

Response to pre-bid queries for Tender Ref No: OICL?HO/ITD/tech-Refresh/2022/01 dated 21/09/2022

#	Page #	Section	Point/ Section #	Existing Clause	Query Sought	OICL's Response
1	16	Eligibility Criteria	Eligibility Criteria Clause No. 10	The bidder should have supplied, implemented and provided/providing maintenance services for the following solution in last 5 years: a).... b).... c).... d) Should have maintained/maintaining Facility Management Services for Data Centre environment/components such as network, compute, storage and security at DC and DR for at least one BFSI/PSU/Govt. Organization in India.	Our understanding is that "Facility Management Services" here includes providing O&M/AMC services for DC or DR components such as network, compute, storage, security etc. by deploying onsite resources. Kindly confirm if our understanding is correct.	Operations & Management (O&M) is pertaining to Facilities Management while Annual Maintenance Cost (AMC) is absolutely different. Hence, not accepted. Clause remains unchanged
2	18	Project Timeline	Project Timelines	Delivery of the Backup suite: Within 4 months from the date of acceptance of Purchase Order	Given the global semiconductor shortage, we request OICL to kindly allow at least 8 months for delivery	Please be guided by the RFP
3	18	Project Timeline	Project Timelines	Installation, Configuration, Implementation & integration for backup suite	Kindly allow at least 6 weeks for installation & integration of backup suite.	Please refer Corrigendum
4	18	Project Timeline	Project Timelines	Delivery of Firewalls: 4 months	Kindly allow at least 6 months for delivery of firewalls.	Please be guided by the RFP
5	18	Project Timeline	Project Timelines	Installation & Operationalization of Firewalls: 4 weeks	Kindly allow at least 6 weeks for installation & operationalization of firewalls.	Please be guided by the RFP
6	43	Payment Terms	3.1.13 Payment Terms	Hardware: Delivery of the Hardware and submission of invoice with Proof of Delivery and other documents (after due inspection): 70% Successful installation and acceptance of the hardware by the OICL (after due inspection): 30%	Kindly amend the payment terms for hardware as follows: Delivery of the Hardware and submission of invoice with Proof of Delivery and other documents (after due inspection): 90% Successful installation and acceptance of the hardware by the OICL (after due inspection): 10%	Please be guided by the RFP
7	44	Payment Terms	3.1.13 Payment Terms	Software (In case of perpetual license) Delivery of respective software & its related components as per the actual supply (after due inspection): 70% Successful completion of customization and successful acceptance of software by OICL (after due inspection): 30%	Kindly amend the payment terms for software as follows: Delivery of respective software & its related components as per the actual supply (after due inspection): 90% Successful completion of customization and successful acceptance of software by OICL (after due inspection): 10%	Please be guided by the RFP
8	44	Payment Terms	3.1.13 Payment Terms	AMC Payment Terms: Quarterly in arrears	Kindly amend the payment terms for AMC as "Annually in Advance"	Please be guided by the RFP
9	61	Service Level	7.13 SLA Penalty	Solution Availability: For every 0.1% or part thereof drop in service levels penalty will be 1% of the Facilities Management Cost for the month	Kindly amend this penalty clause as: Solution Availability: For every 0.1% or part thereof drop in service levels penalty will be 0.5% of the Facilities Management Cost for the month	Please be guided by the RFP

Response to pre-bid queries for Tender Ref No: OICL?HO/ITD/tech-Refresh/2022/01 dated 21/09/2022

#	Page #	Section	Point/ Section #	Existing Clause	Query Sought	OICL's Response
10	61	Service Level	7.13 SLA Penalty	Availability of equipment at DC and DR: < 99.5 1% of the total cost of the FM for the year < 99.0 2% of the total cost of the FM for the year < 98.5 3% of the total cost of the FM for the year < 98.0 4% of the total cost of the FM for the year < 97.5 1% of the total cost of the FM for the year	Kindly amend this penalty clause as: < 99.5 1% of the total cost of the FM for the month < 99.0 2% of the total cost of the FM for the month < 98.5 3% of the total cost of the FM for the month < 98.0 4% of the total cost of the FM for the month	Please refer Corrigendum
11	62	Service Level	7.13 SLA Penalty: Big Reporting	Penalty of INR 1,000 will be levied for every 15 minutes delay or part thereof	Kindly relax this penalty as: Penalty of INR 500 will be levied for every 30 minutes delay or part thereof	Please be guided by the RFP
12	62	Service Level	7.13 SLA Penalty: Big Resolution	Penalty of INR 10,000 will be levied for every day delay or part thereof	Kindly relax this penalty as: Penalty of INR 2000/- will be levied for every day delay or part thereof	Please be guided by the RFP
13		General		Request for Exchange Rate Variation Clause	Given the volatility in the forex market, we request OICL to kindly add an Exchange Rate Variation clause to protect the bidders from exchange rate volatility.	Please be guided by the RFP
14		General		All eligibility & technical scoring criteria	Kindly add the following Clause to be applicable for all eligibility & technical scoring criteria: "In case of corporate restructuring or Business Transfer, all the Qualifying Requirements / Eligibility Criteria (or any other criteria pertaining to bidder's credentials/resources) can be met by the bidding entity itself, or by the bidding entity's parent company (if the bidding entity is 100% owned subsidiary of the parent company) or by its 100% owned fellow subsidiary company. Supporting documents of the parent company's / fellow subsidiary company's credentials/resources shall be acceptable for all the Eligibility Criteria and any other criteria requiring bidder's credentials to qualify."	Please refer to Section 1.6: Eligibility Criteria, Note, Pt. 2 & Pt.3
15	16	Eligibility Criteria	Eligibility Criteria in OICL & GEM RFP	There are separate Eligibility Criteria for Turnover, Experience etc. given in the OICL Main RFP and the GEM RFP Document.	We understand that the bidder needs to submit supporting documents for eligibility criteria given in OICL's main RFP and the eligibility criteria given in GEM RFP are not applicable (overridden by OICL RFP). Kindly confirm if our understanding is correct.	Yes, your understanding is correct
16	27	Scope of Work	2.5 Backup	Currently OICL is using Disk based backup solution by Dell EMC with Data Domain DD4200 as an appliance and Networker as backup software along with SL 150 Tape Library from M/s Oracle for tape backup requirement	What is the total capacity of the existing DD4200 (compressed and uncompressed)?	Existing Capacity of DD4200 Raw- 164TB Usable- 127TB

Response to pre-bid queries for Tender Ref No: OICL?HO/ITD/tech-Refresh/2022/01 dated 21/09/2022

#	Page #	Section	Point/ Section #	Existing Clause	Query Sought	OICL's Response
17	27	Scope of Work	2.5 Backup	Currently OICL is using Disk based backup solution by Dell EMC with Data Domain DD4200 as an appliance and Networker as backup software along with SL 150 Tape Library from M/s Oracle for tape backup requirement	How much data is in the existing Data Domain DD4200?	Existing Capacity of DD4200 Raw- 164TB Usable- 127TB
18	27	Scope of Work	2.5 Backup	Currently OICL is using Disk based backup solution by Dell EMC with Data Domain DD4200 as an appliance and Networker as backup software along with SL 150 Tape Library from M/s Oracle for tape backup requirement. The Tape Library mentioned above is still under support from OEM. The selected bidder needs to integrate proposed backup solution with SL 150 Tape Library.	As the existing tape library (SL 150) is under warranty, could you please share the remaining warranty period of it? Kindly let us know what happens after the warranty expires. After the warranty expires who will manage the tape library? Will the bidder be responsible or some other vendor be responsible?	Currently, Tape Library SL 150 is under AMC with the existing service provider. The manageability part of the tape library will be under the scope of selected bidder under this RFP only. Renewal of AMC for Tape Library will be taken care by OICL from time to time.
19	113	Technical Specifications	Backup Appliance	Currently OICL is using Dell EMC Data Domain DD4200, bidder can leverage existing capacity in proposed solution to meet above requirement, if feasible. Entire capacity of purpose built backup appliance (PBBA) must be offered as single pool with global deduplication to increase the data reduction efficiency	As per our understanding bidder can use the existing remaining storage capacity of DD4200 in the new requirement of back-end capacity of PBBA, please confirm if our understanding is correct.	DD4200 is under AMC till March 2023. AMC only covers hardware support and no software support (OS, Security patches etc.) is covered as it is under extended support. The Backup Appliance should be under end to end OEM support throughout the tenure of the contract. Bidder has the option to leverage the existing capacity. However, if they propose to leverage, Bidder is to ensure back to back support from OEM for the duration of the contract OR Bidder has the option to propose a new solution
20	113	Technical Specifications	Backup Appliance	Currently OICL is using Dell EMC Data Domain DD4200, bidder can leverage existing capacity in proposed solution to meet above requirement, if feasible. Entire capacity of purpose built backup appliance (PBBA) must be offered as single pool with global deduplication to increase the data reduction efficiency	Is the existing DD4200 under warranty? If yes what is the warranty end date? Do you need any support for the same during the contract period?	Yes, DD4200 is under AMC till March 2023. AMC only covers hardware support and no software support (OS, Security patches etc.) is covered as it is under extended support. The Backup Appliance should be under end to end OEM support throughout the tenure of the contract.
21	113	Technical Specifications	Backup Appliance	Proposed purpose-built backup appliance (PBBA) should be sized appropriately for front-end data of 150 TB (usable) as per below mentioned backup policies. a. Daily incremental backup – retained for 4 weeks in PBBA. b. Weekly full backup for all data types – retained for 1 month in PBBA. c. Monthly full backups – for 12 months. d. Yearly full backups - retained for 7 years in PBBA. The proposed purpose-built backup appliance should be quoted with adequate capacity considering 2% daily change rate for entire duration of 5 years warranty. Bidder must provide a sizing certificate showcasing this sizing consideration on the OEM's letter head with seal and sign from the authorized signatory.	Will the 2% daily change rate be calculated on front data that is 150TB?	Yes, your understanding is correct

Response to pre-bid queries for Tender Ref No: OICL?HO/ITD/tech-Refresh/2022/01 dated 21/09/2022

#	Page #	Section	Point/ Section #	Existing Clause	Query Sought	OICL's Response
22	113	Technical Specifications	Backup Appliance	Proposed purpose-built backup appliance (PBBA) should be sized appropriately for front-end data of 150 TB (usable) as per below mentioned backup policies. a. Daily incremental backup – retained for 4 weeks in PBBA. b. Weekly full backup for all data types – retained for 1 month in PBBA. c. Monthly full backups – for 12 months. d. Yearly full backups - retained for 7 years in PBBA. The proposed purpose-built backup appliance should be quoted with adequate capacity considering 2% daily change rate for entire duration of 5 years warranty. Bidder must provide a sizing certificate showcasing this sizing consideration on the OEM's letter head with seal and sign from the authorized signatory.	The back-end data capacity has to be calculated on the 5 years or 7 years retention?	7 years
23	113	Technical Specifications	Backup Appliance	Proposed purpose-built backup appliance (PBBA) should have the ability to perform different backup, restore, replication jobs simultaneously and must support communications and data transfers through 8/16 GB SAN, 10 Gb & 1 Gb ethernet LAN over copper and SFP+. The Proposed backup appliance should be offered with min. 2 x 1Gbps NIC, 4 x 10Gbps NIC and 4 x 16Gbps FC ports.	Do you have the Existing SAN switch? If yes, could you please share the available port details?	Yes, We have existing SAN Switch and ports are available. Requisite details will be shared with the successful bidder.
24	110	Scope of Work	Backup Solution	Proposed backup software should be available on various OS platforms like Windows, Linux, Solaris etc. The backup server should be compatible to run on both Windows and Linux OS platforms	Is the backup server and OS/DB license under the bidder's scope?	OICL will provide OS, VM & Storage for Backup Server only. Bidder is required to propose the sizing of the VMs required for backup server. Any other component like cluster license, resilient storage Licenses or other equivalent licenses, media server & any other hardware/ software licenses required should be factored by the Bidder.
25	-	General	General	General	Please share the data type that has to be backed up, on the appliance.	DB, Filesystems, NAS, VM, Email Backup & Archival
26	-	General	General	General	The retention of the data for both PBBA and Tape is 7 years. Please confirm.	Yes
27	27	Scope of Work	2.5	Request clarification	Do we need to factor backup Appliance and licenses at solution at DC and DR Both? Kindly confirm.	Yes
28	27	Scope of Work	2.5	Request clarification	Except for Email backup, will the solution take any other any other application backup? Kindly confirm.	Bidder is required to provide Enterprise Class unified Backup Solution for all applications including email.
29	31	Scope of Work	2.8	Phase 1: Phase 1 of FM, will be for the solutions, software & hardware provided by the bidder as a part of this RFP. The FM for this phase will start from the date of successful sign off of respective solutions. Bidder needs to provide the minimum resources as mentioned in the bill of material for Phase 1. The resources mentioned are only minimum resources, however, bidder is required to right size the resources to meet the requirements & SLAs of this RFP. Bidder needs to provide resources from the date of successful sign off of respective solutions till the end of the tenure of the contract.	Phase 1: Need clarification on working hours of FMS resources. Please provide the same.	Please be guided by Appendix 2: Commercial Bill of Material. Shifts & no. of resources mentioned are minimum. Bidder may factor more resources & increase the no. of shifts for ensuring service levels and support as per scope defined in the RFP.

Response to pre-bid queries for Tender Ref No: OICL?HO/ITD/tech-Refresh/2022/01 dated 21/09/2022						
#	Page #	Section	Point/ Section #	Existing Clause	Query Sought	OICL's Response
30	32	Scope of Work	2.8	2: Phase 2 of FM will begin from Year 1 of the contract.	Phase 2: Kindly share the current resource count and skills deployed.	Requisite details will be shared with the successful bidder
31	39	Scope of Work	2.9	Request clarification	Kindly provide the details of current monitoring solution being used.	Currently, the existing FM service provider is using its own monitoring software called "Event grid"
32	27	Scope of Work	2.5	Request clarification	Is the bidder expected to migrate the existing backup data to new appliances, if yes then specify the existing data size	Bidder to propose the complete backup solution as per the ask in the RFP to ensure existing as well as new backed up data (both on PBBA and Tape) is recoverable during the entire project duration with the proposed solution. Bidder to propose the necessary component to meet the requirement
33	27	Scope of Work	2.5	Current backup tape library tape migration	Is the bidder expected to convert tapes in a new backup format? If yes, kindly share tape models and count.	If bidder is replacing the existing backup solution, then, tape migration would be required. Tape Library- SL 150 Tape Drives- HP LTO6 Count of Tapes is 210 and 204 at DC and DR respectively.
34	19	Scope of Work	X	The Bidder has to coordinate with other software/hardware/services vendors contracted by the OICL to resolve hardware, system software and integration issues with existing systems and application related problems during installation & management of the proposed solution. This will include future plans for IPV4 to IPV6 migration	Kindly provide the details of integration points.	Please be guided by the RFP
35	31	Scope of Work	X/2.7 Warranty, Annual Maintenance Contract and ATS	The bidder shall perform shifting of entire solution/devices within the identified/centralized locations of OICL as and when required. During shifting the bidder shall ensure no downtime and the bidder will have to arrange for suitable replacement of the respective hardware. The vendor shall be responsible for any loss or damage caused to any of the solution/devices owing to negligence on his part.	Kindly amend this clause as: "The bidder shall perform shifting of entire solution/devices within the identified/centralized locations of OICL as and when required. During shifting the bidder shall ensure minimum downtime and the bidder will have to arrange for suitable replacement of the respective hardware. The vendor shall be responsible for any loss or damage caused to any of the solution/devices owing to negligence on his part."	Please be guided by the RFP
36	22	Scope of Work	2.2.4 (II)	Solution should have message broadcasting features (One to Many, Many to Many)	Enterprise Messaging solutions block broadcast messages as part of greater "SPAM" control measures adopted on the world wide web. Bulk mailing solutions are available in the market for such purposes. Need to know if proposal factoring in such solution shall be qualified.	Broadcasting is a requirement when there is a need to send emails to DLs/ Groups. Thus, this is an essential feature
37	22	Scope of Work	2.2.4 (IX)	Solution should provide access from Mobile devices/Mobile Apps with real time syncing of mails between all the access points and should support third party email clients	MS Office provides mobile client as well as access over mobile web browsers. Which third party clients are we talking about in this clause. Kindly clarify.	Any mobile client natively shipped with IOS or Android should be able to sync all calendars, folders, sent items, etc. through ActiveSync

Response to pre-bid queries for Tender Ref No: OICL?HO/ITD/tech-Refresh/2022/01 dated 21/09/2022

#	Page #	Section	Point/ Section #	Existing Clause	Query Sought	OICL's Response
38	23	Scope of Work	2.2.4 (XXIII)	The solution should be able to send automated mails getting triggered from servers/appliances of OICL, through SMTP relay service and bidder should share the API to Integrate mail with all locations	Enterprise Messaging solutions block broadcast messages as part of greater "SPAM" control measures adopted on the world wide web. Bulk mailing solutions are available in the market for such purposes. Need to know if proposal factoring in such solution shall be qualified	This is a requirement for OICL so that the applications are able to relay emails and generate notifications
39	23	Scope of Work	2.2.4 (XXIV)	Mail attachment size should be minimum 25 MB and could be increase as per the requirement.	What is the envisaged upper limit/CAP for mail attachment size here? Most enterprise mailing solutions CAP this at, say, 150 MB.	Please be guided by the RFP. The current requirement is 25MB (Attachment size). For future requirements- bidder to ensure that there is no restriction on attachment size
40	23	Scope of Work	2.2.4 (XXVI)	The proposed mailing solution should provide facility for incoming/outgoing email notification from internal business applications like SAP, INLIAS, HRMS, DMS or any other application. If required, the Bidder has to customize, integrate and implement the proposed mailing solution for other business applications running in OICL as and when it is required by OICL without an additional cost	Enterprise Messaging solutions block broadcast messages as part of greater "SPAM" control measures adopted on the world wide web. Bulk mailing solutions are available in the market for such purposes. Need to know if proposal factoring in such solution shall be qualified.	This is a requirement for OICL so that the applications are able to relay emails and generate notifications
41	97	Technical Specifications	2	The appliance should support at least 8 * 1G/10G ports and minimum 4 * 10G/40 SFP/SFP+ or higher from day one and scalability to add at least minimum 2 x 40G SFP+ ports or higher in future	From the ask of 9 Gbps threat prevention throughput and AS-IS migration requested from the current ASA 5585 (8-port 10/100/1000, 2-port 10 Gigabit Ethernet SFP+) in the RFP we understand that ask is for Day 1 - 8*1G/10G ports Day 1 - 4*10G SFP/SFP+ Scalability - 2*40GSFP+ ports or higher in future Please confirm is this understanding is correct. As is migration and for future upgrade we recommend to amend the clause as "The appliance should support at least 8 * 1G/10G ports and minimum 8*10G SFP/SFP+ or higher from day one and scalability to add at least minimum 2 x 40G SFP+ ports or higher in future "	Please refer Corrigendum

