

Ref RFP NO : NTB/IT/INFRA/2018/12/002 - Queries raised by Bidder have already been replied individually through e-mail to the respective Bidder and amendments to RFP have been informed through Corrigendum on Bank Website . The Queries raised by all the Bidders along with the Bank reply to each Query have been consolidated herewith for reference.

S.no	Section No./pg no	Page No	Clause No.	Point in RFP	Clarification Sought	Bank Response
1	5.4 point C	48	Detailed scope of work	Supply, installation, configuration, testing and commissioning of Security infrastructure like Next Generation Firewalls, Antivirus, DDOS, PIM, HIPS, IDAM, DAM, IPS/IDS, Log Servers, and Web Application Firewall etc.	RFP is asking NGFW(firewall + IPS) hence please remove IPS/IDS from SoW	Refer Corrigendum
2	5.12	60	Bill of material - Item no. 26	Log Server with six months online retention, and ten years archival retention	As per our understanding bidder has to quote associated infra, storage etc. along with log server. Bidder is not responsible for Log and SIEM Tools related configuration etc. Please confirm.	Refer Corrigendum
3	6.18		Network Based Intrusion Prevention System - Monitoring and Management	Network Based Intrusion Prevention System - Monitoring and Management	NIPS is part of NGFW hence 6.18 clause will not be applicable. Please remove the same.	Refer Corrigendum
4	13 & 16		IDAM & IAM		IDAM & IAM specs are same and please remove one section	Refer Corrigendum
5	14		PIM	Solution should use minimum FIPS 140-2 validated cryptography for all data encryption stored in Vault.	Clause is OEM specific please remove the same	Refer Corrigendum

6	14		PIM	Solution should support multiple and tightly couple security layers - built-in Firewall, VPN, Encryption, Access Control, Authentication	Clause is OEM specific. Please change clause to" Solution should support multiple and tightly couple security layers - Encryption, Access Control, Authentication"	Refer Corrigendum
7	7.3 Point 2	76	Core switch	The switch should support line rate throughput	As per network architecture it is recommended please ask minimum 1 Tbps throughput in core switch	Refer Corrigendum
8	3.31		Evaluation of Technical Bids	Bidder's should provide Software Defined (SD) ready network with minimum : (excluding 3G and 4G)	Please confirm Given criteria will be applicable only on SDWAN or software defined DC/DR network also	Yes this clause is specifically for SDWAN Solution only.
9	6.9.3		Tentative BoM for Near DR & Section VI, Financial Bid Format	Item - Sr. No. 3 - Switch 8 Port	1- Please specify the technical details for the requirement of 8 port switch in Near DR site along with required transceivers (quantity and type - ex. Multimode / single mode), connectivity (fiber or copper) and bandwidth (1G or 10G).	Refer Corrigendum
10				Additional Specs - points to be added	For the success of the project, it is equally important to select an OEM partner with completeness of vision to support the technology and strength to execute any challenging solution requirement. Thus we strongly recommend the OEM criteria to be linked accordingly. to name a few for the solution requirement - The OEM should be in leaders/Challenger Gartner quadrant in networking, security and application delivery controller	Point remains as per RFP

11	7.10.1		NGFW (Firewall+IPS+URL+ zero dat + Anti-virus/Anti-Bot)-Specs no. 7	Solution shall provide features of Firewall, IPS, URL filtering, Anti-Bot, Anti Malware, VPN and Application Control on same platform	Please change clause " Solution shall provide features of Firewall, IPS, URL filtering, Anti-Bot, Anti Malware & Zero-day Threat Protection, VPN and Application Control on same platform"	Refer Corrigendum
12	7.10.1		NGFW (Firewall+IPS+URL+ zero dat + Anti-virus/Anti-Bot)-Specs no. 23	The proposed firewall shall have on box Anti- Virus, Anti Spyware signatures and should have minimum signatures update window of 6 hours	Please change clause "The proposed firewall shall have on box Anti-Virus/Malware, Anti Spyware/Anti-Adware signatures and should have minimum signatures update window of 600 seconds"	Refer Corrigendum
13	7.10.1		NGFW (Firewall+IPS+URL+ zero dat + Anti-virus/Anti-Bot)-Specs no. 26	This should be a cloud base unknown malware analysis service with guaranteed protection signature delivery time not more than 20 minutes	Please confirm whether on premise malware analysis appliance is required so that no file is being sent to cloud. This will help avoid privacy requirement for banking vertical	Refer Corrigendum
14	7.10.1		NGFW (Firewall+IPS+URL+ zero dat + Anti-virus/Anti-Bot)-Specs no. 28	Cloud base unknown malware analysis service should be certified with SOC2 or any other Data privacy compliance certification for customer data privacy protection which is uploaded to unknown threat emulation and analysis	Please include on premise malware analysis appliance instead of cloud, so that no file is being sent to cloud. This will help avoid privacy requirement for banking vertical. Hence request to remove this clause.	Refer Corrigendum
15	7.10.1		NGFW (Firewall+IPS+URL+ zero dat + Anti-virus/Anti-Bot)-Specs no. 29	Cloud base unknown malware analysis service should be able to perform dynamic threat analysis on such as EXEs, DLLs, ZIP files, PDF documents, Office Documents, Web pages that include high- risk embedded content like JavaScript, Adobe Flash files	Please include on premise malware analysis appliance instead of cloud, so that no file is being sent to cloud. This will help avoid privacy requirement for banking vertical.	Refer Corrigendum

16	7.10.1		NGFW (Firewall+IPS+URL+ zero dat + Anti-virus/Anti-Bot)-Specs no. 30	The proposed next generation security platform should be able to detect and prevent zero day threats	The proposed next generation security platform should be able to detect and prevent zero day threats without sending files to the cloud since it would raise privacy concern for the bank	Refer Corrigendum
17	7.10.1		NGFW (Firewall+IPS+URL+ zero dat + Anti-virus/Anti-Bot)-Specs no. 56	Should support on device or centralized management with complete feature parity on firewall administration	To have a correlated or consolidated view of all the Firewall Appliance, it is suggested to have a separate management appliance. Please change this as "Should have a separate centralized management appliance for complete firewall administration"	Refer Corrigendum
18	8		Internal Firewall-specs 22	Should protect against DoS / DDoS / SYN- flood/ TCP-flood /UDP-flood	Since DDOS is asked as a separate appliance, please remove this clause.	Refer Corrigendum
19	8		Internal Firewall-specs 23	Must have "Zero-day" protection against DoS / DDoS and worm attacks based on traffic behaviour.	Since DDOS is asked as a separate appliance, please remove this clause.	Refer Corrigendum
20	11		Endpoint security-specs 22	Configure Web reputation policies and assign them to individual, several, or all endures machine.	OEM specific. Please remove this point.	Refer Corrigendum
21	12		AAA- Specs 12	The AAA server should support directed realms to provide virtualized instances of the server, allowing requests to be managed according to their nature	Please change this clause as "The AAA server should support virtualized instances of the server, allowing requests to be managed according to their nature."	Refer Corrigendum

22	11		AAA- Specs 12	The AAA server should support LDAP Configuration Interface (LCI) to allow scripting	Request you please remove this point	Refer Corrigendum
23	15		AAA- Specs 15	The AAA server should support Proxy filtering	Request you please remove this point	Refer Corrigendum
24	General query				For antivirus RFP is asking 1000 users but for IDAM only 100 users asked. Please clarify do you need license only 100 or 1000 users ?	Refer Corrigendum
25	Technical Specification		DDOS		DDOS appliance as sepeprate line item to be added in BOQ (DC 2 and DR 1)and commecials Also DDOS at telecom layer to be deffined as 1 Gbps	Refer Corrigendum
26	5.12		6.9.1/6.9.2	Tentative Bill of Material	Can we use SQL SA (Software Assurance) licenses to reduce the no. of licenses required in DR and complie to the licensing agreement as given in the attached Microsoft Document.	Refer Corrigendum
27	Section II: Instructions for Bid Submission		3.1. Executive summary of the project	The Brief RFP scope is mentioned below: The Nainital Bank Limited is looking for bidder who proposes an end to end solution for Data Center, Near DR and Far DR as per the detailed scope mentioned in document	We also requet to clarify the Port bandwidth requirement for Near DR for Lease Line, MPLS VPN and Internet (As applicable)	Bandwith for DC-NDR is for bidder to propose on Fiber to achieve Zero Data Loss(RPO = Zero). Also NDR to DR is also 8 Mbps P2P

28				Installation of 3G/4G at some locations as backup link under exceptional circumstances where roof top permissions are not available for RF/VSAT delivery	We request that unmanaged service can be provided for link delivered on 3G/4G (If any)	Refer Corrigendum
29	Detailed Scope of Work		5.4	Telecom Scope of Work	Wireline Copper/Fibre – Atleast 50% of existing links. Request to consider 35% of links	Refer Corrigendum
30	Detailed Scope of Work		5.4	Telecom Scope of Work	VSAT links should not be more than 10% of total link. Request to consider 20% of total links maximum on VSAT	Refer Corrigendum
31	Detailed Scope of Work		5.4	Telecom Scope of Work	The SDWAN centralised controller should be hosted within India, in HA mode and should be in different geo-seismic zones	Refer Corrigendum
32	DDoS mitigation with ILL			Telecom Scope of Work	Please clarify the mitigation, it should be fixed either 1Gig or 2 Gig or 3 Gig alongwith Internet link of 8Mbps at DC and DR.	ILL should be factored with 1 Gbps scrubbing
33	Bandwidth for Primary /Secondary links			Telecom Scope of Work	BSNL is not providing any bandwidth less than 2 Mbps. Hence please share the concurrence as this is going to affect the commercials/Price.	Point remains as per RFP

34	Section 7, Annexure A		7.1 Server Sizing - Server Type 1, Type 2, etc.	2x Intel® Xeon® Gold 6128 3.4G,6C/12T,10.4GT/s 2UPI,19.25M Cache,Turbo,HT (115W) DDR4-2666, 64 Gb RAM, 300GB 15K RPM SAS 12Gbps 512n 2.5in Hot-plug Hard Drive x 4, Broadcom 57416 2 Port 10Gb Base-T+ 5720 2 Port 1Gb Base-T, rNDC, SFP+ SR Optic, 10GbE, Optics and cables for all SFP+ ports, excludes Intel X520 and high temp validation warning cards, Emulex LPe31002-M6-D Dual Port 16Gb Fibre Channel HBA, RPS	Broadcom 57416 2 Port 10Gb Base-T+ 5720 2 Port 1Gb Base-T, rNDC: Vendor specific adaptors - requesting you to amend the specs to make it generic.	Refer Corrigendum
35	Section 7, Annexure A		7.1 Server Sizing - Server Type 1, Type 2, etc.	2x Intel® Xeon® Gold 6128 3.4G,6C/12T,10.4GT/s 2UPI,19.25M Cache,Turbo,HT (115W) DDR4-2666, 64 Gb RAM, 300GB 15K RPM SAS 12Gbps 512n 2.5in Hot-plug Hard Drive x 4, Broadcom 57416 2 Port 10Gb Base-T+ 5720 2 Port 1Gb Base-T, rNDC, SFP+ SR Optic, 10GbE, Optics and cables for all SFP+ ports, excludes Intel X520 and high temp validation warning cards, Emulex LPe31002-M6-D Dual Port 16Gb Fibre Channel HBA, RPS	Please clarify, the server should include or excludes Intel X520 card. The same specs asking for 10G Base T ports in the previous line, please clarify the exact requirement. Please also clarify the high temp validation warning cards? We understand the servers shall be deployed in the data center which shall comply all the environmentation conditions for hosting such solution.	Refer Corrigendum

