

**Corrigendum to Tender No: IDRBT/SYS/AKT/77/2024 - 2025 dated 9<sup>th</sup> July 2024.  
MSTC Reference No: IDRBT/Head Office/Procurement/2/24-25/ET/2[Revamp of IT Infrastructure]**

Request for Proposal (RFP)  
For  
Revamping of IT Infrastructure at IDRBT  
towards

(Supply, Installation, Implementation, Integration, Maintenance of Security Gateways, Software Defined LAN and Data Centre IT refresh, Private Cloud and Facility Management Services for IDRBT)

Pre-Bid meeting held on 24.07.2024 at 1500 hours with the bidders at IDRBT, Hyderabad, following amendments to the RFP document are made with immediate effect. Responses to pre-bid meeting are uploaded on MSTC Portal and IDRBT Web site separately,

**Tender Schedule for the Overall Tendering Process is as shown below.**

Sr. No.	Process	Date
1.	Date of publication of Addendum/corrigendum to the RFP	26 <sup>th</sup> July 2024
2.	Date & Time of Final Submission of Bids on the MTSC Portal	31 <sup>st</sup> July 2024, 17:00 Hrs
3.	Date and Time of Technical Bid Opening	31 <sup>st</sup> July 2024, 17:30 Hrs
4.	Date and Time of Commercial Bid Opening	Will be communicated
5.	Bid submitted by the Bidder will be valid for six months from the date of last date of submission of the Bid	180 days from the date of submission of bid

**Contact details**

i.	All Queries to be mailed to	<a href="mailto:itprocurement@idrbt.ac.in">itprocurement@idrbt.ac.in</a>
ii.	MTSC Portal for bid submission.	<a href="https://www.mstcecommerce.com/eprcn/">https://www.mstcecommerce.com/eprcn/</a>

**IDRBT Clarifications to the pre-bid queries and meeting held on 24th July 2024 at IDRBT, Hyderabad.**

S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
1	2.4 Solution Requirements	9	2.4.1 Network and Security Aspects The hardware proposed for this upgrade must support software-defined network access capabilities, with the network's design predicated on either Layer-2 or Layer-3 topologies.	Pls clarify if the as if for switches to support SDN or Bidder needs to factor in SDN HW from Day1 as well. If yes , Minimum tech specs of the SDN solution needs to be pls shared	The proposed hardware for this upgrade must be engineered to fully support software-defined network (SDN) access capabilities from Day 1. The network architecture is meticulously designed to accommodate both Layer 2 and Layer 3 topologies, ensuring seamless integration and optimal performance.
2	4. Definition of Terms used in RFP	11	"Audit, Validation & Certification by OEM":	Request this be changed to accommodate OEM certified partner "Audit, Validation & Certification by OEM/OEM Certified Partner":	Audit, Validation & Certification by OEM/OEM Certified implementation Partner"
3	5. Requirements and Scope of Work	15	5.3 The bidder / System Integrator shall engage the services of respective OEMs for Plan & Design of the Solution. The System Integrator shall implement the solution as per the plan and design provided by the respective OEMs involved in the solution for their respective components.	Request this be changed as below to accommodate OEM certified Partners The bidder / System Integrator shall engage the services of respective OEMs/OEM certified partner for Plan & Design of the Solution. The System Integrator shall implement the solution as per the plan and design provided by the respective OEMs/OEM certified partner involved in the solution for their respective components.	The bidder / System Integrator shall engage the services of respective OEMs/OEM certified implementation partner for Plan & Design of the Solution. The System Integrator shall implement the solution as per the plan and design provided by the respective OEMs/OEM certified partner involved in the solution for their respective components.
4	5.5. Software Defined Network Access and DC devices	18	xiii. The successful bidder is obligated to provide a centralized management and monitoring system for all IT infrastructure components. This system must adhere with the technical specifications specified in the RFP.	There is no Tech spec of the Centralized Management in Annexure 2. Can this pls be added and min specs for the SDN solution be shared if this is needed from Day1 as part of the solution	The successful bidder must ensure that the proposed solution adheres to a software-defined architecture for both LAN and wireless networks. This includes implementing software-defined segmentation and micro-segmentation, dynamic security policies, centralized software upgrades for both wired and wireless networks, and centralized visibility for DHCP, DNS, communication logs, and event correlation. Additionally, the solution should incorporate AI-powered issue identification and remediation suggestions. The bidder must include all required controllers from Day-01.

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S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
5	5.6. Building an On-Premise Private Cloud setup	20	SI to ensure the solution is as per the industry best practice recommendations and certified by respective OEMs, which must be then demonstrated to IDRBT for acceptance.	Request this be changed to accommodate OEM certified Partners  SI to ensure the solution is as per the industry best practice recommendations and certified by respective OEMs/OEM Certified Partner, which must be then demonstrated to IDRBT for acceptance.	SI to ensure the solution is as per the industry best practice recommendations and certified by respective OEMs/OEM certified implementation partner, which must be then demonstrated to IDRBT for acceptance.
6	5.6. Building an On-Premise Private Cloud setup	20	v. Certification by OEM as required and mentioned in the terms and condition or in the specifications list.	Request this be modified as below to accommodate OEM/OEM certified partners  Certification by OEM as required and mentioned in the terms and condition or in the specifications list.	Certification by OEM/OEM certified implementation partner as required and mentioned in the terms and condition or in the specifications list
7	5. Requirements and Scope of Work	21	5.7. DC Servers and Services Besides a private cloud (captured in Annex II.6), additional servers for running workloads are captured in Annex II.4 and Annex II.5 as Standalone Servers (Type I and Type II)	SOW does not mention of the Servers involved in the virtualised components asked like vWLC, vNAC, vWSA,vSMA etc. in the RFP. The servers for this will have to be planned by Bidder/IDRBT and necessary Hypervisor and support be factored in the BOM; Also this server Farm will need separate switches other than the asked switches Unless the physical server alternative for these components is honoured by IDRBT, such separation will be recommended design to have	The bidder must plan and determine the <b>additional</b> compute / storage / network requirements, incorporating the Bill of Materials (BoM) for the Private Cloud setup, including any additional nodes, guest OS (if any) for virtualized components such as vWLC/ Appliance, vNAC/ Appliance, vWSA, and vSMA as specified in the RFP or required by the design proposed by bidder. Dedicated switches are proposed in the RFP to connect the Private Cloud setup, and the virtualized components will be integral to this setup.

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S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
8	5.10. Warranty and AMC of supplied solution	22	2. The successful bidder will be required to provide comprehensive warranty for a period of 3 years (extensible by 1+1 years) from the UAT/acceptance of the solution. The bidder at his own cost, including the cost of transport, shall replace defective hardware.	Request IDRBT to define RMA replacement SLA whether 8*5*NBD or 4 hours on this clause for all components.  Tech specs in Annex define this only for HCI and WSA . pls provide clarity on this either on tech specs or separate table detailing the Replacement RMA for all Network elements	The successful bidder must provide a comprehensive warranty for three years, extendable by 1+1 years from the UAT/acceptance of the solution. The bidder shall replace defective hardware at their own cost, including transport. The RMA replacement SLA is 8x5 NBD.
9	5.18	24	The Total Solution might be subjected to Information Technology Audits by IDRBT. The successful bidder shall provide required support to carry out post implementation Tests/Audits as deemed fit by IDRBT after OEM audit, validation and certification.	Request this be modified as below  The Total Solution might be subjected to Information Technology Audits by IDRBT. The successful bidder shall provide required support to carry out post implementation Tests/ Audits as deemed fit by IDRBT after OEM/OEM certified Partners audit, validation and certification.  Also request IDRBT to comment if OEM/OEM certified partner is expected to deliver annual Audit services which should be factored in post deployment?	The Total Solution might be subjected to Information Technology Audits by IDRBT. The successful bidder shall provide required support to carry out post implementation Tests/Audits as deemed fit by IDRBT after OEM/OEM certified implementation partner audit, validation and certification.
10	6. Facilities Management Services (FMS)	30	6.11. The shortlisted bidder is required to formulate a Project Governance team and a Project Implementation team for this project, including appropriate representation from OEM and share details of the same with IDRBT.	Request this be modified as below to accommodate OEM certified Partner  The shortlisted bidder is required to formulate a Project Governance team and a Project Implementation team for this project, including appropriate representation from OEM /OEM certified Partner and share details of the same with IDRBT.	The shortlisted bidder is required to formulate a Project Governance team and a Project Implementation team for this project, including appropriate representation from OEM /OEM certified implementation partner and share details of the same with IDRBT.
11	8. Evaluation Process of Bid Evaluation Methodology	34	8.4 Desirable Functional Requirement [D]:  Bidder is required to meet at least 70%	This point is discrepant with the inputs on Page #35 where below is mentioned in technical Bid evaluation	Amended as: " 8.4 Desirable Functional Requirement [D]:  Bidder is required to meet at least 80%

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			of the total desirable functionality of every solution component specified in parts under Annex II.	Additionally, they are required to achieve at least 80% of the total desirable functionality for each solution components	of the total desirable functionality of every solution component specified in parts under Annex II.
12	8. Evaluation Process of Bid Basis of evaluation	35	Additionally, they are required to achieve at least 80% of the total desirable functionality for each solution components	This point is discrepant with the inputs on Page #34 where below is mentioned in technical Bid evaluation  Bidder is required to meet at least 70% of the total desirable functionality of every solution component specified in parts under Annex II.	Clarified at Sr.No 11
13	8. Evaluation Process of Bid Basis of Evaluation	35	4. Software based WLC 8. Software based NAC	Request this be mentioned as below to accommodate non virtual components as well  4. Virtual/Appliance based WLC 8. Virtual/Appliance based NAC	4. Virtual/Appliance based WLC 8. Virtual/Appliance based NAC (For more details, please refer to Sr. No.7 )
14	9. Delivery Schedule	39	9.1 Date Of Completion  Within 4 weeks from the date of Purchase order.	Request this be changed as below  Within 10 weeks from the date of Purchase order.	No Change
15	9. Delivery Schedule	39	9.8 The bidder is required to ensure that respective OEM/s services team conducts an audit of implemented solution	Request this be changed as below to accommodate OEM certified Partners  The bidder is required to ensure that respective OEM/OEM certified Partners services team conducts an audit of implemented solution	9.8 The bidder is required to ensure that respective OEM/s/OEM certified implementation partner services team conducts an audit of implemented solution
16	9. Delivery Schedule	39	3. Implementation of the proposed Total solution "Within 8 weeks from the date of Purchase order"	Request this be modified as below  3 Implementation of the proposed Total solution "Within 24 weeks from the date of Purchase order"	No Change

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<b>S. No.</b>	<b>RFP Clause #</b>	<b>RFP Pg.#</b>	<b>RFP Point Number</b>	<b>Query Description</b>	<b>IDRBT Response / Revised Clause</b>
17	9. Delivery Schedule	39	4. Completion of User Acceptance test Within 11 weeks from the date of Purchase order	Request this be modified as below 4. Completion of User Acceptance test Within 28 weeks from the date of Purchase order	No Change
18	9. Delivery Schedule	39	5. Stabilization and validation by OEM/s for respective components and performance of the Solution-" Within 12 weeks from the date of Purchase order"	Request this be modified as below point no 5 : Stabilization and validation by OEM/s for respective components and performance of the Solution-" Within 32 weeks from the date of Purchase order"	No Change
19	12 Service Level Agreement (SLA)	40	Target 4 weeks from the date of Issue of Purchase Order	Request this be changed as below 10 weeks from the date of Issue of Purchase Order	No Change
20	18. Acceptance Test	48	The Acceptance Test shall be carried out jointly by the representatives of IDRBT, System Integrator and the respective OEMs,	Request below be changed to accommodate the OEM certified Partners The Acceptance Test shall be carried out jointly by the representatives of IDRBT, System Integrator and the respective OEMs/OEM Certified Partners	The Acceptance Test shall be carried out jointly by the representatives of IDRBT, System Integrator and the respective OEMs/OEM Certified implementation Partners
21	18. Acceptance Test	48	IDRBT will accept the "Stabilisation" of the solution only on satisfactory completion of Audit, Validation & Certification by respective OEMs	Request this be modified as below to accommodate OEM Certified Partners "Stabilisation" of the solution only on satisfactory completion of Audit, Validation & Certification by respective OEM/OEM Certified Partner	"Stabilisation" of the solution only on satisfactory completion of Audit, Validation & Certification by respective OEM/OEM Certified implementation Partner
22	18. Acceptance Test	48	Start date for the contract period will be the date on which all OEMs submit their certifications.	Request this be modified as below to accommodate OEM Certified Partners Start date for the contract period will be	Start date for the contract period will be the date on which all OEMs /OEM Certified implementation partners submit their certifications.

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S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
				the date on which all OEMs /OEM Certified Partners submit their certifications.	
23	Annex II.1. NGFW Appliance, Type – IA, 10 GBPS	65	4. Virtualization The proposed Next-Generation Firewall (NGFW) solution will support virtualization. This feature ensures efficient network segmentation and enhances security by isolating distinct traffic flows within the NGFW infrastructure.	Request this be changed as below to allow VRF based approach to address the ask  The proposed Next-Generation Firewall (NGFW) solution should support virtualization or alternatively support segmentation of network paths without need for multiple devices using the segregation of Routing table , network segments with overlapping IP addresses.	The proposed Next-Generation Firewall (NGFW) solution will incorporate virtualization or equivalent technologies, ensuring efficient network segmentation and enhancing security by isolating distinct traffic flows within the NGFW infrastructure to comply with the requirements.
24	Annex II.1. NGFW Appliance, Type – IA, 10 GBPS	65	6. Migration Policy The proposed solution shall seamlessly facilitate the migration of existing Layer 3 (L3) and Layer 4 (L4) policies to Layer 7 (L7) application-based policies without causing any disruption. Additionally, the solution must integrate effectively with the security and monitoring solutions used at IDRBT,	Existing IDRBT solutions which need integration from firewall may pls be shared	With this RFP the entire IT Infrastructure revamping is going to take place. Therefore, the bidder need to plan accordingly to replace the devices in a phased manner without any disruptions. The mandatory basic rules may be migrated to new firewalls, major part of the configuration will be based on the new solution proposed by the successful bidder. The details will be shared with successful bidder.
25	Annex II.1. NGFW Appliance, Type – IA, 10 GBPS	66	8. Desirable Features The Proposed solution should be capable of enabling Sandbox or similar solution.	Request this be modified as below to comply with Data Sovereignty  The proposed solution should be able to support sandbox via dedicated on-prem OEM based solution within the same hardware or with separate hardware.	The bidder may choose suitable technology/features to comply with the requirement on permises 50 Files per day and separately mention as a line item in BoQ and commercial format.
26	Annex II.2. NGFW Appliance, Type – IB, 5 GBPS	71	4. Virtualization The proposed Next-Generation Firewall (NGFW) solution will support virtualization. This feature ensures	Request this be changed as below to allow VRF based approach to address the ask	The proposed Next-Generation Firewall (NGFW) solution will incorporate virtualization or any equivalent technologies, ensuring efficient network

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			efficient network segmentation and enhances security by isolating distinct traffic flows within the NGFW infrastructure.	The proposed Next-Generation Firewall (NGFW) solution should support virtualization or alternatively support segmentation of network paths without need for multiple devices using the segregation of Routing table , network segments with overlapping IP addresses.	segmentation and enhanced security by isolating distinct traffic flows within the NGFW infrastructure to comply with the requirements.
27	Annex II.2. NGFW Appliance, Type – IB, 5 GBPS	72	8.Desirable Features The Proposed solution should be capable of enabling Sandbox or similar solution.	Request this be changed as below to allow VRF based approach to address the ask  The proposed Next-Generation Firewall (NGFW) solution should support virtualization or alternatively support segmentation of network paths without need for multiple devices using the segregation of Routing table , network segments with overlapping IP addresses.	Clarified above at Sr.No 25
28	Annex II.3. NGFW Appliance, Type - II, 1 GBPS	75	2. Hardware Requirements The proposed appliance should be provisioned with a versatile array of connectivity options, including 8 x RJ45 Ethernet ports and 8 x 1/10G SFP+ ports.	Request this be change to below since 10G ports on a total throughput ask of 1Gbps may not be needed.  The proposed appliance should be provisioned with a versatile array of connectivity options, including 8 x RJ45 Ethernet ports and 4 x 1G SFP ports.	The proposed appliance should be provisioned with a versatile array of connectivity options, including 8 x RJ45 Ethernet ports and 4 x 1G SFP ports.
29	Annex II.3. NGFW Appliance, Type - II, 1 GBPS	76	4. Virtualization The proposed Next-Generation Firewall (NGFW) solution will support virtualization. This feature ensures efficient network segmentation and enhances security by isolating distinct traffic flows within the NGFW infrastructure.	Request this be change to below to support VRF base solutions  The proposed Next-Generation Firewall (NGFW) solution should support segmentation of network paths without need for multiple devices . This should offer segregation of Routing table , network segments with overlapping IP addresses.	The proposed Next-Generation Firewall (NGFW) solution will support virtualization or any equivalent technology. This feature ensures efficient network segmentation and enhances security by isolating distinct traffic flows within the NGFW infrastructure to comply with the requirements.

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S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
30	Annex II. Technical Specifications and Technical Bid Format	82	21. Server Security Recommendation of Additional Point	<p>WE request bank to consider adding these points in the security asks for server</p> <p>The server should provide Hardware root of trust , The server should provide system lock down, The server should provide hardware policy based security , Server should provide Anti-counterfeit , Capable to stop execution of the BIOS</p>	No Change
31	Annex II.4. Hardware Server, Type – I	79	<p>1.Hardware Server OEM Qualification criteria</p> <p>The Server must be from an OEM listed as a Leader or challengers in the IDC/Gartner Magic quadrant for Modular Servers in 2023.</p>	<p>Request this be modified as below:</p> <p>The Server must be from an Leading OEM ranking within first 3 in Server market based on IDC market share report for either Rack/Blade Servers Globally</p>	The proposed server must be sourced from an OEM recognized as a Leader/Challenger in the Gartner Magic Quadrant or similar lists from IDC etc. The proposed hardware should not originate from a country sharing a land border with India, if it does, the OEM must be registered with the competent authority.
32	Annex II. 5. Hardware Server, Type – II	81	<p>1.Hardware Server OEM Qualification criteria</p> <p>The Server must be from an OEM listed as a Leader or challengers in the IDC/Gartner Magic quadrant for Modular Servers in 2023.</p>	<p>Request this be modified as below:</p> <p>The Server must be from an Leading OEM ranking within first 3 in Server market based on IDC market share report for either Rack/Blade Servers Globally</p>	The proposed server must be sourced from an OEM recognized as a Leader/Challenger in the Gartner Magic Quadrant or similar lists from IDC etc. The proposed hardware should not originate from a country sharing a land border with India, if it does, the OEM must be registered with the competent authority.
33	Annex II. 5. Hardware Server, Type – II	81	7. RAM Server should be configured with 32Gb memory.	<p>Request this be changed as below , Justification being 32Gb RAM is too less to run OS and application together .</p> <p>7. RAM Server should be configured with 64 Gb memory.</p>	No Change

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S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
34	Annex II.5. Hardware Server, Type – II	82	22. Warranty 3+1+1 years On-site comprehensive warranty with 4x7x365 support. Post installation, 3+1+1 year product warranty should reflect in the support web site of the OEM.	Request this be changed as below to correct the possible typo  3+1+1 years On-site comprehensive warranty with 24x7x365 support. Post installation,	The proposed product includes a 3+1+1 year on-site comprehensive warranty with 8x5 next business day (NBD) support. post installation, the 3+1+1 year product warranty must be accurately reflected on the OEM's support website.
35	Annex II.6. Building an On-Premises Private Cloud Setup -	83	10. General The bidder shall propose - Plan, Design and Implementation Services (Professional Services) from the software provider OEM (for Hypervisor, Software defined Storage, Private Cloud Software, Cloud security & Backup Software).	Request this be changed as below to accommodate the OEM certified partners  The bidder shall propose - Plan, Design and Implementation Services (Professional Services) from the software provider OEM/OEM Certified Engineer (for Hypervisor, Software defined Storage, Private Cloud Software, Cloud security & Backup Software).	Clarified as above at Sr.No 2
36	Annex II.6. Building an On-Premises Private Cloud Setup -	84	10. General It is recommended to have the Bidder propose virtualization and Cloud Management Layer from single OEM. However, should the bidder propose any other technology in the Cloud Management layer, it would necessarily be owner to ensure complete compatibility and integration for the desired functionality.	Request IDRBT to clarify if below interpretation is correct?  Instead of a single OEM mentioned here, if all the features/capabilities are provided by the bidder in conjunction with a few partners will it be considered as compliant (without any loss in marks) Or will it be treated as non-compliance?	It is recommended that the Bidder propose a virtualization and Cloud Management Layer from either a single or multiple OEMs to meet the RFP requirements without compromising on technology. However, if the Bidder suggests an alternative technology for the Cloud Management Layer, it is imperative that they ensure full compatibility and integration to achieve the desired functionality.
37	Annex II.7. Web Security Application	90	2. General Requirements The desired solution ought to be an software-based	Request this be changed to as below so we can accommodate physical appliance too without the Hypervisor dependencies  The desired solution ought to be an software-based on VM or physical appliances based.	The bidder may decide and provide an equivalent or higher or better solution based on the specifications. However, the details in BoM and commercial bid should be reflected appropriately. No additional technical weightage will be given for the proposal.

