly payments.	No change in RFP clause
30	61	36. TERMINATION	Termination for Convenience: Notwithstanding the provisions of the Contract and/or the Bid Documents, the Purchaser at its sole discretion and without prejudice to any other right or remedy and without assigning any reasons, by written 30 days' notice sent to the Bidder, may terminate the Contract, in whole or in part, at any time for its convenience.	We request that Termination for Convenience shall not be applicable to software licenses once the license has been delivered. In such cases, the license fees paid or payable shall be non-refundable and payable in full.	No change in RFP clause
31	194	28. DATA PROTECTION POSTURES (ANNEXURE-28)		With reference to the applicability of the Digital Personal Data Protection Act (DPDPA), we wish to clarify that our scope of work does not involve processing, storage, or handling of any personal data in any capacity. In view of the same, kindly clarify whether the provisions of DPDPA are applicable to this engagement.	No change in RFP clause
32	75	2. INDICATIVE COMMERCIAL BID (ANNEXURE-2)	The final price quoted by the L1 bidder will be valid for a period of 18 months from the Go-Live date of the contract for procurement of additional number of licenses on pro-rata basis, subject to maximum of 25% of Total Cost (Table A), over and above the quantity mentioned in RFP based on Bank's requirement. After 18 months from the Go-Live date, pricing shall be mutually negotiated and agreed upon by the Bank and the System Integrator / Bidder.	We wish to state that the bidder may not be able to agree to a fixed pricing commitment for additional licenses in the event of any increase in OEM prices during this period. Accordingly, we request that pricing for additional licenses be subject to mutual discussion and agreement.	No change in RFP clause
33	17	4. SCOPE OF WORK	Bidder should arrange for closure of identified vulnerabilities reported in VA, PT and AppSec scanning of the solution on periodic basis (as per Bank's security policy) and closure of all technical audit findings or any other recommendation on the OEM's platform as per global best practices in a time-bound manner as per extant guidelines of the Bank.	VAPT activities are conducted annually. However, the customer may refer to the KC document, where the relevant details are updated as outlined below. Could you please clarify what IDBI Bank's expectations are here? Alternatively, do the details provided suffice for the customer's request? TOS Hardening Guide (https://forum.tufin.com/support/kc/R25-2/Content/Suite/10925.htm) TufinOS 4 Hardening Guide (https://forum.tufin.com/support/kc/R25-2/Content/Suite/TufinOSHardeningGuide_4x.htm) https://forum.tufin.com/support/kc/R25-2/Content/ST2/LandingPages/MiniTOC_Security.htm	No change in RFP clause
34	32	2. Earnest Money Deposit (EMD)	Micro and Small Enterprises: Micro, & Small Enterprises (MSE) registered under the SPRS (Single Point Registration Scheme) of National Small Industrial Corporation (NSIC) or equivalent and having single point registration are exempt for payment of EMD to the extent of monetary limit stated in the registration certificate. The Bidder should submit the valid certified copy of NSIC or equivalent registration certificate/ renewal certification. Photocopy of application towards registration / renewal is not acceptable.	With reference to the statement, we would like to check / inform that we have Udyam Registration under "Medium" Category and are authorized resellers / partners of the concerned OEM. Request you to confirm if we can avail EMD and Tender Fee exemption.	No change in RFP clause
35	65	46. INSURANCE	Third party motor vehicle liability insurance as required under Motor Vehicles Act, 1988 in respect of motor vehicles operated in India by the Bidder or their personnel for the period of the Contract.	Please keep this as optional requirement as the same is not applicable for this RFP.	No change in RFP clause

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36	23	Table – C – Resource cost	Absence of resource - ₹ 10,000 /- per day for L2 resource	We request clarification on the applicability of the penalty for absence of an L2 resource. We understand that the penalty is not intended to apply in cases of standard/approved leave or emergency leave. Kindly elaborate and confirm.	No change in RFP clause
37	84	51	The proposed solution should support implementation of time-based rules as well as perpetual rules on firewall gateway. For example (including but not limited to) on Palo Alto via Panorama, Fortinet Devices via FortiManager, Checkpoint gateways via Checkpoint Smartcentre, CISCO , NSX , Cloud Native and Cloud Third Party etc.	Perpetual rules are supported (including but not limited to) on Palo Alto via Panorama, Fortinet Devices via FortiManager, Checkpoint gateways via Checkpoint Smartcentre, CISCO , NSX , Cloud Native (Azure FW) and time-based rules implementation is support for Palo Alto via Panorama, Fortinet Devices via FortiManager, Checkpoint gateways via Checkpoint Smartcentre. Hope it suffices Bank's requirements.	At present, time-based rules implementation functionality in the proposed solution is essential for only 3 makes of firewalls which Bank has at present. Those firewall makes are Checkpoint, Palo Alto and Fortinet. In future, the proposed solution
38	75	6	Subscription License and Support Cost for Cloud Native Firewall	Cloud license are calculated basis on Workload. Please provide the tentative total number of cloud workloads for better sizing.	Approx. 350 Workload