Response to pre-bid queries for Tender Ref No: OICL?HO/ITD/tech-Refresh/2022/01 dated 21/09/2022

#	Page #	Section	Point/ Section #	Existing Clause	Query Sought	OICL's Response
42	97	Technical Specifications	1	Proposed firewall must be Enterprise grade Next Generation Firewall with complete threat prevention capabilities to improve the OICL Security Posture. The Next Generation Firewall appliance should be a purpose built appliance based solution with integrated functions like Firewall, IPSEC VPN, Application Awareness, IPS, BOT prevention, URL Filtering, DNS Security Antivirus and Zero Day Threat prevention. Perimeter/External firewall should be from different OEM of core/MPLS/Internal firewall.	<p>Zero Day Threat prevention is asked as a function on the perimeter firewall on page 97 point 1 and also Anti-APT feature with local sandboxing appliance is requested with the core firewall.</p> <p>Zero day protection or anti malware function in perimeter NGFW extends protection against unknown malware however considering the nature of business we assume the data privacy should be a utmost ask. Therefore we recommend to add additional clause as</p> <p>"For perimeter NGFW bidder must ensure that no files should go out from geography of India. To meet the objective if bidder offers a on-prem solution, it should be propose as a dedicated hardware in high availability configuration in DC as well as in DR ensuring the resiliency parameters like dual power supply etc. Proposed on-prem hardware must have capacity to run at least 25 local sandboxing VMs simultaneously."</p>	Please refer Corrigendum
43	99	Technical Specifications	26	The management platform must provide centralized logging and reporting functionality.. The management platform must provide a customizable dashboard.	<p>Data storage required for logging is not clarified in the ask. Considering the critical nature of the business we request to amend clause as</p> <p>"The management platform must provide centralized logging and reporting functionality. The management platform must provide a customizable dashboard. Bidder should propose 1 virtual/hardware centralized management solution in DC and DR each with 2 Tb of storage with scalability to 16 TB in future."</p>	Please refer Corrigendum
44	105	Technical Specifications	9 / Annexure: Email Security Technical Specifications	The proposed solution Sandbox Language should support custom languages supported by Windows.	Kindly modify "The proposed sandbox solution should support custom ISO images"	Please refer Corrigendum
45	96	Technical Specifications	34	Should support the capability of providing network-based detection of malware by checking the disposition of unknown files using SHA-256 file-hash or signature (update to be provided in 300 seconds) as they transit the network and capability to do dynamic analysis on-premise on purpose built-appliance	<p><u>Kindly amend the clause as:</u></p> <p>Should support the capability of providing network-based detection of malware by checking the disposition of unknown files using SHA-256 file-hash or signature as they transit the network and capability to do dynamic analysis on-premise on purpose built-appliance</p>	Please refer Corrigendum
46	96	Technical Specifications	35	Solution shall have capability to analyze and block TCP/UDP protocol to identify attacks and malware communications. At minimum, the following protocols are supported for real-time inspection, blocking and control of download files: HTTP, SMTP, POP3, IMAP, NetBIOS-SSN and FTP	<p><u>Kindly amend the clause as:</u></p> <p>Solution shall have capability to analyze and block TCP/UDP protocol to identify attacks and malware communications. At minimum, the following protocols are supported for real-time inspection, blocking and control of download files: HTTP, SMTP, POP3, IMAP, and FTP</p>	Please refer Corrigendum

Response to pre-bid queries for Tender Ref No: OICL?HO/ITD/tech-Refresh/2022/01 dated 21/09/2022

#	Page #	Section	Point/ Section #	Existing Clause	Query Sought	OICL's Response
47	96	Technical Specifications	37	Local Malware analysis appliance shall be capable of executing MS Office Documents, Portable Documents, Archive Files, Multimedia Files and executable binaries or more in a virtual environment.	Kindly amend the clause as: Local Malware analysis appliance shall be capable of executing MS Office Documents, Portable Documents, Archive Files and multimedia files/executable binaries or more in a virtual environment. The solution would enable emulation of file sizes larger than 100 MB in all types it supports.	Please refer Corrigendum
48		Technical Specifications		Addition suggested - functional technology	Kindly add the following clause: The solution must be able to emulate and extract files embedded in documents. CDR must provide immediately a safe version of potentially malicious content to users. Exploitable content, including active content and various forms of embedded objects must be extracted out of the reconstructed file to eliminate potential threats. Access to the original suspicious version must be blocked, until it can be fully analyzed by Zero-Day Protection.	Requirements mentioned are minimum. Bidders are required to comply to requirements mentioned in the RFP. Bidders are free to propose the additional features over and above the minimum features asked in the RFP, without any additional cost to OICL.
49	98	Technical Specifications	7	Firewall should support at least 200,000 connections per second	Kindly amend the clause as: Firewall should support at least 250,000 connections per second.	Please refer Corrigendum
50	99	Technical Specifications	22/24	The Appliance OEM must have its own threat intelligence analysis center and should use the global footprint of security deployments for more comprehensive network protection.	(22 and 24 are duplicates) All modern threat intelligence platforms share their intelligence. Kindly amend the clause as: The Threat Intelligence provided by OEM must provide real-time intelligence to perimeter firewall, anti-APT appliance and security analytics management platform for providing advanced visibility, threat detection and rapid investigation and response. Perimeter NGFW and Anti-APT must be manageable	Please refer Corrigendum
51	94	Technical Specifications	10.1 CORE FIREWALL - Point 1	The appliance based security platform should provide firewall, AVC and IPS functionality in a single appliance from day one	There is no mention of Antivirus functionality. Since this appliance is going to be deployed in Core please suggest if antivirus functionality is required in the Core Firewall solution?	Please refer Corrigendum
52	94	Technical Specifications	10.1 CORE FIREWALL - Point 12	Firewall should support creating access-rules with IPv4 & IPv6 objects, user/groups, application, geolocation, url, zones, vlan, etc	IPv6 is the future and important requirement going forward, Does the asked solution should provide IPv6 features like NAT66, NAT46, NAT64, DNS64, DHCPv6 etc	Please refer Corrigendum
53	96	Technical Specifications	10.1 CORE FIREWALL - Point 38	Local Malware analysis appliance shall have 20 VMs or more with relevant OS licenses along with integrated redundant power supply and minimum of 2 x 10 Gig ports or more	File size for scanning is not mentioned. Kindly clarify what is the file size that OICL would like to achieve from the APT solution.	Please refer Corrigendum
54	96	Technical Specifications	10.1 CORE FIREWALL - Point 42	The management appliance should have minimum 2 x 1G port and integrated redundant power supply from day one	Please suggest if the management solution is supplied in VM form factor.	Please refer Corrigendum

Response to pre-bid queries for Tender Ref No: OICL?HO/ITD/tech-Refresh/2022/01 dated 21/09/2022

#	Page #	Section	Point/ Section #	Existing Clause	Query Sought	OICL's Response
55	94	Technical Specifications	Core Firewall, Point 2	The appliance should support at least 16 * 1G/10G ports and minimum 4 * 40G/100 QSFP+ or higher from day one and scalability to add at least minimum 12 x 10GSFP+ ports or higher in future	The appliance should support atleast 8 * 1G/10G ports and 4 * 40G QSFP+ scalable up to 8 * 40G SFP+ ports in future	Please be guided by the RFP
56	94	Technical Specifications	Core Firewall, Point 3	The appliance hardware should be a multicore CPU architecture with a hardened 64 bit operating system and Should have adequate memory from day 1 to handle concurrent connections requirement asked and performance must not deteriorate	The appliance hardware should be a multicore CPU architecture with a hardened 64 bit operating system to support higher memory and should support minimum of 96 GB of RAM	Requirements mentioned are minimum. Bidders are required to comply to requirements mentioned in the RFP. Bidders are free to propose equivalent or higher memory appliance that meets the performance parameters, without any additional cost to OICL.
57	94	Technical Specifications	Core Firewall, Point 4	Proposed Firewall should be open architecture based on multi-core cpu's to protect & scale against dynamic latest security threats.	Proposed Firewall should not be proprietary ASIC based in nature & should be open architecture based on multi-core cpu's to protect & scale against dynamic latest security threats.	Please be guided by the RFP
58	94	Technical Specifications	Core Firewall, Point 6	Firewall should support at least 20,000,000 concurrent sessions or higher from Day 1	Firewall should support atleast 15,000,000 concurrent sessions with application visibility turned on	Please refer Corrigendum
59	94	Technical Specifications	Core Firewall, Point 7	Firewall should support at least 600,000 connections per second	Firewall should support atleast 200,000 connections per second with application visibility turned on	Please refer Corrigendum
60	94	Technical Specifications	Core Firewall, Point 16	Should support capability to create multiple virtual context/VDOMs and ensure traffic isolation between virtual context/instance. The NGFW being proposed must support minimum 10 Virtual context / VDOMs	Should support capability to create multiple virtual context/instance with strict hardware resource (CPU, Memory & Storage) reservation and ensure traffic isolation between virtual context/instance	Please be guided by the RFP
61	95	Technical Specifications	Core Firewall, Point 18	Should support more than 10,000 (excluding custom signatures) IPS signatures or more.	Should support more than 20,000 (excluding custom signatures) IPS signatures or more. Should support capability to configure correlation rule where multiple rules/event can be combined together for better efficacy	Requirements mentioned are minimum. Bidders are required to comply to requirements mentioned in the RFP. Bidders are free to propose equivalent or higher, without any additional cost to OICL
62	95	Technical Specifications	Core Firewall, Point 23	The solution should be able to identify, decrypt and evaluate both inbound and outbound SSL traffic on-box. The solution should support at least 15 Gbps or higher of SSL Inspection Throughput	The solution should be able to identify, decrypt and evaluate both inbound and outbound SSL traffic on-box.	Please refer Corrigendum
63	97	Technical Specifications	Core Firewall, Point 46	The management platform must provide centralized logging and reporting functionality with minimum 8TB of storage	The management platform must provide centralized logging and reporting functionality	Please refer Corrigendum
64	18	Project Timeline	3.1 Go-Live of Email Solution along with its security features	Within 6 months from the date of provision of hardware from OICL.	Kindly confirm what hardware is provided by OICL.	Please be guided by the RFP
65	18	Project Timeline	4 DR Drill	Post successful implementation of the proposed solution, bidder needs to conduct DR Drill for each of the application in coordination with existing application owners/vendors.	Since, bidder has no visibility of OICL's application , we request OICL to allow existing application vendors only to conduct the DR drill for application and Bidder to take care of the provided hardware only.	Please be guided by the RFP

Response to pre-bid queries for Tender Ref No: OICL?HO/ITD/tech-Refresh/2022/01 dated 21/09/2022

#	Page #	Section	Point/ Section #	Existing Clause	Query Sought	OICL's Response
66	16	Eligibility Criteria	1.6 Eligibility Criteria	Bidder should have supplied implemented and provided/providing maintenance services for following solution in last five (5) years. a) Enterprise class Email Solution for 4000 users using proposed email messaging solution in a BFSI/PSU/Government organization in India b) Next Generation Firewall s in a BFSI/PSU/Government organization in India c) Enterprise class Backup Solution in a BFSI/PSU/Government organization in India d) Should have maintained /maintaining Facility Management Services for data center environment/components such network, compute, storage and security at DC and DR for at least one BFSI/PSU/Govt. Organization in India The cumulative order value for the above should be more than INR 2.5 Crores	Request to amend the clause because this clause restriction the participation the bid : Bidder should have supplied implemented and provided/providing maintenance services for following solution in last five (5) years. a) Enterprise class Email Solution for 1000 users using email messaging solution in a BFSI/PSU/Government/Private Organisation organization in India b) Next Generation Firewall s in a BFSI/PSU/Government/Private organization in India c) Enterprise class Backup Solution in a BFSI/PSU/Government organization in India d) Should have maintained /maintaining Facility Management Services for data center environment/components such network, compute, storage and security at DC and DR for at least one BFSI/PSU/Govt/Private Organization in India The cumulative order value for the above should be more than INR 2.5 Crores or Bidder should have supplied implemented and provided/providing maintenance services for following solution in last five (5) years following three solution out of four solution . a) Enterprise class Email Solution for 4000 users using email messaging solution in a BFSI/PSU/Government/Private Organisation	Please refer Corrigendum
67	19	Scope of Work	2.1 General Scope	X. The Bidder has to coordinate with other software/hardware/services vendors contracted by the OICL to resolve hardware, system software and integration issues with existing systems and application related problems during installation & management of the proposed solution. This will include future plans for IPV4 to IPV6 migration	We are assuming that the bidder needs to integrate the existing components mentioned on the page no:- 32 only to the newly proposed solution. Kindly confirm.	Please be guided by the RFP
68	20	Scope of Work	2.1 General Scope	Bidder will provide the sizing for anti-virus software required for successful implementation of proposed solutions, OICL will provide the required anti-virus licenses.	Request you to kindly share the details of anti-virus licenses.	Requisite details will be shared with the successful bidder
69	20	Scope of Work	2.1 General Scope	XXVIII. Bidder needs to provide OS/DB/Server/appliance Hardening Document which should be in line with OICL Security Policy.	We are assuming that the bidder needs to provide OS/DB/Server/appliance for running their solution only. There is no extra requirement of server and OS from OICL.	Please be guided by the RFP
70	20	Scope of Work	2.1 General Scope	XXXIII. Software/Application delivery must coincide with the delivery of hardware.	Request you to pls elaborate this clause.	Please be guided by the RFP
71	27	Scope of Work	2.5 Backup	The Tape Library mentioned above is still under support from OEM. The selected bidder needs to integrate proposed backup solution with SL 150 Tape Library.	we are assuming that the SAN switch will be provided by the OICL .	Yes

Response to pre-bid queries for Tender Ref No: OICL?HO/ITD/tech-Refresh/2022/01 dated 21/09/2022						
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72	30	Scope of Work	2.7 Warranty, Annual Maintenance Contract and ATS	VIII. The bidder shall install/integrate with all necessary security solutions/service management solutions and other authorized softwares rolled out by OICL as and when required. The bidder shall perform the integration without any extra cost to OICL.	Request you to pls share the existing security solutions/service management solutions and other authorized softwares rolled out by OICL.	Requisite details will be shared with the successful bidder
73	35	Scope of Work	2.8 Facility Management (FM) will have two phases:	XXV. Support OICL in integrating any new applications to the proposed solutions	Since, bidder has no visibility of OICL's application , we request OICL to allow existing application vendors only to integrate the new applications. If any support is required at the hardware end, bidder will provide that.	Please be guided by the RFP
74	36	Scope of Work	2.8.1 Activities for Server Management & Administration include:	i. Installation of servers with necessary configuration.	We are assuming that the bidder needs to install server required for their solution only.	Please be guided by the RFP
75	36	Scope of Work	2.8.1 Activities for Server Management & Administration include:	iv. Monitoring of existing & future blade servers for key events, health and performance.	Request you to pls share the existing and future blade servers details along with qty.	Requisite details will be shared with the successful bidder
76	36	Scope of Work	2.8.1 Activities for Server Management & Administration include:	vi. Manage Operating System:	We are assuming that the bidder needs to manage the existing Redhat OS only.	Please be guided by the RFP
77	37	Scope of Work	2.8.2 Activities for Storage, SAN Switch & DC-IP Routers	ii. Connectivity of storage with all the servers of OICL.	We are assuming that the bidder needs to do the connectivity of existing servers to the existing storage only as mentioned in Pg. No.32	Please be guided by the RFP
78	60	Service Level	7 Service Level Agreement	9. Bidder to note that all SLAs will be applicable 3 months post Go-Live onwards.	Do bidder needs to provide warranty for 39 months post-go live.	Please be guided by the RFP
79	61	Service Level	7.1.2 Service Level Measurement	Data capturing and reporting mechanism will be used for SLA reporting. The bidder has to leverage existing tools or any other tool proposed by OICL to monitor and manage the Solution.	Request you to pls provide the details of existing tools or any other tool proposed by OICL to monitor and manage the Solution.	Requisite details will be shared with the successful bidder. Further, kindly refer section 2.9 Advanced Monitoring & resolution for clarification
80	119	General	Software (license) Cost at Training & Development	General Query	Pls elaborate the training and Development location.	Please be guided by the RFP
81	129	Bill of Material	AMC & ATS Cost	PC (Qty.1)	Request you to pls suggest the configuration of PC.	Please refer Bill of Material; Other Cost Configuration of PC is provided
82	140	Bill of Material	Rate Card	Backup: Cost of 20TB usable capacity using SATA/ NL-SAS for Disk based Backup	Pls confirm do bidder needs to factor any backup software also or only capacity upgrade is required in disc based appliance. Also, pls confirm the warranty required for this.	Bidder to note that this is only required for the purpose of capacity upgrade.
83	-	Project Timeline	General Query	Generic	We request IOCL to kindly extend the delivery timelines from 4 months to 5 months.	Please be guided by the RFP
84	19	Scope of Work	2.1 General Scope	Any item of work/services/equipment not specifically mentioned above but considered essential for the completion of the work in all respect shall be deemed to be included in the scope of work (SOW).	We understand OICL would provide the basic necessary pre-requisite for solution implementation i.e. sufficient rack space, cooling, un-interrupted power supply. Kindly confirm	Please be guided by the RFP
85	20	Scope of Work	2.1 General Scope	During the period of the contract, all upgrades or requirements, software, licensing, implementation of upgrades/patches/version changes, etc., due to whatsoever reason including but not limited to EOL or EOS, would be done by the bidder without any additional cost to OICL.	We understand this clause is applicable only for supplied products by Bidder and OICL will upgrade existing software, licensing, implementation of upgrades/patches/version changes, etc. Kindly confirm	Please be guided by the RFP