36	Section 7, Annexure A		7.1 Server Sizing - Server Type 1, Type 2, etc.	2x Intel® Xeon® Gold 6128 3.4G,6C/12T,10.4GT/s 2UPI,19.25M Cache,Turbo,HT (115W) DDR4-2666, 64 Gb RAM, 300GB 15K RPM SAS 12Gbps 512n 2.5in Hot-plug Hard Drive x 4, Broadcom 57416 2 Port 10Gb Base-T+ 5720 2 Port 1Gb Base-T, rNDC, SFP+ SR Optic, 10GbE, Optics and cables for all SFP+ ports, excludes Intel X520 and high temp validation warning cards, Emulex LPe31002-M6-D Dual Port 16Gb Fibre Channel HBA, RPS	Please clarify why SFP+ Optics required, where only copper based 10G Network adaptors are asked.	Refer Corrigendum
37	Section 7, Annexure A		7.1 Server Sizing - Server Type 1, Type 2, etc.	2x Intel® Xeon® Gold 6128 3.4G,6C/12T,10.4GT/s 2UPI,19.25M Cache,Turbo,HT (115W) DDR4-2666, 64 Gb RAM, 300GB 15K RPM SAS 12Gbps 512n 2.5in Hot-plug Hard Drive x 4, Broadcom 57416 2 Port 10Gb Base-T+ 5720 2 Port 1Gb Base-T, rNDC, SFP+ SR Optic, 10GbE, Optics and cables for all SFP+ ports, excludes Intel X520 and high temp validation warning cards, Emulex LPe31002-M6-D Dual Port 16Gb Fibre Channel HBA, RPS	Emulex LPe31002-M6-D Dual Port 16Gb Fibre Channel HBA: Vendor specific adaptors - requesting you to amend the specs to make it generic.	Refer Corrigendum
38	General Query				SDN appliance proposed at DC, NDR and DR Location should have 8 WAN Ports Atleast, to support Management sites, SOC Location, Existing MPLS, Internet and Replication Link	Refer Corrigendum

39	Section 7, Annexure A		7.6 SAN Switch, clause no. 5	Per switch connectivity required is as below: 8-Gbps SFP (supporting 2/4/8Gbps Speed) - 12 qty 16-Gbps SFP (supporting 4/8/16 Gbps Speed) - 12 qty	Please clarify the requirement of 8G FC Optics in the SAN Switches, where all the servers and storage are configured with 16G FC HBA	Refer Corrigendum
40	Storage Specification Section 7, Annexure A		Storage	The Storage OEM should be positioned as a leader in the latest Gartner Magic Quadrant for SolidState Arrays in the last year	OEM must be Leader in Gartner Magic Quadrant for Storage from last 3 years.	Refer Corrigendum
41	Storage Specification Section 7, Annexure A		Storage	The proposed storage system should be of Enterprise class All SSD/ Flash /FMD storage	The proposed storage system should be of Enterprise class All SSD/ Flash /FMD storage	Refer Corrigendum
42	Storage Specification Section 7, Annexure A		Storage	The storage should be able to scale to 100 TB capacity or higher using Flash Disks or FMDs of capacity less than 8TB	The storage should be able to scale to 100 TB capacity or higher using SSD/Flash Disks/FMDs of capacity less than 8TB	Refer Corrigendum

43	Storage Specification Section 7, Annexure A		Storage	The storage system must support intermixing of all SSD/FMD sizes in a same drive enclosure / chassis / shelf. The supported disks should be dual ported with minimum 6Gbps/12Gbps full-duplex data transfer capability	The storage system must support intermixing of all SSD/FMD sizes in a same drive enclosure / chassis / shelf. The supported disks should be dual ported with minimum 6Gbps/12Gbps full-duplex data transfer capability	Refer Corrigendum
44	Storage Specification Section 7, Annexure A		Storage	Offered Storage Array shall be supplied with minimum of Four controller/VSDs with scalability to minimum 8(Eight) controllers/VSDs & should be supporting all Block and File protocols for flexibility & ease of management	Offered Storage Array shall be supplied with minimum of Two controllers with scalability to minimum 8(Eight) controllers & should be supporting all Block and File protocols for flexibility & ease of management	Refer Corrigendum
45	Storage Specification Section 7, Annexure A		Storage	The storage system should be true scale-out/scale-up system by allowing creation of virtual storage system from the resources spanning across multi-controllers.	The storage system should be true scale-out/scale-up system by allowing creation of virtual storage system from the resources spanning across multi-controllers.	Refer Corrigendum
46	Storage Specification Section 7, Annexure A		Storage	The storage must provide nondisruptive firmware/microcode upgrade, device reallocation and configuration changes	The storage must provide nondisruptive firmware/microcode upgrade, device reallocation and configuration changes	Refer Corrigendum

47	Storage Specification Section 7, Annexure A		Storage	The proposed storage system should support more than 20000 LUNs /Volumes	The proposed storage system should support minimum of 20000 LUNs /Volumes	Refer Corrigendum
48	Storage Specification Section 7, Annexure A		Storage	The storage system should support Clusters of MS-SQL, My SQL, PostgreSQL, and Windows and Linux server clusters.	The storage system should support Clusters of MS-SQL, My SQL, PostgreSQL, and Windows and Linux server clusters.	Refer Corrigendum
49	Storage Specification Section 7, Annexure A		Storage	The storage system should be with 2 TB Cache across supplied controllers (usable cache memory after cache protection overheads) with an ability to protect data on cache if there is a controller failure or power outage. The usable cache should only be used for reads & writes of workloads. SSDs will not be considered as cache memory.	The storage system should be configured with 256 GB Cache across HA with an ability to protect data on cache if there is a controller failure or power outage. The usable cache should only be used for reads & writes of workloads. The storage array must have complete cache protection using mechanism like mirroring/ de-staging/coherency SSDs will not be considered as cache memory.	Refer Corrigendum

50	Storage Specification Section 7, Annexure A		Storage	The cache on the storage should have minimum 48 hrs or more battery backup or should have de-staging capability to either flash/disk	The storage array must have complete cache protection using mechanism like mirroring/ de-staging/coherency. Also provide complete cache data protection with battery backup for up to minimum 48 hours. The data shall not be lost in the case of power failure.	Refer Corrigendum
51	Storage Specification Section 7, Annexure A		Storage	The storage should be supplied with iSCSI, NFS, CIFS, FC protocols for use with different applications. All protocol licenses should be provided for entire capacity of the storage. Any hardware/software required for this functionality shall be supplied along with it in No Single Point of Failure	Unified Storage solution should have block and file access with no Single Point of Failure, SPoF, and with host connectivity for FC, iSCSI, CIFS, NFS and FCoE . Storage should Sacle more than 380 no. of Drives with dual controller system. The unified storage solution must be dedicated appliance with specifically optimized OS to provide both SAN and NAS functionalities.	Refer Corrigendum
52	Storage Specification Section 7, Annexure A		Storage	Should support various RAID levels.	Should support various RAID levels (like Raid 5/6 or Equivalent)	Refer Corrigendum

53	Storage Specification Section 7, Annexure A		Storage	Proposed storage should support both block and File level Data Deduplication and Compression methods , otherwise extra usable storage capacity needs to be factored as per below clause	The Storage system should have Inline De-duplication & Inline compression feature for both file and Block bith type of data otherwise extra usable storage capacity needs to be factored as per below clause	Refer Corrigendum
54	Storage Specification Section 7, Annexure A		Storage	The storage should be supplied with rack mount kit.	The storage should be supplied with rack mount kit.	Refer Corrigendum
55	Storage Specification Section 7, Annexure A		Storage	The storage systems should be supplied with all the necessary SFP+ modules & patch cords as required	The storage systems should be supplied with all the necessary SFP+ modules & patch cords as required	Refer Corrigendum
56	Storage Specification Section 7, Annexure A		Storage	Storage Solution Should be accommodated in a standard 42U 19" rack.	Storage Solution Should be accommodated in a standard 42U 19" rack.	Refer Corrigendum

57	Storage Specification Section 7, Annexure A		Storage	The storage should be supplied with rack mount kit. The storage system should be supplied with all the necessary SFP+ modules & patch cords as required. Storage Solution Should be accommodated in a standard 42U 19" rack.	The storage should be supplied with rack mount kit. The storage system should be supplied with all the necessary SFP+ modules & patch cords as required. Storage Solution Should be accommodated in a standard 42U 19" rack.	Refer Corrigendum
58	Storage Specification Section 7, Annexure A		Storage	76	The storage array shall have the ability to expand and contract LUNS/Volumes on the storage online and instantly. The Storage array must provide capability for thin provisioning of capacity. Vendor should provide the licenses for maximum supported capacity of the proposed storage	Refer Corrigendum
59	Storage Specification Section 7, Annexure A		Storage	The storage should have Quality of Service features.	The storage should have Quality of Service features for both file and Luns	Refer Corrigendum

60	Storage Specification Section 7, Annexure A		Storage	The proposed storage should have capability to do storage based replication with another storage at DR/DC. Replication should be storage based and integrated with storage system. Otherwise, the solution should include all the hardware like FC-IP routers, either built-in or supplied separately, if required to fulfil the replication solution.	The proposed storage should have capability to do storage based IP replication with another storage at DR/DC. Replication should be storage based and integrated with storage system. Otherwise, the solution should include all the hardware like FC-IP routers, either built-in or supplied separately, if required to fulfil the replication solution.	Refer Corrigendum
61	Storage Specification Section 7, Annexure A		Storage	For maintaining Zero Data Loss in future, the required software capabilities should be included now and the hardware (ports, switches) required to achieve the same should be proposed now but will be procured later	For maintaining Zero Data Loss in future, the required software capabilities should be included now and the hardware (ports, switches) required to achieve the same should be proposed now but will be procured later	Refer Corrigendum
62	Storage Specification Section 7, Annexure A		Storage	The solution shall support replication for the full supported capacity of the system. Vendor should provide the licenses for maximum supported capacity of the proposed storage for both synchronous and asynchronous replication	The solution shall support replication for the full supported capacity of the system and licenses should be provided for entire capacity	Refer Corrigendum