39	19	8.2	OEM should have a Support Centre or Service Centre and should provide 24x7x365 TAC Support.	We understand OEM Support Centre or Service Centre should be located in India, as the deployment and delivery will be owned by the OEM. Please confirm if this understanding is correct.	No change in RFP clause
40	13	2	Solution from single OEM shall not be offered by more than 3 bidders and a single bidder shall not offer solution from more than one OEM.	To ensure maximum participation from bidders and the successful conclusion of the RFP. Request to remove the statement "Solution from single OEM shall not be offered by more than 3 bidders".	Please refer to Bank's Corrigendum to the RFP
41	14	8	Proposed solution should have been deployed for minimum of 5 customers in India, with at least 2 of these customers should be from BFSI sector in India and with 1 of them being a Scheduled Commercial Bank (SCB) having at least 1000 branches / offices in India, in the last 5 years from the date of RFP.	We request you to please confirm whether this clause is applicable to the OEM or the Bidder. If it is applicable to the Bidder, we request you to modify the clause as mentioned below:- Proposed solution should have been deployed for minimum of 5 customers in India, with at least 2 of these customers should be from BFSI sector in India and with 1 of them being a Scheduled Commercial Bank (SCB) having at least 1000 branches / offices in India, in the last 7 years from the date of RFP.	This clause is applicable to OEM.
42	15	9	Bidder should have successfully been deployed the proposed solution in minimum of 2 organizations from BFSI sector in India, with one of them being a Scheduled Commercial Bank (SCB) having at least 1000 branches / offices in India, in the last 5 years from the date of RFP.	Request to modify the clause as below:- Bidder should have successfully been deployed the proposed solution in minimum of 2 organizations from BFSI sector in India, with one of them being a Scheduled Commercial Bank (SCB) having at least 1000 branches / offices in India, in the last 7 years from the date of RFP. Also request to elaborate on the proposed solution.	No change in RFP clause
43	18	4. SCOPE OF WORK	3. Integration 3.1. Bidder should integrate the proposed solution with all firewall devices, L3 switches and routers to complete the network topology map to ensure full visibility and monitoring.	Request you share List of all firewall devices, L3 switches, and routers, including OEM, model, and quantity. Details of any legacy or end-of-life devices present in the network.	Kindly refer "INDICATIVE COMMERCIAL BID" Annexure for tentative quantity.
44	18	4. SCOPE OF WORK	2.1. Bidder should supply and install software and licenses for proposed solution at 2 (two) locations (onprem at DC and DR or on-cloud or mix of on-prem & on-cloud) locations with High Availability configuration.	We understand that IDBI DC location is Mumbai . Request you to share DR location details as well.	DR is at Chennai location.
45	84	51	The proposed solution should support implementation of time-based rules as well as perpetual rules on firewall gateway. For example (including but not limited to) on Palo Alto via Panorama, Fortinet Devices via FortiManager, Checkpoint gateways via Checkpoint Smartcentre, CISCO , NSX , Cloud Native and Cloud Third Party etc.	Perpetual rules are supported (including but not limited to) on Palo Alto via Panorama, Fortinet Devices via FortiManager, Checkpoint gateways via Checkpoint Smartcentre, CISCO , NSX , Cloud Native (Azure FW) and time-based rules implementation is support for Palo Alto via Panorama, Fortinet Devices via FortiManager, Checkpoint gateways via Checkpoint Smartcentre. Hope it suffices Bank's requirements.	At present, time-based rules implementation functionality in the proposed solution is essential for only 3 makes of firewalls which Bank has at present. Those firewall makes are Checkpoint, Palo Alto and Fortinet. In future, the proposed solution
46	75	6	Subscription License and Support Cost for Cloud Native Firewall	Cloud license are calculated basis on Workload. Please provide the tentative total number of cloud workloads for better sizing.	Approx. 350 Workload
47	19	8.2	OEM should have a Support Centre or Service Centre and should provide 24x7x365 TAC Support.	We understand OEM Support Centre or Service Centre should be located in India, as the deployment and delivery will be owned by the OEM. Please confirm if this understanding is correct.	No change in RFP clause
48	13	2	Solution from single OEM shall not be offered by more than 3 bidders and a single bidder shall not offer solution from more than one OEM.	To ensure maximum participation from bidders and the successful conclusion of the RFP. Request to remove the statement "Solution from single OEM shall not be offered by more than 3 bidders".	Please refer to Bank's Corrigendum to the RFP