Response to pre-bid queries for Tender Ref No: OICL?HO/ITD/tech-Refresh/2022/01 dated 21/09/2022						
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86	22	Scope of Work	2.2.3 Technical Requirements for Email Client	An email solution to be accessible over multiple devices (Minimum 4 devices per user like Tablets, Mobile Phones, Laptops, Desktops etc.) on two factor authentication & device authentication. All the devices should be in Sync. Solution should have following features:-	- Kindly provide detailed inputs related to two factor authentication & device authentication - Is there any existing solution deployed for two factor authentication & device authentication?	This capability should be natively built into the Email Solution proposed.
87	27	Scope of Work	2.5 Backup	Currently OICL is using Disk based backup solution by Dell EMC with Data Domain DD4200 as an appliance and Networker as backup software along with SL 150 Tape Library from M/s Oracle for tape backup requirement. The Tape Library mentioned above is still under support from OEM. The selected bidder needs to integrate proposed backup solution with SL 150 Tape Library.	Please confirm the period for which support/warranty coverage is available from respective OEMs on existing backup solution components and bidder responsibility once current support/warranty is over? - Dell EMC - Data Domain DD4200 - Networker as backup software	> Data Domain 4200- March 2023 > Networker- March 2023 > SL 150 Tape Library- Not declared EOSL and is currently under AMC of another vendor. Bidder to note that in future- AMC for SL150 will be taken care of by OICL
88	27	Scope of Work	2.5 Backup	The proposed solution should support backup of various OS platforms and should provide integrated view of backup, archival and replication.	Please confirm various OS platforms e.g. AIX ,HP UX of existing servers/VMs	Please be guided by the RFP
89	35	Scope of Work	2.8 Facility Management (FM) will have two phases:	Conduct DR drills in conjunction with OICL's policies/procedures	We understand, DR Drill is for Email Solution or proposed solution components of this RFP only. Kindly confirm	Please be guided by the RFP
90	36	Scope of Work	2.8.1 Activities for Server Management & Administration include:	i. Installation of servers with necessary configuration. ii. Changes in configuration of physical / virtual instances during the installation and support period to fulfill the requirements of the system.	We understand these activities are for equipment's mentioned on the RFP page 32 & 33 only. Kindly confirm / clarify	Please be guided by the RFP
91	37	Scope of Work	2.8.2 Activities for Storage, SAN Switch & DC-IP Routers	i. Installation of storage systems with necessary configuration based on the finalized design. ii. Connectivity of storage with all the servers of OICL.	We understand these activities are for equipment's mentioned on the RFP page 32 & 33 only. Kindly confirm / clarify	Please be guided by the RFP
92	37	Scope of Work	2.8.4 Activities for DR Management Tool	i. Installation & Configuration of DR Management Tool ii. Setting up of RPO & RTO monitoring iii. Carry out regular mock drills iv. Carry out periodic Switching from DC to DR v. Preparation of Standard Operating Procedure for Business continuity in case of disaster	We understand Sanovi for DR solution is already implemented and working in-line with OICL DR plan. Kindly confirm the envisaged SoW related to DR solution for the bidder.	Please be guided by the RFP
93	110	Technical Specifications	4/ Backup Solution	The offered backup solution must support complete integration of Server Backup, Virtual Machine Backup, Desktop / Laptop Backup and Replication Solution with a single Console to manage all the solutions	Please share the detail related to - No. of Physical Server/VMs to be backed up. - No. of Desktop/Laptop to be backed up - Desired RPO & RTO	Please be guided by the RFP
94	30	Scope of Work	2.7	III. All hardware infrastructure need to be covered under three year on-site warranty from the date of acceptance and post warranty period bidder needs to quote for applicable AMC support for next three years. The proposed hardware/solutions should not declared end-of-life within one year from the date of submission of bid and it should be in support for a minimum period of six years.	III. All hardware infrastructure need to be covered under three year on-site warranty from the date of acceptance or 39 months from the date of delivery whichever earlier and post warranty period bidder needs to quote for applicable AMC support for next three years. The proposed hardware/solutions should not declared end-of-life within one year from the date of submission of bid and it should be in support for a minimum period of six years.	Please be guided by the RFP

Response to pre-bid queries for Tender Ref No: OICL?HO/ITD/tech-Refresh/2022/01 dated 21/09/2022

#	Page #	Section	Point/ Section #	Existing Clause	Query Sought	OICL's Response
95	42	Terms & Conditions	3.1.6	OICL reserves the right to alter the requirements specified in the tender. OICL also reserves the right to delete or increase one or more items from the list of items specified in the tender. OICL will inform the Bidder about changes, if any. In the event of any alteration in the quantities the price quoted by the Bidder against the item would be considered for such alteration. The Bidder agrees that the prices quoted for each line item & component is valid for period of contract and can be used by OICL for alteration in quantities. Bidder agrees that there is no limit on the quantities that can be altered under this contract. During the contract period the Bidder agrees to pass on the benefit of reduction in pricing for any additional items to be procured by OICL in the event the market prices / rate offered by the bidder are lower than what has been quoted by the Bidder as the part of commercial offer. Any price benefit in the products, licenses, software, services & equipment should be passed on to OICL within the contract period.	Percentage of variation should be there in the RFP, it cannot be unlimited.	Please refer Corrigendum
96	43	Payment Terms	3.1.13	Hardware Delivery of the Hardware and submission of invoice with Proof of Delivery and other documents (after due inspection)-70% Successful installation and acceptance of the hardware by the OICL (after due inspection)-30%	Hardware Delivery of the Hardware and submission of invoice with Proof of Delivery and other documents (after due inspection)- 90% Successful installation and acceptance of the hardware by the OICL (after due inspection)- 10%	Please be guided by the RFP
97	43	Payment Terms	3.1.13	Software (In case of perpetual license) Delivery of respective software & its related components as per the actual supply (after due inspection)-70% Successful completion of customization and successful acceptance of software by OICL (after due inspection)-30%	Software Delivery of respective software & its related components as per the actual supply (after due inspection)- 90% Successful completion of customization and successful acceptance of software by OICL (after due inspection)- 10%	Please be guided by the RFP
98	43	Payment Terms	3.1.13	Software (In case of Subscription based license) Payment will be made at the end of each quarter- Quarterly in arrears	Software (In case of Subscription based license) Payment will be made at the end of each quarter- Annually in advance	Please be guided by the RFP
99	43	Payment Terms	3.1.13	AMC The AMC shall commence on completion of the warranty period. The AMC will be treated as a part of the total cost of the project- Quarterly in arrears	AMC The AMC shall commence on completion of the warranty period. The AMC will be treated as a part of the total cost of the project- Annually in advance	Please be guided by the RFP
100	43	Payment Terms	3.1.13	FM Manpower Quarterly in arrears	FM Manpower Quarterly in Advance	Please be guided by the RFP

Response to pre-bid queries for Tender Ref No: OICL?HO/ITD/tech-Refresh/2022/01 dated 21/09/2022

#	Page #	Section	Point/ Section #	Existing Clause	Query Sought	OICL's Response
101	48	Terms & Conditions	4.16	Liquidated Damages If the Bidder fails to meet the Project Timelines as per Section 1.7, OICL shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.5% of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the total contract price. Once the maximum is reached, OICL may consider termination of the contract.	Liquidated Damages If the Bidder fails to meet the Project Timelines as per Section 1.7, OICL shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.5% of the undelivered work for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the undelivered work . Once the maximum is reached, OICL may consider termination of the contract.	Please be guided by the RFP
102	22	Scope of Work	2.2.4	XXVI. Solution should support integration with OICL existing AD and should not require separate password for accessing mail/ collaboration services if required.	1. Current domain controller version and SP level.	Currently, OICL is using Active directory configured on Windows Server 2012 R2, single forest and single domain. There are 4 domain controllers.
103		Scope of Work			2. Domain function level and forest function level.	
104		Scope of Work			3. Total number of domain controller.	
105	24	Scope of Work	2.2.7	IV. Migrate existing Email Archived data, which is in Exchange Journal Format, to be migrated to proposed Enterprise Email Archival System	Existing Email Archiving Data Size.	15 TB approx. (Compressed) 60 TB approx. (Uncompressed)
106	25	Scope of Work	Exchange related question		1. current exchange server version with CU level and SP level.	Microsoft Exchange Server 2013 and CU 21
107		Scope of Work			2. Total database size and number	Approx. 10 TB
108		Scope of Work			3. Total mailbox number	Approx 13000
109		Scope of Work			4. Is Current exchange server running on DAG mode ?	Yes
110		Scope of Work			5. Total exchange server number and (cas & mailbox)	6 servers in DC and 3 Servers in DR. CAS roles are defined on all nodes.
111		Scope of Work			6. Current exchange mailflow diagram.	Requisite details will be shared with the successful bidder
112		Scope of Work			7. Exchange server network architecture.	Requisite details will be shared with the successful bidder
113	30	Scope of Work	2.7	III. All hardware infrastructure need to be covered under three year on-site warranty from the date of acceptance and post warranty period bidder needs to quote for applicable AMC support for next three years. The proposed hardware/solutions should not declared end-of-life within one year from the date of submission of bid and it should be in support for a minimum period of six years.	III. All hardware infrastructure need to be covered under three year on-site warranty from the date of acceptance or 39 months from the date of delivery whichever earlier and post warranty period bidder needs to quote for applicable AMC support for next three years. The proposed hardware/solutions should not declared end-of-life within one year from the date of submission of bid and it should be in support for a minimum period of six years.	Please be guided by the RFP

Response to pre-bid queries for Tender Ref No: OICL?HO/ITD/tech-Refresh/2022/01 dated 21/09/2022

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114	42	Terms & Conditions	3.1.6	OICL reserves the right to alter the requirements specified in the tender. OICL also reserves the right to delete or increase one or more items from the list of items specified in the tender. OICL will inform the Bidder about changes, if any. In the event of any alteration in the quantities the price quoted by the Bidder against the item would be considered for such alteration. The Bidder agrees that the prices quoted for each line item & component is valid for period of contract and can be used by OICL for alteration in quantities. Bidder agrees that there is no limit on the quantities that can be altered under this contract. During the contract period the Bidder agrees to pass on the benefit of reduction in pricing for any additional items to be procured by OICL in the event the market prices / rate offered by the bidder are lower than what has been quoted by the Bidder as the part of commercial offer. Any price benefit in the products, licenses, software, services & equipment should be passed on to OICL within the contract period.	Percentage of variation should be there in the RFP, it cannot be unlimited.	Please refer Corrigendum
115	43	Payment Terms	3.1.13	Hardware Delivery of the Hardware and submission of invoice with Proof of Delivery and other documents (after due inspection)-70% Successful installation and acceptance of the hardware by the OICL (after due inspection)-30%	Hardware Delivery of the Hardware and submission of invoice with Proof of Delivery and other documents (after due inspection)-90% Successful installation and acceptance of the hardware by the OICL (after due inspection)-10%	Please be guided by the RFP
116	43	Payment Terms	3.1.13	Software (In case of perpetual license) Delivery of respective software & its related components as per the actual supply (after due inspection)-70% Successful completion of customization and successful acceptance of software by OICL (after due inspection)-30%	Software Delivery of respective software & its related components as per the actual supply (after due inspection)-90% Successful completion of customization and successful acceptance of software by OICL (after due inspection)-10%	Please be guided by the RFP
117	43	Payment Terms	3.1.13	Software (In case of Subscription based license) Payment will be made at the end of each quarter-Quarterly in arrears	Software (In case of Subscription based license) Payment will be made at the end of each quarter-Annually in advance	Please be guided by the RFP
118	43	Payment Terms	3.1.13	AMC The AMC shall commence on completion of the warranty period. The AMC will be treated as a part of the total cost of the project- Quarterly in arrears	AMC The AMC shall commence on completion of the warranty period. The AMC will be treated as a part of the total cost of the project- Annually in advance	Please be guided by the RFP
119	43	Payment Terms	3.1.13	FM Manpower Quarterly in arrears	FM Manpower Quarterly in Advance	Please be guided by the RFP

Response to pre-bid queries for Tender Ref No: OICL?HO/ITD/tech-Refresh/2022/01 dated 21/09/2022

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120	48	Terms & Conditions	4.16	Liquidated Damages If the Bidder fails to meet the Project Timelines as per Section 1.7, OICL shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.5% of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the total contract price. Once the maximum is reached, OICL may consider termination of the contract.	Liquidated Damages If the Bidder fails to meet the Project Timelines as per Section 1.7, OICL shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.5% of the undelivered work for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the undelivered work. Once the maximum is reached, OICL may consider termination of the contract.	Please be guided by the RFP
121	30	Scope of Work	21	Deployment should be done with no downtime and must not impact to the working of OICL branches/ offices. Any downtime, if required, shall be provided post business hours and the bidder must seek written approval from OICL for downtime. Bidder needs to refer to Service Levels.	For firewall implementation we require 1 to 2 hours of downtime instead of 0 hour.	Please be guided by the RFP
122	132	Bill of Material	FM Manpower Cost	Boq table	As per document, 2 Qty project managers are mandatory, but can we consider 1 instead of 2.	Please be guided by the RFP
123	134	Bill of Material	Training Cost	Boq table	Who will provide the post-implementation training, the OEM or the partner	Bidder to provide post-implementation training. However, Bidder may include OEM support as per requirements.
124	13	General	1.4 Schedule of Events	Supply, Installation, Maintenance of Backup Solution, Firewalls and Email Solution and Facility Management Services for Data Center for a period of 6 years.	I hope the customer required only OEM support. Additional cost required if bidder support required.	Please be guided by the RFP
125	18	Project Timeline	3.1 Activity	Go-Live of Email Solution along with its security features (Within 6 months from the date of provision of hardware from OICL.)	Email security deployment will start once email solution implemented at the customer environment.	Please be guided by the RFP
126	20	Scope of Work	General Scope Point No XXVIII.	The bidder needs to integrate proposed solution with existing security solutions of OICL such as McAfee SIFEM and Arcon PAM	Need to check with selected OEM	Please be guided by the RFP
127	18	Project Timeline	3.1 Go-Live of Email Solution along with its security features	Within 6 months from the date of provision of hardware from OICL.	Kindly confirm what hardware is provided by OICL.	Please be guided by the RFP
128	18	Project Timeline	4 DR Drill	Post successful implementation of the proposed solution, bidder needs to conduct DR Drill for each of the application in coordination with existing application owners/vendors.	Since, bidder has no visibility of OICL's application , we request OICL to allow existing application vendors only to conduct the DR drill for application and Bidder to take care of the provided hardware only.	Please be guided by the RFP
129	19	Scope of Work	2.1 General Scope	X. The Bidder has to coordinate with other software/hardware/services vendors contracted by the OICL to resolve hardware, system software and integration issues with existing systems and application related problems during installation & management of the proposed solution. This will include future plans for IPV4 to IPV6 migration	We are assuming that the bidder needs to integrate the existing components mentioned on the page no:- 32 only to the newly proposed solution. Kindly confirm.	Please be guided by the RFP
130	20	Scope of Work	2.1 General Scope	Bidder will provide the sizing for anti-virus software required for successful implementation of proposed solutions, OICL will provide the required anti-virus licenses.	Request you to kindly share the details of anti-virus licenses.	Requisite details will be shared with the successful bidder
131	20	Scope of Work	2.1 General Scope	XXVIII. Bidder needs to be provide OS/DB/Server/appliance Hardening Document which should be in line with OICL Security Policy.	We are assuming that the bidder needs to provide OS/DB/Server/appliance for running their solution only. There is no extra requirement of server and OS from OICL.	Please be guided by the RFP

Response to pre-bid queries for Tender Ref No: OICL?HO/ITD/tech-Refresh/2022/01 dated 21/09/2022

