



Purpose of RfP	फ़ायरवॉल समाधान की खरीद हेतु प्रस्ताव के लिए आमंत्रण Request for Proposal for Procurement of Firewall Solution
Tender No. and Date	500/2022/1660/CBO/ITV dated September 13, 2021
Pre-bid Meeting Date	September 17, 2021, 1100 hours / सितंबर 17, 2021, 1100 hours
Clarification Issue Date	September 22, 2021 / सितंबर 22, 2021
Last date for submission of bids.	October 05, 2021 / अक्टूबर 05, 2021, 1130 hours

Pre-Bid Clarifications

S. N.	Page No. of RfP	Section No. of RfP	Clause as per RfP	Clarification sought by Bidder	Bank Response																								
1	14	4.12(3)	Class-I Local supplier' means a supplier or service provider, whose product or service offered for procurement, has local content is minimum 50%, as defined in this order.	As products, licenses and TAC support may be International branded OEM security solutions. In this scenario Local Content of minimum 50% seems to be on high side for class 1.	Refer Gol notification on the same.																								
2	14	4.12(5)	The bidder to note that to be eligible for Class-I local supplier, the solution proposed by the bidder against the RfP should have local content of minimum 50%.	Kindly requesting to clarify on the definition and reconsider the percentage.																									
3	27	6.1.13	The bidder should supply all the necessary cables for connecting the firewall with the Bank's existing switches	Does the Proposed Firewall will be placed with switch in same rack? If no, please confirm the distance between switch and Firewall.	The distance between the firewall and switch would be 5M.																								
4	27	6.2.14	<p>The proposed solution should be seamlessly integrated with the Bank's existing network, Active Directory / LDAP, 2FA solution, SIEM, PIM, Firewall Rule Analyzer etc. The details of existing solutions with which the firewalls are to be integrated are as under:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>S.N.</th> <th>Solution</th> <th>OEM</th> <th>Remarks</th> </tr> </thead> <tbody> <tr> <td>(1)</td> <td>SIEM</td> <td>RSA Netwitness</td> <td>Forwarding of logs for analysis, correlation etc.</td> </tr> <tr> <td>(2)</td> <td>PIM</td> <td>Sectona</td> <td>Access to administrators for management.</td> </tr> <tr> <td>(3)</td> <td>Firewall Rule Analyzer</td> <td>Algosec</td> <td>Analysis of rules on firewall.</td> </tr> <tr> <td>(4)</td> <td>Active Directory</td> <td>Microsoft</td> <td>Applying policies with respect to administrators, password etc.</td> </tr> <tr> <td>(5)</td> <td>2FA</td> <td>Forti-Authenticator</td> <td>2FA authentication for administrators to manage the solution.</td> </tr> </tbody> </table>	S.N.	Solution	OEM	Remarks	(1)	SIEM	RSA Netwitness	Forwarding of logs for analysis, correlation etc.	(2)	PIM	Sectona	Access to administrators for management.	(3)	Firewall Rule Analyzer	Algosec	Analysis of rules on firewall.	(4)	Active Directory	Microsoft	Applying policies with respect to administrators, password etc.	(5)	2FA	Forti-Authenticator	2FA authentication for administrators to manage the solution.	<p>a) Sectona and FortiAuthenticator, can we get a list of supported firewall vendors for integration from the respective solution provider.</p> <p>b) What services or access types/ methods the PAM requires to be integrated</p>	<p>a) The bidder may check the same from respective OEM.</p> <p>b) Access of firewall administrator should be through PIM/ PAM.</p>
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5	29	6.3.4	During warranty & AMC/ATS the scope of bidder includes support for the following activities, but not limited to, from time to time, in relation to maintenance and upgrades/updates/patches:(a) Firmware Upgrades and updates (b) Faulty Parts replacement (c) Troubleshooting & Performance Tuning (d) Upgrades of supplied solution (e) Advisories on software upgrades & vulnerabilities (f) Support during DR Drills (g) patching as per OEM guidelines (h) Any support required to make solution up and running (i) Operational support (j) Preventive health check (k) Audit compliance (l) TAC support from OEM etc.	For the ongoing AMC support how much of per month efforts is SIDBI expecting to provide post initial 6 months onsite.	Refer section -6 of RfP for detailed scope of bidder.										
6	30	6.6.1	The bidder shall provide training to maximum three (3) persons nominated by the Bank on the administration of the solution supplied as part of this RfP	Please let us know the location for training.	The training should be at Chennai.										
7	33	7.2.1(1)	Delivery of firewalls and other components forming the solutions -Six (6) weeks from the date of Purchase Order.	We request to increase the delivery from 6 to 8 weeks	Change The revised clause to be read as: “Delivery of firewalls and other components forming the solutions should be within Eight (8) weeks from the date of Purchase Order”.										
8				Due to current Pandemic situation delivery period should be 10-12 weeks.											
9				Request 10 Weeks Delivery Period.											
10				Since Delivery are delayed from majority of leading Firewall OEM's. We request SIDBI to provide delivery time as below: Ten (10) weeks from the date of Purchase Order.											
11	33	7.2.1(2)	Installation, configuration, Integration, commissioning and completion of UAT of the solution and signoff - Four (4) weeks after delivery	Kindly provide 6 weeks.	No Change										
12	34	7.4.3(1)	Any shortfall in achieving the desired uptime of 99.90% will attract LD as under <table border="1" data-bbox="402 1601 912 1933"> <thead> <tr> <th>Uptime</th> <th>LD during Warranty (% of Contract Value)</th> </tr> </thead> <tbody> <tr> <td>Uptime 99.90% or above</td> <td>Nil</td> </tr> <tr> <td>>= 99.50% and < 99.90%</td> <td>2</td> </tr> <tr> <td>>= 99.00% and < 99.50%</td> <td>4</td> </tr> <tr> <td>Less than 99.00%</td> <td>Penalty at an incremental rate of 1% for every 0.5% additional downtime</td> </tr> </tbody> </table>	Uptime	LD during Warranty (% of Contract Value)	Uptime 99.90% or above	Nil	>= 99.50% and < 99.90%	2	>= 99.00% and < 99.50%	4	Less than 99.00%	Penalty at an incremental rate of 1% for every 0.5% additional downtime	Request SIDBI to cap LD as below for Uptime during Warranty: <ul style="list-style-type: none"> If Uptime >= 99.50% and < 99.90%, then LD = 0.5% of the contract value. If Uptime >= 99.00% and < 99.50%, then LD = 1%of contract value. 	No Change
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13	35	7.5.1	Payment during Warranty	Can we consider getting some 20% advance toward solution cost	No Change										