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49	42	6	<p>6. INDEMNITY 6.1. The Bidder shall execute and furnish to the Purchaser, a deed of indemnity in favor of the Purchaser in a form and manner, as given in Annexure-17, indemnifying the Purchaser its directors, employees, agents and representatives from and against any costs, loss, damages, expense, claims, litigations, suits, actions, judgments, and or otherwise including but not limited to those from third parties or liabilities of any kind howsoever suffered, arising out of or incurred inter alia during and after the Contract period including but not limited to third-party claims due to infringement of Intellectual Property Rights including but not limited to patent, trademark, copy-rights or industrial drawings and designs arising from use of the Services or any part thereof and/or otherwise and any breach of confidentiality obligations. 6.2. The provisions under this clause shall survive the termination of the Contract.</p>	<p><u>We propose to amend the existing clause as below:-</u> 6. INDEMNITY:- 6.1. The Bidder shall execute and furnish to the Purchaser, a deed of indemnity in favor of the Purchaser in a form and manner, as given in Annexure-17, indemnifying the Purchaser its directors, employees, agents and representatives from and against any costs, loss, damages, expense, claims, litigations, suits, actions, judgments, and or otherwise including but not limited to those from third parties or liabilities of any kind howsoever suffered, arising out of or incurred inter alia during and after the Contract period including but not limited to third-party claims due to infringement of Intellectual Property Rights including but not limited to patent, trademark, copy-rights or industrial drawings and designs arising from use of the Services or any part thereof and/or otherwise, provided however that the neither Party shall be liable for any indirect, incidental, special, or consequential damages, including loss of profits, loss of business opportunity, or loss of reputation and any breach of confidentiality obligations, provided that such indemnity shall not apply to the extent that such claims arise from: (a) misuse, modification, or alteration of the Services by the Purchaser or any third party not authorized by the Bidder; (b) combination of the Services with any products, software, or services not supplied or approved by the Bidder; (c) compliance by the Bidder with specifications, instructions, or requirements provided by the Purchaser; (d) acts or omissions of the Purchaser, its employees, agents, or contractors; or (e) force majeure events. 6.2. The provisions under this clause shall survive the termination of the Contract.</p>	No change in RFP clause
50	51	26	<p>26. PURCHASER'S RIGHT OF INSPECTION AND PERIODIC AUDIT 26.1. The Purchaser reserves the right to inspect and monitor/assess the progress of the project at any time during the course of the Contract. The Purchaser may demand and upon such demand being made, the Purchaser shall be provided with any document, data, material or any other information, which it may require, to enable it to assess the progress of the project. 26.2. The Purchaser shall also have the right to conduct, either itself or through another agency as it may deem fit, an audit to monitor the performance by the Bidder of its obligations/functions in accordance with the standards committed to or required by the Purchaser and the Bidder undertakes to cooperate with and provide to the Purchaser/ any other agency appointed by the Purchaser, all documents and other details as may be required by them for this purpose. Any deviations or contravention identified as a result of such audit/assessment would need to be rectified by the Bidder failing which the Purchaser may, without prejudice to any other rights that it may have, issue a notice of default. 26.3. Purchaser's right to inspect, test and, where necessary, reject the Solution after the delivered to the Purchaser and shall in no way be limited or waived by reason of the Solution having previously been inspected, tested, and passed by Purchaser or its representative prior to its delivery. 26.4. It is expressly agreed that nothing stated herein above shall in any way release or discharge the Bidder from any warranty or other obligations / liabilities under and in accordance with this Contract.</p>	<p><u>We propose to amend the existing clause as below:-</u> 26. PURCHASER'S RIGHT OF INSPECTION AND PERIODIC AUDIT:- 26.1. The Purchaser reserves the right to inspect and monitor/assess the progress of the project at any time during the course of the Contract. The Purchaser may demand and upon such demand being made, the Purchaser shall be provided with any document, data, material or any other information, which it may require, to enable it to assess the progress of the project. 26.2. The Purchaser shall also have the right to conduct, either itself or through another agency as it may deem fit, an audit upon 7 days' prior written notice of such audit to monitor the performance by the Bidder of its obligations/functions in accordance with the standards committed to or required by the Purchaser and the Bidder undertakes to cooperate with and provide to the Purchaser/ any other agency appointed by the Purchaser, all documents and other details as may be required by them for this purpose. Any deviations or contravention identified as a result of such audit/assessment would need to be rectified by the Bidder failing which the Purchaser may, without prejudice to any other rights that it may have, issue a notice of default. 26.3. Purchaser's right to inspect, test and, where necessary, reject the Solution after the delivered to the Purchaser and shall in no way be limited or waived by reason of the Solution having previously been inspected, tested, and passed by Purchaser or its representative prior to its delivery. 26.4. It is expressly agreed that nothing stated herein above shall in any way release or discharge the Bidder from any warranty or other obligations / liabilities under and in accordance with this Contract.</p>	No change in RFP clause