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132	20	Scope of Work	2.1 General Scope	XXXIII. Software/Application delivery must coincide with the delivery of hardware.	Request you to pls elaborate this clause.	Please be guided by the RFP
133	27	Scope of Work	2.5 Backup	The Tape Library mentioned above is still under support from OEM. The selected bidder needs to integrate proposed backup solution with SL 150 Tape Library.	we are assuming that the SAN switch will be provided by the OICL .	Yes, SAN Switch will be provided by OICL. We have existing SAN Switch and ports are available. Requisite details will be shared with the successful bidder.
134	30	Scope of Work	2.7 Warranty, Annual Maintenance Contract and ATS	VIII. The bidder shall install/integrate with all necessary security solutions/service management solutions and other authorized softwares rolled out by OICL as and when required. The bidder shall perform the integration without any extra cost to OICL	Request you to pls share the existing security solutions/service management solutions and other authorized softwares rolled out by OICL	Requisite details will be shared with the successful bidder
135	35	Scope of Work	2.8 Facility Management (FM) will have two phases:	XXV. Support OICL in integrating any new applications to the proposed solutions	Since, bidder has no visibility of OICL's application , we request OICL to allow existing application vendors only to integrate the new applications. If any support is required at the hardware end, bidder will provide that	Please be guided by the RFP
136	36	Scope of Work	2.8.1 Activities for Server Management & Administration include:	i. Installation of servers with necessary configuration.	We are assuming that the bidder needs to install server required for their solution only.	Please be guided by the RFP
137	36	Scope of Work	2.8.1 Activities for Server Management & Administration include:	iv. Monitoring of existing & future blade servers for key events, health and performance.	Request you to pls share the existing and future blade servers details along with qty.	Requisite details will be shared with the successful bidder
138	36	Scope of Work	2.8.1 Activities for Server Management & Administration include:	vi. Manage Operating System:	We are assuming that the bidder needs to manage the existing Redhat OS only.	Please be guided by the RFP
139	37	Scope of Work	2.8.2 Activities for Storage, SAN Switch & DC-IP Routers	ii. Connectivity of storage with all the servers of OICL.	We are assuming that the bidder needs to do the connectivity of existing servers to the existing storage only as mentioned in Pg. No.32	Please be guided by the RFP
140	60	Service Level	7 Service Level Agreement	9. Bidder to note that all SLAs will be applicable 3 months post Go-Live onwards.	Do bidder needs to provide warranty for 39 months post-go live.	Please be guided by the RFP
141	61	Service Level	7.1.2 Service Level Measurement	Data capturing and reporting mechanism will be used for SLA reporting. The bidder has to leverage existing tools or any other tool proposed by OICL to monitor and manage the Solution.	Request you to pls provide the details of existing tools or any other tool proposed by OICL to monitor and manage the Solution.	Requisite details will be shared with the successful bidder
142	119	General	Software (license) Cost at Training & Development	General Query	Pls elaborate the training and Development location.	Please be guided by the RFP
143	129	Bill of Material	AMC & ATS Cost	PC (Qty.1)	Request you to pls suggest the configuration of PC.	Please refer Bill of Material, Other Cost Configuration of PC is provided
144	140	Bill of Material	Rate Card	Backup: Cost of 20TB usable capacity using SATA/ NL-SAS for Disk based Backup	Pls confirm do bidder needs to factor any backup software also or only capacity upgrade is required in disc based appliance. Also, pls confirm the warranty required for this	Bidder to note that this is only required for the purpose of capacity upgrade.
145	-	Project Timeline	General Query	Generic	We request IOCL to kindly extend the delivery timelines from 4 months to 5 months.	Please be guided by the RFP
146	27	Scope of Work	2.5 Backup	The selected bidder needs to integrate proposed backup solution with SL 150 Tape Library.	Please provide the configuration of the SL150 Tape Library installed	Drive Tapes: HP LTO 6 210 tapes are in DC and 204 are in DR.
147	113	Technical Specifications	13 - Backup Appliance Specs	Currently OICL is using Dell EMC Data Domain DD4200, bidder can leverage existing capacity in proposed solution to meet above requirement, if feasible	Please provide the Dell EMC Data Domain DD4200 existing configuration	DD4200 Capacity- 164 TB (Raw) each at DC & DR respectively

Response to pre-bid queries for Tender Ref No: OICL?HO/ITD/tech-Refresh/2022/01 dated 21/09/2022						
#	Page #	Section	Point/ Section #	Existing Clause	Query Sought	OICL's Response
148	94	Technical Specifications	10.1 CORE FIREWALL - Point 1	The appliance based security platform should provide firewall, AVC and IPS functionality in a single appliance from day one	There is no mention of Antivirus functionality. Since this appliance is going to be deployed in Core please suggest if antivirus functionality is required in the Core Firewall solution?	Please refer Corrigendum
149	94	Technical Specifications	10.1 CORE FIREWALL - Point 12	Firewall should support creating access-rules with IPv4 & IPv6 objects, user/groups, application, geolocation, url, zones, vlan, etc	IPv6 is the future and important requirement going forward, Does the asked solution should provide IPv6 features like NAT66, NAT46, NAT64, DNS64, DHCPv6 etc	Please refer Corrigendum
150	96	Technical Specifications	10.1 CORE FIREWALL - Point 38	Local Malware analysis appliance shall have 20 VMs or more with relevant OS licenses along with integrated redundant power supply and minimum of 2 x 10 Gig ports or more	File size for scanning is not mentioned. Kindly clarify what is the file size that OICL would like to achieve from the APT solution.	Please be guided by the RFP
151	96	Technical Specifications	10.1 CORE FIREWALL - Point 42	The management appliance should have minimum 2 x 1G port and integrated redundant power supply from day one	Please suggest if the management solution is supplied in VM form factor.	Please refer Corrigendum
152	22	Scope of Work	Technical Requirements for Email Client	The email solution should support Mail clients through protocols viz. HTTPS, SMTP, MAPI & ActiveSync; Communications between mail clients and server through all protocols shall be encrypted and secure. Solution should run without enabling POP & IMAP protocols.	SMTP is protocol for outbound emails only. Thus we request to change the spec to: The email solution should support Mail clients through protocols viz. HTTPS, SMTP , MAPI & ActiveSync; Communications between mail clients and server through all protocols shall be encrypted and secure. Solution should run without enabling POP & IMAP protocols.	Please refer Corrigendum
153	23	Scope of Work	Technical Requirements for proposed Email Solution	The infrastructure should be offered on-premise.	Does the SI needs to provide the Infrastructure or OICL will provision for the infra	OICL will provide OS, VM & Storage for Backup Server only. Bidder is required to propose the sizing of the VMs required for backup server. Any other component like cluster license, resilient storage, media server & any other hardware/ software licenses required should be factored by the Bidder.
154	24	Scope of Work	2.2.5 Mailbox size and other requirements	The sum of the 3 profiles mentioned in the table is 9300 users.	On page 22, Section 2.2 Email Solution mentions - Bidder is required to provide 11000 email licenses and 11000 email client licenses. Which quantity will be considered for financial evaluation and should be quoted by bidders.	10000 email licenses are required for both email clients and email licenses Please refer Corrigendum

Response to pre-bid queries for Tender Ref No: OICL?HO/ITD/tech-Refresh/2022/01 dated 21/09/2022

#	Page #	Section	Point/ Section #	Existing Clause	Query Sought	OICL's Response
155	16 -	Eligibility Criteria	1.6 Eligibility Criteria - Point No-10	Bidder should have supplied, implemented and provided/providing maintenance services for following solution in last five (5) years. a) Enterprise class Email Solution for 4000 users using proposed email messaging solution in a BFSI/PSU/Government organization in India b) Next Generation Firewalls in a BFSI/PSU/Government organization in India c) Enterprise class Backup Solution in a BFSI/PSU/Government organization in India d) Should have maintained /maintaining Facility Management Services for data center environment/components such network, compute, storage and security at DC and DR for at least one BFSI/PSU/Govt. Organization in India.The cumulative order value for the above should be more than INR 25 Crores	We Request Oicl to kindly amend the clause for larger participation. Bidder should have supplied, implemented and provided/providing maintenance services for following solution in last five (5) years. a) Enterprise class Email Solution for 4000 users using email messaging solution in a BFSI/PSU/Government organization in India. b) Next Generation Firewalls in a BFSI/PSU/Government organization in India c) Enterprise class Backup Solution in a BFSI/PSU/Government organization in India d) Should have maintained /maintaining Facility Management Services for data center environment/components such network, compute, storage and security at DC and DR for at least one BFSI/PSU/Govt. Organization in India.The cumulative order value for the above should be more than INR 25 Crores	Please refer Corrigendum
156	105	Technical Specifications	9 / Annexure: Email Security Technical Specifications	The proposed solution Sandbox Language should support custom languages supported by Windows.	Kindly modify "The proposed sandbox solution should support custom ISO images"	Please refer Corrigendum
157	97	Technical Specifications	2	The appliance should support at least 8 * 1G/10G ports and minimum 4 * 10G/40 SFP/SFP+ or higher from day one and scalability to add at least minimum 2 x 40G SFP+ ports or higher in future	From the ask of 9 Gbps threat prevention throughput and AS-IS migration requested from the current ASA 5585 (8-port 10/100/1000, 2-port 10 Gigabit Ethernet SFP+) in the RFP we understand that ask is for Day 1 - 8*1G/10G ports Day 1 - 4*10G SFP/SFP+ Scalability - 2*40GSFP+ ports or higher in future Please confirm is this understanding is correct. As is migration and for future upgrade we recommend to amend the clause as "The appliance should support at least 8 * 1G/10G ports and minimum 8*10G SFP/SFP+ or higher from day one and scalability to add at least minimum 2 x 40G SFP+ ports or higher in future "	Please refer Corrigendum

Response to pre-bid queries for Tender Ref No: OICL?HO/ITD/tech-Refresh/2022/01 dated 21/09/2022

#	Page #	Section	Point/ Section #	Existing Clause	Query Sought	OICL's Response
158	97	Technical Specifications	1	Proposed firewall must be Enterprise grade Next Generation Firewall with complete threat prevention capabilities to improve the OICL Security Posture. The Next Generation Firewall appliance should be a purpose built appliance based solution with integrated functions like Firewall, IPSEC VPN, Application Awareness, IPS, BOT prevention, URL Filtering, DNS Security Antivirus and Zero Day Threat prevention. Perimeter/External firewall should be from different OEM of core/MPLS/Internal firewall.	<p>Zero Day Threat prevention is asked as a function on the perimeter firewall on page 97 point 1 and also Anti-APT feature with local sandboxing appliance is requested with the core firewall.</p> <p>Zero day protection or anti malware function in perimeter NGFW extends protection against unknown malware however considering the nature of business we assume the data privacy should be a utmost ask. Therefore we recommend to add additional clause as</p> <p>"For perimeter NGFW bidder must ensure that no files should go out from geography of India. To meet the objective if bidder offers a on-prem solution, it should be propose as a dedicated hardware in high availability configuration in DC as well as in DR ensuring the resiliency parameters like dual power supply etc. Proposed on-prem hardware must have capacity to run atleast 25 local sandboxing VMs simultaneously."</p>	Please refer Corrigendum
159	99	Technical Specifications	26	The management platform must provide centralized logging and reporting functionality.. The management platform must provide a customizable dashboard.	<p>Data storage required for logging is not clarified in the ask. Considering the critical nature of the business we request to amend clause as</p> <p>"The management platform must provide centralized logging and reporting functionality. The management platform must provide a customizable dashboard. Bidder should propose 1 virtual/hardware centralized management solution in DC and DR each with 2 Tb of storage with scalability to 16 TB in future."</p>	Please be guided by the RFP
160	96	Technical Specifications	34	Should support the capability of providing network-based detection of malware by checking the disposition of unknown files using SHA-256 file-hash or signature (update to be provided in 300 seconds) as they transit the network and capability to do dynamic analysis on-premise on purpose built-appliance	Should support the capability of providing network-based detection of malware by checking the disposition of unknown files using SHA-256 file-hash or signature as they transit the network and capability to do dynamic analysis on-premise on purpose built-appliance	Please refer Corrigendum
161	96	Technical Specifications	35	Solution shall have capability to analyze and block TCP/UDP protocol to identify attacks and malware communications. At minimum, the following protocols are supported for real-time inspection, blocking and control of download files: HTTP, SMTP, POP3, IMAP, NetBIOS-SSN and FTP	Solution shall have capability to analyze and block TCP/UDP protocol to identify attacks and malware communications. At minimum, the following protocols are supported for real-time inspection, blocking and control of download files: HTTP, SMTP, POP3, IMAP, and FTP	Please refer Corrigendum

Response to pre-bid queries for Tender Ref No: OICL?HO/ITD/tech-Refresh/2022/01 dated 21/09/2022

#	Page #	Section	Point/ Section #	Existing Clause	Query Sought	OICL's Response
162	96	Technical Specifications	37	Local Malware analysis appliance shall be capable of executing MS Office Documents, Portable Documents, Archive Files, Multimedia Files and executable binaries or more in a virtual environment.	Local Malware analysis appliance shall be capable of executing MS Office Documents, Portable Documents, Archive Files and multimedia files/executable binaries or more in a virtual environment. The solution would enable emulation of file sizes larger than 100 MB in all types it supports	Please refer Corrigendum
163	96	Technical Specifications		Additional Point	The solution must be able to emulate and extract files embedded in documents. CDR must provide immediately a safe version of potentially malicious content to users. Exploitable content, including active content and various forms of embedded objects must be extracted out of the reconstructed file to eliminate potential threats. Access to the original suspicious version must be blocked, until it can be fully analyzed by Zero-Day Protection.	Requirements mentioned are minimum. Bidders are required to comply to requirements mentioned in the RFP. Bidders are free to propose the additional features over and above the minimum features asked in the RFP, without any additional cost to OICL.
164	98	Technical Specifications	7	Firewall should support at least 200,000 connections per second	Firewall should support at least 250,000 connections per second.	Please refer Corrigendum
165	99	Technical Specifications	22/24	The Appliance OEM must have its own threat intelligence analysis center and should use the global footprint of security deployments for more comprehensive network protection.	The Threat Intelligence provided by OEM must provide real-time intelligence to perimeter firewall, anti-APT appliance and security analytics management platform for providing advanced visibility, threat detection and rapid investigation and response. Perimeter NGFW and Anti-APT must be manageable from single pane of glass.	Please refer Corrigendum
166	18	General	1.9	Contract Period	As the contract period sought is 6 year + 1 year extendable. Are we to assume that the Software / Email Solution should have a 7-year roadmap to comply with the contract period.	Please be guided by the RFP
167	21	Scope of Work	2.2.2	Bidder should consider high availability (Active-Passive) architecture at DC & DR.	Need clarity on this point. Is there requirement of Active-Active in HA in DC and passive DR or we are to assume Active-Passive both in DC and DR.	Bidder should consider high availability (HA) mode at DC in Active -Active Mode & Active-Passive mode at DR.
168	22	Scope of Work	2.2.3	Technical Requirements for Email Client	We will assume that Two Factor Authentication is required for the following devices – Web and Mobile. Also, assuming that by Mobile you plan to use Native Mobile Apps (for iOS and Android) without enabling POP3/IMAP.	Yes
169	22	Scope of Work	2.2.4	Compliance to Email archiving solution is to be deployed onpremise. Server, Storage, OS etc. required for the deployment will be provided by OICL.	Does the Bidder have to provide Enterprise Email Archival System as a part of the Bid. Please clarify. (The requirements for a 10-year retention with retrieval and search clearly point for the need of an enterprise class archival solution).	Bidder is expected to propose a solution wherein the archival functionality is natively inbuilt or from a third party vendor in the proposed email solution. Retention policy will be discussed with the successful bidder.
170	24	Scope of Work	2.2.7	IV - Migrate existing Email Archived data, which is in Exchange Journal Format, to be migrated to proposed Enterprise Email Archival System.	Does the Bidder have to provide Enterprise Email Archival System as a part of the Bid. Please clarify.	Yes
171	16	Eligibility Criteria	1.6/ Point No. 5	Bidder must have valid ISO 9001: 2015 & ISO/IEC 27001:2013 ISO 20001 certificates on the date of submission of bid	Please clarify is it ISO/IEC 20000-1:2018 Certificate?	Yes, your understanding is correct

Response to pre-bid queries for Tender Ref No: OICL?HO/ITD/tech-Refresh/2022/01 dated 21/09/2022

#	Page #	Section	Point/ Section #	Existing Clause	Query Sought	OICL's Response
172	94	Technical Specifications	10.1 CORE FIREWALL - Point 1	The appliance-based security platform should provide firewall, AVC and IPS functionality in a single appliance from day one	There is no mention of Antivirus functionality. Since this appliance is going to be deployed in Core please suggest if antivirus functionality is required in the Core Firewall solution?	Please refer Corrigendum
173	94	Technical Specifications	10.1 CORE FIREWALL - Point 12	Firewall should support creating access-rules with IPv4 & IPv6 objects, user/groups, application, geolocation, url, zones, vlan, etc	IPv6 is the future and important requirement going forward, Does the asked solution should provide IPv6 features like NAT66, NAT46, NAT64, DNS64, DHCPv6 etc	Please refer Corrigendum
174	96	Technical Specifications	10.1 CORE FIREWALL - Point 38	Local Malware analysis appliance shall have 20 VMs or more with relevant OS licenses along with integrated redundant power supply and minimum of 2 x 10 Gie ports or more	File size for scanning is not mentioned. Kindly clarify what is the file size that OICL would like to achieve from the APT solution.	Please refer Corrigendum
175	96	Technical Specifications	10.1 CORE FIREWALL - Point 42	The management appliance should have minimum 2 x 1G port and integrated redundant power supply from day one	Please suggest if the management solution is supplied in VM form factor.	Please refer Corrigendum
176	16	Eligibility Criteria	3	The Bidder should have a minimum turnover of Rs.200 crores per annum (not inclusive of the turnover of associate companies) in last three financial years (2018-19, 2019-20 and 2020-21)	Please reduce the turnover value to 110 Cr.	Please be guided by the RFP
177	16	Eligibility Criteria	10	The cumulative order value for the above should be more than INR 25 Crores	Please reduce the order value to 12 Cr.	Please be guided by the RFP
178	43	Payment Terms	1	Hardware Delivery of the Hardware and submission of invoice with Proof of Delivery and other documents (after due inspection) 70% Successful installation and acceptance of the hardware by the OICL (after due inspection) 30%	Please change it to 90/10	Please be guided by the RFP
179	44	Payment Terms	2	Software(In case of perpetual license) Delivery of respective software & its related components as per the actual supply (after due inspection) 70% Successful completion of customization and successful acceptance of software by OICL (after due inspection) 30% Software (In case of Subscription based license) Payment will be made at the end of each quarter Quarterly in arrears	100 percent advance	Please be guided by the RFP
180	44	Payment Terms	4	AMC The AMC shall commence on completion of the warranty period. The AMC will be treated as a part of the total cost of the project. Quarterly in arrears	Annually Advance	Please be guided by the RFP
181	44	Payment Terms	6	Bulk Email Charges License Cost 100% on completion of activity (yearly) One time IP Registration Cost 100% on completion of activity	Monthly Billing	Please be guided by the RFP

Response to pre-bid queries for Tender Ref No: OICL?HO/ITD/tech-Refresh/2022/01 dated 21/09/2022