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38	Annex II.9. Virtualized Wireless Controller	102	1. Mandatory Requirements Proposed switch should be EAL 3 certified.	Request this be changed as below "Proposed wireless controller should be EAL 3 certified.	Proposed wireless controller should be EAL 3 certified.
39	Annex II.9. Virtualized Wireless Controller	102	1. Mandatory Requirements The Proposed virtual Wireless vWLC (vWLC) must support 200 access points (Aps).	Requesting below change to accommodate physical controllers The Proposed virtual Wireless controller VM based or physical appliance based must support 200 access points (Aps).	The Proposed virtual Wireless controller VM based/ physical appliance based must support 200 access points (Aps).
40	Annex II.15. 48 Port L2 Access Switch	134	8. Availability The proposed switch should incorporate 1:1/N+1 redundancy with single power supply.	Request this point be removed since the redundancy can not be provided with single power supply	Requirement withdrawn.
41	Annex II.16. Network Admission Control Application	137	2. General Specifications The proposed solution shall be a Software-based Network Access Control (NAC) Solution, implemented as a virtual machine (VM).	Request this be changed to as below so we can accommodate physical appliance too without the Hypervisor dependencies The proposed solution for Network Access Control (NAC) may be, implemented using Physical appliance or as a virtual machine (VM).	The proposed Network Access Control (NAC) solution can be implemented either as a physical appliance or as a virtual machine (VM). For more details, refer to Sr. No. 7
42	Annex II.16. Network Admission Control Application	137	2. General Specifications The proposed solution shall offer comprehensive visibility of the network by automatically discovering, classifying, and controlling endpoints connected to the network to enable the appropriate services for a total of 150 network and endpoint devices.	pls share count of headless devices if any like printers , Cameras, IP phones/Cameras etc. if any with IDRBT to be considered with NAC solution for effective admission control	For over and above the requirement, the bidder may separately mention as a line item for additional 100 endpoints in BoQ and commercial format (in that category)
43	Annex III. Bill of Material (BOM) without price	145	4. Sandbox Solution and associated components for NGFW Gateways Type – IA/IB.	Request the Sizing for the Sandboxing solution be shared wrt number of files to be processed per Day.1	Clarified above at Sr. No. 25
44	Annex III. Bill of Material (BOM) without price	145	6. Secure Cloud based DNS Service	Request sizing of the DNS service be shared wrt number of Users	Total Users 150.

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45	Annex III. Bill of Material (BOM) without price	147	I Deployment Audit, Validation and Certification by OEM N for items various OEMs (The Bidder may add row per OEM)	Request this be modified as below to accommodate OEM/OEM Certified Partners  Deployment Audit, Validation and Certification by OEM/OEM Certified Partner for various OEMs/ (The Bidder may add row per OEM)	Deployment Audit, Validation and Certification by OEM/OEM certified implementation partner for items various OEMs (The Bidder may add row per OEM)
46	Annex VIII A - Undertaking from Bidder on Support	158	In compliance with the requirement of the tender document, we hereby undertake to give 5 years support for Hardware and Software components and maintain the 'Proposed Solution' for 5 years from the date of audit, validation and certification from the respective OEM/s.	Request this be changed to accommodate OEM Certified Partners  In compliance with the requirement of the tender document, we hereby undertake to give 5 years support for Hardware and Software components and maintain the 'Proposed Solution' for 5 years from the date of audit, validation and certification from the respective OEM/OEM Certified Partners	In compliance with the requirement of the tender document, we hereby undertake to give 5 years support for Hardware and Software components and maintain the 'Proposed Solution' for 5 years from the date of audit, validation and certification from the respective OEM/s/OEM certified implementation partner.
47	Annex II.1.	64	Hardware requirement	Kindly clarify the throughput requirement. If 10Gbps throughput is with NGFW only.	After enabling all NGFW features highlighted in the RFP, the throughput should be 10 Gbps.

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48	Annex II.1.-- Mandatory requirements	64	The proposed Next-Generation Firewall (NGFW) solution should be designed to be an all encompassing security appliance that integrates Application Visibility and Control (AVC), Intrusion Prevention System (IPS), Anti Advanced Persistent Threat (Anti-APT), Advanced URL Filtering, Advanced DNS Security, HTTPS Inspection, Quality of Service (QoS) Marking, Anti-Malware, Anti-Botnet, Advanced Malware Detection, Deep Packet Inspection, Application Awareness and Control, Threat Emulation, Threat Extraction, Threat Intelligence Integration, Zero-Day Prevention, SSL Inspections and robust encryption via IPSEC VPN. It also includes a centralized management platform for streamlined administration. This comprehensive functionality is available from day one, with a licensing model that is device-based, supporting an unlimited number of users for all features.	Kindly remove " <u>via IPSEC VPN</u> " . Because VPN licenses are dependent on number of users. It can not be unlimited.	No Change; The bidder may provide default number of user VPN licenses.
49	Annex II.1.-- Desirable Features	66	The proposed NGFW solution shall seamlessly acquire user identities from LDAP, NAC, Server Health Monitoring systems, and client probing. Additionally, it must possess the capability to identify and isolate rogue machines within the network by integrating with NAC solutions or any other equivalent technologies.	Kindly remove the sentence " <u>Additionally, it must possess the capability to identify and isolate rogue machines within the network by integrating with NAC solutions or any other equivalent technologies.</u> " Because isolating the rogue machine will be part of NAC solution. Not part of Firewall.	No Change

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S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
50	Annex Desirable Features II.1--	66	The proposed solution must be equipped with robust Advanced Threat Protection (ATP) mechanisms, capable of identifying, thwarting, and neutralizing complex security threats from the initial deployment phase, ensuring a fortified defence posture against sophisticated cyber attacks.	This is a feature of Sandbox . However in the RFP , sizing/specification for the same has not been mentioned. Kindly clarify required sizing for Sandbox	Clarified above at Sr.No 25
51	Annex Desirable Features II.1--	67	The proposed solution must deliver a clientless Zero Trust Network Access (ZTNA) framework, enabling user authentication and authorization for secure access to web-based assets, applications, or datasets. This access control must be feasible both internally (on-premises) and externally (remotely) through the enforcement of an external Security Assertion Mark-up Language (SAML) Identity Provider (IdP) policy. It is imperative that the bidder integrates a dedicated ZTNA mechanism to fulfil this requirement within the solution's architecture	ZTNA is a framework, similar authentication control / rules can be configured in on prem firewall using VPN rule & that is part ZTNA framework. Kindly provide clarity on this point.	This requirement is withdrawn.

**IDRBT Clarifications to the pre-bid queries and meeting held on 24th July 2024 at IDRBT, Hyderabad.**

S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
52	Annex Desirable Features II.1--	68	<p>The proposed NGFW solution shall support the following internet link load balancing features: <u>1. Balanced Round Robin (Equal Load): The NGFW will evenly distribute traffic across multiple internet links using round-robin methodology. Each link will handle an equal share of the load.</u> <u>2. Weighted Round Robin (Differential Loads): The NGFW will allow differential load distribution based on configured weights. Links with higher weights will handle proportionally more traffic.</u> <u>3. Network Path Monitoring: The NGFW will actively monitor the health and availability of the entire network path. Components tracked include Internet Router LAN Port, WAN Port, ISP Next Hop Router IP, ISP Cloud Service, and Internet Service. Immediate detection of component failures will trigger alerts, providing detailed information about the failed component (e.g., Internet Router WAN port or ISP service).</u> 4. The proposed NGFW Solution include the mechanism to protect itself from basic Denial of Service (DoS) attacks, such as flooding and resource consumption attacks, and application layer DoS for Web application.</p>	<p>Kindly Remove Point-1 &amp; 2. Because every OEM has different methodology for load balancing. Also kindly remove Point no-- 3. As this is part of network monitoring can be achieved by NMS software. This is not part of NGFW feature.</p>	<p>The proposed NGFW solution should support load balancing or load sharing of multiple internet links, as per OEM standards without compromising on availability and up time of internet connectivity.</p>
53	Annex Desirable Features II.1--	66	<p>The Proposed solution should be capable of enabling Sandbox or similar solution.</p>	<p>This is a feature of Sandbox . However in the RFP , sizing/specification for the same has not been mentioned. Kindly clarify required sizing for Sandbox</p>	<p>Clarified above at Sr.No.25</p>

**IDRBT Clarifications to the pre-bid queries and meeting held on 24th July 2024 at IDRBT, Hyderabad.**

S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
54	Annex Desirable Features II.1--	66	The proposed Next-Generation Firewall (NGFW) solution should offer robust internet link load balancing capabilities. Specifically, it must support both balanced round-robin distribution (equal load on all links) and weighted round-robin distribution (differential loads based on predefined weights). Additionally, the NGFW should include Network Path Monitoring functionality. This feature enables real-time tracking of the health and availability of the entire network path, including components such as Internet Router LAN Port, WAN Port, ISP Next Hop Router IP, ISP Cloud Service, and Internet Service. In the event of any component failure, the NGFW should promptly detect it and provide detailed information about the failed component along the path (e.g., Internet Router WAN port or ISP service).	Kindly remove <u>""Balanced Round Robin""</u> as every OEM has different methodology for load balancing. Standard load balancing can be achieved by PBR, if any specific expectation on load balance is there then dedicated load balance solution will be appropriate solution here. Hence we request to delete this point.	Clarified above at Sr.No 52

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S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
55	Annex II.2.-- Mandatory requirements	70	The proposed Next-Generation Firewall (NGFW) solution should be designed to be an all-encompassing security appliance that integrates Application Visibility and Control (AVC), Intrusion Prevention System (IPS), Anti-Advanced Persistent Threat (Anti-APT), Advanced URL Filtering, Advanced DNS Security, HTTPS Inspection, Quality of Service (QoS) Marking, Anti-Malware, Anti-Botnet, Advanced Malware Detection, Deep Packet Inspection, Application Awareness and Control, Threat Emulation, Threat Extraction, Threat Intelligence Integration, Zero-Day Prevention, SSL Inspections and robust encryption <u>via IPSEC VPN</u> . It also includes a centralized management platform for streamlined administration. This comprehensive functionality is available from day one, with a licensing model that is device-based, supporting an unlimited number of users for all features.	Kindly remove " <u>via IPSEC VPN</u> ". Because VPN licenses are dependent on number of users. It can not be unlimited.	No Change; The bidder may provide default number of user VPN licenses.
56	Annex General II.2.--	71	The NGFW solution must be equipped to support a minimum of 10,000 IPS signatures out-of-the-box from the initial day of deployment. It should also possess the capability to configure correlation rules, allowing for the amalgamation of multiple rules/events to enhance overall efficacy.	Kindly clarify the point.	The NGFW's ability to detect and prevent known threats through a comprehensive database of signatures, with a minimum of 10,000 signatures from the initial deployment, ensures robust protection against a wide range of attacks. The capability to configure correlation rules allows the NGFW to amalgamate multiple security events or rules, effectively identifying complex attack patterns. These features are essential for maintaining a high level of security in modern network environments, where threats are increasingly sophisticated and varied.

**IDRBT Clarifications to the pre-bid queries and meeting held on 24th July 2024 at IDRBT, Hyderabad.**

S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
57	Annex Desirable Features II.2.--	72	The proposed NGFW solution shall seamlessly acquire user identities from LDAP, NAC, Server Health Monitoring systems, and client probing. Additionally, it must possess the capability to identify and isolate rogue machines within the network by integrating with NAC solutions or any other equivalent technologies.	Kindly remove the sentence " <b><u>Additionally, it must possess the capability to identify and isolate rogue machines within the network by integrating with NAC solutions or any other equivalent technologies.</u></b> " Because isolating the rogue machine will be part of NAC solution. Not part of Firewall.	No Change
58	Annex Desirable Features II.2.--	72	The proposed solution must deliver a clientless Zero Trust Network Access (ZTNA) framework, enabling user authentication and authorization for secure access to web-based assets, applications, or datasets. This access control must be feasible both internally (on-premises) and externally (remotely) through the enforcement of an external Security Assertion Mark-up Language (SAML) Identity Provider (IdP) policy. It is imperative that the bidder integrates a dedicated ZTNA mechanism to fulfil this requirement within the solution's architecture	ZTNA is a framework, similar authentication control / rules can be configured in on prem firewall using VPN rule & that is part ZTNA framework. Kindly provide clarity on this point.	Clarified above at Sr. No.51

**IDRBT Clarifications to the pre-bid queries and meeting held on 24th July 2024 at IDRBT, Hyderabad.**

S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
59	Annex Desirable Features II.2.--	72	The proposed NGFW solution shall support the following internet link load balancing features: 1. Network Path Monitoring: The NGFW will actively monitor the health and availability of the entire network path. Components tracked include Internet Router LAN Port, WAN Port, <u>ISP Next Hop Router IP, ISP Cloud Service, and Internet Service.</u> Immediate detection of component failures will trigger alerts, providing detailed information about the failed component (e.g., Internet Router WAN port or ISP service). 2. The proposed NGFW Solution include the mechanism to protect itself from basic Denial of Service (Do's) attacks, such as flooding and resource consumption attacks, and application layer DoS for Web application.	Kindly remove "" <u>ISP Next Hop Router IP, ISP Cloud Service, and Internet Service</u> "" As this can be achieved by NMS software & part of NMS only. Firewall never monitors them. So kindly remove the point."	Clarified above at Sr.No 52
60	Annex Mandatory Requirements II.3.--	75	HTTP Throughput at 1 Gbps after enabling all NGFW features.	Kindly amend the point ""Throughput at 1 Gbps after enabling all NGFW features.""	The throughput at 1Gbps after enabling all NGFW features.
61	Annex Hardware requirement II.3.--	75	The proposed appliance should be provisioned with a versatile array of connectivity options, including 8 x RJ45 Ethernet ports and 8 x 1/10G SFP+ ports.	Kindly update the port requirement to ""6 x 1G Coper"" Because this is vary low throughput requirement Firewall & these appliance does not come with so many no of 1G or 10G ports.	Clarified above at Sr. No. 28
62	Annex Desirable Features II.3.--	77	The proposed NGFW solution shall seamlessly acquire user identities from LDAP, NAC, Server Health Monitoring systems, and client probing. Additionally, it must possess the capability to identify and isolate rogue machines within the network by integrating with NAC solutions or any other equivalent technologies.	Kindly remove the sentence " <u>Additionally, it must possess the capability to identify and isolate rogue machines within the network by integrating with NAC solutions or any other equivalent technologies.</u> "" Because isolating the rogue machine will is part of NAC solution. Not part of Firewall.	No Change

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S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
63	Annex Desirable Features II.3--	78	The proposed solution must deliver a clientless Zero Trust Network Access (ZTNA) framework, enabling user authentication and authorization for secure access to web-based assets, applications, or datasets. This access control must be feasible both internally (on-premises) and externally (remotely) through the enforcement of an external Security Assertion Mark-up Language (SAML) Identity Provider (IdP) policy. It is imperative that the bidder integrates a dedicated ZTNA mechanism to fulfil this requirement within the solution's architecture	ZTNA is a framework, similar authentication control / rules can be configured in on prem firewall using VPN rule & that is part ZTNA framework. Kindly provide clarity on this point.	Clarified above at Sr.No . 51
64	4	11		“Audit, Validation & Certification by OEM”: The bidder is required to ensure that the competent team of respective OEM products conducts an audit of their product implemented solution, in order to confirm that implementation and configuration has been done as per respective OEM best practices and the design is suitable to deliver 99.5 % uptime, before Final Acceptance Testing i.e. Stabilisation certificate is issued	No Change. For more details, refer to Sr. No. 2
65	4	11		“Audit, Validation & Certification by OEM-Deployment should be done by OEM team for respective products “	No Change. For more details, refer to Sr. No. 2
66	5.3	15		Kindly refer to Pg83, point 10 in the RFP under general parameters which is requesting for OEM deployment and Audit.	No Change. For more details, refer to Sr. No. 2

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S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
67	5.3	15	V	The respective Original Equipment Manufacturer (OEM) shall provide an undertaking stating that if the bidder fails to resolve or handle any issue within stipulated time limits, the OEM will take direct responsibility for addressing the issue or involve its channel partner. – Back to back support contract has been asked in the RFP which implies the OEM's support will troubleshoot and resolve the issue by default. No additional undertaking is required. So, please remove this clause.	No Change. For more details, refer to Sr. No. 2
68	5.12	23	i	During the immediate post deployment demonstration of the Total Solution in the live environment in IDRBT, the system integrator and respective OEM must demonstrate that the Memory and CPU utilisation of all the component doesn't exceed 50% of the total memory and CPU capacity (Individually and as a whole). In case this requirement is not met, then the respective OEM and System Integrator must replace those components with a higher capacity box to meet this requirement without any additional cost implication to IDRBT.-	No Change
69	5.12	23		Infrastructure sizing has been given by IDRBT, hence bidders cannot guarantee the utilization levels. So, please remove this clause.	No Change
70	5.12	23	iii	Product life cycle stage: The Software and engineering support for all the equipment/devices offered in the Total Solution must be available till the end of Documentary evidence for "Stage of product Life Cycle" must be from the information/documents available in public domain. –	The proposed solution BoM, End of Sale, End of Life, End of Support and End of Engineering should be available in public domain.

**IDRBT Clarifications to the pre-bid queries and meeting held on 24th July 2024 at IDRBT, Hyderabad.**

S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
71	7	33	7	OEM's Authorization -Bidder should be among the top three rated OEM partner/ System Integrator.-	OEM's Authorization - <i>Preferred</i> : Bidder should be among the top three rated OEM partner/ System Integrator; <b>Mandatory</b> : Bidder should be authorized OEM partner/ System Integrator.
72	9	39	2	Delivery of all items (as per Purchase Order) at designated sites of IDRBT at Hyderabad and Navi Mumbai for the respective Project - Within 12 weeks from the date of Purchase order. -Standard Hardware delivery timelines from major OEM's are 8 to 10 weeks from the date of PO placement. Request to change delivery timelines as 8 to 10 weeks from date of PO placement.	No Change
73	9	39	3	Implementation of the proposed Total solution - Within 8 weeks from the date of Purchase order. -Please change to 16 weeks from the date of PO	No Change
74	9	39	4	Completion of User Acceptance test - Within 11 weeks from the date of Purchase order - Please change to 20 weeks from the date of PO	No Change
75	9	39	5	Stabilization and validation by OEM/s for respective components and performance of the Solution - Within 12 weeks from the date of Purchase order	NO Change

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S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
76	5.10	22	8	In the case of any error on account of software corruption the relevant defect should be attended to immediately and rectified within 2 hours of the receipt/notice of the complaint. Further, proportionate penalty will be levied in case of down time of the systems, which shall include extension of warranty period to the extent of down time and penalty of 0.5% per week which may extend up to the 10% of Total Project Cost. Penalties are defined in page 42 as per the severity of the incident. So, please remove this clause.	No Change
77	8.19	38	19	IDRBT will decide the final bill of material based on techno-commercial evaluation after price discovery. The revised BOM will be considered for subsequent steps. - Can we consider the given BOM as the minimum BOM or any possibility of reduction?	The BoM mentioned in the RFP is indicative; In case the bidder need additional component/propose suitable solution in compliance with specifications, the BoM may be suitably modified in that category by adding additional rows.
78	Annex II.6.	78	5	Memory - Each node should have 2x64 GB GB RAM DDR5 or better With 50% free slots. - It is recommended to have memory in proportionate with the CPU cores. And it is also recommended to populate at least 4 DIMM slots. So we request IDRBT to change this point as below.	The SI along with OEM to decide the optimal solution while meeting the requirements with 50% free slots in the cloud setup.
79	Annex II.6.	86	11	It should allow dynamic adjustment of the teaming algorithm on a Virtual Switch to balance the load across physical network adapters. - Dynamic adjustment of teaming may cause instability and intermittent outage of the systems. So, we request you to please remove this point.	The SI along with OEM to decide the optimal solution while ensuring industry best practices.