51	61	36	<p>36. Termination a. Termination for Insolvency: The Purchaser may at any time terminate the Contract by giving written notice of 30 (thirty) days to the Bidder, without compensation to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Purchaser. b. Termination for Default: The Purchaser, without prejudice to any other right or remedy for breach of Contract, by a written notice of default sent to the Successful Bidder / Vendor, may terminate the Contract in whole or in part. c. Termination for Convenience: Notwithstanding the provisions of the Contract and/or the Bid Documents, the Purchaser at its sole discretion and without prejudice to any other right or remedy and without assigning any reasons, by written 30 days' notice sent to the Bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for Purchaser's convenience, the extent to which performance of the Bidder under and in accordance with the Contract is terminated, and the date upon which such termination becomes effective. In such a case, the Service Provider shall not be entitled to suspend the Services, till onboarding of the another service provider(s) for the Services, and the Service Provider shall continue to render the Services in accordance with the provisions of the Agreement. And the Service Provider shall cooperate with IDBI Bank and the on boarded service provider(s) for smooth and effective transition. The Bank shall pay for the Service rendered by Service Provider during the said period. 36.5. The payments will be made for all services rendered up to the date the termination becomes effective, at the contracted terms and prices.</p>	<p><u>We propose changes in the existing clause as below:-</u> Termination:- a. Termination for Insolvency: The Purchaser may at any time terminate the Contract by giving prior written notice of 30 (thirty) days to the Bidder, without compensation to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Purchaser. b. Termination for Default: The Purchaser, without prejudice to any other right or remedy for breach of Contract, by providing 30 days' prior written notice of default sent to the Successful Bidder / Vendor, may terminate the Contract in whole or in part. Provided that, prior to such termination, the Successful Bidder / Vendor shall be given a reasonable opportunity to cure the default within the notice period, and termination shall apply only to the extent of the material default attributable to the Successful Bidder / Vendor. c. Termination for Convenience: Notwithstanding the provisions of the Contract and/or the Bid Documents, the Purchaser at its sole discretion and without prejudice to any other right or remedy and without assigning any reasons, by written 30–90 days' notice sent to the Bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for Purchaser's convenience, the extent to which performance of the Bidder under and in accordance with the Contract is terminated, and the date upon which such termination becomes effective. In such a case, the Service Provider shall not be entitled to suspend the Services, till onboarding of the another service provider(s) for the Services, and the Service Provider shall continue to render the Services in accordance with the provisions of the Agreement. And the Service Provider shall cooperate with IDBI Bank and the on boarded service provider(s) for smooth and effective transition. The Bank shall pay for the Service rendered by Service Provider during the said period. 36.5. The payments will be made for all services rendered up to the date the termination becomes effective, at the contracted terms and prices.</p>	No change in RFP clause

Bank's Responses to Pre-Bid Queries to RFP for Procurement and Maintenance of Firewall Analyzer and Change Management Solution

REF No: IDBI-Bank/ITD/PPG/RFP/25-26/58: January 21, 2026



Sr. No.	RFP Ref Page No	RFP clause No	Existing Clause Details	Clarification Sought	Bank's Response
52	61	36	Addition of new clause under the existing clause of TERMINATION	<p>We recommend to add new clause under the existing clause of termination as below:- TERMINATION:- For Termination by the bidder for breach:- In the event Bank materially breaches this definitive Agreement or any statement of work, which breach is not cured within thirty (30) days after written notice specifying the breach is given to the Bank, the bidder may terminate this definitive Agreement or any portion thereof or the applicable statement of work by giving written notice to the Bank.</p>	No change in RFP clause
53	65	47	<p>47. LIMITATION OF LIABILITY 47.1. The Parties acknowledge that circumstances may arise where on account of a breach by Successful Bidder of the terms of this RFP and subsequent Agreement, or other contractual or tortious claim, the Bank may be entitled to damages from Successful Bidder. Successful Bidder's aggregate liability shall be subject to an overall limit of the Total Contract price during the execution of the Project (Service period). 47.2. The limits specified in Sub-Clause (47.1) above shall not apply to: i. claims made by the Bank for claims relating to the loss of or damage to real property and tangible personal property and for bodily injury or death which is caused by sole gross negligence or sole willful misconduct of the Bidder or its employees; ii. claims against the Bank resulting from misconduct, fraud or negligence of the Bidder, its employees and subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations;. iii. For the purpose of clause 47.2 (i) "Gross Negligence "means any act or failure to act by a party which was in reckless disregard of or gross indifference to the obligation of the party under this Agreement and which causes injury, damages to life, personal safety, real property, harmful consequences to the other party, which such party knew, or would know if it was acting as a reasonable person, would result from such act or failure to act for such Party is legally liable. Notwithstanding the foregoing, Gross Negligence shall not include any action taken in good faith. iv. "Willful Misconduct "means any act or failure to act with an intentional disregard of any provision of this Agreement, which a party knew or should have known if it was acting as a reasonable person, which would result in injury, damage to life. Personal safety, real property, harmful consequences to the other party, but shall not include any error of judgment or mistake made in good faith. 