63	Storage Specification Section 7, Annexure A		Storage	<p>The storage system should support remote replication for both file and block. After data is replicated at remote storage, data should be stored with “Data De-duplication and Compression”. Any additional hardware or software required to achieve the same should be provided along with replication solution. For OEMs not supporting data deduplication, data at remote storage should be stored with Compression only.</p>	<p>The storage system should support remote replication for both file and block. After data is replicated at remote storage, data should be stored with “Data De-duplication and Compression”. Any additional hardware or software required to achieve the same should be provided along with replication solution. For OEMs not supporting data deduplication, double capacity should be provided .</p>	Refer Corrigendum
64	Storage Specification Section 7, Annexure A		Storage	<p>The proposed storage system should have redundant hot swappable components like controllers, disks, power supplies, fans etc. The proposed storage must support nondisruptive replacement of hardware component. Architecture shall support isolation of failed components automatically without rebooting/failing the entire storage.</p>	<p>The proposed storage system should have redundant hot swappable components like controllers, disks, power supplies, fans etc. The proposed storage must support nondisruptive replacement of hardware component. Architecture shall support isolation of failed components automatically without rebooting/failing the entire storage.</p>	Refer Corrigendum

65	Storage Specification Section 7, Annexure A		Storage	The solution shall support replication in one to many and many-to-one mode. The replication solution on storage shall support failover to BCP/DR storage and failback as and when required using DC, DR and NDR	The solution shall support replication in one to many and many-to-one mode. The replication solution on storage shall support failover to BCP/DR storage and failback as and when required using DC, DR and NDR	Refer Corrigendum
66	Storage Specification Section 7, Annexure A		Storage	The array should support controllerbased functionality for pointer based snapshot. The storage should support minimum 250 snapshots per volume/LUN	The array should support controllerbased functionality for pointer based snapshot. The storage should support minimum 250 snapshots per volume/LUN	Refer Corrigendum
67	Storage Specification Section 7, Annexure A		Storage	Vendor should provide the licenses for maximum supported capacity of the proposed storage	Vendor should provide the licenses for maximum supported capacity of the proposed storage	Refer Corrigendum
68	Storage Specification Section 7, Annexure A		Storage	It should be possible to switch storage resources from storage system in one site to storage system in another site in case of any outage. All required hardware, software & licenses components required to provide the above functionality in the secondary site should be included as part of the proposal from day one.	It should be possible to switch storage resources from storage system in one site to storage system in another site in case of any outage. All required hardware, software & licenses components required to provide the above functionality in the secondary site should be included as part of the proposal from day one.	Refer Corrigendum

69	Storage Specification Section 7, Annexure A		Storage	The system should support instant creation of clones of active data, with near zero performance impact for both block and file. Necessary license to clone & restore from clone to be provided. Vendor should provide the licenses for maximum supported capacity of the proposed storage	The system should support instant creation of clones of active data, with near zero performance impact for both block and file from lun/volume and existing snapshots. Necessary license to clone & restore from clone to be provided. Vendor should provide the licenses for maximum supported capacity of the proposed storage	Refer Corrigendum
70	Storage Specification Section 7, Annexure A		Storage	Easy to use Single GUI based and web enabled administration interface for configuration (Create, delete, configure Lun, Tiering Alerts, Cloud configuration and DR Replication) Friendly GUI Based Storage Administration tools for role based access control ,monitoring , even management and closure , threshold setting, LUN mapping , deallocation ,space reclaim etc. including management of DR and Near DR replication.	Easy to use Single GUI based and web enabled administration interface for configuration (Create, delete, configure Lun, Tiering Alerts , Cloud configuration and DR Replication) Friendly GUI Based Storage Administration tools for role based access control ,monitoring , even management and closure , threshold setting, LUN mapping , deallocation ,space reclaim etc. including management of DR and Near DR replication.	Refer Corrigendum
71	Storage Specification Section 7, Annexure A		Storage	GUI Based Storage Monitoring tools to obtain Storage performance statistics like Total IOPs performance, Read/write percentages, Store historical data , Management Dashboard etc	GUI Based Storage Monitoring tools to obtain Storage performance statistics like Total IOPs performance , Read/write percentages, Store historical data , Management Dashboard etc	Refer Corrigendum

72	Storage Specification Section 7, Annexure A		Storage	The storage shall support logical/Virtual partitioning /multitenancy of controllers in future such that each partition appears as a separate storage in itself. Vendor should provide the storage virtualization licenses for maximum supported capacity of the proposed storage	The storage shall support logical/Virtual partitioning /multitenancy of controllers in future such that each partition appears as a separate storage in itself. Vendor should provide the storage virtualization licenses for maximum supported capacity of the proposed storage	Refer Corrigendum
73	Storage Specification Section 7, Annexure A		Storage	The proposed storage should support industry-leading Operating System platforms including: Suse and Red Hat LINUX, Microsoft Windows, HPUX, SUN Solaris, IBM-AIX, etc	The proposed storage should support industry-leading Operating System platforms including: Suse and Red Hat LINUX, Microsoft Windows, HPUX, SUN Solaris, IBM-AIX, etc	Refer Corrigendum
74	Storage Specification Section 7, Annexure A		Storage	It shall support connecting hosts over iSCSI or FC and shall be supplied with any Multipathing/Equivalent software, if required, with the solution for unlimited host connectivity	It shall support connecting hosts over iSCSI or FC and shall be supplied with any Multipathing/Equivalent software, if required, with the solution for unlimited host connectivity	Refer Corrigendum
75	Storage Specification Section 7, Annexure A		Storage	All the licenses on the storage system must be provided for maximum capacity supplied with the system from day one.	All the licenses on the storage system must be provided for maximum capacity supplied with the system from day one.	Refer Corrigendum

76	Storage Specification Section 7, Annexure A		Storage	Any hardware & software components required to enable the replication/DR solution will need to be provided, in requisite quantities of each, by the vendor	Any hardware & software components required to enable the replication/DR solution will need to be provided, in requisite quantities of each, by the vendor	Refer Corrigendum
77	Storage Specification Section 7, Annexure A		Storage	The storage system must be supplied with Data-at rest encryption and key management solution (for Storage) The storage should be supplied with SSD 50TB(DC) and SSD 50TB (DR)usable capacity (Excluding any RAID overhead, Hot spare, Controller OS overhead, Snapshots and Clone overheads etc.) in dualdisk failure protection with Data Deduplication and Compression enabled	The storage system must be supplied with Data-at rest encryption and key management solution (for Storage) The storage should be supplied with SSD 50TB(DC) and SSD 50TB (DR)usable capacity (Excluding any RAID overhead, Hot spare, Controller OS overhead, Snapshots and Clone overheads etc.) in dualdisk failure protection with Data Deduplication and Compression enabled	Refer Corrigendum
78	Storage Specification Section 7, Annexure A		Storage	The designed IOPs for 30:70 Write:Read for the above systems for Raid 6 should be minimum 1,30,000. The design document should be shared in the proposal	The designed IOPs for 30:70 Write:Read for the above systems for Raid 6 or equivalent should be minimum 1,30,000. The design document should be shared in the proposal	Refer Corrigendum

79	Storage Specification Section 7, Annexure A		Storage	Front-End Ports – Minimum 12 Nos. FC ports of 16Gbps each scalable to 64 ports, + 4 Nos. 10GbE Ports + 4 ports 10GbpE for replication.	The storage system should be configured with 8 * 16 Gbps FC and 8* 10GbE ports across dual controllers for iSCSI/NFS/CIFS. Two additional ports per controller - 10GbE or FC, should be provided for replication. The system should have minimum 8x 12Gbps SAS backend ports.	Refer Corrigendum
80	Storage Specification Section 7, Annexure A		Storage	The Hardware and software quoted should have 5 years warranty and should have OEM support for 6 years from date of commissioning and acceptance, however it should not later than 2 weeks from delivery. 24X7 Support with 2 hrs resolution for faults not requiring any spares, 6 hours resolution for faults requiring spares	The Hardware and software quoted should have 5 years warranty and should have OEM support for 6 years from date of commissioning and acceptance, however it should not later than 2 weeks from delivery. 24X7 Support with 2 hrs response time for faults not requiring any spares, 4 hours response for faults requiring spares	Refer Corrigendum
81	Storage Specification Section 7, Annexure A		Storage	Total downtime should not exceed 8 hrs in a year	Total downtime should not exceed 8 hrs in a year	Refer Corrigendum

82	Eligibility Criteria		3	Infrastructure at the Data Center should be in compliance to industry renowned standards, highlighted below)TIA 942 standard(Telecommunications Industry Association standard for Building, Network Design & Cabling system),b) ASHRAE (For Precision Air Conditioning).c) IS1893:1984 for seismic protection Supporting Documents:Certified copy of Certificate issued by competent authority	We request the bank to kindly amend the supporting documents requirement as:"Self Declaration from the bidder that the DC is in compliance all the 3 standards"Alternatively, we request the criteria to be amended as:"The bidder's proposed Data Centres should be TIA942/Tier III Compliant and should have the following certifications: • ISO 9001:2015(or later) • ISO/IEC 20000:2011(or later) • ISO/IEC 27001:2013 (or later)"	Refer Corrigendum
83	Eligibility Criteria		9	Bidder should have experience of Managing Data center services of atleast 2 banks (public, private, scheduled commercial) in India in last 2 years	We request the bank to kindly amend the criteria as below: "Bidder should have experience of providing Data Center Services to at least 2 BFSI/PSU/Govt. organizations in India in last 2 years"	Point remains as per RFP
84	annexure hardware Specification	Backup solution		Existing Clause states: Proposed solution should support Central web based Management Console that simplifies the process of managing and reporting on multiple backup servers & Desktops in distributed across an environment.	Suggested Change: Backup Software must support GUI with centralized management / Single interface for management of all backup and archival (file system and E-mail) activities across physical servers, VMs and Mobile devices like Laptops / Tabs and Phone. The backup software may have firewall support & alerts on Mobile devices etc.	Refer Corrigendum

85	annexure hardware Specification		Backup solution	Additional suggested changes	<p>Additional Points in Backup section suggested are: Offered solution should have the ability of detecting Ransomware malware on client computer. Any attempt to backup ransomware affected data should be flagged off by a notification to the administrator. Solution should have the ability to configure automated tasks like removing the computer from the network and send notification mails. Backup software should be able to protect the following through online agents enabling granular restores. Major DBs like Oracle, Exchange, Sybase, Informix, DB2, MS SQL, MySQL, MongoDB, MariaDB, etc. and Applications likes SAP, etc. across wide range of popular Windows / Linux and Unix flavours. Backup software should have the ability to archive data and create a single repository for backup and archive for space efficiency and easier data management. It should support the following algorithms and provide better security in deployment across sites - BLOWFISH, GOST, Serpent, AES, Twofish, 3-DES, etc. Backup software should be able to replicate backed up data in de-duplicated format (for bandwidth optimization) to another site for compliance purposes, with or without the need of external replication tools.</p>	Point remains as per RFP
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					All necessary hardware and licenses for achieving consistent replication of backup data should be quoted.	
86	annexure hardware Specification		Backup solution	Existing Clause states: Proposed solution should be licensed in processor or capacity based	Suggested Change: Proposed solution should be licensed in Agent/Server	Point remains as per RFP
87	annexure hardware Specification		Backup solution		It should be mentioned for backup and all other components as Dedicated Infra specifically	Accepted: backup and all other components should be proposed as Dedicated Infra