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S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
80	Annex II.6.	89	15	The solution should provide capacity optimization capabilities to identify over-provisioned & under-provisioned resources and provide recommendations, alerts and automated actions on right-sizing and resource consumption so they can be optimal in performance and avoid resource wastage. Should provide visibility of capacity and VMs which can be reclaimed and cost visibility of the reclaimed capacity and VMs.- - We request you to please change this clause as "The solution should provide capacity optimization capabilities to identify over-provisioned & under-provisioned resources and provide recommendations, alerts and automated actions on right-sizing and resource consumption so they can be optimal in performance and avoid resource wastage. Should provide visibility of capacity and VMs which can be reclaimed."	Accepted.
81	Annex II.6.	89	15	- We request you to please change this clause as "The solution should provide capacity optimization capabilities to identify over-provisioned & under-provisioned resources and provide recommendations, alerts and automated actions on right-sizing and resource consumption so they can be optimal in performance and avoid resource wastage. Should provide visibility of capacity and VMs which can be reclaimed."	Clarified above at Sr.No 80

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S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
82	7. Bidder Eligibility Criteria	32	Point No. 5: Technical Capability : Bidder must have successfully completed similar IT infrastructure Implementation engagement(s) in the last 3 years in BFSI sector.	We request to change the clause to : Bidder must have successfully completed similar IT infrastructure Implementation engagement(s) in the last 3 years in BFSI/PSU/Govt sector.	Bidder must have successfully completed similar IT infrastructure Implementation engagement(s) in the last 3 years in major BFSI/ Defence sector.
83	7	33	Point No: 7 OEM's Authorization :	We request to change the clause to : Bidder should be Authorized partner for the quoted products. MAF should be submitted for this Bid.	Clarified above at Sr. No. 71
84	5.7. DC Servers and Services	21	Migration of VMs and Network components in current infrastructure should be supported by the System Integrator.	We request IDRBT to share the current infrastructure details.	Details will be provided to successful bidder
85	5.9. License Subscriptions	21	1. The bidder shall provide necessary software licenses for the proposed technical specification as a part of solution shall be in the name of "The Director, IDRBT, Hyderabad" with perpetual or subscription based license in nature during the warranty period of 3 years for respective items.	We request IDRBT to clarify: Reg. Infra, Should bidders has to consider the Guest OS Lic's as well? If yes, Kindly let us know the Sty and Version of the same.	Clarified above at Sr. No. 7
86	6. Facilities Management Services (FMS)	26	With 2 Engineer's, 24x7 support	Will discuss in Pre-Bid Meeting	No 24x7 FMS. Two engineers on site.
87	6. Facilities Management Services (FMS)	26	6.6. The FMS shall be responsible for Hardware and software (including appliance based) maintenance, Configuration management, Change and release management, incident management (problem identification, diagnosis, root cause analysis and resolution/escalation), audit and reporting.	IDRBT to clarify on NMS & Ticketing/Service Desk tool.	The BoM mentioned in the RFP is indicative; In case the bidder need additional component/propose suitable solution in compliance with specifications, the BoM may be suitably modified in that category by adding additional rows.

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S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
88	Terms and Conditions:	151	XIII. The Bidder shall quote for Facility Management Services based on following floor limits set for each type of resource deployed for the purpose: Type of Resource L1 : Floor Limit per Resource 5 lakhs per year (In-Directly SOW of FMS in Page No. 28)	We request IDRBT to amend the clause to "Type of Resource L2" with Min Floor limit to 5 Lacks per year	No Change
89		151	V. Above Rates shall be valid for a period of minimum One Year from the date at which TC1 is declared.	Warranty on Hardware/Software asked for 3yrs, But in Terms & conditions the same is been asked for 5 yrs. and 1 Year resp.	The support of total solution should be for 5 years i.e. 3 year warranty , 1+1 years AMC.
90	15. Payment Terms and Milestones	45	Payment towards Facility Management Services and AMC / ATS	Request to remove Indexation Formula	No Change
91	9. Delivery Schedule	39	Delivery of all items (as per Purchase Order) at designated sites of IDRBT at Hyderabad and Navi Mumbai for the respective Project. Point No.4 : Completion of User Acceptance test Point No.5: Stabilization and validation by OEM/s for respective components and performance of the Solution	Within 12 - 16 weeks from the date of Purchase order. Installation : 16 Weeks from the date of delivery of material and Site readiness. Please change to 20 weeks from the date of PO Please change to 21 weeks from the date of PO	No Change
92	8.5The proposed Technical Evaluation of SI is as under:	35	Point No. 2: Experience in implementing as System Integrator in RBI, IFTAS, ReBIT, and Banks.	We request to change the clause to : Bidder must have infrastructure Implementation engagement(s) for last 3 years in BFSI/PSU/Govt sector.	Clarified above at Sr.No.82
93	5.10. Warranty and AMC of supplied solution	22	Point No.8 : In the case of any error on account of software corruption the relevant defect should be attended to immediately and rectified within 2 hours of the receipt/notice of the complaint.	Penalties are defined in page 42 as per the severity of the incident. So, please remove this clause.	In the case of any error on account of software corruption the relevant defect should be attended to immediately and rectified under SLA terms defined in section 12.

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S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
94	STAGE II - COMMERCIAL BID EVALUATION	38	Further, proportionate penalty will be levied in case of down time of the systems, which shall include extension of warranty period to the extent of down time and penalty of 0.5% per week which may extend up to 10% of total project cost. Point No. 8.19: IDRBT will decide the final bill of material based on techno-commercial evaluation after price discovery. The revised BOM will be considered for subsequent steps.	Can we consider the given BOM as the minimum BOM or any possibility of reduction?	The BoM is indicative, it may increase or decrease based on the competitive proposal.
95	STAGE II - COMMERCIAL BID EVALUATION	38	Point No. 8.19: IDRBT will decide the final bill of material based on techno-commercial evaluation after price discovery. The revised BOM will be considered for subsequent steps.	Can we consider the given BOM as the minimum BOM or any possibility of reduction?	Clarified above at Sr.No 94
96	2.4 Solution Requirements	9	2.4.1 Network and Security Aspects. The hardware proposed for this upgrade must support software-defined network access capabilities, with the network's design predicated on either Layer-2 or Layer-3 topologies.	Pls clarify if the switches are expected to support SDN or Bidder needs to factor in SDN HW from Day1 as well. If yes , Minimum tech specs of the SDN appliance be pls shared	Clarified above at Sr.No. 1
97	4. Definition of Terms used in RFP	11	"Audit, Validation & Certification by OEM":	Request this be changed to accommodate OEM certified partner	Clarified above at Sr.No. 2
98	5. Requirements and Scope of Work	15	5.3 The bidder / System Integrator shall engage the services of respective OEMs for Plan & Design of the Solution. The System Integrator shall implement the solution as per the plan and design provided by the respective OEMs involved in the solution for their respective components.	Request this be changed as below to accommodate OEM certified Partners. The bidder / System Integrator shall engage the services of respective OEMs/OEM certified partner for Plan & Design of the Solution	Clarified above at Sr.No. 2
99	5.5. Software Defined Network Access and DC devices	18	xiii. The successful bidder is obligated to provide a centralized management and monitoring system for all IT infrastructure components. This system must adhere	1. There is no Tech spec of the Centralized Management in Annexure 2. Can this pls be added and min specs for the SDN solution be shared if this is needed from Day1 as part of the solution	Clarified above at Sr.No. 1

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S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
			with the technical specifications specified in the RFP.		
100	8. Evaluation Process of Bid Evaluation Methodology	34	8.4 Desirable Functional Requirement [D]:Bidder is required to meet at least 70% of the total desirable functionality of every solution component specified in parts under Annex II.	This point is discrepant with the inputs on Page #35 where below is mentioned in technical Bid evaluation. Additionally, they are required to achieve at least 80% of the total desirable functionality for each solution components	Clarified above at Sr.No.11
101	8. Evaluation Process of Bid Basis of evaluation	35	Additionally, they are required to achieve at least 80% of the total desirable functionality for each solution components	This point is discrepant with the inputs on Page #34 where below is mentioned in technical Bid evaluation. Bidder is required to meet at least 70% of the total desirable functionality of every solution component specified in parts under Annex II.	Clarified above at Sr.No. 11
102	18. Acceptance Test	48	The Acceptance Test shall be carried out jointly by the representatives of IDRBT, System Integrator and the respective OEMs,	Request below be changed to accommodate the OEM certified Partners The Acceptance Test shall be carried out jointly by the representatives of IDRBT, System Integrator and the respective OEMs/OEM Certified Partners	The Acceptance Test shall be carried out jointly by the representatives of IDRBT, System Integrator and the respective OEMs/OEM Certified implementation Partners
103	18. Acceptance Test	48	IDRBT will accept the "Stabilisation" of the solution only on satisfactory completion of Audit, Validation & Certification by respective OEMs	Request this be modified as below to accommodate OEM Certified Partners. "Stabilisation" of the solution only on satisfactory completion of Audit, Validation & Certification by respective OEM/OEM Certified Partner	"Stabilisation" of the solution only on satisfactory completion of Audit, Validation & Certification by respective OEM/OEM Certified implementation Partner

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S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
104	18. Acceptance Test	48	Start date for the contract period will be the date on which all OEMs submit their certifications.	Request this be modified as below to accommodate OEM Certified Partners. Stabilisation” of the solution only on satisfactory completion of Audit, Validation & Certification by respective OEM/OEM Certified Partner	Start date for the contract period will be the date on which all OEMs /OEM Certified implementation partners submit their certifications.
105	Annex II.1. NGFW Appliance, Type – IA, 10 GBPS	65	4. Virtualization The proposed Next-Generation Firewall (NGFW) solution will support virtualization. This feature ensures efficient network segmentation and enhances security by isolating distinct traffic flows within the NGFW infrastructure.	Request this be changed as below to allow VRF based approach to address the ask. The proposed Next-Generation Firewall (NGFW) solution should support virtualization or alternatively support segmentation of network paths without need for multiple devices using the segregation of Routing table , network segments with overlapping IP addresses.	Clarified above at Sr.No. 23
106	Annex II.1. NGFW Appliance, Type – IA, 10 GBPS	65	6. Migration Policy. The proposed solution shall seamlessly facilitate the migration of existing Layer 3 (L3) and Layer 4 (L4) policies to Layer 7 (L7) application- based policies without causing any disruption. Additionally, the solution must integrate effectively with the security and monitoring solutions used at IDRBT,	Existing IDRBT solutions which need integration from firewall may pls be shared	Clarified above at Sr.No. 24
107	Annex II.1. NGFW Appliance, Type – IA, 10 GBPS	66	8. Desirable Features The Proposed solution should be capable of enabling Sandbox or similar solution	Request this be modified as below to comply with Data Sovereignty. The proposed solution should be able to support sandbox via dedicated onprem oem based solution within the same hardware or with separate hardware.	Clarified above at Sr.No.25
108	Annex II.2. NGFW Appliance, Type – IB, 5 GBPS	71	4. Virtualization The proposed Next-Generation Firewall (NGFW) solution will support virtualization. This feature ensures efficient network segmentation and enhances security by isolating distinct traffic flows within the NGFW infrastructure.	Request this be changed as below to allow VRF based approach to address the ask. The proposed Next-Generation Firewall (NGFW) solution should support virtualization or alternatively support segmentation of network paths without need for multiple devices using the	Clarified above at Sr. No. 26

<b>IDRBT Clarifications to the pre-bid queries and meeting held on 24th July 2024 at IDRBT, Hyderabad.</b>					
<b>S. No.</b>	<b>RFP Clause #</b>	<b>RFP Pg.#</b>	<b>RFP Point Number</b>	<b>Query Description</b>	<b>IDRBT Response / Revised Clause</b>
				segregation of Routing table , network segments with overlapping IP addresses.	
109	Annex II.2. NGFW Appliance, Type – IB, 5 GBPS	72	8.Desirable Features. The Proposed solution should be capable of enabling Sandbox or similar solution.	Request this be changed as below to allow VRF based approach to address the ask. The proposed Next-Generation Firewall (NGFW) solution should support virtualization or alternatively support segmentation of network paths without need for multiple devices using the segregation of Routing table , network segments with overlapping IP addresses.	Clarified above at Sr. No. 25 & 26
110	Annex II.3. NGFW Appliance, Type - II, 1 GBPS	75	2. Hardware Requirements The proposed appliance should be provisioned with a versatile array of connectivity options, including 8 x RJ45 Ethernet ports and 8 x 1/10G SFP+ ports.	Request this be change to below since 10G ports on a total throughput ask of 1Gbps may not be needed. The proposed appliance should be provisioned with a versatile array of connectivity options, including 8 x RJ45 Ethernet ports and 4 x 1G SFP ports.	Clarified above at Sr. No. 28
111	Annex II.3. NGFW Appliance, Type - II, 1 GBPS	76	4. Virtualization. The proposed Next-Generation Firewall (NGFW) solution will support virtualization. This feature ensures efficient network segmentation and enhances security by isolating distinct traffic flows within the NGFW infrastructure.	Request this be change to below to support VRF base solutions. The proposed Next-Generation Firewall (NGFW) solution should support segmentation of network paths without need for multiple devices . This should offer segregation of Routing table , network segments with overlapping IP addresses.	Clarified above at Sr. No. 29
112	Annex II. Technical Specifications and Technical Bid Format	82	21. Server Security Recommendation of Additional Point	WE request bank to consider adding these points in the security asks for server. The server should provide Hardware root of trust , The server should provide system lock down, The server should provide hardware policy based security , Server should provide Anti-counterfeit , Capable to stop execution of the BIOS	Clarified above at Sr. No. 30

**IDRBT Clarifications to the pre-bid queries and meeting held on 24th July 2024 at IDRBT, Hyderabad.**

S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
113	Annex II.4. Hardware Server, Type – I	79	1. Hardware Server OEM Qualification criteria. The Server must be from an OEM listed as a Leader or challengers in the IDC/Gartner Magic quadrant for Modular Servers in 2023.	The Server must be from an Leading OEM ranking within first 3 in Server market based on IDC market share report for either Rack/Blade Servers Globally	Clarified above at Sr. No. 31
114	Annex II. 5. Hardware Server, Type – II	81	The Server must be from an OEM listed as a Leader or challengers in the IDC/Gartner Magic quadrant for Modular Servers in 2023.	The Server must be from an Leading OEM ranking within first 3 in Server market based on IDC market share report for either Rack/Blade Servers Globally	Clarified above at Sr. No. 32
115	Annex II. 5. Hardware Server, Type – II	81	7. RAM Server should be configured with 32Gb memory.	Request this be changed as below , Justification being 32Gb RAM is too less to run OS and application together. 7. RAM Server should be configured with 64 Gb memory.	No Change
116	Annex II.5. Hardware Server, Type – II	82	22. Warranty. 3+1+1 years On-site comprehensive warranty with 4x7x365 support. Post installation, 3+1+1 year product warranty should reflect in the support web site of the OEM.	3+1+1 years On-site comprehensive warranty with 24x7x365 support. Post installation,	Clarified above at Sr. No. 34
117	Annex II.7. Web Security Application	90	2. General Requirements The desired solution ought to be an software-based	Request this be changed to as below so we can accommodate physical appliance too without the Hypervisor dependencies The desired solution ought to be an software-based on VM or physical appliances based.	Clarified above at Sr. No. 37
118	Annex II.9. Virtualized Wireless Controller	102	1. Mandatory Requirements Proposed switch should be EAL 3 certified.	Request this be changed as below: "Proposed wireless controller should be EAL 3 certified.	Clarified above at Sr. No. 38

**IDRBT Clarifications to the pre-bid queries and meeting held on 24th July 2024 at IDRBT, Hyderabad.**

S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
119	Annex II.9. Virtualized Wireless Controller	102	1. Mandatory Requirements The Proposed virtual Wireless vWLC (vWLC) must support 200 access points (Aps).	Requesting below change to accommodate physical controllers The Proposed virtual Wireless controller VM based or physical appliance based must support 200 access points (Aps).	Clarified above at Sr. No. 39
120	Annex II.16. Network Admission Control Application	137	2. General Specifications The proposed solution shall be a Software-based Network Access Control (NAC) Solution, implemented as a virtual machine (VM).	Request this be changed to as below so we can accommodate physical appliance too without the Hypervisor dependencies. The proposed solution for Network Access Control (NAC) may be, implemented using Physical appliance or as a virtual machine (VM).	Clarified above at Sr. No. 41
121	Annex II.16. Network Admission Control Application	137	2. General Specifications The proposed solution shall offer comprehensive visibility of the network by automatically discovering, classifying, and controlling endpoints connected to the network to enable the appropriate services for a total of 150 network and endpoint devices.	Please share count of headless devices if any like printers , Cameras, IP phones/Cameras etc. if any with IDRBT to be considered with NAC solution for effective admission control	Clarifiedat above at Sr.No 42
122	Annex III. Bill of Material (BOM) without price	147	Services: Deployment Audit, Validation and Certification by OEM N for items various OEMs (The Bidder may add row per OEM)	Request this be modified as below to accommodate OEM/OEM Certified Partners Deployment Audit, Validation and Certification by OEM/OEM Certified Partner for various OEMs/ (The Bidder may add row per OEM)	Clarified above at Sr. No. 2

**IDRBT Clarifications to the pre-bid queries and meeting held on 24th July 2024 at IDRBT, Hyderabad.**

<b>S. No.</b>	<b>RFP Clause #</b>	<b>RFP Pg.#</b>	<b>RFP Point Number</b>	<b>Query Description</b>	<b>IDRBT Response / Revised Clause</b>
123	Annex VIII A - Undertaking from Bidder on Support	158	In compliance with the requirement of the tender document, we hereby undertake to give 5 years support for Hardware and Software components and maintain the 'Proposed Solution' for 5 years from the date of audit, validation and certification from the respective OEM/s.	Request this be changed to accommodate OEM Certified Partners. In compliance with the requirement of the tender document, we hereby undertake to give 5 years support for Hardware and Software components and maintain the 'Proposed Solution' for 5 years from the date of audit, validation and certification from the respective OEM/OEM Certified Partners	Clarified above at Sr. No. 2
124	5.6. Building an On-Premise Private Cloud setup	20	SI to ensure the solution is as per the industry best practice recommendations and certified by respective OEMs, which must be then demonstrated to IDRBT for acceptance.	SI to ensure the solution is as per the industry best practice recommendations and certified by respective OEMs/OEM Certified Partner, which must be then demonstrated to IDRBT for acceptance.	Clarified above at Sr. No. 2
125	5.6. Building an On-Premise Private Cloud setup	20	V. Certification by OEM as required and mentioned in the terms and condition or in the specifications list.	Certification by OEM as required and mentioned in the terms and condition or in the specifications list.	Clarified above at Sr. No. 2