47.3. The Bank shall not be held liable for and is absolved of any responsibility or claim / litigation arising out of the use of any third party software or modules supplied by the Bidder as part of this RFP. The Bank may be entitled to damages from Bidder on account of this. In no event shall the Bank be liable for any indirect, incidental or consequential damages or liability, under or in connection with or arising out of this RFP and subsequent agreement or the hardware or the</p>	<p>We propose to amend the existing clause as below:- 47. LIMITATION OF LIABILITY 47.1. The Parties acknowledge that circumstances may arise where on account of a breach by Successful Bidder of the terms of this RFP and subsequent Agreement, or other contractual or tortious claim, the Bank may be entitled to damages from Successful Bidder. Successful Bidder's aggregate liability shall be subject to an overall limit of the Total Contract price during the execution of the Project (Service period), provided that such liability shall be limited to actual and direct damages proven and shall exclude any punitive or exemplary damages. 47.2. The limits specified in Sub-Clause (47.1) above shall not apply to: i. claims made by the Bank for claims relating to the loss of or damage to real property and tangible personal property and for bodily injury or death which is caused by sole gross negligence or sole willful misconduct of the Bidder or its employees; ii. claims against the Bank resulting from misconduct, fraud or negligence of the Bidder, its employees and subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations; iii. For the purpose of clause 47.2 (i) "Gross Negligence "means any act or failure to act by a party which was in reckless disregard of or gross indifference to the obligation of the party under this Agreement and which causes injury, damages to life, personal safety, real property, harmful consequences to the other party, which such party knew, or would know if it was acting as a reasonable person, would result from such act or failure to act for such Party is legally liable. Notwithstanding the foregoing, Gross Negligence shall not include any action taken in good faith. iv. "Willful Misconduct "means any act or failure to act with an intentional disregard of any provision of this agreement, which a party knew or should have known if it was acting as a reasonable person, which would result in injury, damage to life. Personal safety, real property, harmful consequences to the other party, but shall not include any error of judgment or mistake made in good faith. 47.3. The Bank shall not be held liable for and is absolved of any responsibility or claim / litigation arising out of the use of any third party software or modules supplied by the Bidder as part of this RFP. The Bank may be entitled to damages from Bidder on account of this. In no event shall the Bank be liable for any indirect, incidental or consequential damages or liability, under or in connection with or arising out of this RFP and subsequent agreement or the hardware or the software delivered hereunder, howsoever such liability may arise, provided that the claims against customers, users and service providers of the Bank would be considered as a direct claim. In circumstances where the Bidder indemnifies the Bank against any claims of infringement of any Intellectual Property rights, the Bidder must at its own expense promptly: i. Procure the unrestricted right for the Bank to continue using and receiving the same; or ii. Make or procure on Bank's behalf such alterations, modifications, adjustments or substitutions to all or any parts of the same so that it becomes non-infringing without affecting the relevant part of Deliverables or Services or prejudice their compliance with their terms of the specifications or requirements of RFP ; or iii. Substitute a non-infringing version of the infringing item of at least functional equivalence conforming to applicable requirements under the RFP. iv. If Bidder is unable to provide any of the forgoing alternatives, the Bank may at its own option terminate forthwith the subsequent Agreement to be entered into with the Bidder.</p>	No change in RFP clause
