

The Oriental Insurance Company Limited

Reply against Pre-Bid Queries for

Tender Ref No: OICL/HO/ITD/NTP/2021/01 dated 26/03/2021 for Supply, Installation, Implementation & Maintenance of Network Time Protocol (NTP) Solution

S.No.	Page #	Point/ Section #	Existing Clause	Query Sought	OICL's Remarks
1	16	1.6 Eligibility Criteria	Bidder should have direct support offices in Mumbai and Bengaluru for providing 24 x 7 x 365 Technical Support.	Bidder have office in Navi Mumbai & Support office in Bengaluru	Revised clause reads: "Bidder should have direct support offices in Mumbai/ Navi Mumbai and Bengaluru for providing 24 x 7 x 365 Technical Support."
2	17	1.7 Project Timelines	Delivery of hardware : T+8 Weeks Installation and Implementation at DC & DR :T+12 weeks	Due to Covid 19 there is impact of delivery of component in Global market and delivery service effected from our OEM , request to you please extended time : Delivery of hardware : T+12 Weeks Installation and Implementation at DC & DR : T+16 weeks	Please be guided by the RFP
3	19	2 Scope of Work	2.1.1 Solution is to be implemented in active-active mode at both DC & DR wherein each site will be configured in local High Availability (HA) and will also serve as failover to each other. It is the responsibility of the Bidder to maintain hardware level redundancy while proposing HA at each site.	Solution configure in active-active mode DC & DR each site. For HA, Client should configure as high availability of server	Please be guided by the RFP
4	19	2 Scope of Work	2.1.2 Bidder is responsible for Racking, Stacking, Cabling (Within the Rack & between the racks).	What Is racking & Stacking ?, Please elobarate	Racking and stacking refers to installing/ commissioning or mounting the device in the rack specified by OICL. Further, please refer RFP for better clarity
5	20	2 Scope of Work	2.1.17 Solution and its various features like switching and another inbuilt features etc. should not have any licensing restriction on number of users, concurrent connections, total connections, new connections, number of VLAN, zones, domain, URLs, number of policies, number of appliances, network parameters, number of equipment / servers/desktop etc., Geographic locations, serving to associates, subsidiaries, joint ventures in India or outside etc. as per the RFP specification.	(a) Switching is not part of NTP server , (b) for number of users, every device have limit for usres © login Solutions support services only those server/Desktop have capabilities as per NTP's RFC.	Please be guided by the RFP
6	20	2 Scope of Work	2.1.30 NTP system should have facility to synchronize with other side system for providing single precision time to the organization.	what are the other system, please elobarate ? Solution support NTP services those have capabilities of Standard NTP RFC's like RFC 1305/5905/8633	OICL has two data centers and if required the Secondary data center (DR) devices must be updated from primary DC NTP servers or vice versa.
7	21	2 Scope of Work	2.2.5 NTP appliance should have feature to authenticate itself as genuine time source while connecting with NTP clients.	The solution we have proposed acts on accepted NTP standards. To reiterate the authentication part - It is the responsibility of NTP client to authenticate NTP server and not vice versa. As per the NTP RFC, Server will always send time stamps to the requesting NTP clients irrespective to the success or failure of authentication process. It is the responsibility of NTP client to accept the packet or discard the NTP packet. In order to bifurcate an authenticated server from non-authenticated one, there is a KEY ID field in NTP packet that the client needs to check and make decision based on the same. NTP server does not make decision on behalf of NTP clients.	Authentication is the first line of defense used by NTP solutions to thwart the tampering of timestamps logged by devices. Here the purpose of NTP authentication is to verify a time source, not a client. Network Time Protocol can use MD5 encoded keys or auto key mechanism to verify timestamps supplied to a time client, or server. Decrypting the key (password) received and matching it with an agreed set of keys. If authentication is implemented as per RFC 5905/ 5906 then the MD5- keyed hash algorithm or auto key mechanism must be supported