**IDRBT Clarifications to the pre-bid queries and meeting held on 24th July 2024 at IDRBT, Hyderabad.**

S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
126	5.Requirements and Scope of Work	21	5.7. DC Servers and Services Besides a private cloud (captured in Annex II.6), additional servers for running workloads are captured in Annex II.4 and Annex II.5 as Standalone Servers (Type I and Type II)	SOW does not mention of the Servers involved in the virtualised components asked like vWLC, vNAC, vWSA,vSMA etc. in the RFP. The servers for this will have to be planned by Bidder/IDRBT and necessary Hypervisor and support be factored in the BOM. Also this server Farm will need separate switches other than the asked switches. Unless the physical server alternative for these components is honoured by IDRBT, such separation will be recommended design to have	Clarified above at Sr. No. 7
127	5.10. Warranty and AMC of supplied solution	22	2. The successful bidder will be required to provide comprehensive warranty for a period of 3 years (extensible by 1+1 years) from the UAT/acceptance of the solution. The bidder at his own cost, including the cost of transport, shall replace defective hardware.	Request IDRBT to define RMA replacement SLA whether 8*5*NBD or 4 hours on this clause for all components. Tech specs in Annex define this only for HCI and WSA . pls provide clarity on this either on tech specs or separate table detailing the Replacement RMA for all Network elements	Clarified above at Sr. No. 8
128	6. Facilities Management Services (FMS)	30	6.11. The shortlisted bidder is required to formulate a Project Governance team and a Project Implementation team for this project, including appropriate representation from OEM and share details of the same with IDRBT.	Request this be modified as below to accommodate OEM certified Partner The shortlisted bidder is required to formulate a Project Governance team and a Project Implementation team for this project, including appropriate representation from OEM /OEM certified Partner and share details of the same with IDRBT.	Clarified above at Sr. No. 2
129	Annex II.14. 24 Port L2 Access Switch	129	9. Availability The proposed single switch should	Request this point be removed since the redundancy can not be provided with single power supply	Clarified above at Sr. No. 40

**IDRBT Clarifications to the pre-bid queries and meeting held on 24th July 2024 at IDRBT, Hyderabad.**

S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
			incorporate 1:1/N+1 redundancy with single power supply.		
130	Annex III. Bill of Material (BOM) without price	145	4. Sandbox Solution and associated components for NGFW Gateways Type – IA/IB.	Request the Sizing for the Sandboxing solution be shared wrt number of files to be processed per Day.	Clarified above at Sr. No. 25
131	Annex III. Bill of Material (BOM) without price	145	6. Secure Cloud based DNS Service	Request sizing of the DNS service be shared wrt number of Users	Clarified above at Sr. No. 44
132	4. Definition of Terms used in RFP	11	“Audit, Validation & Certification by OEM”: The bidder is required to ensure that the competent team of respective OEM products conducts an audit of their product implemented solution, in order to confirm that implementation and configuration has been done as per respective OEM best practices and the design is suitable to deliver 99.5 % uptime, before Final Acceptance Testing i.e. Stabilisation certificate is issued	Request, please add/change the clause as:“Audit, Validation & Certification by OEM- Deployment should be done by OEM team for respective products “ Kindly refer to Pg83, point 10 in the RFP under general parameters which is requesting for OEM deployment and Audit	Clarified above at Sr. No. 2
133	5. Requirements and Scope of Work	15	Point No. 5.3 The respective Original Equipment Manufacturer (OEM) shall provide an undertaking stating that if the bidder fails to resolve or handle any issue within stipulated time limits, the OEM will take direct responsibility for addressing the issue or involve its channel partner.	Back to back support contract has been asked in the RFP which implies the OEM's support will troubleshoot and resolve the issue by default. No additional undertaking is required. So, please remove this clause.	No Change, Clarified above at Sr. No. 67

**IDRBT Clarifications to the pre-bid queries and meeting held on 24th July 2024 at IDRBT, Hyderabad.**

S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
134	5.12. Performance and Support Assurance for Total Solution:	23	During the immediate post deployment demonstration of the Total Solution in the live environment in IDRBT, the system integrator and respective OEM must demonstrate that the Memory and CPU utilisation of all the component doesn't exceed 50% of the total memory and CPU capacity (Individually and as a whole). In case this requirement is not met, then the respective OEM and System Integrator must replace those components with a higher capacity box to meet this requirement without any additional cost implication to IDRBT.	Infrastructure sizing has been given by IDRBT, hence bidders cannot guarantee the utilization levels. So, please remove this clause.	Clarified above at Sr. No. 69
135	5.12.Performance and Support Assurance for Total Solution:	23	Product life cycle stage: The Software and engineering support for all the equipment/devices offered in the Total Solution must be available till the end of Documentary evidence for "Stage of product Life Cycle" must be from the information/documents available in public domain	We request IDRBT to elaborate this point	Clarified above at Sr. No. 70
136	Annex II.6. Building an On-Premises Private Cloud Setup	83	Memory - Each node should have 2x64 GB GB RAM DDR5 or better with 50% free slots	It is recommended to have memory in proportionate with the CPU cores. And it is also recommended to populate at least 4 DIMM slots. So we request IDRBT to change this point as below. Memory - Each node should have minimum 256GB RAM DDR5 or better With 50% free slots.	Clarified above at Sr. No. 78
137	Annex II.6. Building an On-Premises Private Cloud Setup	86	It should allow dynamic adjustment of the teaming algorithm on a Virtual Switch to balance the load across physical network adapters.	Dynamic adjustment of teaming may cause instability and intermittent outage of the systems. So, we request you to please remove this point.	Clarified above at Sr. No. 79

**IDRBT Clarifications to the pre-bid queries and meeting held on 24th July 2024 at IDRBT, Hyderabad.**

S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
138	Annex II.6. Building an On-Premises Private Cloud Setup	89	Cloud Management: Point No. 8: The solution should provide capacity optimization capabilities to identify over-provisioned & under-provisioned resources and provide recommendations, alerts and automated actions on right-sizing and resource consumption so they can be optimal in performance and avoid resource wastage. Should provide visibility of capacity and VMs which can be reclaimed and cost visibility of the reclaimed capacity and VMs.	We request you to please change this clause as "The solution should provide capacity optimization capabilities to identify over-provisioned & under-provisioned resources and provide recommendations, alerts and automated actions on right-sizing and resource consumption so they can be optimal in performance and avoid resource wastage. Should provide visibility of capacity and VMs which can be reclaimed."	Clarified above at Sr. No. 80
139	iv		5.4 The successful bidder is obligated to maintain detailed service logs, documenting the nature of services provided during troubleshooting activities. These records must be submitted to IDRBT on a weekly, monthly and quarterly basis.	Is the expectation to have the logs stored on the appliance proposed and what is the expected retention period of the logs	The details will be discussed with the successful bidder.
140	vi		5.4 The successful bidder proposed NGFW solution shall offer a unified reporting and management dashboard that consolidates data from all perimeter security devices. This dashboard should align with the detailed specifications provided. In the event that the original equipment manufacturer (OEM) cannot fulfil this requirement, third-party software or hardware may be utilized. However, it is essential that the respective OEM of the Next-Generation Firewall (NGFW) takes responsibility for ensuring the smooth, efficient, and effective performance of any such third-party tools throughout the entire contract period.	This point is specific to the NGFW's and IDRBT also mentioned " <b>management dashboard that consolidates data from all perimeter security devices</b> ". Please clarify if the dashboard will be only for the NGFW and not other solutions.	The bidder should be able to manage and maintain NGFW devices will be through dashboard software for defining/modifying/deleting/report generation/backup & restore etc., through dashboard features.

**IDRBT Clarifications to the pre-bid queries and meeting held on 24th July 2024 at IDRBT, Hyderabad.**

S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
141	ix		5.4 Integrate Network and Security Solution with Servers, applications, LAN and WAN networks (INFINET and INTERNET)	While IDRBT mentioned about integrating the NGFW with servers and applications, can you please clarify what is the level of integration required here and the use case that would be achieved from this integration	Integrate in terms of defining rules in the NGFW for inbound and outbound traffic moment for mandatory connectivity.
142			5.26 The successful bidder shall prioritize the security of the proposed solution. Given IDRBT's status as a financial institute, robust security checks and validation processes are imperative to ensure fool-proof access to the systems. These security measures must be an integral component of the product.	Can IDRBT clarify what sort of robust security checks and validation processes are required in the solution that will be proposed.	The bidder proposed NGFW features, functionality and process should be capable of and comply with requirement.
143		143	8.4 Desirable Functional Requirement [D]: These requirements are good to have for enhanced efficiency and effectiveness of the overall solution but not mandatory. Bidder is required to meet at least 70% of the total desirable functionality of every solution component specified in parts under Annex II.	Its mentioned at 70% here, whereas on page 35, point 1, its mentioned at 80%. IDRBT to clarify.	Clarified above at Sr.No 11
144		39	9.2 Delivery of all items (as per Purchase Order) at designated sites of IDRBT at Hyderabad and Navi Mumbai for the respective Project	It is mentioned as 4 weeks, request IDRBT to revise this to 12Weeks	No Change
145		40	12 Service Level Agreement (SLA)	SLA to be changed according to the changes as asked in the schedule above.	No Change
146			5 The proposed solution will include two firewalls configured for high availability. Failover capabilities will ensure 99% availability. Whether in active/passive or active/standby mode.	To be changed as Active/Active or Active/Standby	No Change
147			4 Sandbox Solution and associated components for NGFW Gateways Type – IA/IB.	There is no sizing parameters defined from the number of files to be scanned	Clarified above at Sr.No 25

**IDRBT Clarifications to the pre-bid queries and meeting held on 24th July 2024 at IDRBT, Hyderabad.**

S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
148			6 Secure Cloud based DNS Service	How many user licenses to be provisioned the DNS Security for?	Clarified above at Sr.No 44
149	2.4 Solution Requirements	9	2.4.1 Network and Security Aspects The hardware proposed for this upgrade must support software-defined network access capabilities, with the network's design predicated on either Layer-2 or Layer-3 topologies.	Pls clarify if the switches are expected to support SDN or Bidder needs to factor in SDN HW from Day1 as well. If yes , Minimum tech specs of the SDN appliance be pls shared	Clarified above at Sr.No 1
150	5. Requirements and Scope of Work	15	5.3 The bidder / System Integrator shall engage the services of respective OEMs for Plan & Design of the Solution. The System Integrator shall implement the solution as per the plan and design provided by the respective OEMs involved in the solution for their respective components.	Request this be changed as below to accommodate OEM certified Partners  The bidder / System Integrator shall engage the services of respective OEMs/OEM certified partner for Plan & Design of the Solution	Clarified above at Sr.No. 2
151	5.5. Software Defined Network Access and DC devices	18	xiii. The successful bidder is obligated to provide a centralized management and monitoring system for all IT infrastructure components. This system must adhere with the technical specifications specified in the RFP.	There is no Tech spec of the Centralized Management in Annexure 2. Can this pls be added and min specs shared if this is needed from Day1	Clarified above at Sr.No 4
152	8. Evaluation Process of Bid Evaluation Methodology	34	8.4 Desirable Functional Requirement [D]: Bidder is required to meet at least 70% of the total desirable functionality of every solution component specified in parts under Annex II.	This point is discrepant with the inputs on Page #35 where below is mentioned in technical Bid evaluation  Additionally, they are required to achieve at least 80% of the total desirable functionality for each solution components	Clarified above at Sr.No 11

**IDRBT Clarifications to the pre-bid queries and meeting held on 24th July 2024 at IDRBT, Hyderabad.**

S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
153	8. Evaluation Process of Bid Basis of evaluation	35	Additionally, they are required to achieve at least 80% of the total desirable functionality for each solution components	<p>This point is discrepant with the inputs on Page #34 where below is mentioned in technical Bid evaluation</p> <p>Bidder is required to meet at least 70% of the total desirable functionality of every solution component specified in parts under Annex II.</p>	Clarified above at Sr.No 11
154	8. Evaluation Process of Bid Basis of Evaluation	35	4. Software based WLC 8. Software based NAC	<p>Request this be mentioned as below to accommodate non virtual components as well</p> <p>4. Virtual/Appliance based WLC 8. Virtual/Appliance based NAC</p>	Clarified above at Sr.No 7 & 13
155	12 Service Level Agreement (SLA)	40	Target 4 weeks from the date of Issue of Purchase Order	<p>Request this be changed as below</p> <p>14 weeks from the date of Issue of Purchase Order</p>	No Change
156	18. Acceptance Test	48	The Acceptance Test shall be carried out jointly by the representatives of IDRBT, System Integrator and the respective OEMs,	<p>Request below be changed to accommodate the OEM certified Partners</p> <p>The Acceptance Test shall be carried out jointly by the representatives of IDRBT, System Integrator and the respective OEMs/OEM Certified Partners</p>	Clarified above at Sr.No 20

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S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
157	18. Acceptance Test	48	IDRBT will accept the "Stabilisation" of the solution only on satisfactory completion of Audit, Validation & Certification by respective OEMs	Request this be modified as below to accommodate OEM Certified Partners  "Stabilisation" of the solution only on satisfactory completion of Audit, Validation & Certification by respective OEM/OEM Certified Partner	Clarified above at Sr.No 21
158	18. Acceptance Test	48	Start date for the contract period will be the date on which all OEMs submit their certifications.	Request this be modified as below to accommodate OEM Certified Partners  Start date for the contract period will be the date on which all OEMs /OEM Certified Partners submit their certifications.	Clarified above at Sr.No 22
159	Annex II.1. NGFW Appliance, Type – IA, 10 GBPS	65	4. Virtualization The proposed Next-Generation Firewall (NGFW) solution will support virtualization. This feature ensures efficient network segmentation and enhances security by isolating distinct traffic flows within the NGFW infrastructure.	Request this be changed as below to allow VRF based approach to address the ask  The proposed Next-Generation Firewall (NGFW) solution should support virtualization or alternatively support segmentation of network paths without need for multiple devices using the segregation of Routing table , network segments with overlapping IP addresses.	Clarified above at Sr.No 23

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S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
160	Annex II.1. NGFW Appliance, Type – IA, 10 GBPS	65	6. Migration Policy The proposed solution shall seamlessly facilitate the migration of existing Layer 3 (L3) and Layer 4 (L4) policies to Layer 7 (L7) application-based policies without causing any disruption. Additionally, the solution must integrate effectively with the security and monitoring solutions used at IDRBT,	Existing IDRBT solutions which need integration from firewall may pls be shared	Clarified above at Sr.No 24
161	Annex II.1. NGFW Appliance, Type – IA, 10 GBPS	66	8. Desirable Features The Proposed solution should be capable of enabling Sandbox or similar solution.	Request this be modified as below to comply with Data Sovereignty  The proposed solution should be able to support sandbox via dedicated onprem oem based solution within the same hardware or with separate hardware.	Clarified above at Sr.No 25
162	Annex II.2. NGFW Appliance, Type – IB, 5 GBPS	71	4. Virtualization The proposed Next-Generation Firewall (NGFW) solution will support virtualization. This feature ensures efficient network segmentation and enhances security by isolating distinct traffic flows within the NGFW infrastructure.	Request this be changed as below to allow VRF based approach to address the ask  The proposed Next-Generation Firewall (NGFW) solution should support virtualization or alternatively support segmentation of network paths without need for multiple devices using the segregation of Routing table , network segments with overlapping IP addresses.	Clarified above at Sr.No 26
163	Annex II.2. NGFW Appliance, Type – IB, 5 GBPS	72	8.Desirable Features  The Proposed solution should be	Request this be changed as below to allow VRF based approach to address the ask  The proposed Next-Generation Firewall (NGFW) solution should support	Clarified above at Sr.No 27

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S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
			capable of enabling Sandbox or similar solution.	virtualization or alternatively support segmentation of network paths without need for multiple devices using the segregation of Routing table , network segments with overlapping IP addresses.	
164	Annex II.3. NGFW Appliance, Type - II, 1 GBPS	75	2. Hardware Requirements The proposed appliance should be provisioned with a versatile array of connectivity options, including 8 x RJ45 Ethernet ports and 8 x 1/10G SFP+ ports.	Request this be change to below since 10G ports on a total throughput ask of 1Gbps may not be needed.  The proposed appliance should be provisioned with a versatile array of connectivity options, including 8 x RJ45 Ethernet ports and 4 x 1G SFP ports.	Clarified above at Sr.No 28
165	Annex II.3. NGFW Appliance, Type - II, 1 GBPS	76	4. Virtualization The proposed Next-Generation Firewall (NGFW) solution will support virtualization. This feature ensures efficient network segmentation and enhances security by isolating distinct traffic flows within the NGFW infrastructure.	Request this be change to below to support VRF base solutions  The proposed Next-Generation Firewall (NGFW) solution should support segmentation of network paths without need for multiple devices . This should offer segregation of Routing table , network segments with overlapping IP addresses.	Clarified above at Sr.No 29

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S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
166	Annex II. Technical Specifications and Technical Bid Format	82	21. Server Security Recommendation of Additional Point	WE request bank to consider adding these points in the security asks for server  The server should provide Hardware root of trust , The server should provide system lock down, The server should provide hardware policy based security , Server should provide Anti-counterfeit , Capable to stop execution of the BIOS	Clarified above at Sr.No 30
167	Annex II.4. Hardware Server, Type – I	79	1.Hardware Server OEM Qualification criteria  The Server must be from an OEM listed as a Leader or challengers in the IDC/Gartner Magic quadrant for Modular Servers in 2023.	Request this be modified as below:  The Server must be from an Leading OEM ranking within first 3 in Server market based on IDC market share report for either Rack/Blade Servers Globally	Clarified above at Sr.No 31
168	Annex II. 5. Hardware Server, Type – II	81	1.Hardware Server OEM Qualification criteria  The Server must be from an OEM listed as a Leader or challengers in the IDC/Gartner Magic quadrant for Modular Servers in 2023.	Request this be modified as below:  The Server must be from an Leading OEM ranking within first 3 in Server market based on IDC market share report for either Rack/Blade Servers Globally	Clarified above at Sr.No 32
169	Annex II. 5. Hardware Server, Type – II	81	7. RAM Server should be configured with 32Gb memory.	Request this be changed as below , Justification being 32Gb RAM is too less to run OS and application together	Clarified above at Sr.No 33
170	Annex II. 4, Hardware Server, Type – I	79	6. RAM Server should be configured with 128Gb DDR5 memory with 30% free slots	Considering the existing on the CA DC servers is around 600Gb. Kindly re check if this RAM would be sufficient.	Price discovery is being made for single RAM Card for upgradation within 6 months after UAT.
171	Annex II.5. Hardware Server, Type – II	82	22. Warranty 3+1+1 years On-site comprehensive warranty with 4x7x365 support. Post installation, 3+1+1 year product warranty	Request this be changed as below to correct the possible typo  3+1+1 years On-site comprehensive	Clarified above at Sr.No 34

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S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
			should reflect in the support web site of the OEM.	warranty with 24x7x365 support. Post installation,	
172	Annex II.6. Building an On-Premises Private Cloud Setup -	83	10. General Point The bidder shall propose - Plan, Design and Implementation Services (Professional Services) from the software provider OEM (for Hypervisor, Software defined Storage, Private Cloud Software, Cloud security & Backup Software).	Request this be changed as below to accommodate the OEM certified partners  The bidder shall propose - Plan, Design and Implementation Services (Professional Services) from the software provider OEM/OEM Certified Engineer (for Hypervisor, Software defined Storage, Private Cloud Software, Cloud security & Backup Software).	Clarified above at Sr.No 2
173	Annex II.7. Web Security Application	90	2. General Requirements The desired solution ought to be an software-based	Request this be changed to as below so we can accommodate physical appliance too without the Hypervisor dependencies  The desired solution ought to be an software-based on VM or physical appliances based.	Clarified above at Sr.No 37
174	Annex II.9. Virtualized Wireless Controller	102	1. Mandatory Requirements Proposed switch should be EAL 3 certified.	Request this be changed as below  "Proposed wireless controller should be EAL 3 certified.	Clarified above at Sr.No. 38
175	Annex II.9. Virtualized Wireless Controller	102	1. Mandatory Requirements The Proposed virtual Wireless vWLC (vWLC) must support 200 access points (Aps).	Requesting below change to accommodate physical controllers  The Proposed virtual Wireless controller VM based or physical appliance based must support 200 access points (Aps).	Clarified above at Sr.No. 39