#	Page #	Section	Point/ Section #	Existing Clause	Query Sought	OICL's Response
182	32	Scope of Work	FMS phase 2	Phase 2 of FM will begin from Year 1 of the contract. Below is the equipment's, hardware & software for which bidder is required to provide FM. OICL's existing FM vendor will handover the FM to bidder in Year 1 of the contract. The existing vendor will arrange knowledge transfer sessions for the selected bidder and FM services will start once the selected bidder will provide go ahead for taking over the FM Services for above mentioned Domain/stack in coordination with OICL	Want to understand in detail on this	Please be guided by the RFP
183	16	Eligibility Criteria	1.6 Eligibility Criteria	Bidder should have supplied, implemented and provided/providing maintenance services for following solution in last five (5) years. a) Enterprise class Email Solution for 4000 users using proposed email messaging solution in a BFSI/PSU/Government organization in India b) Next Generation Firewalls in a BFSI/PSU/Government organization in India c) Enterprise class Backup Solution in a BFSI/PSU/Government organization in India d) Should have maintained /maintaining Facility Management Services for data center environment/components such network, compute, storage and security at DC and DR for at least one BFSI/PSU/Govt. Organization in India The cumulative order value for the above should be more than INR 25 Crores	As this RFP has multiple components like implementation of Mailing solution ,Backup solution , Firewalls and also management of the entire infrastructure Hence we suggest that the bidder should have an experience in one or more of these components . The suggested clause should be as follows : The bidder should have experience of one or more of the following components in last 5 years. a) Configuration and/or minimum Level 1 Support for Enterprise class Email Solution for more than 4000 users in a BFSI/PSU/Government organization in India. b) Managed /maintenance Next Generation Firewalls in a BFSI/PSU/Government organization in India c) Enterprise class Backup Solution in a BFSI/PSU/Government organization in India. d) Should have maintained /maintaining Facility Management Services for data centre environment/components such network, compute, storage and security at DC and DR for at least one BFSI/PSU/Govt. Organization in India The cumulative order value for the above should be more than INR 25 Crores	Please refer Corrigendum
184	19	Scope of Work	2.1 General Scope	The successful bidder shall provide a centralized helpdesk/ customer care centre telephone number/ email/ fax number for attending user request/ complaints. The helpdesk/ customer care centre shall operate 24*7*365	Please clarify if this would be deployed at OICL Location or Service Provider's Location.	The helpdesk shall operate from OICL head office in normal business hours i.e. 9:00 AM to 6:00 PM.
185	24	Scope of Work	2.2.5 Mailbox Size and Other Requirements	Mailbox User profile should have various capabilities as mentioned below:	Total Count is 9700 but where as 11000 Licenses needs to be provided as per Page 21 Point - Bidder is required to provide 11,000 email licenses & 11,000 email client licenses (including setup). Kindly Clarify.	10000 email licenses are required for both email clients and email licenses

Response to pre-bid queries for Tender Ref No: OICL?HO/ITD/tech-Refresh/2022/01 dated 21/09/2022

#	Page #	Section	Point/ Section #	Existing Clause	Query Sought	OICL's Response
186	51	Terms & Conditions	4.28	Bidder's cumulative liability for its obligations under the contract shall not exceed the total contract value and the Bidder shall not be liable for incidental / consequential or indirect damages including loss of profit or saving	<p>The clause Limitation of Liability to be replaced with below clause-</p> <p>Limitation of Liability</p> <p>"Notwithstanding anything contained, (i) the aggregate maximum liability of selected agency in connection with the obligations undertaken, regardless of the form or nature of the action giving rise to such liability, shall under no circumstances exceed the amount actually received by selected agency from the OICL in six (6) months immediately preceding the occurrence of the event giving rise to the OICL's claim for any damages ; (ii) selected agency shall also not be liable for any delay, default, failure, breach of its obligations under this Agreement, if the same is caused to any acts or acts of omission of the OICL or any third party acting on behalf of the OICL (iii) selected agency shall not be liable for any indirect, exemplary, special, punitive, consequential or incidental losses, damages, claims, liabilities, charges, costs, expenses or injuries, that may arise out of or be caused in connection with or result from this Agreement or any other obligations undertaken under the terms of this Agreement."</p>	Please be guided by the RFP
187	61	Service Level	7.1.3	Availability-Penalty	The total of penalties as per SLA and the Liquidated damages will be subject to a maximum of 10% of the overall contract value.	Please be guided by the RFP

Response to pre-bid queries for Tender Ref No: OICL/HO/ITD/tech-Refresh/2022/01 dated 21/09/2022

#	Page #	Section	Point/ Section #	Existing Clause	Query Sought	OICL's Response
188	General Query	Terms & Conditions	General Query	General Query	<p>We suggest below clauses to be added-</p> <p>1) OICL's Obligation:</p> <p>a. Where selected agency provides services at OICL's site, OICL shall arrange to make available to selected agency's personnel reasonable office, computer and communication facilities at no cost to selected agency.</p> <p>b. OICL shall ensure the safety of selected agency personnel while working at their site.</p> <p>c. OICL shall not employ any of selected agency's Personnel on any work, which, in the opinion of selected agency is inappropriate to his/her qualifications and experience or on any work, which is not directly connected with the services to be rendered.</p> <p>d. OICL shall also assist, help and co-operate fully with selected agency and its personnel in the course of their rendering services under this Agreement and promptly make available all such information, documentation, assistance, facilities and services, reasonably required by selected agency or its personnel for the performance of their obligations under this Agreement.</p> <p>2) Penalty on late payment of dues: In the event of failure on the part of the OICL to make payments to 3i Infotech, within thirty (30) days from the date of receipt of the invoice from 3i Infotech, 3i Infotech shall be entitled to withdraw its employees from</p>	Not Accepted
189	96	Technical Specifications	34	Should support the capability of providing network-based detection of malware by checking the disposition of unknown files using SHA-256 file-hash or signature (update to be provided in 300 seconds) as they transit the network and capability to do dynamic analysis on-premise on purpose built-appliance	Should support the capability of providing network-based detection of malware by checking the disposition of unknown files using SHA-256 file-hash or signature as they transit the network and capability to do dynamic analysis on-premise on purpose built-appliance	Please refer Corrigendum
190	96	Technical Specifications	35	Solution shall have capability to analyze and block TCP/UDP protocol to identify attacks and malware communications. At minimum, the following protocols are supported for real-time inspection, blocking and control of download files: HTTP, SMTP, POP3, IMAP, NetBIOS-SSN and FTP	Solution shall have capability to analyze and block TCP/UDP protocol to identify attacks and malware communications. At minimum, the following protocols are supported for real-time inspection, blocking and control of download files: HTTP, SMTP, POP3, IMAP, and FTP	Please refer Corrigendum
191	96	Technical Specifications	37	Local Malware analysis appliance shall be capable of executing MS Office Documents, Portable Documents, Archive Files, Multimedia Files and executable binaries or more in a virtual environment.	<p>Local Malware analysis appliance shall be capable of executing MS Office Documents, Portable Documents, Archive Files and multimedia files/executable binaries or more in a virtual environment.</p> <p>The solution would enable emulation of file sizes larger than 100 MB in all types it supports</p>	Please refer Corrigendum

Response to pre-bid queries for Tender Ref No: OICL?HO/ITD/tech-Refresh/2022/01 dated 21/09/2022

#	Page #	Section	Point/ Section #	Existing Clause	Query Sought	OICL's Response
192	96	Technical Specifications		Additional Point	The solution must be able to emulate and extract files embedded in documents. CDR must provide immediately a safe version of potentially malicious content to users. Exploitable content, including active content and various forms of embedded objects must be extracted out of the reconstructed file to eliminate potential threats. Access to the original suspicious version must be blocked, until it can be fully analyzed by Zero-Day Protection.	Not accepted
193	98	Technical Specifications	7	Firewall should support at least 200,000 connections per second	Firewall should support at least 250,000 connections per second.	Please refer Corrigendum
194	99	Technical Specifications	22/24	The Appliance OEM must have its own threat intelligence analysis center and should use the global footprint of security deployments for more comprehensive network protection.	The Threat Intelligence provided by OEM must provide real-time intelligence to perimeter firewall, anti-APT appliance and security analytics management platform for providing advanced visibility, threat detection and rapid investigation and response. Perimeter NGFW and Anti-APT must be manageable from single pane of glass.	Please refer Corrigendum
195	105	Technical Specifications	9 / Annexure: Email Security Technical Specifications	The proposed solution Sandbox Language should support custom languages supported by Windows.	Kindly modify "The proposed sandbox solution should support custom ISO images"	Please refer Corrigendum
196	48	Terms & Conditions	4.16 Liquidated Damages	If the Bidder fails to meet the Project Timelines as per Section 1.7, OICL shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.5% of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the total contract price. Once the maximum is reached, OICL may consider termination of the contract.	We request you to kindly amend this clause as: If the Bidder fails to meet the Project Timelines as per Section 1.7, OICL shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.5% of the value of delayed material/services for every week (seven days) or part thereof of delay, up to maximum deduction of 5% of the value of delayed material/services. Once the maximum is reached, OICL may consider termination of the contract.	Please be guided by the RFP
197	16	Eligibility Criteria	1.6 Eligibility Criteria	Bidder should have supplied implemented and provided/providing maintenance services for following solution in last five (5) years. a) Enterprise class Email Solution for 4000 users using proposed email messaging solution in a BFSI/PSU/Government organization in India b) Next Generation Firewall s in a BFSI/PSU/Government organization in India c) Enterprise class Backup Solution in a BFSI/PSU/Government organization in India d) Should have maintained /maintaining Facility Management Services for data center environment/components such network, compute, storage and security at DC and DR for at least one BFSI/PSU/Govt. Organization in India The cumulative order value for the above should be more than INR 25 Crores	We request you to kindly amend this clause as: Bidder should have supplied implemented and provided/providing maintenance services for any two of the following solution in last five (5) years. a) Enterprise class Email Solution for 4000 users using email messaging solution in a BFSI/PSU/Government organization in India b) Next Generation Firewall s in a BFSI/PSU/Government organization in India c) Enterprise class Backup Solution in a BFSI/PSU/Government organization in India d) Should have maintained /maintaining Facility Management Services for data center environment/components such network, compute, storage and security at DC and DR for at least one BFSI/PSU/Govt. Organization in India The cumulative order value for the above should be more than INR 25 Crores	Please refer Corrigendum

Response to pre-bid queries for Tender Ref No: OICL?HO/ITD/tech-Refresh/2022/01 dated 21/09/2022

#	Page #	Section	Point/ Section #	Existing Clause	Query Sought	OICL's Response
198	58	Technical Evaluation	6.4 Eligibility cum Technical Evaluation	Bidder's Past Experience of having supplied, implemented and maintained/maintaining any two of the following: Max. Marks- 100 marks Category Email Solution for 4000 users using proposed email messaging solution No. of Credentials One BFSI/PSU/Government organization in India Marks 35 More than one BFSI/PSU/Government organization in India Marks 40	We request you to kindly amend this clause as: Category Email Solution for 4000 users using proposed email messaging solution No. of Credentials One BFSI/PSU/Government organization in India Marks 15 More than one BFSI/PSU/Government organization in India Marks 20	Please refer Corrigendum
199		Technical Evaluation		Category Next Generation Firewalls No. of Credentials One BFSI/PSU/Government organization in India Marks 20 More than one BFSI/PSU/Government organization in India Marks 30	We request you to kindly amend this clause as: Category Next Generation Firewalls No. of Credentials One BFSI/PSU/Government organization in India Marks 30 More than one BFSI/PSU/Government organization in India Marks 40	Please be guided by the RFP
200		Technical Evaluation		Category Back-up Solution No. of Credentials One BFSI/PSU/Government organization in India Marks 20 More than one BFSI/PSU/Government/ Private organization in India Marks 30	We request you to kindly amend this clause as: Category Back-up Solution No. of Credentials One BFSI/PSU/Government organization in India Marks 30 More than one BFSI/PSU/Government/ Private organization in India Marks	Please be guided by the RFP
201	43	Payment Terms	3.1.13 Payment Terms	Hardware: 70% Delivery of Hardware, 30% against Installation Software: 70% Delivery of Hardware, 30% against Installation SW Subscription: Quarterly in arrears Installation & Implementation: 100% on go life AMC: Quarterly arrears ATS: Annually in advance Bulk Email Charges : License Cost & One time IP Registration Cost: 100% on completion of activity FM Manpower: Quarterly in arrears Training: 100% after the completion	Kindly amend this clause as below, Hardware: 80% Delivery of Hardware, 20% against Installation Software: 80% Delivery of Hardware, 20% against Installation SW Subscription: Annually in advance Installation & Implementation: 100% on go life AMC: Quarterly advance FM Manpower: Quarterly advance	Please be guided by the RFP

Response to pre-bid queries for Tender Ref No: OICL?HO/ITD/tech-Refresh/2022/01 dated 21/09/2022

#	Page #	Section	Point/ Section #	Existing Clause	Query Sought	OICL's Response
202	48	Terms & Conditions	4.16 Liquidated Damages	As liquidated damages, a sum equivalent to 0.5% of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the total contract price. Once the maximum is reached, OICL may consider termination of the contract	Kindly amend this clause as liquidated damages, a sum equivalent to 0.5% of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 5% of the total contract price.	Please be guided by the RFP
203	42	Terms & Conditions	3.1.10 Performance Security	the Bidder shall furnish performance security to OICL as per Annexure - 6, which shall be equal to 3 percent (3%) of the value of the contract - valid till date of expiry of Contract period in the form of a bank guarantee	In the GeM Bid you have asked No PBG, In RFP document on Portal you have mentioned 3% PBG. Please clarify	Selected Bidder is required to submit Performance Bank Guarantee (PBG) equivalent to 3% of the Total Contract Value valid till date of expiry of Contract period in the form of a bank guarantee from a nationalized/ scheduled bank as per the norms laid by the RBI.
204	15	Eligibility Criteria	1.6 Eligibility Criteria Point 10 a	a) Enterprise Class Email Solution for 4000 Users using proposed email messaging solution in a GOV/PSU/BFSI in india	Kindly amend this clause as, a) Enterprise Class Email Solution for 4000 Users using any email messaging solution in a GOV/PSU/BFSI in india	Please refer Corrigendum
205	54	General	4.35 Guidelines for MSME	25% to MSE vendor if they are L2 & match L1 Price	In a Solution bid this clause is not applicable please clarify. Request to remove this clause	Please be guided by the RFP
206	63	Service Level	7.1.6 Penalties	the total of penalties as per SLA and the Liquidated damages will be subject to a maximum of 10% of the overall contract value.	Kindly amend this clause as below, the total of penalties as per SLA and the Liquidated damages will be subject to a maximum of 5% of the overall contract value.	Please be guided by the RFP
207	61	Service Level	7.1.3 Availability	the Availability of Solution to Users & Availability of equipment at DC and DR SLA Uptime mentioned 99.5%	the Availability of Solution to Users & Availability of equipment at DC and DR SLA Uptime please modify to 99% instead of 99.5% & accordingly the other levels	Please be guided by the RFP
208	62	Service Level	7.1.3 Availability Bug Resolution	Bug Resolution Penalty mentioned Rs. 10,000/- per days	Bug Resoltuion Penalty beyond the Seven working days as allowed should be Rs.2500/- day instead of Rs.10,000/- per day	Please be guided by the RFP
209	63	Service Level	7.1.5 SLA Definitions Penalty	Penalty for availability mentioned % deduction on yearly charges	Penalty for availability should be on Monthly cost of FM instead of yearly charges.	Please be guided by the RFP
210	58	Technical Evaluation	Bidder's Past Experience of having supplied, implemented and maintained/maintaining: Max. Marks- 100 marks	Kindly amend the Category to Email Solution for 4000 Users using Proposed email messaging solution in a GOV/PSU/BFSI in india	Kindly amend the Category to Email Solution for 4000 Users using any email messaging solution in a GOV/PSU/BFSI in india	Please refer Corrigendum
211	49	Terms & Conditions	4.18 Termination for Convenience	As mentioned in RFP	Termination for Convenience clause to be dropped specifically the customers prerogative to terminate the contract at any time of their convenience.	Please be guided by the RFP
212		Bill of Material	Commercial Bid submission on Portal		In Gem you have asked for single price in commercial format you have asked for detailed price breakup. Please let us know where this detailed price breakup to be submitted on Gem Portal	Please refer section 5 " Instruction to bidders" for further clarification. Bidder is required to submit the detailed price breakup as an excel file or PDF file by uploading the same on Gem portal during commercial submission. Bidder to ensure that commercials are submitted correctly ensuring that no price information is disclosed along with Technical documents.

