

S. No	Domain	Vol. No.	Pg no.	RFP Clause/Section No.	Clause in RFP	Clarification sought	Remark from Bidder	Response from State
1	Network/Security	2	6	1.1.2.7	Proxy Server will be used in neighborhood of one or more web servers, all the traffic from internet destined to one or more web server goes through proxy server. Proxy server will also be configured in SDC to enforce internet access policy and caching of static contents.		Proxy server will be configured in SDC to enforce internet access policy and caching of static contents. The Solution should intercepts user requests for web destinations (HTTP, HTTPS, and FTP). The solution should have gateway level AV and malware protection.	SDC RFP already has separate component for Malware protection and antivirus.
2	General	Vol. 1	8	1.4	The EMD shall be in Indian Rupees and bidder has to pay through online mode only using the tender.punjabgovt.gov.in website's payment gateway.	EMD will be submitted by way of Bank Guarantee, and not online transfer.	BG valid for the required term is the industry norm for mode of payment of EMD	Please refer Corrigendum
3	General	1	9	1.5.1	A bidding firm may be a corporation/ company or consortium of companies/ corporations. In case of a consortium the same shall not consists of more than three companies/ corporations and shall be formed under a duly stamped consortium agreement.	Separate bidding only for CPEX or Service component	The bidders should be allowed to bid separately for CAPEX and service component or consortium or both combined	As per RFP
4	General	Vol. 1	9	1.5.6	The MoU/agreement shall clearly specify the prime bidder, stake of each member and outline the roles and responsibilities of each member.	Please clarify that a binding contract, not an MOU, will be executed between selected bidder and Purchaser	Just to exclude the reference to MOU which could be non-binding	As per RFP

5	General	I	13	7	The bidder (Prime/ Consortium partner) should have a CMMI level 5 Certificate	Kindly delute this clause	Since Bid is Hardware Implementation bid and Cmmi level is required for Software Implementation	As per RFP
6	General	1	13	Sec 2 Section II	SI No 15- The bidder shall have to give the declaration that the database solution quoted with reference to the server, OS and DB licenses proposed for SDC its complete and comprehensive support shall be available for the period of 6 years from the date of operationalization. There shall not be any withdrawal of support by any of the system software (RDBMS, OS etc) OEMs on the quoted system software release on the proposed processors of the server machines quoted by the bidder for SDC. In case the support for future release is not available as on bid ubmission date, such hardware shall not be quoted .In case on the quoted hardware, the support is withdrawn subsequently the bidder shall replace the non supported hardware with better hardware with no additional cost.	The Bidder can not provide this certificate. Pls delete this clause.		As per RFP