**IDRBT Clarifications to the pre-bid queries and meeting held on 24th July 2024 at IDRBT, Hyderabad.**

S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
176	Annex II.12. Server Switch	118	7. Availability The proposed switch should incorporate 1:1/N+1 redundancy with single power supply.	Request this point be removed since the redundancy can not be provided with single power supply	Clarified above at Sr.No. 40
177	Annex II.13. Core Switch	123	7. Availability The proposed switch should incorporate 1:1/N+1 redundancy with single power supply.	Request this point be removed since the redundancy can not be provided with single power supply	Clarified above at Sr.No. 40
178	Annex II.15. 48 Port L2 Access Switch	134	8. Availability The proposed switch should incorporate 1:1/N+1 redundancy with single power supply.	Request this point be removed since the redundancy can not be provided with single power supply	Clarified above at Sr.No. 40
179	Annex II.16. Network Admission Control Application	137	2. General Specifications The proposed solution shall be a Software-based Network Access Control (NAC) Solution, implemented as a virtual machine (VM).	Request this be changed to as below so we can accommodate physical appliance too without the Hypervisor dependencies  The proposed solution for Network Access Control (NAC) may be, implemented using Physical appliance or as a virtual machine (VM).	Clarified above at Sr.No 41
180	Annex II.16. Network Admission Control Application	137	2. General Specifications The proposed solution shall offer comprehensive visibility of the network by automatically discovering, classifying, and controlling endpoints connected to the network to enable the appropriate services for a total of 150 network and endpoint devices.	pls share count of headless devices if any like printers , Cameras, IP phones/Cameras etc. if any with IDRBT to be considered with NAC solution for effective admission control	Clarified above at Sr.No 42

**IDRBT Clarifications to the pre-bid queries and meeting held on 24th July 2024 at IDRBT, Hyderabad.**

S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
181	Annex III. Bill of Material (BOM) without price	147	I Services Deployment Audit, Validation and Certification by OEM N for items various OEMs (The Bidder may add row per OEM)	Request this be modified as below to accommodate OEM/OEM Certified Partners  Deployment Audit, Validation and Certification by OEM/OEM Certified Partner for various OEMs/ (The Bidder may add row per OEM)	Clarified above at Sr.No 45
182	Annex VIII A - Undertaking from Bidder on Support	158	In compliance with the requirement of the tender document, we hereby undertake to give 5 years support for Hardware and Software components and maintain the 'Proposed Solution' for 5 years from the date of audit, validation and certification from the respective OEM/s.	Request this be changed to accommodate OEM Certified Partners  In compliance with the requirement of the tender document, we hereby undertake to give 5 years support for Hardware and Software components and maintain the 'Proposed Solution' for 5 years from the date of audit, validation and certification from the respective OEM/OEM Certified Partners	Clarified above at Sr.No 46
183	5.6. Building an On-Premise Private Cloud setup	20	SI to ensure the solution is as per the industry best practice recommendations and certified by respective OEMs, which must be then demonstrated to IDRBT for acceptance.	Request this be changed to accommodate OEM certified Partners  SI to ensure the solution is as per the industry best practice recommendations and certified by respective OEMs/OEM Certified Partner, which must be then demonstrated to IDRBT for acceptance.	Clarified above at Sr.No. 2
184	5.6. Building an On-Premise Private Cloud setup	20	v. Certification by OEM as required and mentioned in the terms and condition or in the specifications list.	Request this be modified as below to accommodate OEM/OEM certified partners	Clarified above at Sr.No. 2

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S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
				Certification by OEM as required and mentioned in the terms and condition or in the specifications list.	
185	5. Requirements and Scope of Work	21	5.7. DC Servers and Services	SOW does not mention of the Servers involved in the virtualised components asked like vWLC, vNAC, vWSA,vSMA etc. in the RFP. The servers for this will have to be planned by Bidder/IDRBT and necessary Hypervisor and support be factored in the BOM;	Clarified above at Sr.No. 7
186			Besides a private cloud (captured in Annex II.6), additional servers for running workloads are captured in Annex II.4 and Annex II.5 as Standalone Servers (Type I and Type II)	Also this server Farm will need separate switches other than the asked switches  Unless the physical server alternative for these components is honoured by IDRBT, such separation will be recommended design to have	The Type I and Type II servers will connect to server switch.
187	6. Facilities Management Services (FMS)	30	6.11. The shortlisted bidder is required to formulate a Project Governance team and a Project Implementation team for this project, including appropriate representation from OEM and share details of the same with IDRBT.	Request this be modified as below to accommodate OEM certified Partner  The shortlisted bidder is required to formulate a Project Governance team and a Project Implementation team for this project, including appropriate representation from OEM /OEM certified Partner and share details of the same with IDRBT.	Clarified above at Sr.No 10 .
188	Network and Security Aspects - 2.4.1		A comprehensive dashboard for managing both wired and wireless networks is essential, providing analytics, details of end-users and devices, as well as overseeing security policies.	Repetitive on LAN controller. Please specify LAN controller specs in RFP. Also please highlight form factor i.e., Cloud based or Hardware or VM based. As IDRBT falls under BFSI please confirm the same.	Clarified above at Sr.No. 7 & 25

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S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
189	Network and Security Aspects - 2.4.1	9	If supplementary components are deemed necessary to meet these specifications, it is incumbent upon the successful bidder to incorporate them from the outset.	Request IDRBT to specify the complete requirement. As per requirement LAN controller is required, but no data on form factor and specs. If form factor is Virtual, who will be providing the VM or hardware. Please specify the data.	Clarified above at Sr.No. 7 & 25
190	Requirements and scope of work 5.3(ii)	15	The System Integrator shall implement the solution as per the plan and design provided by the respective OEMs involved in the solution for their respective components.	Request to change this point as, OEM should validate the design provided by bidder.	No Change
191	Requirements and scope of work 5.3(vi)	15	IDRBT will not provide any spare or additional items.	If there are no spare components, then there will be downtime. For example one access switch was failed, to replace that it will take sometime. Hence request to factor spare or mention downtime allowed as per RMA.	The bidder should make their own arrangements In order to comply with requirements of this RFP, on no obligation basis.
192	Software Defined Network Access and DC devices: 5.5 - (i)	17	The hardware and software to be supplied are as Annex II.13, Annex II.14, and Annex II.15 for Software Defined Network Switching (Wires and Wireless)	Please specify on Automation, Visibility and LAN controller details.	Clarified above at Sr.No. 7 & 25
193	5.16	24	The Bidder shall use a ticketing tool in IDRBT for all incident management, Change management and problem management of the proposed solution	Do IDRBT has any existing ticketing tool or Bidder need to factor the same?	Clarified above at Sr.No 87
194	5.21	25	The IDRBT has to ensure that the solution shall work as desired, and the Bidder is also responsible to supply and install any other components that is inadvertently missed out in BoM of the RFP but required for the overall solution to work. The Bidder must add such items by adding additional line item, in the Bill of Material. These additional line items will be taken for calculation of TCO.	Request to remove this point and add the scope and required BOM in detail.	No Change

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S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
195	5.22	25	Uninstallation of existing software, hardware and other equipment required to build the proposed total solution, installation and relocation of new/existing hardware, software and other infrastructure is under the scope of total solution.	Please specify the details of existing software what need to be uninstalled and re-installed?	The details will be shared with successful bidder
196	5.25	25	The Bidder assumes full responsibility for ensuring that the proposed solution functions as desired. Furthermore, if any components are inadvertently omitted from the Bill of Materials (BOM) but are necessary for the overall solution's functionality, the Bidder must promptly address this by adding an additional line items to the BoM.	This same line has already mentioned in point no. 5.21 in page - 25. We request you to remove both these points.	No Change
197	Annex III. Bill of Material (BOM) without price - C	145	Software Defined Network Switching (Wired and Wireless)	There is no LAN Controller, NO description on Automation in the entire SOW. Without Automation and NMS the solution will not be SDN.	Clarified above at Sr.No. 7 & 25
198	Annex III. Bill of Material (BOM) without price - C	145	Transceivers	We don't see any transceivers in RFP, please specify the count in detail.	The bidder has to propose based on the network architecture and throughput of the switch for seamless performance and connectivity.
199	Annex II.11. Hardware requirement	110	The proposed switch should enable the interconnection of multiple switches in a stack, with a minimum stacking bandwidth of 120 Gbps or higher. Additionally, the stacking ports must be distinct from the uplink ports	Please specify how many switches will be in single stack and what is the stack cable length as well if required.	Within the rack between switches, accordingly bidder should plan.

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S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
200	Annex II.13. General specifications	120	The proposed switch should come equipped with a minimum of two 40Gig SFP/DAC (Direct Attach Copper) cables from day one. Additionally, it should reserve two ports to remain available for future requirements	Please specify the length of the DAC cable	The Core Switch and other devices will be in a single rack, accordingly bidder should plan.
201	Annex II.14. General specifications		The proposed switch should be equipped with a minimum of two 10 Gigabit multimode SFPs from day one. Additionally, two 10 Gigabit ports should remain available for future requirements	Please specify the type of transceiver SMF/MMF/Copper	The bidder has to propose based on the network architecture and throughput of the switch for seamless performance and connectivity.
202	Annex II.15. General specifications	132	The switch should come equipped with a minimum of two 10 Gig multimode SFPs from day one. Additionally, two 10 Gig ports should remain available for future expansion needs.	Please specify the type of transceiver SMF/MMF/Copper	The bidder has to propose based on the network architecture and throughput of the switch for seamless performance and connectivity.
203	Annex II.6. Building an On-Premises Private Cloud Setup	83	The bidder shall propose - Plan, Design and Implementation Services (Professional Services) from the software provider OEM (for Hypervisor, Software defined Storage, Private Cloud Software, Cloud security & Backup Software).	Backup software is not part of the offering. However it is part of the request in this clause. Kindly amend it or provide the details of backup if required.	No Change; the bidder should provide backup and restore process (integration points) using the private cloud software.
204	6. Facilities Management Services (FMS)	28	6.9. ii Data Backup & Recovery, xix Configuration Backups and other backup required	I believe the storage to be provisioned for these backup would from Private Cloud Setup (HCI). Or is there any other existing storage which is going to be provisioned for it.	The storage requirement should be accommodated in the private cloud setup. The bidder may separately mention as a line item for additional 10 TB storage (in that category)

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S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
205			4“Audit, Validation & Certification by OEM”: The bidder is required to ensure that the competent team of respective OEM products conducts an audit of their product implemented solution, in order to confirm that implementation and configuration has been done as per respective OEM best practices and the design is suitable to deliver 99.5 % uptime, before Final Acceptance Testing i.e. Stabilisation certificate is issued -	Request, please add/change the clause as “Audit, Validation & Certification by OEM-Deployment should be done by OEM team for respective products “ Kindly refer to Pg83, point 10 in the RFP under general parameters which is requesting for OEM deployment and Audit.	Clarified above at point no. 2
206	5.3	15	5.3 point v The respective Original Equipment Manufacturer (OEM) shall provide an undertaking stating that if the bidder fails to resolve or handle any issue within stipulated time limits, the OEM will take direct responsibility for addressing the issue or involve its channel partner	. – Back to back support contract has been asked in the RFP which implies the OEM's support will troubleshoot and resolve the issue by default. No additional undertaking is required. So, please remove this clause.	Clarified above at point no. 2
207	5.12		During the immediate post deployment demonstration of the Total Solution in the live environment in IDRBT, the system integrator and respective OEM must demonstrate that the Memory and CPU utilisation of all the component doesn't exceed 50% of the total memory and CPU capacity (Individually and as a whole). In case this requirement is not met, then the respective OEM and System Integrator must replace those components with a higher capacity box to meet this requirement without any additional cost implication to IDRBT	.- Infrastructure sizing has been given by IDRBT, hence bidders cannot guarantee the utilization levels. So, please remove this clause.	Clarified above at Sr.No 69

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S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
208	5.1		iii Product life cycle stage: The Software and engineering support for all the equipment/devices offered in the Total Solution must be available till the end of Documentary evidence for “Stage of product Life Cycle” must be from the information/documents available in public domain.	– Please elaborate this point.	Clarified above at Sr.No 70
209	7		7 OEM's Authorization -Bidder should be among the top three rated OEM partner/ System Integrator.-	Request please change the clause to bidder should be authorized OEM partner	Clarified above at Sr.No 2
210	9.1.	39	point 3- Implementation of the proposed Total solution - Within 8 weeks from the date of Purchase order -	Please change to 20 weeks from the date of PO	No Change
211	9.1.	39	point 4 Completion of User Acceptance test - Within 11 weeks from the date of Purchase order	Please change to 23 weeks from the date of PO	No Change
212	9.1	39	point no 5 Stabilization and validation by OEM/s for respective components and performance of the Solution - Within 12 weeks from the date of Purchase order	Please change to 24 weeks from the date of PO	No Change

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S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
213	5.1.8		In the case of any error on account of software corruption the relevant defect should be attended to immediately and rectified within 2 hours of the receipt/notice of the complaint. Further, proportionate penalty will be levied in case of down time of the systems, which shall include extension of warranty period to the extent of down time and penalty of 0.5% per week which may extend up to the 10% of Total Project Cost.	Penalties are defined in page 42 as per the severity of the incident. So, please remove this clause.	No Change
214	8.19	38	IDRBT will decide the final bill of material based on techno-commercial evaluation after price discovery. The revised BOM will be considered for subsequent steps. -	Can we consider the given BOM as the minimum BOM or any possibility of reduction?	Clarified above at Sr.No 77
215	Annex II.6.	83	5 Memory - Each node should have 2x64 GB GB RAM DDR5 or better With 50% free slots.	It is recommended to have memory in proportionate with the CPU cores. And it is also recommended to populate at least 4 DIMM slots. So we request IDRBT to change this point as below. Memory - Each node should have minimum 256GB RAM DDR5 or better With 50% free slots.	Clarified above at Sr.No 78
216	Annex II.6.	84	11 (5th Point) It should allow dynamic adjustment of the teaming algorithm on a Virtual Switch to balance the load across physical network adapters. -	Dynamic adjustment of teaming may cause instability and intermittent outage of the systems. So, we request you to please remove this point.	No Change

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S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
217	Annex II.6.	88	15 The solution should provide capacity optimization capabilities to identify over-provisioned & under-provisioned resources and provide recommendations, alerts and automated actions on right-sizing and resource consumption so they can be optimal in performance and avoid resource wastage. Should provide visibility of capacity and VMs which can be reclaimed and cost visibility of the reclaimed capacity and VMs.-	We request you to please change this clause as "The solution should provide capacity optimization capabilities to identify over-provisioned & under-provisioned resources and provide recommendations, alerts and automated actions on right-sizing and resource consumption so they can be optimal in performance and avoid resource wastage. Should provide visibility of capacity and VMs which can be reclaimed."	Clarified above at Sr.No 80
218	Cl. 13,	43	Overall Liability of the Bidder - The Bidder's aggregate liability in connection with obligations undertaken as a part of this Project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the value of the contract	Kindly keep the liability cap at annual contract value	No Change
219	Cl. 38,	57	Indemnity - The successful Bidder shall, at its own cost and expenses, defend and indemnify IDRBT against all third-party claims including those of the infringement of Intellectual Property Rights, including patent, trademark, copyright, trade secret or industrial design rights, arising from use of the Products or any part thereof in India or outside India.	Kindly revise as: The successful Bidder shall, at its own cost and expenses, defend and indemnify IDRBT against all <del>third-party claims including those of</del> <b>arising out of</b> the infringement <b>of third party</b> Intellectual Property Rights, including patent, trademark, copyright, trade secret or industrial design rights, arising from use of the Products or any part thereof in India or outside India.	No Change; This is a standard clause of RBI and IDRBT.
220	cl.39	58	Cancellation of contract and compensation	Kindly include 30 days written notice period for any termination for breach	No Change
221	Cl.46	60	Assignment: Neither the contract nor any rights granted under the contract may be sold, leased, assigned, or otherwise transferred, in whole or in part, by the	Kindly add: " <b>Such restriction shall not be applicable for any organic restructuring within the group</b> "	No Change; This is a standard clause of RBI and IDRBT.

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S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
			Bidder, and any such attempted sale, lease, assignment or otherwise transfer shall be void and of no effect without the advance written consent of IDRBT.		
222	Cl.47	61	Non solicitation	Kindly make this clause mutual	No Change
223	12. Service Level Agreement (SLA)	40	1. Delivery of the Hardware penalties will be applicable after 6 weeks, if the Delivery is not completed. Penalty for late delivery at 1% (One percent) of the undelivered portion of order value per week will be charged for every week's delay beyond 6 weeks subject to a maximum of 10% of the purchase order value. Penalty will be calculated on per week basis.	Request IDRBT to revise the clause as per below Penalties will be applicable after 14 weeks, if the Delivery is not completed. Penalty for late delivery at 0.5% (One percent) of the undelivered portion of order value per week will be charged for every week's delay beyond 10 weeks subject to a maximum of 5% of the purchase order value. Penalty will be calculated on per week basis.	No Change
224	12. Service Level Agreement (SLA)	41	2. Implementation Penalties will be applicable after 10 weeks, if the installation and operationalization is still not completed. Installation and operationalization shall be considered completed on the date of submission of all relevant installation documents and their acceptance by IDRBT. A penalty of 1% per week subject to a maximum of 10%. Penalty will be computed on the Purchase Order Value.	Request IDRBT to revise the clause as per below Penalties will be applicable after 22 weeks, if the installation and operationalization is still not completed. Installation and operationalization shall be considered completed on the date of submission of all relevant installation documents and their acceptance by IDRBT. A penalty of 0.5% per week subject to a maximum of 5%. Penalty will be computed on the Purchase Order Value.	No Change
225	12. Service Level Agreement (SLA)	41	End to end delivery of service including cables, Hardware, Software, Commissioning, Testing, UAT, Training, Documentation and Sign-off. In the event of any delay, a penalty will be applied after 14 weeks at the rate of 1% per week up to a maximum of 10%. The penalty amount will be calculated based on the purchase order value.	Request IDRBT to revise the clause as per below In the event of any delay, a penalty will be applied after 18 weeks at the rate of 0.5% per week up to a maximum of 5%. The penalty amount will be calculated based on the purchase order value.	No Change

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S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
226	FMS Penalties		FMS Penalties Overall FMS Penalties are capped at 10% Quarterly value	Request IDRBT to revise the clause as per below Overall FMS Penalties are capped at 5% Quarterly value	No Change
227	15. Payment Terms and Milestones	44	Product 1. Delivery of Hardware - 40% 2. Installation - 50% of Product and 100% of the Software licenses 3. After go Live (30 Days after UAT) - 90% of installation cost and Balance 10% as retention Money Retention money equivalent to 5% of the contract value plus ii) Performance Bank Guarantee for an amount equivalent to 5% of the contract value 4. AMC / ATS and Facility Management Service - Quarterly in Arrears	Request IDRBT to revise the clause as per below Product 1. Delivery of Hardware - 100% 2. Installation - 90% of Product and 100% of the Software licenses 3. After go Live (30 Days after UAT) - 10% of installation cost (We do not support retention of Monday as we providing BG against it.) 4. AMC / ATS and Facility Management Service - Quarterly in Advance	No Change
228	40. Liquidated Damages	59	The bidder shall be liable to pay IDRBT a penalty for reasons solely attributable to the bidder and not the bank, subject to a maximum of 10% of the contract amount. IDRBT reserves it's right to recover penalty amounts by any mode such as adjusting from any payments to be made by Bank to the Bidder.	Request IDRBT to revise the clause as per below The bidder shall be liable to pay IDRBT a penalty for reasons solely attributable to the bidder and not the bank, subject to a maximum of 5% of the delayed deliverables. IDRBT reserves it's right to recover penalty amounts by any mode such as adjusting from any payments to be made by Bank to the Bidder.	No Change