88	Page 67		SLA	it is mentioned at one place at 99.9% and other place it is 99.5%	for ICT Infra it should be 99.5% All across	Accepted: It should be 99.9% All Across Except the NON IT Component of Data center. Non IT Components of Hosted DC should be 99.5%
89	Page 29		Solution Strength	It is mentioned in 4 line that Analytics is part of solution	Please clarify that all analytics of logs will be done by SOC Partner and not part of the RFP	Refer Corrigendum
90	Technical BOQ			Load Balancer	HA is mentioned mistakenly in DR Site, should be 1	Refer Corrigendum
91	-		New Clause Suggested	Exit Management	We request you to kindly incorporate the following clause "In the event of termination of the contract earlier than its full duration of five years, all other movable equipment which were part of services model as per the scope of RFP shall be taken over by bank after an evaluation and payment of net present value of the assets on mutual agreement at the time of termination."	Point remains as per RFP

92	Eligibility Criteria			<p>2 The bidder's average annual turnover should be at least INR. 300 Crores from Indian operations in each of last three financial years.</p> <p>The bidder's annual turnover from Data Centre Services and Cloud & Managed Services should be at least (INR) 100 crores in each of the last three financial years in India.</p> <p>The bidder should be a profit making entity over the past 3 years in India.</p>	<p>Please Revise as follows:</p> <p>The bidder's average annual turnover should be at least INR. 200 Crores from Indian operations in each of last three financial years.</p> <p>The bidder's annual turnover from Data Centre Services and Cloud & Managed Services should be at least (INR) 100 crores in each of the last three financial years in India.</p> <p>The bidder should be having profit from operational activities over the past 3 years in India.</p>	Refer Corrigendum
93	Eligibility Criteria			<p>3 Infrastructure at the Data Center should be in compliance to industry renowned standards, highlighted below) a) TIA 942 standard (Telecommunications Industry Association standard for Building, Network Design & Cabling system), b) ASHRAE (For Precision Air Conditioning). c) IS1893:1984 for seismic protection</p>	<p>Please accept a self certificate/undertaking towards the compliance of ASHRAE. Please accept the Building structure compliance certificate issued by the Municipality for seismic protection.</p>	Refer Corrigendum

94	Pg-56			5.11 Near DR facility should be at least a Tier II facility.	Please revise as : The DC, Near DR and DR must be atleast a TIER-III Facility.	Point remains as per RFP
95	Consortium			3.2 Consortium is not allowed	Can service provider sub contracte few tasks, for example subcontracting the Bandwidth and MPLS to an ISP, since the service provider may not have an ISP license, in which case a TPT needs to be done between ISP, Bank and Service provider	Consortium is not allowed .Subcontracting the Bandwith and MPLS to an ISP may be permitted however the entire resposibilitly of SLA , services etcas per RFP will be the sole respobility of the Bidder . Such subcontracting should be disclosed clearly in Bid as well as Technical Presentation .

96	4.2		2	Installation, configuration and commissioning of all ICT infrastructure components and solution as part of this RFP and Implementation, of On Premise Services including commissioning of link at Bank's 100% existing branches and offices.	What if there is dependency fom bank branch end for establishing connectivity	Dependency on branch for providing UPS facility , earthing and permission for installation of Mast (wherever allowed by Landlord) is accepted.
97	4.5		5	Telecom Services	Since the service provider does not have an ISP license and TPT between ISP, Service provider and Bank	Point remains as per RFP
98	4.8	Submission of MIS Reports		The Bidder shall submit the MIS reports as defined in scope of work All MIS Reports for the previous Month shall be submitted by the 5th of the next Month	Request you to please change the submission date by 10th of every month.	Point remains as per RFP
99	5.4	Detailed Scope of Work		The selected bidder shall ensure an uptime more than 99.50% on a monthly basis for period of five years	In reference to the clause 4.7. Service Level Agreements, Its 99.90% for DC\DR and 98% for links. Please clarify.	refer corrigendum

100	5.6		High level ICT infrastructure architecture	Centralized Management and monitoring tools	Is this required at DC\DR or Bidder's NOC? Also, please clarify in case of DC failure, NMS to operate from where- Near DR or Far DR?	NOC Services should be provided from Bidder NOC with BCP plan. All NMS tools should be as a service model and should work seamlessly for all sites in case of any failure at any site.
101	5.4		Link Delivery Timelines	The bidder should deliver and commission the links within twelve weeks from the date of purchase order for all the locations as per Annexure D.	We request to please make it change in delivery timelines upto 5 months as major counts of locations are in hilly terrain areas	The timelines remains as per RFP
102	5.4		Telecom Locations	MPLS @DR	Bandwidths mentioned is for DR but nothing mentioned for Near DR.	Refer Corrigendum
103	5.4		Telecom Locations	ILL @ DR	Bandwidths mentioned is for DR but nothing mentioned for Near DR.	Not required at NDR
104	5.4		Telecom Locations	P2P link between DC and DR	Is P2P link required between DC and Near DR?	Yes P2P is required between DC and Near DR

105	5.4		Telecom Locations	Internet Lease Line @DC with 1 Gig DDoS	Bandwidth asked is 8 Mbps for DC and DR only. Kindly clarify.	IIL bandwidth is 1Gig DDoS . The bandwidth between DC and DR is 8 MBps
106	6.9.2. For DR:		BoQ for DC DR and NDR	Core Switch for DR 1 qty	Is switch not required at NDR? How servers at NDR will be connected? Similarly for Access switches for NDR not mentioned	Switch not required at NDR as 1 server can directly connect to firewall LAN Port
107	6.9.1. For DR:		BoQ for DC DR and NDR	Log server with six months online retention and ten years archival retention	Log server is not mentioned at DR. In case DC fails, how the logs will be collected?	Accepted: log Server added at DR Also. Refer Corrigendum

108	5.4		Telecom - Scope of Work		Please clarify about the routing Protocol, IP version requirement, QoS\CoS requirement.	Bidder may provide Static / BGP routing protocol as per bidder's proposed solution requirements for smooth link switchovers .Auto link switchover should be configured without any manual intervention IPv4 as well as IPv6 should be supported. QoS/CoS is currently not required, however bidder's solution should have QoS/Cos support and same should be implemented if required by bank during contract period
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109	5.4		Telecom - Scope of Work		Please clarify about no of Public IPs requirement for DC and DR servers\DNS\Mail Servers?	Bidder should provide a LAN IP pool of 8 IPv4 address on each Internet Link at DC and DR site.
110	5.4		Telecom - Scope of Work		Please mention the network jitters, Latency in terms of SLA also.	End to end Latency (from DC and DR to remote locations) should be < 150ms. For VSAT Links latency should < 800ms
111	5.4		Last mile Links	The preference of last miles for each of the MPLS VPN links at location site is as below: 1-Wireline Copper/Fibre – Atleast 50% of existing links, 2-Wireless (RF)/WiMax, 3 -VSAT	We request you to please prefer Wireless (RF) also along with Wireline media and keep VSAT\3G\4G in lease preferred last mile media seeking in support for most of the branches in terrain areas.	refer Corrigendum

112	5.4		Last mile Links	3G\4G is not allowed but may allow by bank for backup links.	Request you to please cap the requirement. Also, if allowed for locations, it will be contradictory to SD WAN solution. Kindly clarify.	Refer Corrigendum
113			NOC\SOC		Please confirm does the manpower required for NOC\SOC will sit in DC\DR or in bidders respective NOC\SOC? If required at DC\DR, please freeze the manpower quantity required.	Bidder Respective NOC/SOC
114	Eligibility Criteria			4 The bidder must have on its payrolls at least 100 technically qualified professionals (BE/B.Tech./MCA or equivalent) in the ICT domains i.e. Cyber security, networking, system software, systems integration, storage, etc. who have prior experience in providing the Data Center Infrastructure and maintenance services as on date of release of this RFP.	The Bidder Must have on its/Parent payroll at least 50 technically qualified professionals (BE/B.Tech./MCA or equivalent) in the ICT domains i.e. Cyber security, networking, system software, systems integration, storage, etc. who have prior experience in providing the Data Center Infrastructure and maintenance services as on date of release of this RFP.	refer corrigendum

115	Technical Scoring		4 b	<p>Tools proposed for ITSM (IT Service Management) for managing the DC IT infra: From OEMs who are Leaders in Gartner Magic Quadrant in their respective categories (10 Marks) From OEMs who are Challengers/Niche Players in Gartner Magic Quadrant in their respective categories – (5 Marks)</p>	<p>Tools proposed for ITSM (IT Service Management) for managing the DC IT infra: From OEMs who are Challengers/Niche Players in Gartner Magic Quadrant in their respective categories – (10 Marks)</p>	Point remains as per RFP
116	Link Acceptance		a	<p>Site Survey, “Installation Certificate” and “Acceptance report for successful commissioning” must be maintained by the selected bidder for future references. The formats would be finalized in consultation with the Bank. This shall be onetime activity.</p>	<p>Bidder will not maintain any original copies of the any certificate/report/document. Bidder will share the soft copy of all the document and basis the same customer will release the acceptance to bidder.</p>	Accepted
117	Operation and Maintenance Services			<p>The bidder shall provide all necessary training to the THE NAINITAL BANK LTD. officials (approx 10) for successful functioning of the Data Center operation and management.</p>	<p>Please confirm the location where the training will be required to conduct, as per bidder understanding one time one day training will be conducted by the bidder at customer central locations and all accomodation, coveyance and other appicable expensis will be borne by the bank. projector and class training room will be made available by the bank.</p>	Bank location preferable- Noida / Haldwani / Delhi

118	Payment Schedule				Please revise the payment as below:: 70 % on hardware delivery 20% on installation. 10% on FAT.	Point remains as per RFP
119	Management			For new locations bidder will not take more than 4 weeks at-least 1 link enablement and maximum additional 2 weeks for backup link.	New location delivery time lines for both primary & secondary will be subject to the feasibility.	Point remains as per RFP
120	Additional				First level troubleshooting will be done by the LC from customer end under instruction of bidder support NOC. In case access is not available and LC is not responding then the delay caused due to customer end issues will not be allocated to bidder.	Not Accepted . Be guided by RFP
121	Additional				Internal cabling from false ceiling or POP wall will remain under the scope of customer.	Accepted
122	Additional		Central spoke		Central spoke from customer is required to -> address and resolve all customer end issues. -> provide link delivery acceptance -> weekly/monthly project review -> Invoice submission and clearance.	Accepted