The Oriental Insurance Company Limited

Reply against Pre-Bid Queries for

Tender Ref No: OICL/HO/ITD/NTP/2021/01 dated 26/03/2021 for Supply, Installation, Implementation & Maintenance of Network Time Protocol (NTP) Solution

8	21	2.3 Device Administration, Management and Reporting	The NTP system should provide the following web dashboard to provide the following information related to system status and management functions: * Single-pane-of-glass enterprise management * Count and monitoring of number of application or devices synchronizing time within network infrastructure	Solution is Web Based device can monitored & configure via web GUI : Please Elaborate Single-pane-of-glass enterprise management * Count and monitoring of number of application or devices synchronizing time within network infrastructure need clarification	Management console for NTP servers means all nodes that can be managed via. web based console.
9	21	2.4 Training	Bidder is required to provide user training to optimal number of personnel identified by OICL on functional and operational aspects of the applications. **Each batch should accommodate additional 20%of resources over and above the limit prescribed	It is not clearly mentioned that how many persons , in number of Batches and Training location , please clarify.	Please refer Bill of Material format. Requisite details have been provided, i.e. No. of participants given are 10.
10	22	2.6 Facilities Management and AMC/ ATS	f. Bidder will provide the sizing for anti-virus software required for NTP solution, OICL will provide the required anti-virus Licenses.	Bank have Firewalls for virus theft , NTP Solutions did not required anti-virus Licenses. System support DOS for system security.	In case anti-virus agents are required, bidder needs to provide the number of agents during implementation. In case its not required, then, there is no need.
11	22	2.6 Facilities Management and AMC/ ATS	g. Configuration changes, version up-gradations, performance monitoring, trouble shooting, patch installation, running of batch processes, database tuning, replacement/ support, technical support for application and data maintenance, recovery, query generation and management etc. of all software supplied under this RFP document.	What is running of batch processes ? , please elaborate	Computerized batch processing is the running of "jobs that can run without end user interaction, or can be scheduled to run as resources permit
12	80	10.1 Appendix 1: Functional and Technical Specifications 2. Performance	Each appliance should be capable to deliver minimum 7K NTP request per second.	As per RFP it is indicated that there are 13 K Clients indicated in the network , therefore NTP request should be minimum 10 K per second , also hardware will have facility to Increase no. of clients by additional license , If clients will increase in future.	13000 are the number of desktops available in OICL. All desktops are connected to OICL's Active directory (AD).
13	81	10.1 Appendix 1: Functional and Technical Specifications 5.7	NTP appliance should have feature to authenticate itself as genuine time source while connecting with NTP clients.	The solution we have proposed acts on accepted NTP standards. To reiterate the authentication part - It is the responsibility of NTP client to authenticate NTP server and not vice versa. As per the NTP RFC, Server will always send time stamps to the requesting NTP clients irrespective to the success or failure of authentication process. It is the responsibility of NTP client to accept the packet or discard the NTP packet. In order to bifurcate an authenticated server from non-authenticated one, there is a KEY ID field in NTP packet that the client needs to check and make decision based on the same. NTP server does not make decision on behalf of NTP clients.	Authentication is the first line of defense used by NTP solutions to thwart the tampering of timestamps logged by devices. Here the purpose of NTP authentication is to verify a time source, not a client. Network Time Protocol can use MD5 encoded keys or auto key mechanism to verify timestamps supplied to a time client, or server. Decrypting the key (password) received and matching it with an agreed set of keys. If authentication is implemented as per RFC 5905/ 5906 then the MD5- keyed hash algorithm or auto key mechanism must be supported
14	17	1.7 Project Timelines	Delivery of hardware : T+8 Weeks Installation and Implementation at DC & DR :T+12 weeks	Due to Covid 19 there is impact of delivery of component in Global market and delivery service effected from our OEM , request to you please extended time : Delivery of hardware : T+12 Weeks Installation and Implementation at DC & DR : T+16 weeks	Please be guided by the RFP

The Oriental Insurance Company Limited

Reply against Pre-Bid Queries for

Tender Ref No: OICL/HO/ITD/NTP/2021/01 dated 26/03/2021 for Supply, Installation, Implementation & Maintenance of Network Time Protocol (NTP) Solution