7	General	1	13	<p>The bidder (prime) should have commissioned and installed at least one Data center project that meets all the below mentioned requirements during the last Three (3) years:</p> <p>a. An Order Value (including IT and Non-IT but excluding basic building structure cost) of not less than Rs. 5 crores.</p> <p>b. Valid BS 7799 / ISO 27001 certification</p> <p>Note:</p> <ul style="list-style-type: none"> <li>o Bidder's in house data centers shall not be considered.</li> <li>o Bidders who</li> </ul>			<p>Kindly amend the clause like:</p> <p>The bidder (prime) should have commissioned and installed at least one Data center project that meets all the below mentioned requirements during the last Three (3) years:</p> <p>a. An Order Value (including IT and Non-IT but excluding basic building structure cost) of not less than Rs. 5 crores.</p> <p>b. Valid ANSI/TIA 942 certification</p> <p>Note:</p> <ul style="list-style-type: none"> <li>o Bidder's in house data centers shall not be considered.</li> <li>o Bidders who have built their own Internet Data Centre (IDC), for commercial use will be considered.</li> </ul>	Please refer Corrigendum
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8	General	1	13	<p>a) The bidder (prime) must have on its roll at least 100 technically qualified professionals in, networking, systems integration, and prior experience in providing the Data Center Infrastructure maintenance services as on 31-3-2015”.</p> <p>b) At least five resources should be ITIL certified and five resources should be BS7799/ ISO 27001 lead Auditor or Lead Implementer certified.</p>			<p>Kindly amend the clause like:</p> <p>a) The bidder (prime) must have on its roll at least 100 technically qualified professionals in, networking, systems integration, and prior experience in providing the Data Center Infrastructure maintenance services as on 31-3-2015”.</p> <p>b) At least five resources should be ITIL / BS7799/ ISO 27001 lead Auditor or Lead Implementer certified.</p>	Please refer Corrigendum
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9	Platform	RFP Volume 2	15	1.2.2.1	Blade Chassis	Blade Chassis/Enclosure shall have a provision to accommodate minimum of 4 Full Height/ width Blade Server modules	The solution will include multiple servers and the chassis support required will be more than 10-12 servers for entire solution, hence requested you to please ammend the specs. Blade Chassis/Enclosure shall have a provision to accommodate a minimum of 14 Blade Server modules (all the blader slots should be ready for new blade to be inserted)	The specifications mentioned in RFP are minimum. Bidder can propose solution based on project understanding, meeting the specifictions mentioned in RFP.
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10	Platform	2	15	10	It shall be supplied with the PDUs to connect Power Cables to the Chassis powerinput terminals.	Please remove this clause as this is rack specification		Bidder shall provide sufficient PDU with rack to connect blade chassis.
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11	Platform	RFP Volume 2	16	1.2.2.1	Blade Chassis	<p>16-Port Module/switch for Blade System in redundancy.  Features:  Minimum no. of downlink: 8 x 10Gb Ethernet downlinks to server blade NICs and Adapters. (Each 10Gb downlink shall supports up to 3 NICs and 1 HBA or 4 Virtual NICs. Each HBA shall be configured to transport either Fiber Channel over Ethernet/CEE or Accelerated iSCSI protocol)  Minimum no. of Uplink: 4 SFP external uplink ports configurable as either 10Gb Ethernet or 4/8Gb autonegotiating Fibre Channel connections to external SAN /LAN switches.</p>	<p>Converged network configuraiton will provide an unified solution whereas on the other hand will create a single point of failure, looking at the produciton requirement it is recommended to have a dedicated streams for Ethernet traffic and Storage traffic. hence it is requested to have different switches for both the layers. 2 No's of LAN switches supporting with sufficient no. of 10Gbps or Higher ports to connect to all servers populated with high availability or redundancy in the chassis with minimum 4 up-link ports on each switch for External LAN connectivity .</p> <p>2 No's of FC switches supporting with sufficient no. of 8 Gbps or Higher ports to connect to all servers populated with high availability or redundancy in the chassis with minimum 4 up-link ports on each switch for SAN connectivity .</p>	As per RFP
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12	Platform	2	16	12	It shall be fully populated with fans for cooling with 100% redundancy built in for the entire enclosure & its components.	<b>Remove this Clause</b>	Chassis should be provided with cooling fans considering the fully loaded chassis.	Clarification
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13	Platform	2	16	12	Management Module which provides a single point of control for intelligent management of the entire console. It should provide setup & Control of Enclosure, should report asset and inventory Information for all the devices in the Enclosure. It should report Thermal & Power Information of per Server and it should provide IP KVM functionalities & Access for all the Server Blades from the Management Module.	Please amend this to : Management Module/ solution which provides a single point of control for intelligent management of the entire console. It should provide setup & Control of Enclosure, report asset & inventory Information for all the devices in Enclosure. It should report Thermal & Power Information/per Server-per Enclosure and it should provide KVM functionalities & Access for all the Server Blades from the Management Module/ solution.	With Solution based approach,Pair of Management module can handle multiple Chassis servers and better management can be achieved.	Bidder can propose Management Module or solution which can provide funtionliaty of Remote management of Bladé Chassis
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14	Platform	RFP Volume 2	17	1.2.2.2.1	Application Web Server	2*Quad Core Processor. Processor should be of min. 2.3 GHz	Latest Intel Processor series is 2600 V3 and specs mentioned does not clarify whether 2600 v2 is also qualified or not. Please amend it to mention latest 2600 V3 processor.	The specifications mentioned in RFP are minimum. Bidder can propose solution based on project understanding, meeting the specifications mentioned in RFP.
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15	Platform	RFP Volume 2	17	1.2.2.2.1	Application Web Server	Multi function Port: Minimum 2 X 10G CNA ports per Blade Server. CNA port must be divided into NIC and FC ports	Converged network configuraiton will provide an unified solution whereas on the other hand will create a single point of failure, looking at the produciton requirement it is recommended to have a dedicated streams for Ethernet traffic and Storage traffic. hence it is requested to have different connectivities for both the layers from servers also. Dual port 10G Ethernet mezzanine cards which supports convergence features such as SR-IOV & FCoE along with Atleast two Nos. of 8 Gbps or higher fiber channel SAN ports	As per RFP
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16	Platform	RFP Volume 2	19	1.2.2.3.1	Application Server	2*Quad Core Processor. Processor should be of min. 2.3 GHz	Latest Intel Processor series is 2600 V3 and specs mentioned does not clarify whether 2600 v2 is also qualified or not. Please amend it to mention latest 2600 V3 processor.	The specifications mentioned in RFP are minimum. Bidder can propose solution based on project understanding, meeting the specifications mentioned in RFP.
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17	Platform	RFP Volume 2	19	1.2.2.3.1	Application Server	Multi function Port: Minimum 2 X 10G CNA ports per Blade Server. CNA port must be divided into NIC and FC ports	Converged network configuraiton will provide an unified solution whereas on the other hand will create a single point of failure, looking at the produciton requirement it is recommended to have a dedicated streams for Ethernet traffic and Storage traffic. hence it is requested to have different connectivities for both the layers from servers also. Dual port 10G Ethernet mezzanine cards which supports convergence features such as SR-IOV & FCoE along with Atleast two Nos. of 8 Gbps or higher fiber channel SAN ports	As per RFP
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18	Platform	RFP Volume 2	22	1.2.2.4.1	Database Server	4 * 1 Gigabit Ethernet Ports	We are looking for 10G network at all the layers of the application, hence it is requested to have 10G ethernet at database server also. 2 * 10 Gigabit Ethernet Ports along with 2 * 1 Gigabit Ethernet ports	Please refer Corrigendum
19	DC Infra	Vol I	23	design of data center	Adequate floor strengthening to be done the DCO before shifting and positioning of all heavy equipment on SDC floor and basement.	Clarification sought on the Floor load bearing capacity of the floor/ building		Please refer Corrigendum