123	Additional				<p>NO SLA penalty will be applicable on bidder incase the location is down due to</p> <ol style="list-style-type: none"> 1) Power issue at customer end. 2) Improper earthing at site. 3) Equipment damaged due to water seepage or stolen from the location. 4) Access not available at site for the bidder engineer to check the issue. 5) LC not available at site. 6) Any condition which is beyond the control of bidder. 	To be part of Contract
124	Additional				<p>In case any of the location is declared not feasible due to any constraint which is beyond the control of the bidder then bidder have the right of declare the location technically not feasible and no penalty/LD must be applicable for the same and the site will be excluded from bidder scope.</p>	Not Accepted . Be guided by RFP

125	Additional				Please share the details for the expected latency, jitter & packet drop.	End to end Latency (from DC and DR to remote locations) should be < 150ms. For VSAT Links latency should < 800ms
126	Additional				Please share the acceptance and testing criteria.	Ping and latency report of every link
127	Additional				Bidder will do the ping check between the DC/DR and spoke locations and share the logs with the customer central spoc on mail.	Accepted
128	Additional				Acceptance must be release sitewise within 24 to 48 hours of delivery and bidder will be allowed to active the billing immediately for the delivered site after receiving the acceptance from the bank from the date of acceptance.	Accepted

129	Additional				Invocie will be raised from the date of acceptance received. Bidder will share all the delivery and installetion report on mail with the central spoc. Bidder will not be liable to maintain the original copy of any report.	Accepted
130	Additional				WAN Ip and loopback IP's will be shared by the service provider to enable the proactive monitoring. LAN ip pool can be shared by the bank.	LAN IP is a new Setup and bidder has to design the complete DC and DR afresh. There will be complete application installation as new. Only data Need to migrate from DC to Proposed DC Location.
131	Additional				Local person contact details for all 152 locations will be required with the PO.	Accepted

132	Additional				It would be customer responsibility to keep the delivered hardware properly at site. It should be opened in presence of bidder engineer. Any device if found physically damaged will not be covered under warranty/support. Customer has to release a separate PO for the replacement of damaged hardware.	Accepted
133	Additional				No downtime will be allocate to bidder if the site is remote and complaint is logged after 8 PM.	in such case downtime will be applicable from next day from 09:00 am
134	Additional				Please confirm the number of manpower is required	Not Clear
135	Additional				NMS will manage to provide the bandwidth utilization and link up/down status. NMS report will not be considered for uptime/SLA calculation	No change

136	Additional				SLA will be calculated basis the monthly uptime report shared by the bidder, where all the TT/SR along with the detailed RFO/RCA will be captured.	The report will reconciled with the bank network downtime report
137	Additional				Earthing, UPS, rack space at each locations will be provided by the customer. Desired power sockets, power extension to be provided.	Accepted
138	Additional				Invoice will be submitted at central location. Bill and payment clearance will be done from central spoc and central office.	Accepted
139	Additional				Sitting space, infra like desk, monitors, laptop and internet connectivity will be provided by AAI to all the engineers. Tea/coffee must be provided by the AAI to RE's	Accepted
140	Additional				Roof Right access for RF Tower (wherever applicable) at every premises to be provided as and when required for installation purposes	Accepted . Depending upon the permission from the land lord

141	Additional				Ladder, drilling machine will be arranged by customer	Ladder and Drilling machine may be provided if available
142	Additional				If the bank doesn't give acceptance within 3 days on test, it will be considered as deemed acceptance and billing will start from the 4th day onward.	It cannot be deemed accepted. Final Acceptance Test Certificate will be given by bank and from that date billing will start

143	Page No 1		Section I – Invitation to Bid	Last date and time of submission of Bids 15/01/2019 (1600 Hrs)	<p><u>RFP floted on 26/12/2018 and last date is 15/01/2019 (20 Days) Sat-Sun=6, in Between 1 Festival 1 NEW YEAR (TOTAL WORKING DAYS (20-8=12 DAYS) AND ALSO NO PRE BID MEETING FOR THE TENDER (ONLY VIA MAIL LAST DATE IS 09/01/2019 ONLY 4 DAYS)</u> Time permitted to react on this tender:- Time given to react is too less i.e 12 AND ONLY 5 DAYS FROM THE RESPONSE OF QUERIES FROM THE BANK SIDE working days given the scope of work including involvement of external partner to support and get the relevant documents as required.In the above said context, we would like to request you to kindly extend the Tender submission by at least 20 further days so that we can have proper time to align ourselves (OEM and partner) along with Nainital Bank overall objective to support this project. This will help us managing this bid effectively.</p>	Bid Submission date has been extended refer to nitification on bank website under tender.
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144	Page No-18		ELIGIBILITY CRITERIA	The bidder's average annual turnover should be at least INR. 300 Crores from Indian operations in each of last three financial years. The bidder's annual turnover from ,Data Centre Services and Cloud & Managed Services should be at least (INR) 100 crores in each of the last three financial years in India. The bidder should be a profit making entity over the past 3 years in India.	We would like to apprise that BSNL is Govt of India Enterprise having multiple line of businesses wherein IDC as a business is one of them. Being a Government enterprise , thus we would like to submit that different vertical turnover is not feasible however consolidated turnover of BSNL may be accepted by Nainital Bank.	Point remains as per RFP
145	Page no-20		ELIGIBILITY CRITERIA	Data Center Location of Service Provider -The SP should have Data Center in Delhi/NCR and Near DR within 60 Km Radius and DR at different seismic zone within India.	As RPO is 30 min for Far DR, we understand near dr is supposed to have almost zero RPO. So required P2P line will be	FIBRE
146	Page No-49		Clause 5.4	1000 laptops and desktops for which the AV is required.	Please confirm-Location	Present location in Annexure D. New branch /office opened will be informed .

147	Page No-49		Clause 5.4	Do We understand from the clause that ITSM tool used by Service provider may be extended to cover the services as required in the tender OR bank wants to purchase the tool separately . becoz accordingly the service desk needs to get aligned.basically is shared service desk acceptable .	Please more detials on the tool	Bank does not want to purchase the tool . The tool will be part of OPEX servcies. Shared Service Model is acceptable
148			Clause 5.12 , 6.9.1	Licences for Ms SQL and Windows	Please Confirm Version and Software assurance will also be required .	Refer RFP for Version and for SA refer Corrigendum
149			Clause 5.11	Near DR – ask is for Tier 2 instead of tier 3 .	Tier II certification is not feasible these days hence Datacenter technology compliant premise may be acceptable for near DR.	Point states that Near DR should be atleast Tier II , It can be Tier III
150				Microsoft Licenses	For the licenses asked , does the customer want this with software assurance and we understand that this has to be in the name of customer.	Microsoft License has to be in the name of the Customer . Refer Corrigendum for rest

151			Clause 5.4	Point -G	We would like to submit that to achieve sync for large workloads over WAN will take time over WAN . Considering timelines are very stiff so will the preseeded process be allowed thru manual process and then automated replication will start.	Initial data for cutoff date may be manually uploaded and after that sync should be automatic and at ZERO RPO
152			Clause 5.4	Point-V	do we understand that encrypted portable media is the tape drive or we would recomond latest storage technology SSD	Refer Corrigendum
153			clause 5.4	Telecom , Point- B	DDOS mitigation is required only at DC and DR site and not at near DR site, please confirm	Refer Corrigendum
154			clause 5.4	Point- U	Need clarity on disk based backup for the retention period of the backup policy mentioned. Will this be on disk or tape. (Suggested SSD as per latest technology)	Refer Corrigendum
155			clause 3.30	Point 3 , Certifications asked	We understand that TIA 942 , ASHRAE, IS1893:1984 compliance is required. We wish to submit that our datacenters are uptime certified and comply with above asked compliances . Will this be acceptable.	Refer Corrigendum

156	3.14		13	The EMD may be forfeited: a. if a Bidder withdraws its bid during the period of bid validity specified in the RFP; or b. in the case of a successful Bidder, if the Bidder fails; i. to sign the Contract in accordance; or ii. to furnish Security Deposit/Bank Guarantee for contract performance.	EMD guidelines state EMD can be forfeited if Bidder fails to sign the contract in time. However, failure to execute contract, could also be due to failure of parties to conclude mutually agreed terms. Please confirm if this will also lead to forfeiture of EMD?	Point remains as per RFP
157	3.14			Page 14	Format of BG required	Format for BG for EDM is provided
158	3.15			Validity of the BG for 60 months	Can BG be issued for 1 year and renewed every year	Point remains as per RFP
159	3.15		13	In the event of termination, Bank may Invoke the Performance Bank Guarantee/Security Deposits, recover such other direct costs and other amounts towards direct damages from the Agency that may have resulted from such default and pursue such other rights and/or remedies that may be available to the Bank under law.	We propose written notice for cure of 30 days and subsequently notice of termination of 30 days prior to Bank invoking PBG/security deposit. Further, invocation of PBG/Security Deposits must only happen in case non-performance of services is solely attributable to Bidder's default and at no fault of Bank/other third party.	Point remains as per RFP

160	3.19		14	Terms and Conditions of Bidders - Printed terms and conditions of the Bidders will not be considered as forming part of their Bids. The terms and conditions mentioned in the RFP will prevail.	In absence of important legal clauses in RFP viz, indirect/consequential loss; cap on Bidders liability, we request Bank to consider signing our standard MSA/GTC; relevant Service Schedule.	Please refer section no. 3.19 clause No. 14.
161	3.3		17	Evaluation of Eligibility CriteriaThe Bidder should not have been blacklisted by Govt. of India /Banks /PSU /BFSI/Govt. organization in India during last 3 years from the date of submission of bid.	We propose to delete words highlighted in red herein as well as in declaration of blacklisting format: The Bidder should not have been blacklisted by Govt. of India /Banks /PSU /BFSI/Govt. organization in India during last 3 years from the on date of submission of bid.	Point remains as per RFP

162	3.34		27	<p>Bank's Right to Vary Scope of Contract at the time of Award - The Bank may at any time, by a written order given to the Bidder, make changes to the scope of the Contract as specified. If any such change causes an increase or decrease in the cost of, or the time required for the Bidder's performance of any part of the work under the Contract, whether changed or not changed by the order, an equitable adjustment shall be made in the Contract Value or time schedule, or both, as decided by the bank and the Contract shall accordingly be amended. Any claims by the Bidder for adjustment under this Clause (Clause 3.34) must be asserted within thirty (30) days from the date of the Bidder's receipt of the Bank's changed order.</p>	<p>Our pricing has been worked out basis scope, specifications, requirements etc stated in RFP. Hence, we will not be able to accept unilateral decrease in scope. Any variation must be mutually agreed between the parties via Change Order process. Hence, we request replacement of clause with: Either party may request a change order ("Change Order") in the event of actual or anticipated change(s) to the agreed scope, Services, Deliverables, schedule, or any other aspect of the Statement of Work. Bidder will prepare a Change Order reflecting the proposed changes, including the impact on the Deliverables, schedule, and fee. In the absence of a signed Change Order, Bidder shall not be bound to perform any additional services.</p>	<p>Please refer Section no.3.34 Clause No.27.</p>
163	3.37		28	<p>Keeping in view the project commitment, THE NAINITAL BANK LTD. reserves the right to ask the vendor to add new features/ process or modify the existing solution to take care the service delivery for matching the project requirements as and when required.</p>	<p>Scope should be specified upfront and any modification must be mutually agreed.</p>	<p>Point remains as per RFP</p>