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S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
229	Onsite FMS team- Qualifications and experience		From System Integrator: · The L1 engineer should be engineering graduate in Computer or allied subjects related to Information and communication technology along with relevant certification from respective OEMs. L1 Engineer should have at least 3 years of experience out which at least 1 year in various technology tracks in similar projects.	FMS deliverables can not be managed by L1 engineers, Request you to kindly change it to L2 / L3 skill set	No Change; L2 and L3 support is the responsibility of the bidder /OEM. In case of emergency, they may visit IDRBT to resolve the issues.
230	General Query			FMS engineer location is HYD, is there travel involved to MUM	FMS engineers location is at Hyderabad, Telangana.
231	General Query			FMS Engineers' working hours X days to be mentioned	9:00 AM to 6:00PM ; Monday to Saturday
232	General Query			Uptime support clarification : basis UAT / confirmation for all solutions or per solution.	The uptime is per solution and per device.
233	7. Bidder Eligibility Criteria	32	5. Technical Capability Bidder must have successfully completed similar IT infrastructure Implementation engagement(s) in the last 3 years in BFSI sector. Copies of POs and completion certificate from client. Self declaration to be submitted in OEM letterhead with details of BFSI with reduction of confidential information.	We request the department to amend the clause as below: Bidder must have successfully completed similar IT infrastructure Implementation engagement(s) in the last 3 years in BFSI sector/Govt /PSU Sector. Copies of POs and completion certificate from client	Clarified above at Sr. No. 82
234	7. Bidder Eligibility Criteria	32	7. OEM's Authorization Bidder should be among the top three rated OEM partner/ System Integrator.	We request the department to amend the clause as below: Bidder should be OEMs Authorized partner for the proposed solution.	Clarified above at Sr. No. 71

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S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
235	7. Bidder Eligibility Criteria	33	8. Support Bidder should have a local entity in Hyderabad and Navi Mumbai to provide support.	We request the department to amend the clause as below: Bidder should have a local entity in Hyderabad and Navi Mumbai to provide support. OR The bidder should within 30 days of issue of Work Order.	8. Support Bidder should have a local entity in Hyderabad and Navi Mumbai/Mumbai to provide support.
236	9. Delivery Schedule	39	2 Delivery of all items (as per Purchase Order) at designated sites of IDRBT at Hyderabad and Navi Mumbai for the respective Project "Within 4 weeks from the date of Purchase order."	We request the department to amend the clause as below: Delivery of all items (as per Purchase Order) at designated sites of IDRBT at Hyderabad and Navi Mumbai for the respective Project "Within 8 weeks from the date of Purchase order."	No Change
237	7. Bidder Eligibility Criteria	32	Bidder must have successfully completed similar IT infrastructure Implementation engagement(s) in the last 3 years in BFSI sector.	We request you to revise this clause as "Bidder must have successfully completed similar IT infrastructure Implementation engagement(s) in the last 3 years in BFSI sector / Government / ULB / PSU.	Clarified above at Sr. No. 82
238	7. Bidder Eligibility Criteria	32	Bidder must have successfully completed similar IT infrastructure Implementation engagement(s) in the last 3 years in BFSI sector.	We request you to confirm the major components to be considered for similar work experience.	No Change
239	9. Delivery Schedule	39	Delivery of all items (as per Purchase Order) at designated sites of IDRBT at Hyderabad and Navi Mumbai for the respective Project - Within 4 weeks from PO.	We request you to revise this delivery time line as <b>"Delivery of all items - within 12 weeks from receipt of PO."</b>	No Change
240	9. Delivery Schedule	39	Implementation of the proposed Total solution - within 8 weeks from date of PO	We request you to revise this clause as "Implementation of the proposed Total solution - <b>within 8 weeks from date of delivery of all items.</b> "	No Change

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S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
241	15. Payment Terms and Milestones	44	On Delivery - 40% of total Hardware Cost	We request you to revise this clause as "On Delivery - 70% of total Hardware & Software cost."	No Change
242	15. Payment Terms and Milestones	44	On installation - 50% of hardware & 100% of software cost	On installation - 20% of hardware & 30% of software cost.	No Change
243	General			We request IRDBT to kindly consider and add the following clause:  "In case of corporate restructuring involving Business Transfer, all the Qualifying Criteria / Technical Scoring Criteria (or any other criteria pertaining to bidder's credentials) can be met by the bidding entity itself, or by the bidding entity's parent company (if the bidding entity is 100% owned subsidiary of the parent company) or by fellow subsidiary company (which is 100% owned by the parent company). Supporting documents of the parent company's / fellow subsidiary company's credentials shall also be acceptable for all the Eligibility Criteria/Technical Scoring and any other criteria requiring bidder's credentials to qualify."	No Change in RFP. However, the bidder should justify the same with supporting documents.
244	7. Bidder Eligibility Criteria	32	5- Technical Capability	We understand "similar IT infrastructure" means supply, installation, commissioning and maintenance of Data centre IT infra like server / storage / backup, security solution, manpower etc.	The bidder should have successfully completed and implemented the proposed BoM of this RFP.
245	7. Bidder Eligibility Criteria	32	5- Technical Capability	We request to amend the criteria as:  "Bidder must have successfully completed similar IT infrastructure Implementation engagement(s) in the last 7 years in BFSI / Govt. sector.	No Change in RFP. However, the bidder should justify the same with supporting documents.

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S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
246	7. Bidder Eligibility Criteria	32	5- Technical Capability	Bidder should be among the top three rated OEM partner/ System Integrator “ - We understand that OEM Partnership is required for major component not for all OEMs. Please confirm.	Clarified above at Sr. No. 71
247	8. Evaluation Process of Bid	38	Technical Evaluation - Experience in implementing as System Integrator in RBI, IFTAS, ReBIT, and Banks.	We request to amend the criteria as: "The bidder's experience as a system integrator in relevant organizations such as RBI, IFTAS, ReBIT, Banks, BFSI	Clarified above at Sr. No. 82
248	9. Delivery Schedule	39	Delivery Schedule	We request to amend the clause as:  Delivery of all items (as per Purchase Order) at designated sites of IDRBT at Hyderabad and Navi Mumbai for the respective Project - Within 12 weeks from the date of Purchase order.  We request to amend the clause as: Implementation of the proposed Total solution-Within 20 weeks from the date of Purchase order We request to amend the clause as: Completion of User Acceptance test - Within 24 weeks from the date of Purchase order We request to amend the clause as: Stabilization and validation by OEM/s for respective components and performance of the Solution - Within 28 weeks from the date of Purchase order	No Change
249	40. Liquidated Damages	59	Liquidated Damages	We request to cap the overall penalty as: The bidder shall be liable to pay IDRBT a penalty for reasons solely attributable to the bidder and not the bank, subject to a maximum of 5% of the contract amount	No Change

**IDRBT Clarifications to the pre-bid queries and meeting held on 24th July 2024 at IDRBT, Hyderabad.**

S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
250	15. Payment Terms and Milestones	44	Payment Terms and Milestones	<p>We request to amend the payment terms as:</p> <ol style="list-style-type: none"> <li>1. Delivery* of hardware materials and software at designated sites of IDRBT at Hyderabad and Navi Mumbai - 70% of total Hardware cost and 100% of total Software License costs</li> <li>2. On Successful installation , operationalization and Completion of User Acceptance Testing and sign off - Additional 20% of total Hardware cost</li> <li>3. After Go Live i.e., 30 days after acceptance test and audit, validation and certification by all the respective OEM/s of the proposed solution - Balance 10% of total hardware cost and 100% of Implementation cost</li> </ol>	No Change
251	15. Payment Terms and Milestones	44	Payment Terms and Milestones - Common	Bidder is already submitting PBG post award of PO. Hence submission of any additional PBG should be removed.	No Change
252	2.4.1 Network and Security Aspects	9	A posture check is mandatory for end devices like desktops and laptops before network access is granted, ensuring compliance with security standards.	Kindly define the parameters for posture check for end device.	Based on the technical specifications defined in Annex II, the bidder has to comply to the requirements.
253	2.4.1 Network and Security Aspects	9	The solution should endorse user-centric secure access, uniformly applying security policies to both wired and wireless connections.	Kindly clarify if this is related Role base access control.	Clarified above at Sr. No. 252
254	2.4.1 Network and Security Aspects	9	It should also provide network mobility for users while maintaining consistent security measures across different access modes.	Kindly elaborate the term "network mobility for users", do we need to provide MDM solution?	Clarified above at Sr. No. 252

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S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
255	2.4.1 Network and Security Aspects	9	Traffic segregation between wired and wireless networks must be virtually implemented end-to end. At the firewall level, wired traffic should primarily utilize one ISP, while wireless traffic should employ an alternate ISP, with mutual auto failover support. It is desired that the solution has granular control (at access-micro-segment level) to shift traffic to alternate ISP. Additionally, the solution must facilitate traffic flow analysis among different user groups to optimize security policies continually.	We understand that micro segmentation required on VLAN basis not on individual user/device basis. Kindly confirm	The bidder has to plan, design, implement, and configure the solution based on the scope of the technical specifications of this RFP and the best practices available.
256	5.4. Implementation of NGFW Solution and Network switches	17	f. Must migrate existing active policies/rules from existing system of IDRBT to the proposed solution to ensure stability and continuity in policies.	Kindly provide the details i.e. make and model of existing system of IDRBT	Clarified above at Sr.No 24.
257	5.5. Software Defined Network Access and DC devices:	18	x. The bidder shall ensure that communication to wireless access points (APs) is encrypted using robust cryptographic keys. This encryption is essential to ensure that only authorized and authenticated users can securely utilized the wireless services. Additionally, the bidder must access the wired solution and confirm that it is also capable of encrypting data before the core and access layer.	Kindly confirm if we need to provide encryption solution for the LAN communication.	The bidder is advised to comply with specifications.

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S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
258	5.10. Warranty and AMC of supplied solution	22	5. During the Warranty Period, the selected vendor will have to provide at no additional cost to IDRBT all software updates, releases, Version upgrades, New Versions etc. within 30 days of their availability.	As per the industry standard update should be N-1 version, kindly confirm	No Change
259	5.12. Performance and Support Assurance for Total Solution:	24	5.16 The Bidder shall use a ticketing tool in IDRBT for all incident management, Change management and problem management of the proposed solution	Kindly clarify if bidder need to provide Ticketing tool or use existing ticketing tool, If existing ticketing tool need to be use then please provide the details.	The bidder may choose suitable technology/features to comply with the requirement and separately mention as a line item in BoQ and commercial format.
260	Annex XX. Onsite FMS team- Qualifications and experience	180	· The L1 engineer should be engineering graduate in Computer or allied subjects related to Information and communication technology along with relevant certification from respective OEMs. L1 Engineer should have at least 3 years of experience out which at least 1 year in various technology tracks in similar projects.	Kindly provide the shift details for L1. Also 2 L1 engineer required on each shift or per day.	Clarified above at Sr.No 231
261	2.4 Solution Requirements	9	2.4.1 Network and Security Aspects The hardware proposed for this upgrade must support software-defined network access capabilities, with the network's design predicated on either Layer-2 or Layer-3 topologies.	Pls clarify if the switches are expected to support SDN or Bidder needs to factor in SDN  HW from Day1 as well. If yes , Minimum tech specs of the SDN appliance be pls shared	Clarified above at Sr. No. 1

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S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
262	9. Delivery Schedule	39	9.1 Date Of Completion Within 4 weeks from the date of Purchase order.	Request this be changed as below Within 10 weeks from the date of Purchase order.	No Change
263	12 Service Level Agreement (SLA)	40	Target 4 weeks from the date of Issue of Purchase Order	Request this be changed as below 10 weeks from the date of Issue of Purchase Order	No Change
264	Annex II.7. Web Security Application	90	2. General Requirements The desired solution ought to be an software based	Request this be changed to as below so we can accommodate physical appliance too without the Hypervisor dependencies The desired solution ought to be an software-based on VM or physical appliances based.	Clarified above at Sr. No. 7 & 37
265	Annex II.9. Virtualized Wireless Controller	102	1. Mandatory Requirements	Requesting below change to accommodate physical controllers	Clarified above at Sr. No. 7 & 39
			The Proposed virtual Wireless vWLC (vWLC) must support 200 access points (Aps).	The Proposed virtual Wireless controller VM based or physical appliance based must support 200 access points (Aps).	
266	Annex II.16. Network Admission Control Application	137	2. General Specifications	pls share count of headless devices if any like printers , Cameras, IP phones/Cameras etc. if any with IDRBT to be considered with NAC solution for effective admission control	Clarified above at Sr. No. 42
			The proposed solution shall offer comprehensive visibility of the network by automatically discovering, classifying, and controlling endpoints connected to the network to enable the appropriate services for a total of 150 network and endpoint devices.		

**IDRBT Clarifications to the pre-bid queries and meeting held on 24th July 2024 at IDRBT, Hyderabad.**

S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
267	Annex III. Bill of Material (BOM) without price	146	I Services	Request this be modified as below to accommodate OEM/OEM Certified Partners	Clarified above at Sr. No. 2
			Deployment Audit, Validation and Certification by	Deployment Audit, Validation and Certification by OEM/OEM Certified Partner for various OEMs/ (The Bidder may add row per OEM)	
			OEM N for items various OEMs (The Bidder may add row per OEM)		
268	5.6. Building an On-Premise Private Cloud setup	20	SI to ensure the solution is as per the industry best practice recommendations and certified by respective OEMs, which must be then demonstrated to IDRBT for acceptance.	Request this be changed to accommodate OEM certified Partners  SI to ensure the solution is as per the industry best practice recommendations and certified by respective OEMs/OEM Certified Partner, which must be then demonstrated to IDRBT for acceptance.	Clarified above at Sr. No. 2
269	5.6. Building an On-Premise Private Cloud setup	20	v. Certification by OEM as required and mentioned in the terms and condition or in the specifications list.	Request this be modified as below to accommodate OEM/OEM certified partners  Certification by OEM as required and mentioned in the terms and condition or in the specifications list.	Clarified above at Sr. No. 2
270	5. Requirements and Scope of Work	21	5.7. DC Servers and Services	SOW does not mention of the Servers involved in the virtualised components asked like vWLC, vNAC, vWSA,vSMA etc. in the RFP. The servers for this will have to be planned by Bidder/IDRBT and necessary Hypervisor and support be factored in the BOM;	Clarified above at Sr. No. 7
			Besides a private cloud (captured in Annex II.6), additional servers for running workloads are captured in	Also this server Farm will need separate switches other than the asked switches	

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S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
			Annex II.4 and Annex II.5 as Standalone Servers (Type I and Type II)	Unless the physical server alternative for these components is honoured by IDRBT, such separation will be recommended design to have	
271			2. The successful bidder will be required to provide comprehensive warranty for a period of 3 years (extendible by 1+1 years) from the UAT/acceptance of the solution. The bidder at his own cost, including the cost of transport, shall replace defective hardware.	Request IDRBT to define RMA replacement SLA whether 8*5*NBD or 4 hours on this clause for all components . Tech specs in Annex define this only for HCI and WSA . pls provide clarity on this either on tech specs or separate table detailing the Replacement RMA for all Network elements	Clarified above at Sr. No. 8
272			6.11. The shortlisted bidder is required to formulate a Project Governance team and a Project Implementation team for this project, including appropriate representation from OEM and share details of the same with IDRBT.	Request this be modified as below to accommodate OEM certified Partner. The shortlisted bidder is required to formulate a Project Governance team and a Project Implementation team for this project, including appropriate representation from OEM /OEM certified Partner and share details of the same with IDRBT.	Clarified above at Sr. No. 2
273	Annex II.14. 24 Port L2 Access Switch	130	9. Availability	Request this point be removed since the redundancy can not be provided with single power supply	Clarified above at Sr. No. 40
274	Annex III. Bill of Material (BOM) without price	145	4. Sandbox Solution and associated components for NGFW Gateways Type – IA/IB.	Request the Sizing for the Sandboxing solution be shared wrt number of files to be processed per Day.	Clarified above at Sr. No. 25
275	Annex III. Bill of Material (BOM) without price	145	6. Secure Cloud based DNS Service	Request sizing of the DNS service be shared wrt number of Users	Clarified above at Sr. No. 44

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S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
276	s	16	xiii	Since the FMS scope cannot be handled only with 2 L1, can the bidder factor remote L2 resources as well? Also will the support be required for 24/7 or general shift?	Clarified above at Sr. No. 231
277	5.5	18	viii	The successful bidder is obligated to provide a centralized management and monitoring system for all IT infrastructure components. This system must adhere with the technical specifications specified in the RFP. Can the management be done from bidder's NOC facility with engineers deployed at onsite as well at bidder's NOC? Does IDRBIT has an ITSM solution in place if so what's the ITSM tool?	No, Clarified above at Sr. No. 77
278	5.5	18	xiv	Internet connectivity to Wired and wireless setup integrate via two independent	ISP links will be provided by IDRBT. The bidder should implement and maintain load balancing/load sharing with failure configuration
				ISP's/Connections with logically separate design with fall back to each other at the time needed. Internet connectivity should be provided as part of the solution or it's being provided by IDRBT?	
279	5.3	16	xiii	Requesting IDRBT to share their current architecture (HLD/LLD)	The details will be shared with the successful bidder.
280	6.9	28	iii	Will the backup solution be provided by IDRBT for data as well as network configuration or bidder has to factor the backup solution?	Clarified above at Sr.No 230 and 204

<b>IDRBT Clarifications to the pre-bid queries and meeting held on 24th July 2024 at IDRBT, Hyderabad.</b>					
<b>S. No.</b>	<b>RFP Clause #</b>	<b>RFP Pg.#</b>	<b>RFP Point Number</b>	<b>Query Description</b>	<b>IDRBT Response / Revised Clause</b>
281	5.16	24		The Bidder shall use a ticketing tool in IDRBT for all incident management, Change management and problem management of the proposed solution. Requesting IDRBT to share the current tools landscape, NMS, ITSM, etc.,	Clarified above at Sr. No. 193 and 259.
282	5.16	24		Is the bidder allowed to integrate the IDRBT ITSM with bidder's ITSM for monitoring and management from bidder's NOC?	Clarified above at Sr. No. 193 and 259.
283	5.1	22	7	The selected Bidder shall provide preventive maintenance on a continuous basis without any delay. Requesting IDRBT to share the interval on which the maintenance activities should be carried out, is it monthly, quarterly or 6 months once or annually?	On quarterly basis. Also based on mutual discussion and need basis.
284	5.7	21		Beyond initial deployment, FMS should support management and monitoring of DR from DC. The FMS scope is to manage only the solution that are part of this scope or they should manage the existing infra/solution as well?	FMS support is only for new implementation
285	5.5		viii	The centralized management and monitoring scope is only for the solution that are to be deployed as part of this RFP, right? Or the bidder should manage and monitor other existing infra as well?	For the new total solution deployed as part of this RFP.
286	7. Bidder Eligibility Criteria	32	1.Legal Entity  The Bidder shall provide evidence that it is a current legal entity and in existence for last 5 years from the date of issuance of RFP. Attested copy of the Certificate of Incorporation/Registration of the Bidder	We request IDRBT to amend the Clause as under:  1.Legal Entity The Bidder shall provide evidence that it is a current legal entity and in existence for last 3 years from the date of issuance of RFP. Attested copy of the Certificate of Incorporation/Registration of the Bidder	No Change in RFP. However, the bidder should justify the same with supporting documents.