54	113	16. NON-DISCLOSURE AGREEMENT (ANNEXURE 16)	<p>NON-DISCLOSURE AGREEMENT (ANNEXURE – 16) e) In the event that any of the parties hereto becomes legally compelled to disclose any Confidential Information, such party shall give sufficient notice to the other party to enable the other party to prevent or minimize to the extent possible, such disclosure. Neither party shall disclose to a third party any Confidential Information or the contents of this Contract without the prior written consent of the other party. The obligations of this Clause shall be satisfied by handling Confidential Information with the same degree of care, which the receiving party applies to its own similar confidential information but in no event less than reasonable care. The obligations of this clause shall survive the expiration, cancellation or termination of this Contract.</p>	<p>We propose addition in the existing clause as below:- NON-DISCLOSURE AGREEMENT (ANNEXURE – 16) e) In the event that any of the parties hereto becomes legally compelled to disclose any Confidential Information, such party shall give sufficient notice to the other party to enable the other party to prevent or minimize to the extent possible, such disclosure. Neither party shall disclose to a third party any Confidential Information or the contents of this Contract without the prior written consent of the other party. The obligations of this Clause shall be satisfied by handling Confidential Information with the same degree of care, which the receiving party applies to its own similar confidential information but in no event less than reasonable care. The obligations of this clause shall survive for a period of three (3) years post the expiration, cancellation or termination of this Contract.</p>	No change in RFP clause
55	-	-	Addition of new clause under the RFP	<p>We recommend addition of new clause under the RFP as given below:- Non-Solicitation:- During the Term of this Agreement and for a period of one year thereafter, neither Party shall (either directly or indirectly through a third party) solicit to employ, cause to be solicited for the purpose of employment to any employee/s (including the employees who have been exposed or introduced to other Party during initial discussion between Parties or engaged to provide/perform the services under any definitive agreement entered between Parties) of the other Party or aid any third person to do so, without the specific written consent of the other Party. The said restriction shall also apply to each Party's affiliates, agents, vendors, contractors, and any third parties with whom such Party has a relationship (collectively, "Representatives"). Parties agree that Representatives are equally restricted from poaching or soliciting or inducing any employees of other Party to leave their employment or engagement with such other Party.</p>	No change in RFP clause

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REF No: IDBI-Bank/ITD/PPG/RFP/25-26/58: January 21, 2026



Sr. No.	RFP Ref Page No	RFP clause No	Existing Clause Details	Clarification Sought	Bank's Response
56	23	6	Milestone - 1 On successful delivery, installation of software at each location along with integration of 4 firewalls at each location	Milestone - 1 100 % On successful delivery of material (Hardware & Software) + 30% of one time implementation cost per location	No change in RFP clause
57	84	51	The proposed solution should support implementation of time-based rules as well as perpetual rules on firewall gateway. For example (including but not limited to) on Palo Alto via Panorama, Fortinet Devices via FortiManager, Checkpoint gateways via Checkpoint Smartcentre, CISCO , NSX , Cloud Native (Azure FW) and time-based rules implementation is support for Palo Alto via Panorama, Fortinet Devices via FortiManager, Checkpoint gateways via Checkpoint Smartcentre, CISCO , NSX , Cloud Native and Cloud Third Party etc.	Perpetual rules are supported (including but not limited to) on Palo Alto via Panorama, Fortinet Devices via FortiManager, Checkpoint gateways via Checkpoint Smartcentre. Hope it suffices Bank's requirements.	At present, time-based rules implementation functionality in the proposed solution is essential for only 3 makes of firewalls which Bank has at present. Those firewall makes are Checkpoint, Palo Alto and Fortinet. In future, the proposed solution
58	75	6	Subscription License and Support Cost for Cloud Native Firewall	Cloud license are calculated basis on Workload. Please provide the tentative total number of cloud workloads for better sizing.	Approx. 350 Workload
59	19	8.2	OEM should have a Support Centre or Service Centre and should provide 24x7x365 TAC Support.	We understand OEM Support Centre or Service Centre should be located in India, as the deployment and delivery will be owned by the OEM. Please confirm if this understanding is correct.	No change in RFP clause
60	13	2	Solution from single OEM shall not be offered by more than 3 bidders and a single bidder shall not offer solution from more than one OEM.	To ensure maximum participation from bidders and the successful conclusion of the RFP. Request to remove the statement "Solution from single OEM shall not be offered by more than 3 bidders".	Please refer to Bank's Corrigendum to the RFP
61	23	6.1	No advance payment will be made on awarding the contract.	100% license cost on the delivery of license. Implementation will be paid on milestone basis	No change in RFP clause
62	79	1 (i)	Automated deployment of time-bound and perpetual rules on firewalls.	This particular use case can be achieved via setting an expiration date or timeline on the ticket, with notifications sent to the user or team before expiration. Additionally, providing a dashboard report should suffice for your requirements.	At present, time-based rules implementation functionality in the proposed solution is essential for only 3 makes of firewalls which Bank has at present. Those firewall makes are Checkpoint, Palo Alto and Fortinet. In future, the proposed solution should have this functionality to
63	79	3	The proposed solution should support all major firewall vendors, including but not limited to Cisco, Palo Alto, Fortinet, CheckPoint, F5 (LTM and AFM) and Juniper.	Is IDBI using the AFM, could you please share the usecase? Also, please share the all devices version details.	As on date, AFM is not used by Bank.