Response to pre-bid queries for Tender Ref No: OICL?HO/ITD/tech-Refresh/2022/01 dated 21/09/2022						
#	Page #	Section	Point/ Section #	Existing Clause	Query Sought	OICL's Response
213		Bill of Material	COMMERCIAL BILL OF MATERIAL format		you have asked AMC/ATS for 4,5th & 6th year so that means HW & SW upfront cost should it be budle qith 3 years Warranty & 3years ATS respectively .	Please be guided by the RFP
214		Bill of Material	COMMERCIAL BILL OF MATERIAL format		No of excel for commercial bid are more. Request you take DC & DR price in one format. & Hardware cost kindly share Firewall & Rack Qty required.	Please be guided by the RFP
215	33	Scope of Work	2.8 Facility Management (FM) will have two phases		For FMS - number of resources not mentioned. Some minimum numbers to be mentioned to take care the immediate support to manage SLA. Any additional resource beyound that should be parogative of the Bidder as may be required.	Please be guided by Appendix 2: Commercial Bill of Material. The requirements mentioned are minimum. Bidder is required to right size the resources deployment in order to meet the project timelines, SLA and Scope of the RFP
216	94	Technical Specifications	10.1 CORE FIREWALL - Point 1	The appliance based security platform should provide firewall, AVC and IPS functionality in a single appliance from day one	There is no mention of Antivirus functionality. Since this appliance is going to be deployed in Core please suggest if antivirus functionality is required in the Core Firewall solution?	Please be guided by the RFP
217	94	Technical Specifications	10.1 CORE FIREWALL - Point 12	Firewall should support creating access-rules with IPv4 & IPv6 objects, user/groups, application, geolocation, url, zones, vlan, etc	IPv6 is the future and important requirment going forward, Does the asked solution should provide IPv6 features like NAT66, NAT46, NAT64, DNS64, DHCPv6 etc	Please refer Corrigendum
218	96	Technical Specifications	10.1 CORE FIREWALL - Point 38	Local Malware analysis appliance shall have 20 VMs or more with relevant OS licenses along with integrated redundant power supply and minimum of 2 x 10 Gig ports or more	File size for scanning is not mentioned. Kindly clarify what is the file size that OICL would like to achieve from the APT solution.	Please refer Corrigendum
219	96	Technical Specifications	10.1 CORE FIREWALL - Point 42	The management appliance should have minimum 2 x 1G port and integrated redundant power supply from day one	Please suggest if the management solution is supplied in VM form factor.	Please refer Corrigendum
220	96	Technical Specifications	34	Should support the capability of providing network-based detection of malware by checking the disposition of unknown files using SHA-256 file-hash or signature (update to be provided in 300 seconds) as they transit the network and capability to do dynamic analysis on-premise on purpose built-appliance	Should support the capability of providing network-based detection of malware by checking the disposition of unknown files using SHA-256 file-hash or signature as they transit the network and capability to do dynamic analysis on-premise on purpose built-appliance	Please refer Corrigendum
221	96	Technical Specifications	35	Solution shall have capability to analyze and block TCP/UDP protocol to identify attacks and malware communications. At minimum, the following protocols are supported for real-time inspection, blocking and control of download files: HTTP, SMTP, POP3, IMAP, NetBIOS-SSN and FTP	Solution shall have capability to analyze and block TCP/UDP protocol to identify attacks and malware communications. At minimum, the following protocols are supported for real-time inspection, blocking and control of download files: HTTP, SMTP, POP3, IMAP, and FTP	Please refer Corrigendum
222	96	Technical Specifications	37	Local Malware analysis appliance shall be capable of executing MS Office Documents, Portable Documents, Archive Files, Multimedia Files and executable binaries or more in a virtual environment.	Local Malware analysis appliance shall be capable of executing MS Office Documents, Portable Documents, Archive Files and multimedia files/executable binaries or more in a virtual environment. The solution would enable emulation of file sizes larger than 100 MB in all types it supports	Please refer Corrigendum

Response to pre-bid queries for Tender Ref No: OICL?HO/ITD/tech-Refresh/2022/01 dated 21/09/2022

#	Page #	Section	Point/ Section #	Existing Clause	Query Sought	OICL's Response
223	96	Technical Specifications		Additional point	The solution must be able to emulate and extract files embedded in documents. CDR must provide immediately a safe version of potentially malicious content to users. Exploitable content, including active content and various forms of embedded objects must be extracted out of the reconstructed file to eliminate potential threats. Access to the original suspicious version must be blocked, until it can be fully analyzed by Zero-Day Protection.	Not accepted
224	98	Technical Specifications	7	Firewall should support at least 200,000 connections per second	Firewall should support at least 250,000 connections per second.	Please refer Corrigendum
225	99	Technical Specifications	22/24	The Appliance OEM must have its own threat intelligence analysis center and should use the global footprint of security deployments for more comprehensive network protection.	The Threat Intelligence provided by OEM must provide real-time intelligence to perimeter firewall, anti-APT appliance and security analytics management platform for providing advanced visibility, threat detection and rapid investigation and response. Perimeter NGFW and Anti-APT must be manageable from single pane of glass.	Please refer Corrigendum
226	23	Scope of Work	2.2.4 Technical Requirements for proposed Email Solution Point I	Solution should compatible and be capable for integrating, with the OICL present solutions/applications Active Directory/AD federation Services which should be done by the selected bidder	Please clarify	Please be guided by the RFP
227	23	Scope of Work	2.2.4 Technical Requirements for proposed Email Solution Point XXVII.	The proposed mailing solution should provide facility for incoming/outgoing email notification from internal business applications like SAP, INLIAS, HRMS, DMS or any other application. If required, the Bidder has to customize, integrate and implement the proposed mailing solution for other business applications running in OICL as and when it is required by OICL without an additional cost.	Need to know scope of work for customization	Bidder to ensure that all future integrations are made at no additional cost to OICL
228	94	Technical Specifications	Core Firewall, Point 2	The appliance should support at least 16 * 1G/10G ports and minimum 4 * 40G/100 QSFP+ or higher from day one and scalability to add at least minimum 12 x 10GSFP+ ports or higher in future	The appliance should support atleast 8 * 1G/10G ports and 4 * 40G QSFP+ scalable up to 8 * 40G SFP+ ports in future	Please be guided by the RFP
229	94	Technical Specifications	Core Firewall, Point 3	The appliance hardware should be a multicore CPU architecture with a hardened 64 bit operating system and Should have adequate memory from day 1 to handle concurrent connections requirement asked and performance must not deteriorate	The appliance hardware should be a multicore CPU architecture with a hardened 64 bit operating system to support higher memory and should support minimum of 96 GB of RAM	Requirements mentioned are minimum. Bidders are required to comply to requirements mentioned in the RFP. Bidders are free to propose equivalent or higher memory appliance that meets the performance parameters, without any additional cost to OICL.
230	94	Technical Specifications	Core Firewall, Point 4	Proposed Firewall should be open architecture based on multi-core cpu's to protect & scale against dynamic latest security threats.	Proposed Firewall should not be proprietary ASIC based in nature & should be open architecture based on multi-core cpu's to protect & scale against dynamic latest security threats.	Please be guided by the RFP
231	94	Technical Specifications	Core Firewall, Point 6	Firewall should support at least 20,000,000 concurrent sessions or higher from Day 1	Firewall should support atleast 15,000,000 concurrent sessions with application visibility turned on	Please refer Corrigendum
232	94	Technical Specifications	Core Firewall, Point 7	Firewall should support at least 600,000 connections per second	Firewall should support atleast 200,000 connections per second with application visibility turned on	Please refer Corrigendum

Response to pre-bid queries for Tender Ref No: OICL?HO/ITD/tech-Refresh/2022/01 dated 21/09/2022

#	Page #	Section	Point/ Section #	Existing Clause	Query Sought	OICL's Response
233	94	Technical Specifications	Core Firewall, Point 16	Should support capability to create multiple virtual context/VDOMs and ensure traffic isolation between virtual context/instance. The NGFW being proposed must support minimum 10 Virtual context / VDOMs	Should support capability to create multiple virtual context/instance with strict hardware resource (CPU, Memory & Storage) reservation and ensure traffic isolation between virtual context/instance	Please be guided by the RFP
234	95	Technical Specifications	Core Firewall, Point 18	Should support more than 10,000 (excluding custom signatures) IPS signatures or more.	Should support more than 20,000 (excluding custom signatures) IPS signatures or more. Should support capability to configure correlation rule where multiple rules/event can be combined together for better efficacy	Requirements mentioned are minimum. Bidders are required to comply to requirements mentioned in the RFP. Bidders are free to propose equivalent or higher, without any additional cost to OICL
235	95	Technical Specifications	Core Firewall, Point 23	The solution should be able to identify, decrypt and evaluate both inbound and outbound SSL traffic on-box. The solution should support at least 15 Gbps or higher of SSL Inspection Throughput	The solution should be able to identify, decrypt and evaluate both inbound and outbound SSL traffic on-box. The solution should support at least 6.5 Gbps or higher of SSL/TLS Throughput	Please refer Corrigendum
236	97	Technical Specifications	Core Firewall, Point 46	The management platform must provide centralized logging and reporting functionality with minimum 8TB of storage	The management platform must provide centralized logging and reporting functionality with minimum 3.2 TB of storage	Please refer Corrigendum
237	22	Scope of Work	2.2.3 /Point III	The email solution should support Mail clients through protocols viz. HTTPS, SMTP, MAPI & ActiveSync; Communications between mail clients and server through all protocols shall be encrypted and secure. Solution should run without enabling POP & IMAP protocols	MAPI & ActiveSync is protocols of Microsoft and it will be not used by any other service provider we can delivery this over IMAP	Please be guided by the RFP
238	22	Scope of Work	2.2.4 /Point 1	Solution should compatible and be capable for integrating, with the OICL present solutions/applications Active Directory/AD federation Services which should be done by the selected bidder	As of now we can sync data from AD ADFC is not supported as of now	Please be guided by the RFP
239	22	Scope of Work	2.2.4 Point 10	Self Password reset option is available through webmail	User can reset the password are you looking for the forgot password which will be not available	Please be guided by the RFP
240	22	Scope of Work	2.2.4 Point 27	The proposed mailing solution should provide facility for incoming/outgoing email notification from internal business applications like SAP, INLIAS, HRMS, DMS or any other application. If required, the Bidder has to customize, integrate and implement the proposed mailing solution for other business applications running in OICL as and when it is required by OICL without an additional cost.	Need details for the intergeneration what type of API you need	Bidder to ensure that all future integrations are made at no additional cost to OICL
241	22	Scope of Work	2.2.4 / Point XXVII	User should be able to set alarm as a reminder of a follow-up action indicated by a flag. Reminder alarms with pop-up message must be generated automatically.	This can be work only in email client such as outlook if the end user is using this in outlook then it will work	This feature should be available in the web client, Outlook client or the native thick client provided with the email solution
242	22	Scope of Work	2.2.5	Profile 1 2 GB Mailbox size Anti-virus, anti-spam, anti-malware for email 30 days of archival 4500 Profile 2 5 GB Mailbox size 30 Anti-virus, anti-spam, anti-malware for email 30 days of archival 4000 Profile 3 10 GB mailbox size 30 Anti-virus, anti-spam,	Archive is default policy by Microsoft to remove email from mailbox we can set the email policy to clean up for 30 day , also if the user is using outlook then this will get archive local Pst	Please be guided by the RFP
243	22	Scope of Work	2.2.7	Ensure all user profile data which is present in Active Directory is available with proposed Enterprise Email System.	Only Vcard details can be sync with server	Please be guided by the RFP

Response to pre-bid queries for Tender Ref No: OICL?HO/ITD/tech-Refresh/2022/01 dated 21/09/2022

#	Page #	Section	Point/ Section #	Existing Clause	Query Sought	OICL's Response
244	22	Scope of Work	2.3	Currently OICL is using Trend Micro's on-premise email security solution. The proposed solution should have capability to integrate with any customer-defined email server. In addition bidder will be responsible for migrating the policies from existing solution to the proposed new solution.	Policy can be export from current solution	Please be guided by the RFP
245	22	Scope of Work	2.4	Bulk email	Need details of current bulk email application	M/s Logix
246	19	Scope of Work	ii	The successful bidder shall adhere to best practice standards for the provisioning of services and testing of all functional/vulnerabilities from time to time.	Is there any Vulnerabilities testing tool available or bidder have to consider? If yes then how many year support required for the same	No Vulnerability testing tool is available in OICL environment.
247	19	Scope of Work	v	After successful implementation, bidder should appoint a project manager for OICL, who will act as act as a single point of contact for OICL.	Project manager sitting location at DC site or DR site or any other location	Location for Project Manager- OICL Head Office
248	19	Scope of Work	xii	Vendor is responsible for carrying out disaster recovery drills on quarterly basis.	Existing software or pattern for DR drill with timeline	Frequency of DR Drills- quarterly
249	19	Scope of Work	xiii	The fall back of services from Disaster recovery Site to Data Center should be a planned activity in consultation with OICL officials or its designated officials. The solution document should include detailed disaster recovery plan.	Any DC dr drill fall back plan with timeline	Bidder needs to draft the same for every application/solution hosted at DC and DR
250	19	Scope of Work	xiv	The bidder should submit solution document as a part of technical bid. The contents of solution document should include but not limited to solution architecture with detailed explanation of all components	SOP & HLD ETC required hard copy or soft copy documents.	Softcopy & Hardcopy both
251	19	Scope of Work	xx	The bidder shall ensure that any new version/update/service pack/upgrade including security patches for vulnerabilities of the proposed solutions when released by the OEM, the same has to be communicated by OEM/ bidder within seven (7) days of such release, to OICL during the contract period	VAPT activity carried out manually by a third party?	Yes, your understanding is correct
252	19	Scope of Work	xxiv	The bidder shall prepare the SOPs (Standard Operating Procedures) with periodical review as per industry practices and regulatory guidelines. The drafted SOPs shall be submitted to OICL for its review and approval	SOP required hard copy or soft copy documents.	Softcopy & Hardcopy both
253	20	Scope of Work	xxviii	Bidder needs to be provide OS/DB/Server/appliance Hardening Document which should be in line with OICL Security Policy.	Need more clarity on OS/DB/Appliance hardening expectation	Please be guided by the RFP
254	21	Scope of Work	2:02:01	OICL is currently using Microsoft Exchange 2013 email solution hosted at DC (Mumbai) and DR (Bengaluru).	DR drill location typo error or its actual implement scenario.because point 1.1 Mention OICL has its Head Office at New Delhi, Primary Data Centre (PDC) at Bengaluru and Secondary Data Centre (SDC/DR) at Navi Mumbai,	Please be guided by the RFP
255	20	Scope of Work	xxxii	Closing of gaps identified during VA-PT activity carried out by annually.	VAPT activity carried out manually by a third party?	Yes, your understanding is correct

Response to pre-bid queries for Tender Ref No: OICL?HO/ITD/tech-Refresh/2022/01 dated 21/09/2022

#	Page #	Section	Point/ Section #	Existing Clause	Query Sought	OICL's Response
256	27	Scope of Work	2.5	Currently OICL is using Disk based backup solution by Dell EMC with Data Domain DD4200 as an appliance and Networker as backup software along with SL 150 Tape Library from M/s Oracle for tape backup requirement.	Existing backup license Details.	Currently OICL is using Disk based backup solution by Dell EMC with Data Domain DD4200 as an appliance and Networker as backup software along with SL 150 Tape Library from M/s Oracle for tape backup requirement. The Tape Library mentioned above is still under support from OEM. The selected bidder needs to integrate proposed backup solution with SL 150 Tape Library.
257	27	Scope of Work	2.5	The Tape Library mentioned above is still under support from OEM. The selected bidder needs to integrate proposed backup solution with SL 150 Tape Library.	Under support warranty or not?	SL 150 Tape Library- Not declared EOSL and is currently under AMC with another vendor. Bidder to note that in future- AMC for SL150 will be taken care of by OICL.
258	31	Scope of Work	2.8	The resources mentioned are only minimum resources, however, bidder is required to right size the resources to meet the requirements & SLAs of this RFP. Bidder needs to provide resources from the date of successful sign off of respective solutions till the end of the tenure of the contract.	The RFP mention the minimum resource count, however the location of these resources are not mentioned. Bidder request OICL to kindly provide location wise (DC, DR & HO) detail of the resource requirement.	Project Manager will sit at OICL's head office and for rest of the resources, plan will be discussed with the selected bidder for DC and DR.
259	35	Scope of Work	2.8	XXVIII. Conduct DR drills in conjunction with OICL's policies/procedures	1. What is the DRM solution currently implemented at OICL? 2. Kindly provide the details of the applications for which DR Drill needs to be conducted? 3. Please confirm the DR Drill frequency for each application.	OICL is using any DRM software by Sanovi Frequency for DR DRILL- every quarter. Bidder to ensure that resources experienced in Sanovi DRM are proposed to enable smooth DR Drills as per frequency defined by OICL.
260	22	Payment Terms	8. Duties & Taxes:	Any Statutory variation in the rate of GST, taking place between the Bid Submission by seller and Bid End Date, shall be to the Seller's account. Hence, Seller must ensure that any Statutory variation in the rate of GST till Bid End Date is duly incorporated in the bid submitted by the seller. In case seller fails to incorporate the same in bid, the seller will not be eligible for claiming any change in price due to such Statutory variation	Bidder understanding is that GST will be paid on actuals at the time of billing. Kindly confirm. Any Statutory variation in the rate of GST, taking place between the Bid Submission by seller and Bid End Date, shall be to the Seller's Buyer's account. Hence, Seller must ensure that any Statutory variation in the rate of GST till Bid End Date is duly incorporated in the bid submitted by the seller. In case seller fails to incorporate the same in bid, the seller will not be eligible for claiming any change in price due to such Statutory variation	Please be guided by the RFP
261	30	Terms & Conditions	19. Termination for Default:	If the Seller does not perform its obligations within the Delivery Period/Date mentioned in the Contract, the same would constitute the breach of the Contract and the Buyer shall have the right to Cancel or withdraw the Contract for the unsupplied portion after the expiry of the original or re-fixed delivery date or period stipulated in the Contract. Such cancellation of contract on account of non - performance by the Seller would entitle the Buyer to forfeit the performance security besides other actions such as downgrading the Seller's rating or debarment from the GeM for specified period as decided by GeM on merits.	If the Seller does not perform its obligations within the Delivery Period/Date mentioned in the Contract, the same would constitute the breach of the Contract and the Buyer shall have the right to Cancel or withdraw the Contract for the unsupplied portion after the expiry of the original or re-fixed delivery date or period stipulated in the Contract. Such cancellation of contract on account of non - performance by the Seller would entitle the Buyer to forfeit the performance security besides other actions such as downgrading the Seller's rating or debarment from the GeM for specified period as decided by GeM on merits.	Please be guided by the RFP

Response to pre-bid queries for Tender Ref No: OICL?HO/ITD/tech-Refresh/2022/01 dated 21/09/2022