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14	35	7.5.1(3)	Submission of back-to-back warranty certificate from the OEM for a period of three years from the date of acceptance of the solution and PBG for 10% of the contract value – Percentage of contract value =10%	Request PBG amended from 10% to 3% as per GO No. F.No. G-20016/01/2020-TF-II Dated 17th November 2020	No Change
15	35	7.5.3	Payment for on-site resource – quarterly in arrears after submission of invoice along with attendance sheet.	Onsite resource professional fee, we can have it on monthly basis	No Change
16	39	8.10.1	The successful Bidder shall provide an unconditional and irrevocable Performance Bank Guarantee (PBG) in the form and manner provided by the Bank equivalent to 10% of the contract value from a scheduled commercial Bank, valid for the period of contract (Warranty / AMC/ATS) with additional 3 months towards invocation period.	As per Government guidelines, The PBG should not be more than 3% of contact value. Request Bank to consider the same.	No Change
17	61	10.2 - Annexure II – D (3.a)	The bidder should have minimum average annual turnover of INR 7.5 crore in immediately preceding three (3) financial years i.e., 2018-19, 2019-20 and 2020-21	Based on the solution and the skillset asked Bidder Turnover should be Minimum 50-100CR	No Change
18	62	10.2- Annexure - II – D (6)	The bidder should have deployed and extended support for firewall of similar or higher capacity as proposed in the current RfP, in at-least one Scheduled Commercial Bank / Public Sector Financial Institution / Public Sector Insurance Company / PSUs / Government Organisations in India during the period 01.04.2018 to 31.08.2021.	As quoted Product will be Latest model/ Series. please revise the clause “The bidder should have deployed and extended support for firewall of proposed OEM, in at-least one Scheduled Commercial Bank / Public Sector Financial Institution / Public Sector Insurance Company / PSUs / Government Organisations in India during the period 01.04.2018 to 31.08.2021”.	Change The revised clause to be read as: “The bidder should have deployed and extended support for firewall of similar or higher capacity as proposed in the current RfP OR datacenter firewall in at-least one Scheduled Commercial Bank / Public Sector Financial Institution / Public Sector Insurance Company / PSUs / Government Organisations / Public listed Company or private organisation in India during the period 01.04.2016 to 31.08.2021”.
19				Kindly consider reference of Private Sector financial Institutions also.	
20				Please consider reference of Private companies also.	
21	62	10.2- Annexure - II – D (7)	The OEM of the proposed firewall solution should have experience in supply, installation, implementation & maintenance of the firewall of similar or higher capacity as proposed in the current RfP, in at least three (3) Scheduled Commercial Bank / Public Sector Financial Institution / Public Sector Insurance Company / PSUs / Government Organisations in India during the period 01.04.2018 to 31.08.2021.	As quoted Product will be Latest model/ Series, request you to please revise the clause as “The OEM of the proposed firewall solution should have experience in supply, installation, implementation & maintenance of the firewall, in at least three (3) Scheduled Commercial Bank / Public Sector	Change The revised clauses to be read as: “The OEM of the proposed firewall solution should have experience in supply, installation, implementation & maintenance of the firewall of similar or

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				Financial Institution / Public Sector Insurance Company / PSUs / Government Organisations in India during the period 01.04.2018 to 31.08.2021”.	higher capacity as proposed in the current RfP OR datacenter firewall in at least three (3) Scheduled Commercial Bank / Public Sector Financial Institution / Public Sector Insurance Company / PSUs / Government Organisations / public listed companies in India during the period 01.04.2016 to 31.08.2021”.
22	84	10.15. Annexure –XV – B (14)	The firewall should be integrated with the Bank’s firewall rule analyzer (Algosec) solution.	As per Algosec document additional component (Forti-Manager) is required to integrate Fortigate firewall. Request confirmation if the additional component has to be proposed on Day-1 or SIDBI will procure it later.	The firewall proposed by bidder should be integrated with Bank’s Algosec firewall analyzer from day 1.
23					
24					
25	84	10.15 – Annexure - XV – B (17)	Solution should be able to provide a complete trajectory of malware file propagation which helps identify the targeted endpoint IP including the providing details of process and trajectory of spread across endpoints without any agents.	As the requested solution is firewall which can protect at the gateway level only and will not have visibility into the endpoints. Hence, request you to remove the clause or modify as following. “The proposed solution should be able to provide details of the malware / attacks blocked at the firewall level”	Change The revised clause to be read as: “The proposed solution should be able to provide details of the malware / attacks blocked at the firewall level”.
26				Request you to remove the clause or modify as following. “The proposed solution should be able to provide details of the malware / attacks blocked at the firewall level”	

Note	<p>a) The pre-bid clarifications will form an integral part of the tender document.</p> <p>b) All other terms and conditions are as per RfP.</p> <p>c) No further queries will be entertained.</p>
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