64	80	4	The proposed solution should be able to integrate with native as well as third party Firewalls hosted over Public & Private Cloud technologies such as Amazon Web Services (AWS), Microsoft Azure, Google Cloud Platform, Cisco ACI and VMware NSX-T. (The cloud infrastructure, including primary and disaster recovery sites, must be located within India.)	Could we get the number of VMs for the cloud and the ACI leaf node count for sizing purposes, as these details were not mentioned in the device information?	Kindly refer "INDICATIVE COMMERCIAL BID" Annexure for tentative quantity for sizing requirement
65	80	6	The proposed solution should be scalable to support up to 100 standalone or cluster firewall devices.	Please share the hardware sizing details. https://forum.tufin.com/support/kc/latest/Content/ST2/ManagingTOS/CleanInstallSizingCalculation.htm	Kindly refer "INDICATIVE COMMERCIAL BID" Annexure for tentative quantity for sizing requirement
66	80	8	The proposed solution should support onboard retention of all types of historical logs for a minimum period of 12 months, allowing for comprehensive querying and analysis.	Please share the hardware sizing details. https://forum.tufin.com/support/kc/latest/Content/ST2/ManagingTOS/CleanInstallSizingCalculation.htm	Kindly refer "INDICATIVE COMMERCIAL BID" Annexure for tentative quantity for sizing requirement
67	80	10	The proposed solution should be protected against evasive attacks.	Is this request related to product configuration?	The bidder should provide relevant IT security certification(s), demonstrating the security posture of the proposed solution
68	82	27	The proposed solution should be able to allow exploring NAT details for any given IP i.e. showing the post NAT and pre NAT details for a given IP.	It is supported via API. Would this suffice for your requirement? You can refer to the documentation here: https://forum.tufin.com/support/kc/rest-api/R25-2/securetrack/apidoc/#/NAT_Policies	The required functionality should be a part of the proposed solution
69	82	28	The proposed solution should be capable of showing NAT Rules for single IP address as well as Comprehensively for all IP addresses, downloadable as a report.	It is supported via API. Would this suffice for your requirement? You can refer to the documentation here: https://forum.tufin.com/support/kc/rest-api/R25-2/securetrack/apidoc/#/NAT_Policies	The required functionality should be a part of the proposed solution

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Sr. No.	RFP Ref Page No	RFP clause No	Existing Clause Details	Clarification Sought	Bank's Response
70	83	35	The proposed solution should provide below auto-completed compliance and audit reports for individual and for group of firewalls: a) PCI DSS V4.0 and above b) ISO 27001:2022 and above c) GDPR & HIPAA	SecureTrack includes predefined USP templates based on network segmentation, aligned with common regulations and standards. These templates include PCI-DSS, ISO 27001, NERC CIP, NIS 800-53, as well as custom best practices, allowing you to define a connectivity policy for your network. GDPR and HIPAA are not directly applicable to firewall policies; however, you can create a custom template if needed. Does this meet your requirements?	No change in RFP clause
71	84	43	The proposed solution should be able to export access & NAT rules in CSV and PDF format with complete details in readable format instead of merely object names.	NAT rules can be exported via API in CSV format or as a PDF from the UI. Does this meet your requirements?	The required functionality should be a part of the proposed solution
72	84	51	The proposed solution should support implementation of time-based rules as well as perpetual rules on firewall gateway. For example (including but not limited to) on Palo Alto via Panorama, Fortinet Devices via FortiManager, Checkpoint gateways via Checkpoint Smartcenter, CISCO, NSX, Cloud Native and Cloud Third Party etc.	This particular use case can be achieved via setting an expiration date or timeline on the ticket, with notifications sent to the user or team before expiration. Additionally, providing a dashboard report should suffice for your requirements.	At present, time-based rules implementation functionality in the proposed solution is essential for only 3 makes of firewalls which Bank has at present. Those firewall makes are Checkpoint, Palo Alto and Fortinet. In future, the proposed solution should have this functionality to
73	85	52	The proposed solution should support automated provisioning and decommissioning of Firewall, Vmware NSX distributed firewall rules from application, server or end point perspective.	Could you please share the VMware NSX firewall models, as well as the make and models of the other firewalls?	Kindly refer "INDICATIVE COMMERCIAL BID" Annexure for VMware NSX firewall model. For other firewall details please refer our response for query on S. no. 1
74	86	64	The proposed solution should support out of the box CSV and XLS upload feature to raise the Firewall change request.	Tufin supports a copy-paste option. Does this meet your requirements?	The required functionality should be a part of the proposed solution
75	86	68	The proposed solution must support adding NAT information in tickets for documentation purpose.	Tufin provides an option to add custom fields that can be used for NAT in the Access Request workflow. Would this suffice for your requirement, since the request is primarily for documentation purposes?	The required functionality should be a part of the proposed solution
76	87	75	The proposed solution should be scalable to be configured as Active- Passive or Active-Active from DC to DR using its failover technique.	Tufin supports a robust HA architecture that ensures automatic failover and load handling. The system is designed so that, in the event of a failure at either the DC or DR, the entire load is automatically handled by the active site, with minimal manual intervention. HA is always configured as local site, with DC-DR set up in an Active-Passive configuration. I hope this meets your requirements.	No change in RFP clause
77	87	76	The proposed solution should have Continuous Data Replication technology to its Standby Management Peer to prevent Data Loss.	Request you to please removed the part about continuous replication so it's purely descriptive and neutral. "The proposed solution supports a DC-DR setup with the capability to restore the latest backup when needed."	No change in RFP clause
78	87	77	The proposed solution should support running a root cause analysis / query in multiple-firewall multiple-vendor environments.	This seems to be copied from a competitive reference, and the actual expectations are not clear. Could you please share the specific use case and your expected outcome?	No change in RFP clause
79	87	78	The proposed solution should allow Customization of request-form fields and source/destination/service fields to improve the information provided in the ticket	As per the specifications mentioned, the request is limited to adding additional custom fields in the Change Request for more information and clarity, in line with the current process followed by the bank. Is our understanding correct?	Yes, the understanding is correct.