<b>IDRBT Clarifications to the pre-bid queries and meeting held on 24th July 2024 at IDRBT, Hyderabad.</b>					
<b>S. No.</b>	<b>RFP Clause #</b>	<b>RFP Pg.#</b>	<b>RFP Point Number</b>	<b>Query Description</b>	<b>IDRBT Response / Revised Clause</b>
287	12	41		Implementation Target : 8 weeks from PO & penalty after 10 weeks, request if this can be modified to 12 weeks and 14 weeks ( need 4 weeks for deployment)	No Change
288		42	Penalties	Critical : >T resolution, penalty 5% of MRC, 5% is a very large amount for penalties for each incidents, request to modify this to lower percentage like .5% per incident	No Change
289		42	Penalties	Critical : > 2 incidents per Qtr., penalty 5% MRC. The number of critical incidents might be due to external factors, request bidder not to be penalized for number of incidents > 2 per quarter	No Change
290		43	Penalties	Non Critical Incidents penalty of 1% for 1 to 3 days, 2% for > 5 days. Request to remove the penalties for non Critical incidents.	No Change
291		43	Penalties	non critical incidents > 10 per Quarter penalty of 3% MRC per Q, this is not controlled by the NI as this can be service requests, request to remove the penalties for number of noncritical issues	No Change
292	Building an On-Premises Private Cloud Setup	87	The solution shall support integration with popular third-party data backup / protection solutions.	Does the bidder has to propose separate automated backup and recovery solution? if yes kindly help to get the details of required backup solution. Also share the backup retention policy.	Clarified above at 203 and 204
293	General Question			Do you need RPO and RTO? If yes kindly share the required RPO & RTO parameter.	Not applicable during implementation
294	Building an On-Premises Private Cloud Setup	83	Internal Storage: Total of 35 TB usable with R2; NVMe storage; 50% scalable for expansion.	Do you need specific IOPs? If yes kindly share the required numbers	No Change (NVMe suffices)
295	5.7. DC Servers and Services	21	Migration of VMs and Network components in current infrastructure should be supported by the System Integrator.	is there migration activities? If yes kindly share the details of the components that need to be migrated from existing setup to the proposed setup.	Clarified above at Sr. No. 84

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S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
296	9. Delivery Schedule	39	9.6. The Bidder shall resolve any system software and integration issues with existing systems and application related problems during installation of the proposed solution.	Do you need DRM tool to automate the DR? if yes kindly share the requirement details.	Optional for future requirement.
297	General Q		5. Requirements and Scope of Work	Hope OS & DB licenses will be taken care of by IDRBT, and also implementation and configuration of OS and DB in the proposed solution will be taken care by of IDRBT only	Yes for existing applications being migrated.
298	Annex II.6. Building an On-Premises Private Cloud Setup	87	Disaster Recovery: The proposed solution should support multi-site (One to Many & Many to One) replication.	We hope the link between DC, DR and other site for replication purposes will be taken care of by IDRBT only.	Yes
299	General Q			Hope the asked components in the RFP are sufficient to run the solution. Hence bidder will not to be needed to supply any other components.	Passive and other components in bidders' solution have to be included in the commercial bid as a line item.
300	Building an On-Premises Private Cloud Setup		The solution should have integration capability with Private or Public Clouds as an option	Kindly help us with providing the existing setup detail that has to be integrated with proposed solution.	Requirement withdrawn.
301	General Q			Hope the asked configuration of server, storage and other components are very much sufficient. And bidder will not be responsible for any kindly of performance issue.	Additional provisions may be needed for virtualized appliances.

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S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
302	5.3	15	v	The respective Original Equipment Manufacturer (OEM) shall provide an undertaking stating that if the bidder fails to resolve or handle any issue within stipulated time limits, the OEM will take direct responsibility for addressing the issue or involve its channel partner. Back to back support contract has been asked in the RFP which implies the OEM's support will troubleshoot and resolve the issue by default. No additional undertaking is required. So, please remove this clause.	No Change. For more details, refer to Sr. No. 2
303	5.10	22	8	In the case of any error on account of software corruption the relevant defect should be attended to immediately and rectified within 2 hours of the receipt/notice of the complaint. Further, proportionate penalty will be levied in case of down time of the systems, which shall include extension of warranty period to the extent of down time and penalty of 0.5% per week which may extend up to the 10% of Total Project Cost.  Penalties are defined in page 42 as per the severity of the incident. So, please remove this clause.	Clarified above at Sr.No.93

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S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
304	5.12	23	i	<p>During the immediate post deployment demonstration of the Total Solution in the live environment in IDRBT, the system integrator and respective OEM must demonstrate that the Memory and CPU utilisation of all the component doesn't exceed 50% of the total memory and CPU capacity (Individually and as a whole). In case this requirement is not met, then the respective OEM and System Integrator must replace those components with a higher capacity box to meet this requirement without any additional cost implication to IDRBT.</p> <p>Infrastructure sizing has been given by IDRBT, hence bidders can not guarantee the utilization levels. So, please remove this clause.</p>	Clarified above at Sr. No. 69
305	8.19	38	19	<p>IDRBT will decide the final bill of material based on techno-commercial evaluation after price discovery. The revised BOM will be considered for subsequent steps.</p> <p>- Can we consider the given BOM as the minimum BOM or any possibility of reduction?</p>	Clarified above at Sr. No. 77

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<b>S. No.</b>	<b>RFP Clause #</b>	<b>RFP Pg.#</b>	<b>RFP Point Number</b>	<b>Query Description</b>	<b>IDRBT Response / Revised Clause</b>
306	Annex II.6.	83	5	<p>Memory - Each node should have 2x64 GB GB RAM DDR5 or better With 50% free slots. - It is recommended to have memory in proportionate with the CPU cores. And it is also recommended to populate at least 4 DIMM slots. So we request IDRBT to change this point as below.</p> <p>Memory - Each node should have minimum 256GB RAM DDR5 or better With 50% free slots.</p>	Clarified above at Sr. No. 78
307	Annex II.6.	86	11	<p>It should allow dynamic adjustment of the teaming algorithm on a Virtual Switch to balance the load across physical network adapters.</p> <p>- Dynamic adjustment of teaming may cause instability and intermittent outage of the systems. So, we request you to please remove this point.</p>	Clarified above at Sr. No. 79

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S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
308	Annex II.6.	89	15	<p>The solution should provide capacity optimization capabilities to identify over-provisioned &amp; under-provisioned resources and provide recommendations, alerts and automated actions on right-sizing and resource consumption so they can be optimal in performance and avoid resource wastage. Should provide visibility of capacity and VMs which can be reclaimed and cost visibility of the reclaimed capacity and VMs.</p> <p>- We request you to please change this clause as "The solution should provide capacity optimization capabilities to identify over-provisioned &amp; under-provisioned resources and provide recommendations, alerts and automated actions on rightsizing and resource consumption so they can be optimal in performance and avoid resource wastage. Should provide visibility of capacity and VMs which can be reclaimed."</p>	Clarified above at Sr. No. 80
309	Annex XX	180	<p>· The L1 engineer should be engineering graduate in Computer or allied subjects related to Information and communication technology along with relevant certification from respective OEMs. L1 Engineer should have at least 3 years of experience out which at least 1 year in various technology tracks in similar projects.</p>	<p>Kindly provide the shift details for L1. Also 2 L1 engineer required on each shift or per day.</p>	Clarified above at Sr. No. 231
310	9. Delivery Schedule	39	Delivery of all items-Within 4 weeks from the date of Purchase order.	Request to increase the delivery timeline to 8 weeks from the date of Purchase order	No Change

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S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
311	9. Delivery Schedule	39	Implementation of the proposed Total solution - Within 8 weeks from the date of Purchase order	Request to increase the Implementation timeline to 12 to14 weeks from the date of hardware delivery	No Change
312	9. Delivery Schedule	39	Completion of User Acceptance test - Within 11 weeks from the date of Purchase order	Request to increase the UAT timeline to 20 weeks from the date of Purchase order	No Change
313	Annex II.7.-Web Security Application	90	The underlying operating system of the proposed solution should be robustly hardened, specifically for web proxy and caching functionalities, and the solution must be designed to support a minimum of 150 users from inception, inclusive of requisite licenses.	Please confirm if 150 is concurrent users ? Or overall a users for license consideration?	Overall users 150 from day 1.
314	Annex II.7.-Web Security Application	97	4. High Availability : The proposed solution is required to guarantee high availability, incorporating failover capabilities, and must be scalable to accommodate evolving IDRBT demands.	As per this statement , high availability is required which contradicts volume given on Pag 14 i.e. e one software based web applications security solution require in Hyderabad. Please clarify Web Application solution require in HA ? And how it would be hosted within same DC or one in Hyd and other in Mum?	No Change , HA only for WSA.
315	Annex II.7.-Web Security Application	97	The proposed solution is required to guarantee high availability, incorporating failover capabilities, and must be scalable to accommodate evolving IDRBT demands.	Please mention what growth rate consider year on year basis to accommodate IDRBT future demand.	The details will be discussed with the successful bidder.

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S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
316	Annex II.16. Network Admission Control Application	137	2. General Specifications-The proposed solution shall offer comprehensive visibility of the network by automatically discovering, classifying, and controlling endpoints connected to the network to enable the appropriate services for a total of 150 network and endpoint devices.	We understand 150 count includes network devices ? Kindly clarify	Clarified above at Sr.No 42.
317	Annex II.16. Network Admission Control Application	137	The solicited solution is required to furnish a robust and adaptable attribute-based access control system that integrates authentication, authorization, and accounting (AAA), posture, guest access, profiling, and BYOD services within a singular platform	Please share maximum number of BYOD devices that can be considered for solutioning?	Clarified above at Sr.No 42.
318	Annex II.8. Cloud based DNS Service	98	Generic	Please share Top Level Domain (TLD) detail for DNS security , both names and count of domain.	The details will be discussed with the successful bidder.
319	Annex II.8. Cloud based DNS Service	98	Generic	Please confirm, how many DNS Query Per Second (DNS) required for sizing of DNS Security?	The details will be discussed with the successful bidder.
320	Central Management Console for firewall		The proposed management solution shall offer a customizable management dashboard, providing quick insights into applications, users, files, top rule usage, Threat classification/category, content, real-time traffic visibility, device inventory, alerts, and role-based access control.	Do you need firewall central manager for managing in scope firewalls ?	The Central Management System should be made available with solution at Hyderabad Location only.

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S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
321	Central Management Console for firewall		The proposed management solution shall offer a customizable management dashboard, providing quick insights into applications, users, files, top rule usage, Threat classification/category, content, real-time traffic visibility, device inventory, alerts, and role-based access control.	Please confirm how many centralized firewall manager is required ? Standalone or in redundancy? and where it going be deployed Hyderabad or Mumbai?	The Central Management System should be made available with solution at Hyderabad Location only.
322	5.4. Implementation of NGFW Solution and Network switches		vi. The successful bidder proposed NGFW solution shall offer a unified reporting and management dashboard that consolidates data from all perimeter security devices. This dashboard should align with the detailed specifications provided. In the event that the original equipment manufacturer (OEM) cannot fulfil this requirement, third-party software or hardware may be utilized. However, it is essential that the respective OEM of the Next Generation Firewall (NGFW) takes responsibility for ensuring the smooth, efficient, and effective performance of any such third-party tools throughout the entire contract period.	1. Do you need firewall analyser for analysing consolidated data from all perimeter devices e.g. Firewalls ? Please confirm ? 2. Apart from firewall do you want to integrate any other perimeter security device?	The bidder should design the solution to comply with the requirements.
323	5. Requirements and Scope of Work		3. Sandbox Solution and associated components for NGFW Gateways Type – IA/IB.	Do you want to consider firewall vendor cloud based sandboxing environment for this solution? Else please provide below details: 1.Kindly confirm which sandbox solution require on-prem or on-cloud? 2. What is expected requirement for files	Clarified above at Sr.No 25

**IDRBT Clarifications to the pre-bid queries and meeting held on 24th July 2024 at IDRBT, Hyderabad.**

S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
				per second processing in sandbox environment?	
324	Generic		Regarding L2 and L3 support for Security services	1. We assume L2 and L3 security support will be cover by IDRBT security team, please confirm ? 2. Is there any expectation from bidder on provisioning L2 and L3 support?	Clarified above at Sr.No 229.
325	J. Facility managements services		Facility Management Services from System Integrator L1 Level resource for year 1 ( 1 for Server and 1 for Security)	1. Please confirm where L1 resource will deploy : Hyderabad or Mumbai location ? 2. 1 xL1 security resource not looks sufficient to provide all support to meet given SLA. Could you please revisit and recheck number if additional L1 can be deploy?	No Change; Hyderabad Location only.
326	Generic			Is this in scope NAC and Web Security Gateway is new deployment ? Or Do you have existing NAC and Web Gateway on prem hosted ?	As part of the new Scope of Work.
327	Generic			Do you need any kind of remote support for maintaining and managing security in scope services ?	No, However, as part of the total solution design the bidder may decide to meet availability requirements.
328	Generic			We assume you will provide virtual machine from your Private cloud infra for in scope security solution: NAC and Web Security Application which will host on-prem? Or do bidder need to consider server for in scope security solution requirement separately?	Clarified above at Sr.No 7.

**IDRBT Clarifications to the pre-bid queries and meeting held on 24th July 2024 at IDRBT, Hyderabad.**

<b>S. No.</b>	<b>RFP Clause #</b>	<b>RFP Pg.#</b>	<b>RFP Point Number</b>	<b>Query Description</b>	<b>IDRBT Response / Revised Clause</b>
329	General Specifications	138	The solicited solution is required to furnish a robust and adaptable attribute-based access control system that integrates authentication, authorization, and accounting (AAA), posture, guest access, profiling, and BYOD services within a singular platform	Please share tentative number(or %) for BYOD users count out of 150 users ?	Clarified above at Sr.No 42
330	"Stage of product Life cycle"	25	5.22 Uninstallation of existing software, hardware and other equipment required to build the proposed total solution, installation and relocation of new/existing hardware, software and other infrastructure is under the scope of total solution.	Please confirm that all existing security solutions needs to be de-rack only? Or do you want to delete configuration also?	As part of the buy back, the devices should be zeroized.
331	"Stage of product Life cycle"	25	5.22 Uninstallation of existing software, hardware and other equipment required to build the proposed total solution, installation and relocation of new/existing hardware, software and other infrastructure is under the scope of total solution.	that needs to be de-rack as mentioned below: Firewall Web Proxy Gateway NAC HSM PCIe device	The details will be discussed with the successful bidder.
332	RACI	28	Activity: Software Security Vulnerability Assessment	Please elaborate on scope of software vulnerability assessment, are you expecting to test code of software? How many applications consider in scope?	No Change; Applicable only for solution elements provided.

**IDRBT Clarifications to the pre-bid queries and meeting held on 24th July 2024 at IDRBT, Hyderabad.**

S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
333	6. Facilities Management Services (FMS)	26	6.4 The FMS is responsible to ensure that any security vulnerabilities/patches/upgrades/fine tuning of configuration/preventive maintenance/backup and restore operation as notified by respective OEM/s on any equipment installed at IDRBT Infrastructure are appropriately addressed and is required to provide a quarterly report from respective OEM confirming the same.	Do you provide security Vulnerability scan report (from existing tool if any) for proposed infra to fix vulnerabilities by vendor L1 resource?	No Change; Applicable only for solution elements provided.
334	Annex III. Bill of Material (BOM) without price	145	Regarding Firewall Central Management Server	This line item is missing in BOM , please add for commercials.	The bidder may add in the commercial bid format in the same category using additional rows.
335	Annex III. Bill of Material (BOM) without price	145	Regarding 'Network Access Control System and Management'	Please confirm NAC quantity , in BOM it mentioned '1' whereas in Section 5. Requirements and Scope of Work, it mentioned '2'.	The bidder should ensure High Availability.
336	Annex III. Bill of Material (BOM) without price	145	Web Security Application along with proxy features (Wi-Fi/Wired user protection)	Also please confirm on quantity of Web Security Application gateway to be deployed in Hyderabad DC.	The bidder should propose as per OEMs best practice.
337	6.9	29	xxiii. Log Collection and Analysis	What is log retention period required?	The details will be discussed with the successful bidder.

**IDRBT Clarifications to the pre-bid queries and meeting held on 24th July 2024 at IDRBT, Hyderabad.**

S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
338	2 (Corrigendum)		The private keys should always remain in FIPS 1402 Level 3 Certified Memory of HSM & Private Keys should never be available in software or application layer in any form, except for approved data migration to different hardware under strong change control.	Request to change this clause to "The private keys should always remain in FIPS 140-2 Level 3 Certified Memory of HSM & Private Keys should never be available in software or application layer in any form, except for approved data migration to same HSM model or FIPS 140-2 Level 3 Certified back up HSM under strong change control"	The private keys should always remain in FIPS 140-2 Level 3 Certified Memory of HSM & Private Keys should never be available in software or application layer in any form, except for approved data migration to same HSM model or FIPS 140-2 Level 3 Certified back up HSM under strong change control
339	2 (Corrigendum)		The private keys should always remain in FIPS 1402 Level 3 Certified Memory of HSM & Private Keys should never be available in software or application layer in any form, except for approved data migration to different hardware under strong change control.	Please elaborate, what devices are considered under 'different hardware' in given clause ?	Clarified above in Sr.No 338
340	2 (Corrigendum)		The private keys should always remain in FIPS 1402 Level 3 Certified Memory of HSM & Private Keys should never be available in software or application layer in any form, except for approved data migration to different hardware under strong change control.	We understand migration to different hardware means from existing HSM Pie model to new HSM PCIe model, please confirm.	Clarified above in Sr.No 338

**IDRBT Clarifications to the pre-bid queries and meeting held on 24th July 2024 at IDRBT, Hyderabad.**

S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
341	Cryptographic Algorithm and Support Point number 5		Provision to securely migrate the existing keys from HSM PCIe Device (if required) to the newly supplied devices at Hyderabad and Mumbai (in a phased manner) in accordance with FIPS 140-2 level 3 certification. A declaration to this effect (provision is available / not available) may be submitted along with the bid.	Request to share the existing PCIe HSM make and model	Clarified above in Sr.No 338
342	5.26	25	The successful bidder shall prioritize the security of the proposed solution. Given IDRBT's status as a financial institute, robust security checks and validation processes are imperative to ensure fool proof access to the systems. These security measures must be an integral component of the product.	We understand IDRBT will extend their existing Anti-virus solution for server security and integrate proposed solution with their existing SIEM platform for 24x7 security monitoring, bidder L1 team will work on incident tickets raise by IDRBT SOC team. Please confirm.	Yes, for end points and existing applications ; For elements of the proposed solution security aspects including ticketing to be covered by the bidder.
343	5.26	25	The successful bidder shall prioritize the security of the proposed solution. Given IDRBT's status as a financial institute, robust security checks and validation processes are imperative to ensure fool proof access to the systems. These security measures must be an integral component of the product.	Please elaborate on what are security measures require to be integrated with proposed solution.	The bidder should comply with requirements mentioned in the RFP and based on advisories from regulatory authorities.

**IDRBT Clarifications to the pre-bid queries and meeting held on 24th July 2024 at IDRBT, Hyderabad.**

S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
344	5.4. Implementation of NGFW Solution and Network Switches		iv. The successful bidder is obligated to maintain detailed service logs, documenting the nature of services provided during troubleshooting activities. These records must be submitted to IDRBT on a weekly, monthly and quarterly basis.	<p>Please confirm if you have existing syslog server that can leverage for maintaining service log of proposed solution, if yes please share existing syslog tool name.</p> <p>If no, can bidder propose a new syslog solution ? Do you provide storage for log retention or bidder needs to provide complete solution with storage? Please confirm</p>	Clarified above at Sr.No 77.
345	6.9	28	xv Implement Event correlation and filtering though Event Management policies when an Event occurs	We understand event correlation will be taken care by IDRBT existing SIEM platform. FMS will provide require inputs and make configuration changes as per IDRBT SOC team requirement to enable require security logs on devices. Please confirm	FMS should support and perform Event correlation
346	6.9	28	xv Implement Event correlation and filtering though Event Management policies when an Event occurs	Please elaborate what is expected from FMS in implementing event correlation?	Event correlation is on reactive basis for with Root Cause Analysis.

**IDRBT Clarifications to the pre-bid queries and meeting held on 24th July 2024 at IDRBT, Hyderabad.**

S. No.	RFP Clause #	RFP Pg.#	RFP Point Number	Query Description	IDRBT Response / Revised Clause
347	6. Facilities Management Services (FMS)		6.4. The FMS is responsible to ensure that any security vulnerabilities/patches/upgrades/fine tuning of configuration/preventive maintenance/backup and restore operation as notified by respective OEM/s on any equipment installed at IDRBT Infrastructure are appropriately addressed and is required to provide a quarterly report from respective OEM confirming the same.	Does L1 resource also require to manage existing any other infrastructure of IDRBT, if yes, please share details of existing any equipment details.	FMS is only for the solution proposed in this RFP.
348	General			what is count of IPSEC and SSL VPN for Type 1A, Type 1B, Type II firewalls	Clarified above at Sr.No 48
349				(I) Consider removing the average turnover criteria of Rs.25 crores for the last 3 years- for MSME registered bidders - sub serial no.3 of serial number 7	No Change
350				(II) Consider reduction of the ePBG value to 1% of the PO value - serial no.17	No Change
351				(III) Payment terms may kindly be considered as per 80%of total hardware cost against delivery – sub serial no.1 – of serial no. 15	No Change
					Please refer to Page No 50 (Point a) and 59 (Clause no 41) Read “Bank” as “IDRBT”.