15	19	2 Scope of Work	2.1.1 Solution is to be implemented in active-active mode at both DC & DR wherein each site will be configured in local High Availability (HA) and will also serve as failover to each other. It is the responsibility of the Bidder to maintain hardware level redundancy while proposing HA at each site.	we understand HA should be achieved through active-Active , Active Passive or through Peering where two parallel NTP Sources will be available for devices to sync up. In case first one is down, devices can sync up with other source. Please advise.	Please be guided by the RFP
16	19	2 Scope of Work	2.1.2 Bidder is responsible for Racking, Stacking, Cabling (Within the Rack & between the racks).	Hope Rack space / Power / Cabling is available and bidder just need to take care of mounting and connecting to the network. Please confirm	OICL will provide rack space and power. Bidder needs to carry out end to end cabling activity. Further, please refer RFP Clause 2.1.2, 2.1.3, 2.1.4 and 2.1.5 for more clarity.
17	20	2 Scope of Work	2.1.30 NTP system should have facility to synchronize with other side system for providing single precision time to the organization.	what are the other system, please elaborate ? Also, please include following clause - Solution support NTP services those have capabilities of Standard NTP RFC's like RFC 1305/5905/8633	OICL has two data centers and if required the Secondary data center (DR) devices must be updated from primary DC NTP servers or vice versa.
18	21	2 Scope of Work	2.2.5 NTP appliance should have feature to authenticate itself as genuine time source while connecting with NTP clients.	The solution we have proposed acts on accepted NTP standards. To reiterate the authentication part - It is the responsibility of NTP client to authenticate NTP server and not vice versa.  As per the NTP RFC, Server will always send time stamps to the requesting NTP clients irrespective to the success or failure of authentication process. It is the responsibility of NTP client to accept the packet or discard the NTP packet.  In order to bifurcate an authenticated server from non-authenticated one, there is a KEY ID field in NTP packet that the client needs to check and make decision based on the same. NTP server does not make decision on behalf of NTP clients.	Authentication is the first line of defense used by NTP solutions to thwart the tampering of timestamps logged by devices. Here the purpose of NTP authentication is to verify a time source, not a client. Network Time Protocol can use MD5 encoded keys or auto key mechanism to verify timestamps supplied to a time client, or server. Decrypting the key (password) received and matching it with an agreed set of keys. If authentication is implemented as per RFC 5905/ 5906 then the MD5- keyed hash algorithm or auto key mechanism must be supported
19	21	2.3 Device Administration, Management and Reporting	The NTP system should provide the following web dashboard to provide the following information related to system status and management functions: * Single-pane-of-glass enterprise management * Count and monitoring of number of application or devices synchronizing time within network infrastructure	Solution is Web Based device can monitored & configure via web GUI : Please Elaborate Single-pane-of-glass enterprise management * Count and monitoring of number of application or devices synchronizing time within network infrastructure need clarification	Management console for NTP servers means all nodes that can be managed via. web based console.
20	21	2.4 Training	Bidder is required to provide user training to optimal number of personnel identified by OICL on functional and operational aspects of the applications. **Each batch should accommodate additional 20% of resources over and above the limit prescribed	Please advise tentative no participant for training. Also, believe OICL will provide training logistics ( venue, resources and travel / accommodation for participants. Bidder will provide qualified trainer to impart training. Please confirm	Please refer Bill of Material format. Requisite details pertaining to no. of resources and batches has been provided.  Training Location will preferably be OICL Head Office or via video conferencing as per the OICL's discretion .
21	22	2.6 Facilities Management and AMC/ ATS	f. Bidder will provide the sizing for anti-virus software required for NTP solution, OICL will provide the required anti-virus Licenses.	Bank have Firewalls for virus theft , NTP Solutions did not required anti-virus Licenses. System support DOS for system security.	In case anti-virus agents are required, bidder needs to provide the number of agents during implementation. In case its not required, then, there is no need.