80	88	82(b)	The proposed Solution should have the capability to discover Bank Business Critical Application Connectivity based on Network Traffic and NetFlow/Sflow and Business Applications in the initial phase of deployment. Solution should support unlimited assets/servers per discovered application	It seems this may appear to favor the competition. However, since all solutions primarily support Syslog as a standard, we request modifying the statement or providing the option for Syslog as well, to maintain neutrality.	Please refer to Bank's Corrigendum to the RFP
81	88	84	The solution must ensure that user access to data and services is not automatically disabled upon the expiration of the subscription period.	As per the standard subscription license process, UI access is disabled; however, the data will always remain available, and revisions are continuously captured. Therefore, we request that this clause be removed.	No change in RFP clause
82	23	6	Payment Terms	The complete payment terms need to be reviewed; 1) The subscription will start from the date of delivery, 2) Request the bank not to link the license cost with Implementation as Implementation cost is being priced as a separate line item.	No change in RFP clause
83	61	36.4. b	Termination for Convenience	We request the Bank to remove this clause as it is not acceptable.	No change in RFP clause

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Sr. No.	RFP Ref Page No	RFP clause No	Existing Clause Details	Clarification Sought	Bank's Response
84	84	51	The proposed solution should support implementation of time-based rules as well as perpetual rules on firewall gateway. For example (including but not limited to) on Palo Alto via Panorama, Fortinet Devices via FortiManager, Checkpoint gateways via Checkpoint Smartcentre, CISCO , NSX , Cloud Native and Cloud Third Party etc.	Perpetual rules are supported (including but not limited to) on Palo Alto via Panorama, Fortinet Devices via FortiManager, Checkpoint gateways via Checkpoint Smartcentre, CISCO , NSX , Cloud Native (Azure FW) and time-based rules implementation is support for Palo Alto via Panorama, Fortinet Devices via FortiManager, Checkpoint gateways via Checkpoint Smartcentre. Hope it suffices Bank's requirements.	At present, time-based rules implementation functionality in the proposed solution is essential for only 3 makes of firewalls which Bank has at present. Those firewall makes are Checkpoint, Palo Alto and Fortinet. In future, the proposed solution
85	75	6	Subscription License and Support Cost for Cloud Native Firewall	Cloud licenses are calculated basis on Workload. Please provide the tentative total number of cloud workloads for better sizing.	Approx. 350 Workload
86	19	8.2	OEM should have a Support Centre or Service Centre and should provide 24x7x365 TAC Support.	We understand OEM Support Centre or Service Centre should be located in India, as the deployment and delivery will be owned by the OEM. Please confirm if this understanding is correct.	No change in RFP clause
87	13	2	Solution from single OEM shall not be offered by more than 3 bidders and a single bidder shall not offer solution from more than one OEM.	To ensure maximum participation from bidders and the successful conclusion of the RFP. Request to remove the statement "Solution from single OEM shall not be offered by more than 3 bidders".	Please refer to Bank's Corrigendum to the RFP
88	11	5. Last Date & Time for Bid submission.	February 12, 2026 up to 16:00 hours The bid documents will have to be submitted through electronic mode through the e-Tendering Portal https://c1.eproc.in . Please refer the instructions to the OEM / Bidders for online mode (Annexure-21).	Extend bid submission deadline by 1 week for best techno-commercial bid	Please refer to Bank's Corrigendum to the RFP

Place: Mumbai
Date: 10-02-2026