**1. Additional Scope of Work for HSM PCI Card in Server Type II**

1. The bidder needs to provide complete end to end solution including hardware, software, necessary accessories, active and passive components for efficient functioning of the proposed solution Hardware Security Module PCIe Card, as stated in the Technical Specification in this RFP/Corrigendum. The Bidder can quote equivalent or higher technical specifications to the requirements.
  2. The bidder shall also engage the services of the respective OEMs for post implementation audit, validation and certification by the OEM that the solution has been implemented as per the plan & design provided by them.
  3. The bidder should address statutory requirements, network and security audit recommendations suggested by IDRBT from time to time on regular basis without additional cost to IDRBT.
  4. For HSM PCIe Device
    - a. The bidder should mount/deploy/integrate the HSM PCIe Device with the Server Type II.
    - b. The bidder should provide backup and restore facility in tamper resistant hardware compatible with the newly configured device.
- 2. Technical specification of the HSM PCIe Card.**

**Annex II.17. Technical Specification and Technical bid format for HSM PCIe Card**

Sr.No	Technical Specifications for HSM PCIe Device	Compliance Y/N	Comments/ Supporting Documents
<b>A</b>	<b>General Specifications</b>		
1	The proposed product should be 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 5 years from the date of acceptance.		
2	The Hardware security module should be a PCIe based device integrated in Server Type II of this RFP for Windows / Linux operating systems (including devices driver software).		
3	The HSM should support a minimum of 25 Transaction Signing per Second for RSA 2048 bits		
4	The HSM should be FIPS 140-2 level 3. Existing Private Keys should be migrated, stored and protected within Certified memory of HSM PCIe Device for entire key life cycle.		

Sr.No	Technical Specifications for HSM PCIe Device	Compliance Y/N	Comments/ Supporting Documents
5	The private keys should always remain in FIPS 140-2 Level 3 Certified Memory of HSM & Private Keys should never be available in software or application layer in any form, except for approved data migration to similar equipment.		
6	The backup and restore operations should be supported with FIPS 140-2 level 3 HSM for Storing the Signing & Encryption Certificates.		
7	The HSM should have an ability to generate and store (Keys) at least 1000 RSA keys (2048 ) onboard on demand and shall be secured signing inside HSM in accordance with FIPS 140-2 LEVEL 3 recommendations		
8	The required HSM must support PCI-Express CEM 3.0, PCIe Express Base 2.0		
<b>B</b>	<b>Cryptographic Algorithm and Support</b>		
1	The HSM PCIe Device should support Key Exchange Symmetric Algorithm: AES, ARIA, CAST, HMAC, SEED, Triple DES, RCS, RC4, RC5, CAST etc.,		
2	The HSM PCIe Device should support PKCS#11, CAPI, OpenSSL, JCE/JCA		
3	The HSM PCIe Device should support Hash Message Digest HMAC, SHA1 and SHA2 (512).		
4	The HSM PCIe Device should support various cryptographic algorithms like Asymmetric Key RSA (1024-4096 bits), DSA , (ECDSA, ECDH, Ed25519, ECIES) etc.,		
5	Provision to securely migrate the existing keys from HSM PCIe Device (if required) to the newly supplied devices at Hyderabad and Mumbai (in a phased manner) in accordance with FIPS 140-2 level 3 certification. A declaration to this effect (provision is available / not available) may be submitted along with the bid.		
<b>C</b>	<b>Other Specifications</b>		
1	The HSM should support Multi-person MofN with both Remote and Local multi-factor authentication for increased security and as per CCA guidelines.		
2	The HSM should comply with the latest “Guidelines for issuance of SSL Certificates of CCA”.		
3	Support: 24*7 OEM support for HSM is critical to meet the SLAs.		
4	The HSM PCIe Device should provide Random Number Generation to comply with AIS 20/31 to DRG.4 and also compliant to NIST 800-90A , CTR-DRBG.		
5	The proposed HSM PCIe Device should be compatible with all the Class-II & Class-III DSC (Digital Signature Certificate) issued from the Indian CAs (Certified Authorities).		

Sr.No	Technical Specifications for HSM PCIe Device	Compliance Y/N	Comments/ Supporting Documents
6	The HSM PCIe Device should have the ability to enable / disable policies by HSM commands which will be applicable for Application Users.		
7	The HSM PCIe Device should support logging and viewing of logs of Signed and tamper - evident event based audit logs.		
8	The device should not have root or super-user access to HSM appliance in any way like No access to bash , ksh or any default terminal shells etc.,		
9	The Mean Time Between Failure (MTBF) of the device should be more than 150,000 hrs		
10	The bidder should quote for HSM PCIe Device, backup device and accessories with 3 + 2 Year on-site comprehensive warranty.		
11	The HSM PCI Device should support Safety & Environmental Compliance like BIS, UL,CSA,CE ; FCC,CE,VCCI,C-TICK,KC Mark ; RoHS2, WEEE		

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**Annex – III Revised Indicative Bill of Material**

Product Area	Description*	Hyderabad	Navi Mumbai	Item Name	Model No. / Part Code	OEM Name
<b>A</b>	<b>Security Solutions</b>					
1	NGFW Appliance Type IA	2	0			
2	NGFW Appliance Type IB	2	0			
3	NGFW Appliance Type II	2	2			
4	Sandbox Solution and associated components for NGFW Gateways Type – IA/IB.	1	0			
5	Web Security Application along with proxy features (Wi-Fi/Wired user protection)	1	0			
6	Secure Cloud based DNS Service	1	0			
7	Centralised Management System for above Sr. No 1 to 4.	1	0			
<b>B</b>	<b>Security Solutions Support/ AMC/ATS</b>					
1	AMC for NGFW Appliance Type IA per year (For 4 <sup>th</sup> and 5 <sup>th</sup> Year)	2	0			
2	AMC for NGFW Appliance Type IB per year (For 4 <sup>th</sup> and 5 <sup>th</sup> Year)	2	0			
3	AMC for NGFW Appliance Type II per year (For 4 <sup>th</sup> and 5 <sup>th</sup> Year)	2	2			
4	Sandbox Solution and associated components for NGFW Gateways Type – IA/IB.	1	0			
5	AMC for Web Security Application per year (For 4 <sup>th</sup> and 5 <sup>th</sup> Year)	1	0			
6	AMC for Cloud DNS Security per year (For 4 <sup>th</sup> and 5 <sup>th</sup> Year)	1	0			
7	AMC for Centralised Management System per year (For 4 <sup>th</sup> and 5 <sup>th</sup> Year)	1	0			
<b>C</b>	<b>Software Defined Network Switching (Wired and Wireless)</b>					
1	WAN Edge Switches Type I	4	2			
2	Server Switch Type II	2	0			
3	Core Switch Type III	2	0			
4	Access Switch Type IV (48 Port)	7	0			
5	Access Switch Type V(24 Port)	6	1			
6	Virtualised Wireless Controllers /Appliance	2	0			
7	Wi-Fi Indoor Access Points	35	0			
8	Network Access Control System and Management /Appliance	1	0			

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**Annex – III Revised Indicative Bill of Material**

Product Area	Description*	Hyderabad	Navi Mumbai	Item Name	Model No. / Part Code	OEM Name
9	Syslog Server	1	0			
10	ITSM - Monitoring Tool	1	0			
11	100 end point Additional Licenses for Network Access Control System and Management	1	0			
<b>D</b>	<b>Network Switches and Virtual Applications Product Support/ AMC/ATS</b>					
1	AMC for WAN Edge Switches Type I for year 1 (For 4 <sup>th</sup> and 5 <sup>th</sup> Year)	4	2			
2	AMC for Server Switch Type II for year 1 (For 4 <sup>th</sup> and 5 <sup>th</sup> Year)	2	0			
3	AMC for Core Switch Type III for year 1 (For 4 <sup>th</sup> and 5 <sup>th</sup> Year)	2	0			
4	AMC for Access Switch Type IV (48 Port) for year 1 (For 4 <sup>th</sup> and 5 <sup>th</sup> Year)	7	0			
5	AMC for Access Switch Type V (24 Port) for year 1 (For 4 <sup>th</sup> and 5 <sup>th</sup> Year)	6	1			
6	AMC for Virtualised Wireless Controllers/Appliance for year 1 (For 4 <sup>th</sup> and 5 <sup>th</sup> Year)	2	0			
7	AMC for Wi-Fi Indoor Access Points for year 1 (For 4 <sup>th</sup> and 5 <sup>th</sup> Year)	35	0			
8	AMC for Network Access Control System and Management / Appliance for year 1 (For 4 <sup>th</sup> and 5 <sup>th</sup> Year)	2	0			
9	AMC for Syslog Server for year 1 (For 4 <sup>th</sup> and 5 <sup>th</sup> Year)	1	0			
10	AMC for ITSM Tool - Monitoring Tool for year 1 (For 4 <sup>th</sup> and 5 <sup>th</sup> Year)	1	0			
11	AMC for 100 Additional Licenses for Network Access Control System and Management for year 1 (For 4 <sup>th</sup> and 5 <sup>th</sup> Year)	1	0			
<b>E</b>	<b>Hardware Rack Servers</b>					
1	Rack Servers – Type I	2	2			
2	Rack Servers – Type II	1	1			
<b>F</b>	<b>Rack Servers Support/ AMC/ATS</b>					
1	AMC for Servers for Type I for 1 year (For 4 <sup>th</sup> and 5 <sup>th</sup> Year)	2	2			
2	AMC for Servers for Type II for 1 year (For 4 <sup>th</sup> and 5 <sup>th</sup> Year)	1	1			
<b>G</b>	<b>Building an On Premises Private Cloud Setup</b>					
1	Hardware for Building an On Premises Private Cloud Setup	1 Set (With 9 Nodes)	0			

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Product Area	Description*	Hyderabad	Navi Mumbai	Item Name	Model No. / Part Code	OEM Name
2	Virtualization Software Licences for Building an On Premises Private Cloud Setup	1 Set (With 9 Nodes)	0			
3	Additional 10 TB Storage in Private Cloud Setup built-in above Sr. No 1.	1	0			
4	AMC for Private Cloud Servers for year 1 year (For 4th and 5th Year)	1	0			
5	AMC for Private Cloud Software for year 1 (For 4th and 5th Year)	1	0			
<b>H</b>	<b>For Scalability/expansion</b>					
1	Additional node including software license in cloud setup beyond 9 node	1				
2	128 GB DDR5 RAM Card	1				
3	64 GB DDR5 RAM Card	1				
4	32 GB DDR5 RAM Card	1				
5	3.8 TB NVMe	1				
<b>I</b>	<b>Services Implementation Cost</b>					
1	Implementation services by System Integrator of the Total Solution.	1	0			
2	Deployment Audit, Validation and Certification by OEM N for items various OEMs (The Bidder may add row per OEM)	1	0			
<b>J</b>	<b>Facility managements services</b>					
1	Facility Management Services from System Integrator L1 Level resource for year 1 ( 1 for Server and 1 for Security)	2	0			
<b>K</b>	<b>Additional Passive Components, accessories, etc if required to provide Total solution (give item-wise details for each component offered and quoted) for implementing the total solution (the bidder may add additional rows and submit)</b>					
1	Passive Component 1					
2	Passive Component N					
<b>L</b>	<b>Any other additional component required for working of the solution and incur cost as part of TCO (the bidder may add additional rows and submit)</b>					
1	Additional Component 1					

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Product Area	Description*	Hyderabad	Navi Mumbai	Item Name	Model No. / Part Code	OEM Name
2	Additional Component N					
<b>M</b>	Buy of Old Equipment on “ as is where basis”					
<b>N</b>	<b>HSM PCIe Device</b>					
1	<b>HSM PCIe Device and accessories with 3 year warranty</b>	1	1			
2	<b>4<sup>th</sup> and 5<sup>th</sup> Year additional warranty per annum Cost (payable on quarterly arrears basis)</b>	1	1			

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**Annex – IV Revised Commercial Bid Format**

Product Area	Description*	Qty (a)	Unit Price (b)	Total Amount (c) = a*b	Taxes in % (d)	Taxes (e) =d*c	Total Amount (f)= e+c
<b>A</b>	<b>Security Solutions</b>						
1	NGFW Appliance Type IA	2					
2	NGFW Appliance Type IB	2					
3	NGFW Appliance Type II	4					
4	Sandbox Solution and associated components for NGFW Gateways Type – IA/IB.	1					
5	Web Security Application along with proxy features (Wi-Fi/Wired user protection)	1					
6	Secure Cloud based DNS Service	1					
7	Centralised Management System for above Sr.No 1 to 4.	1					
	<b>A-Total Amount in Rs</b>						
<b>B</b>	<b>Security Solutions Support/ AMC/ATS</b>						
1	AMC for NGFW Appliance Type IA for year 1 (For 4 <sup>th</sup> and 5 <sup>th</sup> Year)	2					
2	AMC for NGFW Appliance Type IB for year 1 (For 4 <sup>th</sup> and 5 <sup>th</sup> Year)	2					
3	AMC for NGFW Appliance Type II for year 1 (For 4 <sup>th</sup> and 5 <sup>th</sup> Year)	4					
4	Sandbox Solution and associated components for NGFW Gateways Type – IA/IB.	1					
5	AMC for Web Security Application for year 1 (For 4 <sup>th</sup> and 5 <sup>th</sup> Year)	1					
6	AMC for Cloud DNS Security for year 1 (For 4 <sup>th</sup> and 5 <sup>th</sup> Year)	1					
7	AMC for Centralised Management System for year 1 (For 4 <sup>th</sup> and 5 <sup>th</sup> Year)	1					
	<b>B-Total Amount in Rs</b>						
<b>C</b>	<b>Software Defined Network Switching (Wired and Wireless)</b>						

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**Annex – IV Revised Commercial Bid Format**

Product Area	Description*	Qty (a)	Unit Price (b)	Total Amount (c) = a*b	Taxes in % (d)	Taxes (e) =d*c	Total Amount (f)= e+c
1	WAN Edge Switches Type I	6					
2	Server Switch Type II	2					
3	Core Switch Type III	2					
4	Access Switch Type IV (48 Port)	7					
5	Access Switch Type V(24 Port)	7					
6	Virtualised Wireless Controllers /Appliance	2					
7	Wi-Fi Indoor Access Points	35					
8	Network Access Control System and Management /Appliance	1					
9	Syslog Server	1					
10	ITSM - Monitoring Tool	1					
11	Nos. 100 Additional Licenses for Network Access Control System and Management	1					
	<b>C-Total Amount in Rs</b>						
<b>D</b>	<b>Network Switches and Virtual Applications Product Support/ AMC/ATS</b>						
1	AMC for WAN Edge Switches Type I for year 1 (For 4 <sup>th</sup> and 5 <sup>th</sup> Year)	6					
2	AMC for Server Switch Type II for year 1 (For 4 <sup>th</sup> and 5 <sup>th</sup> Year)	2					
3	AMC for Core Switch Type III for year 1 (For 4 <sup>th</sup> and 5 <sup>th</sup> Year)	2					
4	AMC for Access Switch Type IV (48 Port) for year 1 (For 4 <sup>th</sup> and 5 <sup>th</sup> Year)	7					
5	AMC for Access Switch Type V (24 Port) for year 1 (For 4 <sup>th</sup> and 5 <sup>th</sup> Year)	7					
6	AMC for Virtualised Wireless Controllers/Appliance for year 1 (For 4 <sup>th</sup> and 5 <sup>th</sup> Year)	2					

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**Annex – IV Revised Commercial Bid Format**

Product Area	Description*	Qty (a)	Unit Price (b)	Total Amount (c) = a*b	Taxes in % (d)	Taxes (e) =d*c	Total Amount (f)= e+c
7	AMC for Wi-Fi Indoor Access Points for year 1 (For 4 <sup>th</sup> and 5 <sup>th</sup> Year)	35					
8	AMC for Network Access Control System and Management / Appliance for year 1 (For 4 <sup>th</sup> and 5 <sup>th</sup> Year)	2					
9	AMC for Syslog Server for year 1 (For 4 <sup>th</sup> and 5 <sup>th</sup> Year)	1					
10	AMC for ITSM Tool - Monitoring Tool for year 1 (For 4 <sup>th</sup> and 5 <sup>th</sup> Year)	1					
11	AMC for Nos. 100 Additional Licenses for Network Access Control System and Management for year 1 (For 4 <sup>th</sup> and 5 <sup>th</sup> Year)	1					
	<b>D-Total Amount in Rs</b>						
<b>E</b>	<b>Hardware Rack Servers</b>						
1	Rack Servers – Type I	4					
2	Rack Servers – Type II	2					
	<b>E-Total Amount in Rs</b>						
<b>F</b>	<b>Rack Servers Support/ AMC/ATS</b>						
1	AMC for Servers for Type I for 1 year (For 4 <sup>th</sup> and 5 <sup>th</sup> Year)	4					
2	AMC for Servers for Type II for 1 year (For 4 <sup>th</sup> and 5 <sup>th</sup> Year)	2					
	<b>F-Total Amount in Rs</b>						
<b>G</b>	<b>Building an On Premises Private Cloud Setup</b>						
1	Hardware for Building an On Premises Private Cloud Setup	1 Set (With 9 Nodes)					
2	Virtualization Software Licences for Building an On Premises Private Cloud Setup	1 Set (With 9 Nodes)					
3	Additional 10 TB Storage in Private Cloud Setup built-in above Sr.No 1.	1					

**Tender No: IDRBT/SYS/AKT/77/2024 – 2025 | MSTC ref. IDRBT/Head Office/Procurement/2/24-25/ET/2**  
**RFP for Revamping of IT Infrastructure at IDRBT**

**Annex – IV Revised Commercial Bid Format**

Product Area	Description*	Qty (a)	Unit Price (b)	Total Amount (c) = a*b	Taxes in % (d)	Taxes (e) =d*c	Total Amount (f)= e+c
4	AMC for Private Cloud Servers for year 1 year (For 4th and 5th Year)	1					
5	AMC for Private Cloud Software for year 1 (For 4th and 5th Year)	1					
	<b>G-Total Amount in Rs</b>						
<b>H</b>	<b>For Scalability/expansion</b>						
1	Additional node including software license in cloud setup beyond 9 node	1					
2	128 GB DDR5 RAM Card	1					
3	64 GB DDR5 RAM Card	1					
4	32 GB DDR5 RAM Card	1					
5	3.8 TB NVMe	1					
	<b>H-Total Amount in Rs</b>						
<b>I</b>	<b>Services Implementation Cost</b>						
1	Implementation services by System Integrator of the Total Solution.	1					
2	Deployment Audit, Validation and Certification by OEM N for items various OEMs (The Bidder may add row per OEM)	1					
	<b>I-Total Amount in Rs</b>						
<b>J</b>	<b>Facility managements services</b>						
1	Facility Management Services from System Integrator L1 Level resource for year 1 ( 1 for Server and 1 for Security)	2					
	<b>J-Total Amount in Rs</b>						
<b>K</b>	<b>Additional Passive Components, accessories, etc if required to provide Total solution (give item-wise details for each component offered and quoted) for implementing the total solution (the bidder may add additional rows and submit)</b>						
1	Passive Component 1						
2	Passive Component N						

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**Annex – IV Revised Commercial Bid Format**

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	<b>K-Total Amount in Rs</b>						
<b>L</b>	<b>Any other additional component required for working of the solution and incur cost as part of TCO (the bidder may add additional rows and submit)</b>						
1	Additional Component 1						
2	Additional Component N						
	<b>L-Total Amount in Rs</b>						
<b>M</b>	Buy of Old Equipment on “ as is where basis”						
	<b>M-Total Amount in Rs</b>						
<b>N</b>	<b>HSM PCIe Device</b>						
1	<b>HSM PCIe Device and accessories with 3 year warranty</b>	2					
2	<b>4<sup>th</sup> and 5<sup>th</sup> Year additional warranty per annum Cost (payable on quarterly arrears basis)</b>	2					
	<b>N-Total Amount in Rs</b>						
<b>O</b>	<b>Grand Total Amount in Rs (A+B+C+D+E+F+G+H+I+J+K+L-M+N)</b>						

Note-

Except changes mentioned above, there is no change in any clauses, terms & conditions of the RFP document.  
 Bids submitted other than Online mode mentioned above shall not be accepted.