The Oriental Insurance Company Limited

Reply against Pre-Bid Queries for

Tender Ref No: OICL/HO/ITD/NTP/2021/01 dated 26/03/2021 for Supply, Installation, Implementation & Maintenance of Network Time Protocol (NTP) Solution

22	22	2.6 Facilities Management and AMC/ ATS	g. Configuration changes, version up-gradations, performance monitoring, trouble shooting, patch installation, running of batch processes, database tuning, replacement/ support, technical support for application and data maintenance, recovery, query generation and management etc. of all software supplied under this RFP document.	What is running of batch processes ? , please elaborate	Computerized batch processing is the running of "jobs that can run without end user interaction, or can be scheduled to run as resources permit
23	80	10.1 Appendix 1: Functional and Technical Specifications 2. Performance	Each appliance should be capable to deliver minimum 7K NTP request per second.	As per RFP it is indicated that there are 13 K Clients indicated in the network , therefore NTP request should be minimum 10 K per second , also hardware will have facility to Increase no. of clients by additional license , If clients will increase in future. Request to amend this to Each appliance should be capable to deliver minimum 13K NTP request per second.	13000 are the number of desktops available in OICL. All desktops are connected to OICL's Active directory (AD).
24	81	10.1 Appendix 1: Functional and Technical Specifications 5.7	NTP appliance should have feature to authenticate itself as genuine time source while connecting with NTP clients.	The solution we have proposed acts on accepted NTP standards. To reiterate the authentication part - It is the responsibility of NTP client to authenticate NTP server and not vice versa. As per the NTP RFC, Server will always send time stamps to the requesting NTP clients irrespective to the success or failure of authentication process. It is the responsibility of NTP client to accept the packet or discard the NTP packet. In order to bifurcate an authenticated server from non-authenticated one, there is a KEY ID field in NTP packet that the client needs to check and make decision based on the same. NTP server does not make decision on behalf of NTP clients.	Authentication is the first line of defense used by NTP solutions to thwart the tampering of timestamps logged by devices. Here the purpose of NTP authentication is to verify a time source, not a client. Network Time Protocol can use MD5 encoded keys or auto key mechanism to verify timestamps supplied to a time client, or server. Decrypting the key (password) received and matching it with an agreed set of keys. If authentication is implemented as per RFC 5905/ 5906 then the MD5- keyed hash algorithm or auto key mechanism must be supported
25	29	3.1.11 Payment terms	Hardware / Appliance 70% cost would be payable on successful post-delivery inspection of the product (IR signoff)  30% cost would be payable on successful installation and project Go-Live	Kindly amend the payment terms for Hardware/Appliance as:  80% cost would be payable on delivery of the product  20% cost would be payable on successful installation and project Go-Live	Please be guided by the RFP
26	29	3.1.11 Payment terms	Software / License 100% cost would be payable on delivery, installation and acceptance	Kindly amend the payment terms for Software / License as:  100% cost would be payable on delivery.	Please be guided by the RFP
27	29	3.1.11 Payment terms	FM Support (if applicable) Quarterly in arrears	Kindly amend the payment terms for FM Support as "Quarterly in Advance"	Please be guided by the RFP
28	29	3.1.11 Payment terms	AMC Quarterly in arrears	Kindly amend the payment terms for AMC as "Quarterly in Advance"	Please be guided by the RFP

The Oriental Insurance Company Limited

Reply against Pre-Bid Queries for

Tender Ref No: OICL/HO/ITD/NTP/2021/01 dated 26/03/2021 for Supply, Installation, Implementation & Maintenance of Network Time Protocol (NTP) Solution