164	3.37			28 The above Security Deposit will be in the form of Bank Guarantee (BG) of any Scheduled Commercial Bank. Security Deposit should be valid for the entire period of 60 months and renewed if required, and thereafter on satisfactory performance and completion of contract, the Security Deposit shall be refunded to the vendor without any interest.	Security deposit must be refunded on completion of project and hence, we propose to delete words 'satisfactory performance and' from this clause since this brings in subjectivity.	Point remains as per RFP
165	3.37			29 THE NAINITAL BANK LTD. may, at any time, terminate the contract by giving written notice of -30- days to the vendor without any compensation, if the vendor becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to THE NAINITAL BANK LTD. If at any point during the contract, if the vendor fails to, deliver as per the tender terms and conditions or any other reason amounting to disruption in service, the Termination and Exit Management clause to be incorporated in contract, will be invoked.	Please share the Termination and Exit Management clause being referred herein for our review? Further, we propose written notice for cure of 30 days and subsequently notice of termination of 30 days prior to Bank exercising its right of termination hereunder. We also recommend insertion of additional mutual termination clause as follows: Either party shall be entitled to terminate this contract in case of a breach by other party of any of the material obligations hereunder and failure to cure such breach within thirty (30) calendar days following the date of delivery of notice of breach from other party.	Please refer Section no. 3.37 Clause no.29.

166	3.38		29	<p>Placing of Purchase Orders - Quantities mentioned in BoQ (Bill of Quantity) are indicative and THE NAINITAL BANK LTD. reserves the right at the time of award of purchase order to increase or decrease the quantity of goods and / or services from what was originally specified while floating the RFP without any change in unit price or any other terms and conditions.</p>	<p>Our pricing has been worked out basis scope, specifications, requirements etc stated in RFP. Hence, we will not be able to accept unilateral decrease in scope. Any variation must be mutually agreed between the parties via Change Order process. Hence, we request replacement of clause with: Either party may request a change order ("Change Order") in the event of actual or anticipated change(s) to the agreed scope, Services, Deliverables, schedule, or any other aspect of the Statement of Work. Bidder will prepare a Change Order reflecting the proposed changes, including the impact on the Deliverables, schedule, and fee. In the absence of a signed Change Order, Bidder shall not be bound to perform any additional services.</p>	Point remains as per RFP
167	3.38		29	<p>For procurement of Hardware/software/solution/system/service, Purchase order will be placed on the vendor in hardcopy format.</p>	<p>Please confirm if PO contains additional T&Cs governing this RFP or will only RFP T&C's apply to present scope?</p>	Point remains as per RFP

168	3.38			<p>29 If the vendor is not able to supply/deploy/operationalize the ordered Hardware/software system / service / process completely within the specified period, the penalty clause will be invoked.</p>	<p>We propose to amend clause to include additional 30 days' time period must be provided prior to levy of penalties and penalties must be sole and exclusive remedy wrt Bidder's failure to provide services in question by the due date. Further, both parties agree to mutually discuss penalties applicable to this deal and penalties must be capped to 2% of annual contract value. Also, penalties shall only apply in cases where failure is solely attributable to Bidder and at no fault of Customer or other third party or occurrence of Force Majeure event.</p>	<p>Please refer Section no. 3.38 clause no. 29.</p>
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169	3.41		30	Tender Related Condition - The Bidder should not be involved in any major litigation/arbitration that may have an impact of affecting or compromising the delivery of services as required under this contract. If at any stage of Tendering process or during the currency of the Contract, any suppression / falsification of such information is brought to the knowledge of the Bank, the Bank shall have the right to reject the bid or terminate the contract, as the case may be, without any compensation to the Bidder and claim damages before the court of law, resulting from such rejection/termination as the case may be.	Point remains as per RFP
170	4		33	Quality: The quality supplied shall be as per approved sample / certified by Principal vendors. Who is principal vendor being referred herein? What is their role in RFP process?	Bidder is the Principal Vendor and in case of any compromise in Quality Bidder will be liable for same

171	4		33	Statutory Laws: Vendor shall abide by all applicable rules and regulations regarding taxes, duties, labour etc., in force from time to time enforced by the Government of India, also registration, labour laws, payments, ESIC, PF, insurance etc. Vendor shall coordinate for all these matters with concerned authorities directly.	Bidder proposes to amend this clause to state that it shall comply with all statutory laws etc. applicable to its scope of services being provided under RFP.	Please refer Section 4 clause no. 33.
172	4		33	Confidential Information: All information exchanged between the parties will be confidential. If the implementation project requires disclosure of, or receipt of, confidential information, such disclosure or receipt will be made with mutual agreement and may be with a separately executed MoU / NonDisclosure agreement with Vendor by the Bank.	Please confirm if Bidder NDA template can be signed prior to exchange of confidential information between parties?	Accepted

173	4		<p>33 Arbitration: The Bank and the Bidder shall make every effort to resolve amicably, by direct negotiation between the respective Designated Officials of the bank and the Bidder, any disagreement or dispute arising between them under or in connection with the RFP and or contract thereafter. If the designated official of the Bank and the Bidder are unable to resolve the dispute within -30- days from the commencement of such informal negotiations, they shall immediately escalate the dispute to their Senior Authorized Personal. If within -30- days from the commencement of such negotiations between the Senior Authorized Personal designated by the Bidder and Bank, are unable to resolve their dispute amicably, in such case the dispute shall be settled finally by arbitration in Nainital, Uttarakhand, India under and in accordance with the provisions of the Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. The right to appoint arbitrator shall lie with the bank only.</p>	<p>We propose to amend this clause to state that sole arbitrator must be appointed by mutual consensus of both parties. Hence, we propose to delete last sentence in this clause - Bank having unilateral right to appoint arbitrator.</p>	<p>Please refer Section No. 4 clause no. 33.</p>
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174	4.1		34	Stipulated Time Schedule		Point stand as per RFP
175	4.2		34	Date of release of Purchase Order - The Bidder shall perform the Services and comply in all respects with the critical dates and failure on part of the Bidder to meet the critical dates without prejudice to any other rights that the Bank may have, may lead to the imposition of such obligations as are laid down in the Delay and Deterrent Mechanism and/or levy of penalty and/or termination of the Contract at the discretion of the Bank.	We propose to amend this clause to include written notice for cure of 30 days and subsequently notice of termination of 30 days prior to Bank exercising its right of termination/levying penalty hereunder.	Please refer Section no. 4.2/ clause no. 34
176	4.5		38	Payment Schedule All Payments shall be made in Indian Rupees Only and shall be released by the Bank against the invoices raised by bidder within 30 calendar days given all the relevant documents are submitted timely and are complete in all reference.	We propose to replace payment term with following language: Customer shall pay all amounts due within thirty (30) days from the date of invoice, to the bank account designated by Bidder, from time to time. Bidder reserves the right to charge interest@1.5% pm on delayed payments, from the due date to the date of actual payment.	Please refer section no. 4.5 clause no. 38.
177	4.6		39	Service Level Agreement & Targets		Point as per RFP

178	4.7		40	Service Level Agreements SLA may be changed by the bank at its discretion during signing of agreement with the qualified bidder.		Point as per RFP
179	5.4		48	5.4. Detailed Scope of Work:	In case any OEMs are involved, Bidder can only pass on rights in accordance with the license terms agreed with OEM.	This RFP scope Includes end to end management of DC-DR and NDR excluding the Application related OEM

180	5.7		<p>54 5.6. High level ICT infrastructure architectureThe bidder should ensure there is a 24 x 7 x 365 comprehensive support arrangement for a period of 5 years with all the OEM for respective ICT components. It is expected that bidder and OEM shall ensure that the equipment/components being supplied by him will be supported for minimum 7 years from date of bid submission. If the same is de-supported by the OEM for any reason whatsoever, the bidder shall replace it with an equivalent or better substitute that is acceptable to Bank without any additional cost to the Bank and without impacting the performance of the solution in any manner whatsoever. Any components, sub- components, assemblies, subassemblies (i.e. server, storage, OS) required for installation of Monitoring management, security etc or any other software/management software needed for Data Center ICT infrastructure will be provided by bidder without any additional cost.</p>		Point as per RFP
181	6.1		<p>62 Schedule II: Operation and Maintenance Services</p>		Point as per RFP

182	6.16		68	The bidder shall be responsible for backup of storage as per the policies of THE NAINITAL BANK LTD. at the Data Centre. These policies would be discussed with the bidder at the time of installation and configuration.	Please provide copy of all Bank policies that may be applicable to Bidder's scope so we are able to review those and apprise Bank of our reservations, if any.	Accepted
183	6.2		71	Acceptance of System and Commissioning	Bidder proposes to add time frame to 2 business days within which Customer must accept/reject our services, else services shall be deemed accepted.	Date of Final Acceptance Test report will be considered for services being accepted