#	Page #	Section	Point/ Section #	Existing Clause	Query Sought	OICL's Response
262	42	Terms & Conditions	3.1.6 Right to Alter Quantities	OICL reserves the right to alter the requirements specified in the tender. OICL also reserves the right to delete or increase one or more items from the list of items specified in the tender. OICL will inform the Bidder about changes, if any. In the event of any alteration in the quantities the price quoted by the Bidder against the item would be considered for such alteration. The Bidder agrees that the prices quoted for each line item & component is valid for period of contract and can be used by OICL for alteration in quantities. Bidder agrees that there is no limit on the quantities that can be altered under this contract. During the contract period the Bidder agrees to pass on the benefit of reduction in pricing for any additional items to be procured by OICL in the event the market prices / rate offered by the bidder are lower than what has been quoted by the Bidder as the part of commercial offer. Any price benefit in the products, licenses, software, services & equipment should be passed on to OICL within the contract period.	We would request OICL to make the below changes: OICL reserves the right to alter the requirements specified in the tender upto +/-10% of the quantity quoted as per RFP. OICL also reserves the right to delete or increase one or more items from the list of items specified in the tender. OICL will inform the Bidder about changes, if any. In the event of any alteration in the quantities the price quoted by the Bidder against the item would be considered for such alteration. The Bidder agrees that the prices quoted for each line item & component is valid for period of contract and can be used by OICL for alteration in quantities. Bidder agrees that there is no limit on the quantities that can be altered under this contract. During the contract period the Bidder agrees to pass on the benefit of reduction in pricing for any additional items to be procured by OICL in the event the market prices / rate offered by the bidder are lower than what has been quoted by the Bidder as the part of commercial offer. Any price benefit in the products, licenses, software, services & equipment should be passed on to OICL within the contract period.	Please refer Corrigendum
263		Terms & Conditions	4.18 Termination for Convenience	OICL may send by 30 calendar days written notice to the Bidder to terminate the contract, in whole or in part at any time of their convenience.	Request the notice period to be extended to 90 days as 30 days will be too short for transition and de-mobilisation	Please be guided by the RFP

Response to pre-bid queries for Tender Ref No: OICL?HO/ITD/tech-Refresh/2022/01 dated 21/09/2022

#	Page #	Section	Point/ Section #	Existing Clause	Query Sought	OICL's Response
264		Terms & Conditions	4.26 Cancellation of the contract & compensation	<p>OICL reserves the right to cancel the contract placed on the selected Bidder and recover expenditure incurred by the Company in the following circumstances:</p> <p>i. The selected Bidder commits a breach of any of the terms and conditions of the bid.</p> <p>ii. The selected Bidder goes in to liquidation voluntarily or otherwise.</p> <p>iii. The progress made by the selected Bidder is found to be unsatisfactory</p> <p>iv. If deductions on account of liquidated Damages exceeds more than 10% of the total contract price. OICL reserves the right to cancel the AMC placed on the selected Bidder and recover AMC payment made by the Company, if the service provided by them is not satisfactory.</p> <p>In case the selected Bidder fails to deliver the quantity as stipulated in the delivery schedule, OICL reserves the right to procure the same or similar materials from alternate sources at the risk, cost and responsibility (capped at 5% differential value) of the selected Bidder. After the award of the contract, if the selected Bidder does not perform satisfactorily or delays execution of the contract, OICL reserves the right to get the balance contract executed by another party of its choice by giving thirty day's written notice for the same to Bidder. In this event, the selected Bidder is bound to make good the additional expenditure (capped at 5% differential value), which OICL may have to incur in executing the balance of</p>	<p>OICL reserves the right to cancel the contract placed on the selected Bidder and recover expenditure incurred by the Company in the following circumstances:</p> <p>i. The selected Bidder commits a material breach of any of the terms and conditions of the bid.</p> <p>ii. The selected Bidder goes in to liquidation voluntarily or otherwise.</p> <p>iii. The progress made by the selected Bidder is found to be unsatisfactory</p> <p>iv. If deductions on account of liquidated Damages exceeds more than 10% of the total contract price. OICL reserves the right to cancel the AMC placed on the selected Bidder and recover AMC payment made by the Company, if the service provided by them is not satisfactory.</p> <p>In case the selected Bidder fails to deliver the quantity as stipulated in the delivery schedule, OICL reserves the right to procure the same or similar materials from alternate sources at the risk, cost and responsibility (capped at 5% differential value) of the selected Bidder. After the award of the contract, if the selected Bidder does not perform satisfactorily or delays execution of the contract, OICL reserves the right to get the balance contract executed by another party of its choice by giving thirty day's written notice for the same to Bidder. In this event, the selected Bidder is bound to make good the additional expenditure (capped at 5% differential value), which OICL may have to incur in executing the balance of</p>	Please refer Corrigendum
265	51	Terms & Conditions	4.28 Limitation of Liability	<p>Bidder's cumulative liability for its obligations under the contract shall not exceed the total contract value and the Bidder shall not be liable for incidental / consequential or indirect damages including loss of profit or saving.</p>	<p>Bidder's cumulative liability for its obligations under the contract shall not exceed the total contract value and the Bidder shall not be liable for incidental / consequential or indirect damages including loss of profit or saving or any indirect, punitive, claims, liabilities, charges, costs, expense or injury (including, without limitation, loss of use, data, revenue, business and for any claims of any third party claiming through Bidder) that may arise out of or result from this Agreement.</p>	Please be guided by the RFP
266		Annexure	Annexure 10: Undertaking for providing authorized representatives of IRDAI the right to inspection, investigation, obtaining information	<p>We hereby undertake to provide authorized representatives of Insurance Regulatory Development Authority of India (IRDAI) right to:</p> <p>a) examine the books, records, information, systems and the internal control environment to the extent that they relate to the service being performed for the company and</p> <p>b) access to any internal audit reports or external audit findings for the service being performed for the company.</p>	<p>We hereby undertake to provide authorized representatives of Insurance Regulatory Development Authority of India (IRDAI) right to:</p> <p>a) examine the books, records, information, systems and the internal control environment to the extent that they relate to the service being performed for the company, but financial information would be excluded from such inspection and</p> <p>b) access to any internal audit reports or external audit findings for the service being performed for the company.</p>	Please be guided by the RFP

Response to pre-bid queries for Tender Ref No: OICL?HO/ITD/tech-Refresh/2022/01 dated 21/09/2022

#	Page #	Section	Point/ Section #	Existing Clause	Query Sought	OICL's Response
267		Terms & Conditions	ARC/RRC	Clause not present in RFP	The Fixed Price, as mentioned in the Commercial schedule, is valid within a dead band of ±5% of the baseline volumetric of the respective resource unit that is provided as part of RFP. For assets volumes above +5% threshold of the baseline volumetric, additional resources will be charged at ARC 'Additional Resource Charge' to reflect additional marginal cost to Service Provider, while credits known as RRC 'Reduced Resource Credit' will be granted to OICL for reduction in resources consumed, for service volumes below -5% of the baseline volumetric.	Not Accepted
268		Terms & Conditions	Risk and Title	Clause not present in RFP	The risk, title and ownership of the products shall be transferred to the OICL upon delivery of such products to the OICL	Please refer Corrigendum
269		Terms & Conditions	Saving Clause	Clause not present in RFP	Bidder's failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent Bidder performance is effected , delayed or causes non-performance due to OICL's omissions or actions whatsoever	Not Accepted
270		Terms & Conditions	Deemed Acceptance	Clause not present in RFP	Services and/or deliverables shall be deemed to be fully and finally accepted by OICL in the event when OICL has not submitted its acceptance or rejection response in writing to Bidder within 15 days from the date of installation/commissioning or when OICL uses the Deliverable in its business, whichever occurs earlier. Parties agree that Bidder shall have 15 days time to correct in case of any rejection by OICL.	Not Accepted
271	21	Scope of Work	2.2 Email Solution	Bidder is required to provide 11,000 email licenses & 11,000 email client licenses (including setup).	Please provide Location wise user detail.	Requisite details will be shared with the successful bidder
272	39	Scope of Work	2.9 Advance Monitoring	Monitoring of DC Devices	Kindly provide the details of existing tools which have been deployed for DC devices monitoring?	Please refer section 2.9 Advanced Monitoring & resolution for clarification
273	39	Scope of Work	2.9 Advance Monitoring	ILO availability	Assume ILO will be made avaiabe by OICL since starting of transiton phase	Yes, your understanding is correct
274		General	General Query	Support Model	As per RFP, L1 & L2 support will be provided onsite. Need to understand how L3 support will be handled?	Bidder to ensure that L3 support should be available on need, on call basis at no additional cost to OICL
275	31	Scope of Work	2.7 AMC	X. The bidder shall perform shifting of entire solution/devices within the identified/centralized locations of OICL as and when required.	Bidder assumes that physical shifting of devices/solution will be done on Chargeable basis as Change Request.	Yes, your understanding is correct
276	32	Scope of Work	2.8 Facility Management	Sanovi DRM Tool	Bidder understading is that DRM solution implementation and management is out of the scope of bidder.	Yes. However, Bidder to ensure availability of experienced resource for OICL's DRM Solution as per requirement or DR drill
277	27	Scope of Work	2.5 Backup	OICL envisaged to procure and implement an Enterprise Class unified Backup Solution	Does OICL want the old backup to be migrated to new platform? If yes, please provide location wise total count of tapes, size of data location to be migrated	Bidder to propose the complete backup solution as per the ask in the RFP to ensure all existing and new backed up data(both on PBBA and Tape) is recoverable during the entire project duration using the proposed solution. Bidder to propose the necessary component/any hardware and licenses to meet the requirement

Response to pre-bid queries for Tender Ref No: OICL?HO/ITD/tech-Refresh/2022/01 dated 21/09/2022

#	Page #	Section	Point/ Section #	Existing Clause	Query Sought	OICL's Response
278	111	Technical Specifications	Appendix 1 / Backup	The Backup software must be quoted with capacity/socket based licenses for 150 TB Front-end data capacity or similar licenses for sockets / hosts	Is 150 TB for both DC & DR or only one location? What would be the backend capacity at each location for next 6 years?	Bidder to quote backup software licenses - 150 TB front end capacity at each site- DC & DR or similar licenses for unlimited sockets/hosts. Refer Backup appliance sizing for backend capacity
279	110 & 112	Technical Specifications	The backup server should be compatible to run on both Windows and Linux OS platforms	The backup server should be compatible to run on both Windows and Linux OS platforms Backup appliance	Does OICL looking for separate backup software running on backup server and then a backup appliance OR a unified backup appliance. If unified backup appliance is the case, there will not be any backup server required. Please clarify	Bidder should propose the backup solution as per the requirement mentioned for backup software and backup appliance and any additional components required needs to be provided by the bidder
280	111	Technical Specifications	Appendix 1 / Backup	Generic	Please provide the count of backup/media servers currently deployed. Please provide the configuration of the servers also.	Currently, OICL has 2 physical backup servers in HA (Active-Passive) at each site. Each server is of 32 cores. Bidder can propose backup server on Virtual machine. OICL will provide OS, VM & Storage for Backup Server only. Bidder is required to propose the sizing of the VMs required for backup server. Any other component like cluster license, resilient storage or other equivalent licenses, media server & any other hardware/ software licenses required should be factored by the Bidder.
281	111	Technical Specifications	Appendix 1 / Backup	Generic	Can we re-use the existing backup servers OR new servers need to be procured & configured?	Any additional component(s) required needs to be provided by the bidder
282	111	Technical Specifications	Appendix 1 / Backup	The Backup software must be quoted with capacity/socket based licenses for 150 TB Front-end data capacity or similar licenses for sockets / hosts	Is 150 TB envisaged for next 6 years, if NOT, what is the YoY growth expected?	Bidder has to provision 150 TB on day 1 and this capacity is for the duration of the RFP.
283	27	Scope of Work	2.5 Backup	Generic	Should SI migrate the existing data on Data Domain to the new back-up appliance?	Yes
284	61	Service Level	7 Service Level Agreement 7.1.3 Availability	Availability of equipment at DC and DR	The SLA calculation is done on Monthly basis whereas penalty is being deducted on a yearly value. We request OICL to kindly align the penalty deduction from the monthly value of the FM cost of the respective resource/domain	Please refer Corrigendum
285	62	Service Level	7 Service Level Agreement 7.1.3 Availability	Bug Resolution	Bidder understanding is that if the Bug resolution is pending with OEM/vendor, then there will be no penalty impose on bidder due to this. Kindly confirm.	Bidder will be levied penalty only for reasons attributable to the Bidder
286	63	Service Level	7.1.4 Management, Reporting and Governance	Yearly 1 change in the Project Manager or Service delivery manager is allowed	Bidder understanding is that if the Program Manager / Delivery Manager resign from the organization then the penalty will not be applicable or will be waived-off. Please confirm.	Yes, your understanding is correct
287	64	Service Level	7.1.6 Penalties	7.1.6 Penalties OICL reserves the right to recover the penalty from any payment to be made under this contract. The penalty would be deducted from the payouts. For the purpose of this RFP, the total of penalties as per SLA and the Liquidated damages will be subject to a maximum of 10% of the overall contract value.	7.1.6 Penalties OICL reserves the right to recover the penalty from any payment to be made under this contract. The penalty would be deducted from the payouts. For the purpose of this RFP, the total of penalties as per SLA and the Liquidated damages will be subject to a maximum of 10% of the overall annual contract value.	Please be guided by the RFP

Response to pre-bid queries for Tender Ref No: OICL?HO/ITD/tech-Refresh/2022/01 dated 21/09/2022

#	Page #	Section	Point/ Section #	Existing Clause	Query Sought	OICL's Response
288	16	Eligibility Criteria	1.6 Eligibility Criteria	3 The Bidder should have a minimum turnover of Rs.200 crores per annum (not inclusive of the turnover of associate companies) in last three financial years (2018-19, 2019-20 and 2020-21).	Considering the criticality of the project, we would request OICL to increase the minimum turnover of Rs. 200 crores per annum to Rs. 500 crores per annum (not inclusive of turnover of associate companies) in last three financial years (2018-19, 2019-20 and 2020-21).	Please be guided by the RFP
289	16	Eligibility Criteria	1.6 Eligibility Criteria	4. Bidder must have valid ISO 9001: 2015 & ISO/IEC 27001:2013 ISO 20001 certificates on the date of submission of bid	Considering the criticality of the project, we would request OICL to include CMMi Level 3 or 5 certification. Bidder must have valid ISO 9001: 2015, ISO/IEC 27001:2013 ISO 20001 & CMMi Level 3 or 5 certificates on the date of submission of bid.	Please be guided by the RFP
290	17	Project Timeline	1.7 Project Timelines	1.2 Installation, Configuration, Implementation & integration Within 4 weeks from the date of delivery of backup suite	We would request OICL to make to change the implementation timelines from 4 weeks to 8 weeks from the date of delivery of backup suite	Please refer Corrigendum
291	18	Project Timeline	1.7 Project Timelines	2.2 Installation & Operationalization of Firewalls Within 4 weeks from the date of acceptance of Delivery of firewalls	We would request OICL to make to change the implementation timelines from 4 weeks to 8 weeks from the date of delivery of firewalls	Please be guided by the RFP
292	18	Project Timeline	1.7 Project Timelines	3.1 Go-Live of Email Solution along with its security features Within 6 months from the date of provision of hardware from OICL	We would request OICL to make to change the implementation timelines from 6 months to 8 months from the date of provision of hardware from OICL.	Please be guided by the RFP
293	18	Scope of Work	2.1 General Scope	The successful bidder shall provide a centralized helpdesk/ customer care center telephone number/ email/ fax number for attending user request/ complaints. The helpdesk/ customer care centre shall operate 24*7*365	Kindly confirm that the bidder should have Centralized service center to provide these services.	Please be guided by the RFP
294	44	Payment Terms	Payment Terms	Installation & Implementation Cost On Successful go-live/ installation of solution/ product 100%	We understand that this will be paid solution wise i.e. backup, firewall and email solution.	Yes, your understanding is correct
295	44	Payment Terms	Payment Terms	Software (In case of Subscription based license) Payment will be made at the end of each quarter Quarterly in arrears	We would request OICL to make the change to 100% on subscription license delivery.	Please be guided by the RFP
296	44	Payment Terms	Payment Terms	AMC The AMC shall commence on completion of the warranty period. The AMC will be treated as a part of the total cost of the project. Quarterly in arrears	We would request OICL to change the payment terms for AMC from quarterly in arrears to annual in advance.	Please be guided by the RFP
297	44	Payment Terms	Payment Terms	FM Manpower Quarterly in arrears	We would request OICL to make FMS manpower payment from quarterly in arrears to monthly in arrears (SLA is also calculated on monthly basis)	Please be guided by the RFP

Response to pre-bid queries for Tender Ref No: OICL?HO/ITD/tech-Refresh/2022/01 dated 21/09/2022						
#	Page #	Section	Point/ Section #	Existing Clause	Query Sought	OICL's Response
298	16	Eligibility Criteria	Section 1.6_ Eligibility Criteria_Point (10)	<p>Bidder should have supplied implemented and provided/providing maintenance services for following solution in last five (5) years.</p> <p>A) Enterprise class Email Solution for 4000 users using proposed email messaging solution in a BFSI/PSU/Government organization in India</p>	<p>As Per RFP , You have asked for mail security solution for 4000 users in BFSI/PSU/Government/Enterprise organization in India</p> <p>Request to kindly modify the clause for " The bidder must have successfully executed order(s) for Supply, Installation, testing and commissioning of mail security solution for 10000 users in BFSI/PSU/Government/Enterprise/Enterprise organization in India from last seven (07) years reckoned from the due date of submission of bid.</p>	Please refer Corrigendum
299	16	Eligibility Criteria	Section 1.6_ Eligibility Criteria_Point (10)	<p>Bidder should have supplied implemented and provided/providing maintenance services for following solution in last five (5) years.</p> <p>a) Enterprise class Email Solution for 4000 users using proposed email messaging solution in a BFSI/PSU/Government organization in India</p> <p>b) Next Generation Firewall s in a BFSI/PSU/Government organization in India</p> <p>c) Enterprise class Backup Solution in a BFSI/PSU/Government organization in India</p> <p>d) Should have maintained /maintaining Facility Management Services for data center environment/components such network, compute, storage and security at DC and DR for at least one BFSI/PSU/Govt. Organization in India</p> <p>The cumulative order value for the above should be more than INR 2 5 Crores</p>	<p>As Per RFP , You have asked for Bidder should have supplied implemented and provided/providing maintenance services for following solution in last five (5) years.</p> <p>a) Enterprise class Email Solution for 4000 users using proposed email messaging solution in a BFSI/PSU/Government organization in India</p> <p>b) Next Generation Firewall s in a BFSI/PSU/Government organization in India</p> <p>c) Enterprise class Backup Solution in a BFSI/PSU/Government organization in India</p> <p>d) Should have maintained /maintaining Facility Management Services for data center environment/components such network, compute, storage and security at DC and DR for at least one BFSI/PSU/Govt. Organization in India</p> <p>The cumulative order value for the above should be more than INR 25 Crores</p> <p>Request to modify the Clause for : <i>Bidder should have supplied implemented and provided/providing maintenance services for following solution in last five (5) years.</i></p> <p><i>a) Enterprise class Email Solution for 4000 users using proposed email messaging solution in a BFSI/PSU/Government organization in India</i></p> <p><i>b) Next Generation Firewall s in a BFSI/PSU/Government/Enterprise organization in India</i></p> <p><i>c) Enterprise class Backup Solution in a</i></p>	Please refer Corrigendum