29	48	Solution Availability SLA	Uptime Required Penalty Rate (on Total Cost of Solution) >=99.90% - No Penalty => 99.80% and <99.90% - 1% => 99.70% and <99.80% - 2% => 99.60% and <=99.70% -3% =>99.70% and <=99.60% -4% =>99.60% and <=99.50% -5% > 99.50% -10%	RFP Penalties are very stringent.  Kindly amend the SLA Penalties as below:  Uptime Required Penalty Rate (on Total Cost of Solution) >=99.90% - No Penalty => 99.80% and <99.90% - 0.1% => 99.70% and <99.80% - 0.2% =>99.70% and <=99.60% -0.4% =>99.60% and <=99.50% -0.5% > 99.50% -1%	Please be guided by the RFP
30	49	Penalty due to failure	Within 0-4 hours - Nil  Within 4-5 hours - 1% of Cost of Hardware Within 5-6 hours - 2% of Cost of Hardware Within 6-7 hours - 3% of Cost of Hardware More than 7 hours - 5% of Cost of Hardware	Kindly amend the penalties due failure as:  Within 0-4 hours - Nil  Within 4-5 hours - 0.5% of Cost of Hardware Within 5-6 hours - 1% of Cost of Hardware Within 6-7 hours - 1.5% of Cost of Hardware More than 7 hours - 2.5% of Cost of Hardware	Please be guided by the RFP
31	34	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.	Kindly amend the LD as 0.25% per week with maximum limit of 5% of Total Contract Price.	Please be guided by the RFP
32	17	1.7 Project Timelines	Delivery of hardware: T+8 Weeks Installation and Implementation at DC & DR: T+12 weeks	Kindly amend the timelines as follows:  Delivery of hardware: T+10 Weeks Installation and Implementation at DC & DR: T+16 weeks	Please be guided by the RFP
33	97	FM manpower cost	L1/L2 resources	Kindly clarify if OICL is looking for dedicated L1/L2 resource onsite or can we propose offsite as well?	As per RFP Pg.33, the paragraph after point 2.6.5 states: "the facilities management should be available offsite (i.e. on-call) and ensure adherence to SLAs."
34	97	FM manpower cost	L1/L2 resources	Kindly clarify as to where manpower is required at DC only or both sites ?	As per RFP Pg.33, the paragraph after point 2.6.5 states: "the facilities management should be available offsite (i.e. on-call) and ensure adherence to SLAs."
35	97	FM manpower cost	L1/L2 resources	As per RFP service window is 24 X 7. Does this mean bidder has to factor manpower accordingly or only for business hours.	As per RFP Pg.33, the paragraph after point 2.6.5 states: "the facilities management should be available offsite (i.e. on-call) and ensure adherence to SLAs."
36	15	1.6 Eligibility Criteria	Additional Clause	We request the bank to allow the Eligibility Criteria Compliance basis the documentary evidence from the Bidder or the Bidder's Parent Company (in case bidder is a 100% wholly owned subsidiary of parent company).	Please be guided by the RFP

The Oriental Insurance Company Limited

Reply against Pre-Bid Queries for

Tender Ref No: OICL/HO/ITD/NTP/2021/01 dated 26/03/2021 for Supply, Installation, Implementation & Maintenance of Network Time Protocol (NTP) Solution

37	15	1.6 Eligibility Criteria	The bidder should be an OEM or a certified authorized agent/ reseller/ partner of the solution offered for the past Two years from the date of submission	Kindly amend the criteria as follows:  The bidder should be an OEM or a certified authorized agent/ reseller/ partner of the solution offered.	Please be guided by the RFP
38	46	6.5 Technical Evaluation	Marks for Past Experience Implementation of NTP At least 2 BFSI / Govt Sector clients- 70 More than 2 BFSI / Govt Sector clients - 100	We understand that Past Experience of the OEM whose NTP Solution is being proposed will be considered against this scoring criteria. Kindly confirm if our understanding is correct.	Yes, your understanding is correct
39	16	1.6 Eligibility Criteria Sr. No 8	The proposed NTP Solution/ Appliance should have been supplied and implemented in at least 2 BFSI or Govt. Organization's DC/ DR during the last 3 years as on date of submission of bid.	The proposed NTP Solution/ Appliance should have been supplied and implemented in at least 1 BFSI or Govt. Organization's DC/ DR during the last 5 years as on date of submission of bid.	Please be guided by the RFP