184				Limitation of Liability (New Clause)	<p>Bidder propose inclusion of additional clause as follows: NEITHER PARTY SHALL BE LIABLE FOR (A) ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, EXEMPLARY OR PUNITIVE DAMAGES OR (B) ANY DAMAGES FOR LOST PROFITS, LOST REVENUES, LOSS OF GOODWILL, LOSS OF ANTICIPATED SAVINGS, LOSS OF CUSTOMERS, LOSS OF DATA, INTERFERENCE WITH BUSINESS OR COST OF PURCHASING REPLACEMENT SERVICES ARISING OUT OF THE PERFORMANCE OR FAILURE TO PERFORM UNDER THE AGREEMENT, WHETHER OR NOT CAUSED BY THE ACTS OR OMISSIONS OR NEGLIGENCE (INCLUDING GROSS NEGLIGENCE OR WILLFUL MISCONDUCT) OF ITS EMPLOYEES OR AGENTS, AND REGARDLESS OF WHETHER SUCH PARTY HAS BEEN INFORMED OF THE POSSIBILITY OR LIKELIHOOD OF SUCH DAMAGES. NOTWITHSTANDING ANY OTHER PROVISION CONTAINED IN RFP/NDA, BIDDER'S TOTAL AGGRGATE LIABILITY FOR ALL CLAIMS ARISING OUT OF THIS RFP/NDA, SHALL BE LIMITED TO THE MOST RECENT TWELVE (12) MONTHS OF CHARGES COLLECTED BY BIDDER PURSUANT TO THE APPLICABLE ORDER GIVING RISE TO THE CLAIM.</p>	Point remains as per RFP
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185				Service Levels and Penalties (New Clause)	Bidder requests inclusion of this clause: BIDDER'S SOLE LIABILITY AND CUSTOMER'S SOLE REMEDY FOR DAMAGES ARISING OUT OF OR RELATING TO ANY ACT OR OMISSION RELATING TO THE FURNISHING OF OR THE FAILURE TO FURNISH SERVICES (INCLUDING BUT NOT LIMITED TO MISTAKES, OMISSIONS, INTERRUPTIONS, FAILURE TO TRANSMIT OR ESTABLISH CONNECTIONS, FAILURE TO SATISFY SERVICE LEVELS OR SPECIFICATIONS, DELAYS, ERRORS OR OTHER DEFECTS) IS LIMITED TO ANY APPLICABLE CREDIT ALLOWANCES DUE AND/OR CUSTOMER'S RIGHT TO TERMINATE A PARTICULAR SERVICE UNDER THE APPLICABLE SERVICE LEVEL GUARANTEE AS SET FORTH IN THE RELEVANT SERVICE SCHEDULE(S). Both parties agree to mutually discuss service credits including, SLAs applicable to this RFP.	Please refer RFP.
186	3.1 pg6		1	Bank will purchase this hardware ,OS and DB as CAPEX	Reconfirm if Capex or opex required. As there are conflicting statements in the RFP	Refer Section VI page 128

187	3.1 pg 7		2	This will be dedicated Infrastructure and Bank will be billed on OPEX Model	Reconfirm if Capex or opex required. As there are conflicting statements in the RFP	Refer Section VI page 128
188	5.4, pg 48		5.4 e)	All the system logs should be properly stored for the period of 6 months & archived for future analysis with retention of 10 years. These Log Sources should be enabled for syncing at SOC Location of Nainital Bank as per Bank guidelines.	Does the bank required bidder to bid for SIEM solution or only the log server which can forward the logs to bank's existing SIEM solution.	SIEM solution not required
189	5.4, pg 48		5.4 f)	Designing, implementation and Configuration of Windows Active Directory Environment up to branch level (End user)		Point as per RFP
190	3.1 pg6		1	Bidder's DC (Delhi/NCR), near DR (within 60Km radius) and DR Site in different seismic zone.)	Is the DC mandatory to be provided in Delhi? Or bidder can propose alternatives.	DC to be in Delhi-NCR

191	5.4, pg 50		5.4 u)	Disk based backup for 15 daily backups, 8 weekly backups, and 13 monthly and 11 yearly backups	Can bidder propose new alternative for backup solution like Object storage as backup?	Refer corrigendum: backup solution should be disk based backup and factor additional SATA based storage and backup software at both location for 30TB usable capacity. It can be in the form of backup appliance as bundle.
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192	5.4, pg 50		5.4 v)	Ship one copy of monthly data out to Banks' HO, Nainital/RDC Haldwani on an encrypted portable media.	With new solution can we proposed different object storage location, instead of the asked locations?	Location will remain same, however Instead of encrypted portable media it will be simple Portable media
193	5.4, pg 50		5.4 u)	Disk based backup for 15 daily backups, 8 weekly backups, and 13 monthly and 11 yearly backups	Does customer want dedcated tape library and dedicated backup software?	Refer Corrigendum
194	5.4, pg 52		Management b)	The bidder should provide NMS (hardware and software) tool	If the SDWAN solution has NMS tool included to monitor all links. Does customer need separate monitoring tool?	SDWAN NMS will only manage the WAN Network. Bidder need to factor for tools to manage Server, Storage, Security and other asked component of DC

195	5.4, pg 52		Management G)	For new locations bidder will not take more than 4 weeks at-least 1 link enablement and maximum additional 2 weeks for backup link.	Customer should change it to 8 weeks as the link timeline depends on service provider for link and OEM for CPE.	Point remains as per RFP
196	5.5 pg 53		a)	DC to deliver IT as a service starting with IaaS, PaaS and SaaS in future.		Point as per RFP
197	5.6, pg 55		d)	It is expected that bidder and OEM shall ensure that the equipment/components being supplied by him will be supported for minimum 7 years	Should be changed to 5 years.	refer Point 5.6 - c and d pg 54 and 55
198	19.2.1. pg 127		SDWAN	Generic query	Does customer want dedicated central infra for SDWAN management at DC & DR or can the bidder propose shared infra hosted in bidders IDC. Which will reduce cost.	Shared Infra hosted in Bidder IDC within India can be proposed
199				Generic query	For support of all infra does customer want dedicated resource on premise or remote support will do.	Bidders responsibility under Managed Services
200				Generic query	Clear quantity of server requirement not provided. Clear bifurcation of server and equipment required for DC, NDR and Far DR. As in section 6.9.1 -3. there are no server mentioned in that table	Refer pg 57 of RFP and Corrigendum

201	5.11. pg 57			Hardware and Software Requirement for Production Environment (CAPEX)	These server requirement is for which IDC - DC/NDR/Far DR	Refer pg 72 of RFP
202	Annexure D pg 137			Annexure D - Telecom Location	Can Bank provide the existing Backup link details	Backup last mile is on RF/ISDN/leased line/VSAT
203	5.4		e	System log for 6 month and archived for 10 years	Which all server logs bank want to keep for 6 months and archived till 10 years	All the Servers
204	5.4		l	implementation of ITSM tool from Gartner leader for Incidence /problem/Asset/ change management	Is it ok if we maintain in the other software.	Point remains as per RFP
205	5.4		r & s	patch management and antivirus for end users	Does bank want bidder to maintain the branch end desktop and laptop for patch management and antivirus updation.	Will cover all the locations mentioned in Annexure D
206	5.4		telecom scope e	Extension of Dashboard	Currently we are sharing incidence dashboard on mail Will it be OK	Online Dashboard is Required at Bank Location
207	5.4		CPE Devices B	Standby Devcies	Bank has proposed to keep 10 standby devices at bank provided location. Currently we have kept 2.	Point remains as per RFP

208	5.6		b	if bidder miss the component in Bill of material and it need to implement it will be done without any additional cost	Can bank confirm on all the requirements are getting satisfied once bidder share the details with bank.	Can be confirmed at time of FAT once it is confirmed with Bank software vendor
209	5.6		f	Training to 10 bank officials	Is it OK if we share the traffic flow to bank official in training .	Yes
210	6.14		c	Management of storage system	Does Nainital bank want remote management of storage devices and componenets at bank location.	Yes
211	3.7		1	The bidder's average annual turnover should be at least INR. 300 Crores from Indian operations in each of last three financial years. The bidder's annual turnover from Data Centre Services and Cloud & Managed Services should be at least (INR) 100 crores in each of the last three financial years in India. The bidder should be a profit making entity over the past 3 years in India.	Suggested: Change Annual Turnover at least INR 200Cr	Refer Corrigendum

212	3.7			7 Data Center Location of Service Provider -The SP should have Data Center in Delhi/NCR and Near DR within 60 Km Radius and DR at different seismic zone within India	Can we give DC & near DR in the same physical DC, but in different physical stack and far DR as per RFP or can we give DC and Near DR at a different location other than NCR	DC and Near DR should be in a different Building and maximum distance between DC and Near DR should not exceed 60 km . DC and Near DR should have ZERO RPO.
213	3.7			4 Certificate from bidder's HR Department for the number of Technically Qualified professionals employed by the bidder. Certificate should capture the following details of the employees in a tabular format:1. Employee Name2. Qualification3. Total Experience in desired area	Can we provide Certificate from HR regarding the Number of Technically Qualified employees without Employee Name, Qualification & Total Experience as this is confidential information and HR cannot provide this information	Point remains as per RFP

214	7.5. Storage		Storage on page 85	Storage SAN	<p>The RFP has been created on the traditional 3 tier achitecture where you have mentioned discreet components like SAN storage, SAN switches and Blade servers. The enterprise storage sales is going down continuously as it is not able to keep up the growing agility, scalability and perfromance demnds. Also a single storage is a single point of failure. Same way Blade chassis are going out of industry and all server OEM are going back to rach servers, Now intrestingly from traditional Direct attached stoarge and single server single application was disrupted by virtualization and physical server could run the multiple virtual machines on a single physical server hence helpingserver consolidation. Now the newest wave is hyper converged infrastructure which allows you to get rid of hardware vedor lock in as well as allows you to just use x86 based servers which run complete data center using software define platform. Hyper Converged Infrastructure is introduced to reduce complexity by defining data centers in terms of software defined architecture and making data centers easier to manage and with no dependency on purpose built hardware. HCI is a software-centric architecture that tightly integrates compute, storage, networking and virtualization resources and other technologies from scratch in a commodity hardware box supported by a single</p>	Point stands as per RFP
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					<p> vendorWith this architecture customer doesn't have to specifically define specification & do sizing of each component separately (such as: Servers, Storage (SAN or NAS), SAN Switches, Virtualization software etc.)1) Vendor agnostic (Supported on all leading OEM's)2) Infinitely scalable (horizontal & vertical and customer can have infusion of any new technology (CPU/RAM/Disk) with existing HCI setup)3) Much more secure than 3 tier architecture, Inbuilt Security architecture and validated by DISA and DOD. 4) Compact (takes 40% less space), Highly cost efficient & effective with at least 20% to 22% cost saving over a period of 3-5 years5) One click expansion and Upgrade be it HCI software/Hypervisor/Hardware firmware etc.6) Single vendor maintenance (reduces risk to maintain multiple OEMs)7) Inbuilt virtualization (saves cost of virtualization software's to be purchased separately) 8) Maintenance by single console (no manual intervention at any level of hardware). etc.9) Support most of the industry leading protocol (ISCSI/SMB/NFS) with inbuilt DR and Data replication software10) No Migration efforts required during hardware refresh after 3yrs. or 5yrs. Customer can leverage auto expand feature and evacuate older nodes without production impact </p>	
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215	7.2. Rack Server Specifica tions		Rack Server Specifications page 80	Rack Servers		Point stands as per RFP
216	-		New Clause Suggested	Exit Management	We request you to kindly incorporate the following clause "In the event of termination of the contract earlier than it's full duration of five years, all other movable equipment which were part of services model as per the scope of RFP shall be taken over by bank after an evaluation and payment of net present value of the assets on mutual agreement at the time of termination."	Point remains as per RFP
217	94		8	Minimum NG Firewall application throughput (combination of Firewall, IPS, Application Control/check.) (measured with traffic mix) – 10 Gbps or Minimum NG Threat prevention throughput in (by enabling and measured with IPS, Anti-Virus, Anti- Spyware/Anti-Bot and all other security threat prevention feature and traffic mix) – 2 GBPS.	NG Firewall application functionality does not include the Antivirus, AntiBot functionality hence it is suggested to only ask for Threat Prevention throughput of 10Gbps measured on Traffic Mix . There is huge difference between NG Application throughput and Threat prevention throughput as NG Application throughput does not include the functionality of Antivirus hence it is requested to only ask for Threat Prevention throughput	Refer Corrigendum

