

Pre-Bid Queries and Responses for Gem Portal Bid Number: GEM/2023/B/3268306				
Request for Proposal for Supply, Installation and Maintenance of Perimeter Security Solution and Network Switches at IDRBT				
RFP SI No	RFP Section	RFP Point	Remarks	IDRBT Response
15	Annexure – III, Security Gateway Appliance Type -I& II	7-year onsite warranty should carry direct warranty from OEM 24X7 call logging with 6-8 hours RMA and the same should be substantiated by necessary supporting document	Request to amend as : 5-year onsite warranty should carry direct warranty from OEM 24X7 call logging with 6-8 hours RMA and the same should be substantiated by necessary supporting document. 05 yrs Warranty is common for all the OEMs	No Change
9	Annex V, VI L3 SWITCH & L2 SWITCH	Switch should be quoted with TAC Support and Warranty for 7 years with NBD Hardware Replacement.	5 Years Provided	No Change. The 7 year warranty should be provided for Switches.
2.3	Annex V, VI L3 SWITCH & L2 SWITCH	Switch must support buffer of 8MB or more	Request to consider 4MB for both L2 and L3 switches as for the given ports as per RFP, 4MB buffer will not have any performance degradation. This is tested at various sites.	Amended as "Switch must support buffer of 4MB or more" for L2 Switches only.
7	Annex VI, L3 SWITCH	Solution should support performance management and analytics capability for applications such as Wireshark, Perfsonar, Docker, TCP Dump, etc. with On box functionality or External Server to be supplied by OEM.	Whether IDRBT will provide Server for the performance management and analytics capability.	Yes
	EMD	1 Rs. EMD for Buy Back items.	As the exchange amount for making the EMD DD of 1 Rs will be more than the Rs.10, request you to please waive the same. Also please clarify whether the same will be taken along with the Firewall or Switch Bid while considering L1.	Accepted. Submission of EMD for buyback equipment is waived off. However, the bidders are advised to submit EMD for new firewalls and switches.

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9	Annexure – V, Layer 3 Network Switch	Switch should be quoted with TAC Support and Warranty for 7 years with NBD Hardware Replacement.	Request to Amend as : Switch should be quoted with TAC Support and Warranty for 5 years with NBD Hardware Replacement. 05 yrs. Warranty is common for all the OEMs	Clarified above
2.3	Annexure – VI, Layer 2 Network Switch	Switch must support buffer of 8MB or more	Request to Amend as : Switch must support buffer of 4MB or more. In Layer 2 Switches 8MB buffer is not common for all OEM's .. more over 4MB buffer in L2 Switch is sufficient. With this change we can bring more OEMs to participate for this BID and helps healthy competition for your RFP.	Clarified above
9	Annexure – VI, Layer 2 Network Switch	Switch should be quoted with TAC Support and Warranty for 7 years with NBD Hardware Replacement.	Request to Amend as : Switch should be quoted with TAC Support and Warranty for 5 years with NBD Hardware Replacement. 05 yrs. Warranty is common for all the OEMs	Clarified above
7	ATC	Quoted product Latest State of Art technology and technically capable of implementation OEM should provide certificate that all Equipment's offered are not be declared End of Life and End of Support for a minimum of 9 years from the date of acceptance.	Request to amend as :implementation OEM should provide certificate that all Equipment's offered are not be declared End of Life and End of Support for a minimum of 5 years from the date of acceptance. 05 yrs OEMs can assure on this point	Accepted; However, the OEM/bidder should provide 7 year warranty on the proposed Firewalls and Switches.
13	ATC	Unconditional 07-years warranty including spare and other accessories as per specification	Request to amend as: Unconditional 05-years warranty including spare and other accessories as per specification. 05yrs OEMs can assure on this point	Clarified above

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19	ATC	10 percent (10%), would be payable after successful warranty period is over from the date of acceptance or payable against PBG valid as per warranty period.	Request to amend as : 05 percent (5%), would be payable after successful warranty period is over from the date of acceptance or payable against PBG valid as per warranty period. As per GEM its 3% PBG only however u can consider 5% PBG .. Indirectly PBG % will effect the quoting price however as per the BID its direct OEM Warranty would be covered for items . Hence we are requesting you to PBG % reduction.	No Change
5	ATC	Declaration by OEM/ Principal Firm/ Bidder that the offered rates are lower than supplied to others	OEM will not be able to provide the letter, as the commercials are getting fluctuated due to global price change, high input cost and USD-INR conversion rates.	IDRBT is established by RBI and is following RBI Practice/RFP
7	ATC	Quoted product Latest State of Art technology and technically capable of implementation OEM should provide certificate that all Equipment's offered are not be declared End of Life and End of Support for a minimum of 9 years from the date of acceptance	OEM, will be able to confirm that offered equipment will not be End of life & End of Support for a minimum 5 Years from the date of acceptance of PO.	Clarified above
16	ATC	Clause 16. Justification of rate quoted	OEM/Bidder will not be able to provide End customer PO's due to NDA & confidentiality of the contracts. Apart	IDRBT is established by RBI and is following RBI Practice /RFP

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			from this OEM do not get end customer PO#'s	
4.5	Scope of Work	4.5. Immediate to post deployment the bidder should demonstrate perimeter security solution in the live environment in IDRBT, demonstrate that the Memory and CPU average utilization of the security device doesn't exceed 55% of the total memory and CPU capacity during 30 days in live production environment i.e. after acceptance test to stabilization. In case this requirement is not met, then the OEM and System Integrator must replace the devices with a higher capacity box to meet this requirement without any additional cost implication to IDRBT.	The load on the firewall is dependent on various factors e.g. – application , packet size, bandwidth, concurrent connection and session and it will be difficult to be certain on the CPU Utilization in advance. Hence we request you to kindly remove it.	No Change. However, OEM/Bidder may consider present utilization inputs in sizing the device like CPU Utilization is < 5%; Memory < 50% of 8GB;HDD < 30% of 250GB.
	Due Date		We request to extend the bid submission date by 7 days since till now corrigendum has not come	Accepted; the last day for submission of bids is 11th April 2023 15:00 Hrs.
	Due Date		Request you to kindly extend the due date till : 10-04-2023. Due to Financial year ending there would be other activities for books closing also required sufficient time to submit all the required documents post prebid minutes release.	Clarified above
	Due Date		Bid due date Extension required. With reference to the subject, please provide the Extension from 27-03-2023 to 10-04-2023 for Bid submission. Due	Clarified above

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			to March month financial year end closing & OEM pricing yet to get.	
	Due Date		Request you to please extend the due date by a 7-10 days time due to year end activities already in place and OEM takes considerable time price and Authorization approvals and also documents as asked in Tender.	Clarified above