Response to pre-bid queries for Tender Ref No: OICL?HO/ITD/tech-Refresh/2022/01 dated 21/09/2022

#	Page #	Section	Point/ Section #	Existing Clause	Query Sought	OICL's Response
300	34	Scope of Work	Section 2.8	IV. Support Executives (L1) proposed should have at least 1.5 years of relevant experience in providing the Facility Services Management for proposed solutions and domain services mentioned for phase 1 & 2. V. Support Executives (L2) proposed should have at least 3 years of relevant experience in providing the Facility Services Management for proposed solutions and domain services mentioned for phase 1 & 2. VI. Project Manager proposed should have at least 7 years of relevant experience in program managing FM services for large enterprise's data center environment or any other such program consisting any 3 domain services out of 5 as mentioned in BOM for FM services for Phase 1 & 2.	Is there any particular certification or resources that the OICL is looking for? Can we know the existing setup of the same?	Please be guided by the RFP For existing setup- Requisite details will be shared with the successful bidder
301	15	Scope of Work	Section 1.4	*It is mandatory for the Bidder to purchase the tender document so as to participate in the pre-bid meeting.	We will need more time for the payment of the tender document as this was festive season around. We will submit the payment details by next week.	Bidders are required to submit confirmation of payment of Tender Fee along with bid submission
302	36	Scope of Work	Section 2.8	Closure of Quarterly Vulnerability Assessment & Penetration Testing (VA-PT) observations, IRDAI observations, concurrent audit observations and evidence gathering, latest security patches, etc.	OICL is requested to clarify if VAPT is to be done by the bidder or just the support in the VAPT is required.	VAPT will be conducted by third party vendor.
303	39	Scope of Work	Section 2.10	Existing inventory and Buyback of Devices	Deviation to allow third party to fulfill the requirement.	Please be guided by the RFP
304	110	Technical Specifications	21	Backup Solution should also have configurable REST API support for management, administration and reporting on backup infrastructure via custom applications and out of box integration with VMWare vRealize Automation for	1st of all it can create a security violation as ISO guidelines recommend all your backup administrators should not have access of production backup console access. 2nd By having integration of Backup Software with VMware vRealize will create dependencies, if VMware releases a version every 3 months and VMware is upgraded and backup software is maintained in the same version due to several reasons then that means we will wait for backup software to release the same version? Backup Solution should also have configurable REST API to support management, monitoring and reporting via customer application Backup Solution should also have configurable REST API to support management, monitoring and reporting via customer application	Please refer Corrigendum
305	110	Technical Specifications		3 Bidder may quote backup software licensing physical socket/capacity based	Bidder may quote backup software licensing i.e. capacity based or instance based licenses with unlimited capacity.	Backup Software must be quoted to backup 150TB Front end capacity or to backup unlimited VMs including Physical servers.

Response to pre-bid queries for Tender Ref No: OICL?HO/ITD/tech-Refresh/2022/01 dated 21/09/2022

#	Page #	Section	Point/ Section #	Existing Clause	Query Sought	OICL's Response
306	110	Technical Specifications		1 Proposed backup software should be available on various OS platforms like Windows, Linux, Solaris etc. The backup server should be compatible to run on both Windows and Linux OS platforms	Proposed backup software should be available on various OS platforms like Windows, Linux, Solaris etc. The backup server should be compatible to run on both Windows and/OR Linux OS platforms	OICL runs their backup server on Linux Cluster platform and preferred to remain on Linux platform for backup server to meet RFP requirement. In case proposed backup software does not support Linux OS then bidder to quote the backup server with required Hardware, OS and Backup Software with High availability.
307	110	Technical Specifications		8 Proposed backup software must support unlimited number of virtual machines and database instance.	Proposed backup software must support unlimited number of physical systems, virtual machines and database instance or if instance based licenses are proposed , there should be no limitations in the capacity	Backup Software must be quoted to backup 150TB Front end capacity or to backup unlimited VMs including Physical servers.
308	111	Technical Specifications		9 The Backup software must be quoted with capacity/socket based licenses for 150 TB Front-end data capacity or similar licenses for sockets / hosts. The proposed backup software must use a single repository to maintain backups for existing as well as new backup workloads.	The Backup software must be quoted with capacity/socket based licenses for 150 TB Front-end data capacity or or 250 (for eg) instance based licenses with unlimited capacity. Existing backup copies written by Dell EMC Networker is in proprietary format and hence any new backup software cannot read backup copies data stored in proprietary format.	Backup Software must be quoted to backup 150TB Front end capacity or to backup unlimited VMs including Physical servers. Bidder to propose the solution to migrate the data on the proposed solution any additional component needed for migration needs to be quoted by bidder.
309	111	Technical Specifications		15 The software backup licenses must be perpetual and in the name of OICL	The software backup licenses must be perpetual or subscription based and in the name of OICL	Please be guided by the RFP
310	111	Technical Specifications		19 Should integrate with third party VTL which has data deduplication capabilities. Backup software must support existing Robotic/automated Tape library, the licensing of such library should be on the unlimited number of slots and not on the drive counts as additional drives are added to improve performance. Must support OST, VTL, Disk, NFS, CIFS for proposed backup disk appliance	OST protocol is OEM specific or proprietary in nature. Request OICL to remove the word - OST.	OST is an industry standard and certified protocol for various backup software's available in industry and backup appliances.
311	112	Technical Specifications		22 The proposed backup software should support restore a single VM, single file from a VM, a VMDK restore from the same management console for ease of use.	in case of disaster recovery , BFSI customers in India are restoring multiple of Vmware virtual machines (10 ,20 , 30 and so on) instead of recovery of VM single at one time which may be the time consuming activity. Hence would request to include restore of single VM or Multiple VMs	Please be guided by the RFP
312	112	Technical Specifications		1 Proposed purpose built backup appliance (PBBA) should be able to interface with various industry leading server platforms, operating systems and Must support LAN/SAN based D2D backup and VTL backup simultaneously via NFS v3, CIFS, FC , OST and NDMP protocols. All of the protocols should be available to use concurrently with global deduplication for data ingested across all of them.	Proposed back up solution should be able to interface with various industry leading server platforms, operating systems and Must support LAN/SAN based D2D backup and VTL backup simultaneously via NFS v3, VTL, CIFS, FC , OST All of the protocols should be available to use concurrently with deduplication for data ingested.	Please refer Corrigendum
313	112	Technical Specifications		2 The proposed appliance must integrate with enterprise class backup software and must be a purpose-built backup appliance (PBBA).	Proposed back up solution must integrate with enterprise class backup software and must be a disk based back up target / purpose-built backup appliance (PBBA).	Please be guided by the RFP

Response to pre-bid queries for Tender Ref No: OICL?HO/ITD/tech-Refresh/2022/01 dated 21/09/2022

#	Page #	Section	Point/ Section #	Existing Clause	Query Sought	OICL's Response
314	112	Technical Specifications		3 Proposed purpose built backup appliance (PBBA) should support global and inline data duplication using automated variable block length deduplication technology.	Proposed back up solution should support global OR within the store and inline data duplication using automated variable block length deduplication technology.	Proposed purpose built backup appliance (PBBA) should support global / inline data duplication using automated variable block length deduplication technology. If proposed purpose built backup appliance does not meet global deduplication, bidder to give twice the usable required capacity on PBBA in day 1. Bidder must provide a sizing certificate showcasing this sizing consideration on the OEM's letter head with seal and sign from the authorized signatory.
315	112	Technical Specifications		4 Proposed purpose built backup appliance (PBBA) should support industry leading backup software like Commvault, Dell Networker, Netbackup, Data Protector etc and should support deduplication at backup server/ host / application level so that only changed blocks travel through network to backup device.	Proposed back up solution / purpose built backup appliance should support at least 3 industry leading backup software like Veeam, Commvault, Netbackup, Data Protector etc and should support deduplication at backup server/ host / application level so that only changed blocks travel through network to backup device.	OICL is looking at disk based backup appliance that does not restrict our choice of backup software or enterprise application environments.
316	112	Technical Specifications		6 Proposed purpose built backup appliance (PBBA) should have the following capabilities such as replication, encryption, WORM, OST protocol, industry leading backup software integration.	Proposed back up solution / purpose built backup appliance should have the following capabilities such as replication, encryption, WORM/IMMUTABILITY, OST protocol, industry leading backup software integration.	Please refer Corrigendum
317	113	Technical Specifications		7 The proposed purpose built backup appliance (PBBA) must integrate with the existing backup environment of OICL	Proposed back up solution / purpose built backup appliance can intergrate with Dell EMC Netwroker backup Software	Bidder to propose the solution to migrate the data on the proposed solution any additional component needed for migration needs to be quoted by bidder.
318	113	Technical Specifications		8 Proposed purpose built backup appliance (PBBA) should support High availability with minimum of two controllers.	Proposed back up solution should provide redundant power, cooling & connectivity and back up solution should support high availability.	Proposed purpose built backup appliance (PBBA) should support High availability with minimum of two controllers. If proposed solution does not support controller High Availability then bidder to quote additional controller as a standby in Day 1
319	113	Technical Specifications		9 The current data on the existing backup appliance must be migrated to a new architecture by the successful bidder to preserve and maintain older backups.	The data stored on DD4200 is proprietary format and cannot be migrated to new proposed PBBA. Dell EMC has announced DD4200 end of support life is 31-OCT-2022. Would recommend OICL to retain small capacity of Networker backup license for few years for the restoration of older data from DD4200 and enable all new backup copies on new proposed PBBA.	Bidder to propose the solution to migrate the existing backed up data on the proposed solution any additional component needed for migration needs to be quoted by bidder.

Response to pre-bid queries for Tender Ref No: OICL/HO/ITD/tech-Refresh/2022/01 dated 21/09/2022

#	Page #	Section	Point/ Section #	Existing Clause	Query Sought	OICL's Response
320	113	Technical Specifications	10	Proposed purpose built backup appliance (PBBA) should have the ability to perform different backup, restore, replication jobs simultaneously and must support communications and data transfers through 8/16 GB SAN, 10 Gb & 1 Gb ethernet LAN over copper and SFP+. The Proposed backup appliance should be offered with min. 2 x 1Gbps NIC, 4 x 10Gbps NIC and 4 x 16Gbps FC ports.	Proposed back up solution should have the ability to perform different backup, restore, replication jobs simultaneously and must support communications and data transfers through 16GB SAN & 32GB SAN, and 10GBps , 25 GBps ethernet. All licenses and connectivity should be included. The Proposed backup appliance should be offered with min.2 x 10Gbps NIC and 4 x 32Gbps FC ports.	Please refer Corrigendum
321	113	Technical Specifications	11	Proposed purpose built backup appliance (PBBA) should support backup throughput of 30 TB/hr while maintaining a single deduplication pool with RAID 6 and min. one hot spare disk as well.	Back up solution should support Backup speeds up to 60TB/hr	Please be guided by the RFP
322	113	Technical Specifications	12	The Proposed purpose built backup appliance (PBBA) should be compatible with different version of Windows, Linux and UNIX platform to performs backup.	Proposed back up solution should be compatible with different version of Windows, Linux/UNIX platform to performs backup.	Please be guided by the RFP
323	113	Technical Specifications	13	Proposed purpose-built backup appliance (PBBA) should be sized appropriately for front-end data of 150 TB (usable) as per below mentioned backup policies. a. Daily incremental backup – retained for 4 weeks in PBBA. b. Weekly full backup for all data types – retained for 1 month in PBBA. c. Monthly full backups – for 12 months. d. Yearly full backups - retained for 7 years in PBBA. The proposed purpose-built backup appliance should be quoted with adequate capacity considering 2% daily change rate for entire duration of 5 years warranty. Bidder must provide a sizing certificate showcasing this sizing consideration on the OEM's letter head with seal and sign from the authorized signatory. Currently OICL is using Dell EMC Data Domain DD4200, bidder can leverage existing capacity in proposed solution to meet above requirement, if feasible. Entire capacity of purpose built backup appliance (PBBA) must be offered as single pool with global deduplication to increase the data reduction efficiency	<p>We need Source Data bifurcation of 150TB to optimal size the back up solution.Please advice.</p> <p>The data stored on DD4200 is proprietary format and cannot be migrated to new proposed PBBA.</p> <p>Dell EMC has announced DD4200 end of support life is 31-OCT-2022.</p> <p>and hence we would recommend OICL to retain small capacity of Networker backup license for few years for restoration of data from DD4200 if any request came in and enable all new backup copies on new proposed PBBA.</p> <p>said asked feature is only possible if new proposed PBBA is Dell EMC 6900 and hence said point become vendor / OEM specific , kindly remove the said clause.</p>	<p>150 TB includes approximately 60% of Email and Archival data and 40% of mixed workload including VM, DB and Apps.</p> <p>Bidder to propose the solution to migrate the existing backed up data on the proposed solution any additional component needed for migration needs to be quoted by bidder.</p>
324		Technical Specifications	16	Proposed purpose-built backup appliance (PBBA) should support different retentions for primary and DR backup storage and should support instant copy creation on remote site for better DR readiness with support for transmitting only deduplicated unique data in encrypted format to remote sites.	Proposed back up solution / appliance should support different retentions for primary and DR backup storage and should support instant copy creation on remote site for better DR readiness with support for transmitting only deduplicated unique data in encrypted format to remote sites.	Please be guided by the RFP
325	114	Technical Specifications	17	Proposed purpose built backup appliance (PBBA) must have the capability for OST integration with NetBackup, NetWorker, Veeam etc.	Proposed back up software / appliance must have the capability for OST integration with atleast three leading back up softwares like NetBackup, Commvault, Veeam etc	Please refer Corrigendum

Response to pre-bid queries for Tender Ref No: OICL?HO/ITD/tech-Refresh/2022/01 dated 21/09/2022

#	Page #	Section	Point/ Section #	Existing Clause	Query Sought	OICL's Response
326	114	Technical Specifications	18	Proposed purpose built backup appliance (PBBA) should support retention lock (WORM) feature which ensures that no data is deleted accidentally and support for point-in-time copies of a LUN or volumes with minimal performance impact.	Proposed back up solution / appliance should support retention lock (WORM)/IMMUTABILITY feature which ensures that no data is deleted accidentally	Please refer Corrigendum
327	114	Technical Specifications	19	Proposed purpose built backup appliance (PBBA) should be offered with battery backed up RAM / NVRAM for protection against data loss in power failure scenario and continuous automated file system check to ensure data integrity.	It's a vendor specific point and kindly remove the said clause.	Please refer Corrigendum
328	114	Technical Specifications	20	Proposed purpose built backup appliance (PBBA) should Support Enterprise Applications and Database Backups without integration with Backup Software, for better visibility of Backups to Application and database Owners, thus ensuring faster and direct recovery on application/database level. This integration should be available for Oracle, SAP, SAP HANA, DB2, MS SQL, Hadoop, MongoDB etc.	Proposed back up solution / appliance should Support Enterprise Applications and Database Backups with/without integration with Backup Software, for better visibility of Backups to Application and database Owners, thus ensuring faster and direct recovery on application/database level. This integration should be available for Oracle, SAP, SAP HANA, MS SQL, etc.	Please be guided by the RFP
329	114	Technical Specifications	21	Proposed purpose built backup appliance (PBBA) should support bi-directional, many-to-one, one-to-many, and one-to-one replication.	Proposed back up solution / appliance should support bi-directional, many-to-one/one-to-many, and one-to-one replication.	Please be guided by the RFP
330	114	Technical Specifications	22	Proposed purpose built backup appliance (PBBA) should support 256 bit AES encryption for data at rest and data-in-flight during replication. It should offer internal and external key management for encryption	Proposed back up solution / appliance should support 256 bit AES encryption for data at rest and data-in-flight during replication. It should support encryption.	Please be guided by the RFP
331	114	Technical Specifications	23	Proposed purpose built backup appliance (PBBA) should be offered RAID-6 with SATA/NL-SAS disk drives along with hot-spare disks in the ratio of 15:1 or better.	Proposed back up solution should be offered factory integrated RAID-6 with SATA/NL-SAS disk drives along with hot-spare disks	Please be guided by the RFP
332	114	Technical Specifications	24	Proposed purpose built backup appliance (PBBA) should be offered with Multi-Tenancy features which provides a separate logical space for each tenant user while maintaining a global deduplication across data from all tenant users.	Proposed back up solution should be offered with Multi-Tenancy features which provides a separate logical space for each tenant user.	Please refer Corrigendum
333	32	Scope of Work		2.8 Facility Management (FM) will have two phases: Please note that AMC/ATS of the below equipment(s), hardware(s) & software will be provided by OICL. Bidder needs to only provide the FM for them:	would request OICL to include the AMC for DD 4200 (if provided by Dell EMC) and ATS for Networker software into the list and it will be responsibility of OICL for the renewals and not for the bidder to coordinate with Dell EMC for the renewals. Kindly exclude the ATS or AMC of Dell EMC hardware (if provided by Dell EMC) and Networker Backup software from the TCO commercial sheet .	Please be guided by the RFP