218	94		11	Concurrent Sessions – 100, 00,000	<p>Today there are many applications which keep running on PCs / Servers / Laptops and which try to connect to internet for various downloads like windows updates / antivirus updates and other online applications. These application keeps opening sessions automatically. the firewall should not become a bottleneck in case of a virus or trojan generating huge nos of connections. To ensure that the firewall is capable of handling such traffic scenarios it is important that firewall is capable of handling minimum 40 million concurrent sessions. Request to change as "Concurrent Sessions – 40,000,000"</p>	Point stands as per RFP
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219	94		12	Connections/Sessions per sec – 200,000	<p>Today there are many applications which keep running on PCs / Servers / Laptops and which try to connect to internet for various downloads like windows updates / antivirus updates and other online applications. These application keeps opening sessions automatically. the firewall should not become a bottleneck in case of a virus or trojan generating huge nos of connections. To ensure that the firewall is capable of handling such traffic scenarios it is important that firewall is capable of handling minimum 380000 New Sessions per SecRequest to change as "Connections/Sessions per sec – 380,000"</p>	Point stands as per RFP
220	95		26	This should be a cloud base unknown malware analysis service with guaranteed protection signature delivery time not more than 20 minutes	<p>Considering the confidentiality of customer data, it is requested to ask for on-premise unknown malware analysis service in place of public cloud service as asked in RFP . It is suggested that On-premise sandbox appliance should be offered with mimumum 12 VMs to scan for unknown malwares with atleast 6 GE interfaces</p>	Refer Corrigendum

221	7.10 Annexure B: Cyber Security Technical and Functional Compliance		7.10.11 Sub Point-50 pg 110	Solution should be agent based for managing all critical components for comprehensive security on endpoint (AV, Anti spyware, device control, Application control, desktop firewalls, desktop HIPS etc.)	Request to clarify customer separately asked for HIPS. In this technical specification as well customer asked for HIPS. Do customer require all the features like AV, Anti-Spyware, Device control, Application control, Desktop FW & Desktop HIPS ? Since Application control features are more useful to servers at DC & DR not much useful to remote desktops and enabling the license will be add commercials as well.	Point remains as per RFP
222	7.10 Annexure B: Cyber Security Technical and Functional Compliance		pg 106	General	We recommend customer to consider full fledged EDR instead of EPP. Since reference to Gartner and NSS Labs reports protection from the File less malware and In memory malware protection are more robust using the EDR solution. With the existing Technical specification, only EPP vendors will get complied. So all SI partners may propose only EPP solution.	Point remains as per RFP

223	7.10 Annexure B: Cyber Security Technical and Functional Compliance		7.10.11 Endpoint pg 111	Support for All Windows OS versions later than Windows 7 (including) and Window server 2008 and later including Server Editions, Mac	Do customer has Linux or Unix based Servers. Since the File less malware or In memory attacks are targeting Linux based Servers as well.	Point remains as per RFP
224	7.10 Annexure B: Cyber Security Technical and Functional Compliance		7.10.11 Endpoint pg 112	Centralized management servers should be able to automatically report about the new unprotected endpoints in IOCL network"	Please confirm our understanding the Central Mgmt server should report the New Unprotected endpoints in Nanital Bank Network. Request to amend.	Refer Corrigendum

225	7.10 Annexure B: Cyber Security Technical and Functional Compliance		7.10.14 PIM pg 120	PIM - Solution should be available as "pay as you go" subscription model.	<p>As per the commercial BoQ - 18 Privileged Users protection asked in DC & 18 in DR. Is the 18 number given are for customer existing vendors? What is the expectations for PIM for the Managed Service partners, who win this RFP? Do they needs to part of customer PIM? Customer asked only 5 technical points in RFP. Do customer want only password storage valut as a service or customer also want the screen recording features etc.</p> <p>Please do share any log retention timelines.</p> <p>Request to please share the sclability requirements in future from present ask 18 to scalability expeted YoY?</p>	Refer Corrigendum
226	7.10 Annexure B: Cyber Security Technical and Functional		7.10.16 IAM pg 127	The video recorded should be of minimal size and the recording should not impact user work and system performance	Request to clarify the requirement or usecase for the recoding. Generaly the Priviledged Identy Mangement Solution does the recording. In IAM solution there will not be any recording.	Refer Corrigendum

	Compliance					
227	7.10 Annexure B: Cyber Security Technical and Functional Compliance		7.10 IAM & IDAM pg 127	General	Customer given separate Technical compliance for IAM & IDAM and given single Commercial BoQ for IDAM with qty of 100. Please confirm the bidder can quote single solution that covers both IAM, IDAM, MFA etc.	Yes

228	7.10 Annexure B: Cyber Security Technical and Functional Compliance		7.10 IAM & IDAM pg 127	General	Request to clarify the quantity for IAM & IDM requested is only 100 Users , where as the quantity for EPP asked for 1000 Users. Please confirm the quantity for total number of users for IAM & IDAM ?	Clarrified: Antivirus is 1000 users which includes all the bank users and will not require access on servers, however 100 IDAM Users are the one who need to Pass thourgh IDAM Loggin to log into the servers or access servers.
229	7.10 Annexure B: Cyber Security Technical and Functional Compliance		7.10.15 DAM pg 121	DAM	Request to provide the details of the Data Base and OS Details installed in the DB server for the DAM solution. Reference to BOQ 8 DB in DC & 8 DB in DR is asked in the RFP BoQ. Please provide clarity on the details of the DB details + HA details like cluster or non cluster etc.	Refer pg 57

230	20. Section VI : Financial Bid Format Table B - BOQ- DC,DR and NDR		20. Table B line item 16 MFA pg 138	BOQ Like item 16 MFA	Request to clarify the Number of users require MFA. Since the Technical specifications asked for subscription basis but the BoQ in the commercials sections mentioned qty 2 in DC & 1 in DR ?	Refer Corrigendum
231	20. Section VI : Financial Bid Format Table B - BOQ- DC,DR and NDR		20. Table B line item 17 VA pg 139	BOQ Commercials like Item 17 VA	<p>Please confirm the VA required are Internal VA or External VA, give the split on the quantity 12 nos. Also request to ammend to provide the rates for Internal VA and external VA in the commercials line item.</p> <p>For the Internal VA to run, customer need to provide a VM for VA Scanner. Request to provide the Frequency of the VA scan? Monthly, Quartly, Half Yearly and Annual.</p> <p>We Strongly recommend customer to consider the Continous VA 24X7. Since VA is the hygiene and it is manditory to have Continous VA to track and prioritize the Vulnerability for the Bank.</p>	Refer Corrigendum

232	20. Section VI: Financial Bid Format Table B - BOQ-DC,DR and NDR		20. Table B line item 18 PT pg 139	BOQ Commercials like Item 18 VA	Please confirm the PT requested 12 nos in the commercial BoQ is Network PT or Web Application PT? Also, Please clarify - Blackbox testing, Grey Box Testing or Whitebox Testing required? Since the commercials are varied basis the type of testing. Request to provide the Web Application URL's that are required to carry out the Web APP PT and we also need to know the number of pages, subdomain, number of user roles that are required to be done for PT etc. Request to provide the frequency for the PT.	Refer Corrigendum
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233	7.10 Annexure B: Cyber Security Technical and Functional Compliance		7.10.17 DDOS pg 127	DDoS Mitigation device should support throughput capacity of 4 Gbps from day 1 and scalable upto 10Gbps with additional license (without changing the Hardware)	Request to please ammend the Technical Specification. The RFP Technical Spec says the proposed DDoS Appliance should support 4G scalable to 10 Gbps. Where as the DDoS Appliance is required only for the Layer 7 Low and Slow attacks where the low and slow flood attacks will flow with in the Internet Bandwidth capacity of the Customer, so the 4G capacity is not required. Only the Volumetric attacks on Layer 3 & 4 may be in multiple gig of attacks which can be mitigated using Cloud based DDoS Soltuion. So no dedicated appliance required in 4G. Request to customer to ammend RFP includes Volumetric attacks using Cloud DDOS 1G sclable by upgrade in future to 10G with the rate card and 750 Mbps for Onpremise DDOS Appliance. The 2nd point on the DDoS Appliance is 70% of the traffic today are using HTTPS, the Technical compliance given in the DDoS Appliance is not asked for the SSL Inception. Without SSL inception the requested solution will be get only HTTP traffic. Which allows attacks to use HTTPS based attack, so 70% of the attack will still continue to target our Servers even after investing in the solution. So request customer to ammend the Technical specification to provide Cloud Based DDoS for Layer 3 &	Refer Corrigendum
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					4 + On Prem with SSL inception for Layer 7 + Cloud Signalling between On Premise and Cloud DDoS.	
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234	94		8	Minimum NG Firewall application throughput (combination of Firewall, IPS, Application Control/check.) (measured with traffic mix) – 10 Gbps or Minimum NG Threat prevention throughput in (by enabling and measured with IPS, Anti-Virus, Anti- Spyware/Anti-Bot and all other security threat prevention feature and traffic mix) – 2 GBPS.	NG Firewall application functionality does not include the Antivirus, AntiBot functionality hence it is suggested to only ask for Threat Prevention throughput of 10Gbps measured on Traffic Mix	
235	94		11	Concurrent Sessions – 100, 00,000	<p>Today there are many applications which keep running on PCs / Servers / Laptops and which try to connect to internet for various downloads like windows updates / antivirus updates and other online applications. These application keeps opening sessions automatically. the firewall should not become a bottleneck in case of a virus or trojan generating huge nos of connections. To ensure that the firewall is capable of handling such traffic scenarios it is important that firewall is capable of handling minimum 40 million concurrent sessions.</p> <p>Request to change as "Concurrent Sessions – 40,000,000"</p>	Point remains as per RFP

236	94		12	Connections/Sessions per sec – 200,000	<p>Today there are many applications which keep running on PCs / Servers / Laptops and which try to connect to internet for various downloads like windows updates / antivirus updates and other online applications. These application keeps opening sessions automatically. the firewall should not become a bottleneck in case of a virus or trojan generating huge nos of connections. To ensure that the firewall is capable of handling such traffic scenarios it is important that firewall is capable of handling minimum 380000 New Sessions per SecRequest to change as "Connections/Sessions per sec – 380,000"</p>	Point remains as per RFP
237	95		26	This should be a cloud base unknown malware analysis service with guaranteed protection signature delivery time not more than 20 minutes	Considering the confidentiality of customer data, it is requested to ask for on-premise unknown malware analysis service in place of public cloud service as asked in RFP	Refer Corrigendum