20	General	Vol. 1	23	4	Scope of Work	Bidder seeks to clarify that the detailed and final scope of work will be documented at the contracting stage based on the RFP and Bidder's Proposal.	The scope of work stated in the RFP will evolve through the bid process hence a final document to be finalized based on RFP and Bidder's response.	As per RFP
21	Platform	Volume 2	24	1.2.2.4.2	c. Enterprise MS-SQL DBMS along with adequate no. of licenses as per the hardware mentioned above with updates, patches, OEM support pack etc. valid for project period. Software proposed should be of latest version (Quantity: 2)	MS SQL Licensing is a Core based licensing not a server based, so request you to kindly change the same, Also please note that the Quantity of DB server to be 4 not 2 so kindly modify the quantity accordingly.		Quantity of licenses mentioned is one per server for two servers. Adequate licenses shall be supplied to license all processors of the server.

22	Platform	RFP Volume 2	25	1.2.2.5.1	Staging Server	4 * 1 Gigabit Ethernet Ports	We are looking for 10G network at all the layers of the application, hence it is requested to have 10G ethernet at staging server also. 2 * 10 Gigabit Ethernet Ports along with 2 * 1 Gigabit Ethernet ports	Please refer Corrigendum
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23	Platform	Volume 2	25	1.2.2.5	Software for Staging Server	Request you to kindly add the Operating system & Database Software for the staging environment (Staging environment would require the license same as Production)		Staging servers shall be used to test applications before deployment to production and hence environment of staging server will not be permanent on single platform. Bidder may use evaluation/staging version of software's during the testing
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24	Platform	2	26	14	1 DVD Drive	1 DVD Drive(Internal/External)	Sames result are achived and only required during intiially intallation period	Bidder can provide external or internal DVD Drive
25	Platform	RFP Volume 2	27	1.2.2.6.1	Storage and Backup Solution	The Storage subsystem shall be configured with minimum of 16GB DRAM cache memory per controller total of 32GB. Here Cache is refered to cache usable by user data.	Every OEM architecture is different , in our architcture Cache is used by system, and user data both, differentiation between system and user cahe is not possible. The Storage subsystem shall be configured with minimum of 16GB cache memory per controller total of 32GB	Storage shall be configured with minimum of 16GB DRAM cache memory per controller total of 32GB

26	Platform	RFP Vol 2	27	1.2.2.6.1	“The Storage subsystem shall be configured with minimum of 8GB DRAM cache memory per controller total of 16GB.”	We would request you clarify if “The Storage subsystem shall be configured with minimum of 16GB DRAM cache memory per controller total of 32GB.”		Storage shall be configured with minimum of 16GB DRAM cache memory per controller total of 32GB
27	General	1	27	4.1 G	Provisioning of the internet bandwidth is the responsibility of the State government. DCO will only liaison with the ISPs. Time to time bandwidth requirement shall be scaled up as per the requirement in future for which the cost will be borne by the Tendering Authority. However, the SIA would be reimbursing the cost of the bandwidth on actual to DCO. (this will not be part of QGR).	ISP Bandwidth cost	is ISP bandwidth cost to be born by bidder first	Provisioning of the internet bandwidth is the responsibility of the PSeGS. PSeGS shall bear the cost of bandwidth.
28	Platform	SDC RFP Punjab - Volume II	28	1.2.2.6	Storage Hardware specification	Across the Storage controller solution shall support minimum 8 front-end 8Gbps FC ports and 4 backend 4Gbps FC/ SAS ports.	We request you to ammend the specs as below "Across the Storage controller solution shall support minimum 8 front-end 8Gbps FC ports and 4 backend 4Gbps FC/6 Gbps SAS ports. Backend SAS Speed is 6 Gbps with all vendors.	The specifications mentioned in RFP are minimum. Bidder can propose solution based on project understanding, meeting the specifictions mentioned in RFP.

29	Platform	RFP Vol 2	28	1.2.2.6.1	Across the Storage controller solution shall support minimum 8 front-end 8Gbps FC ports and 4 backend 4Gbps FC/ SAS ports.	We would request you to clarify if Across the Storage controller solution shall support minimum 8 front-end 16 Gbps FC ports, 8 x 1 Gbps iSCSI ports and 4 backend 6Gbps SAS ports.		The specifications mentioned in RFP are minimum. Bidder can propose solution based on project understanding, meeting the specifications mentioned in RFP.
30	General	1	28	4.1	Punjab State Government has provided the necessary minimum constructed space for locating the SDC. Selected bidder shall arrange for necessary clearances	Site handover, Clearance	PSEGS shall provide the space within week of award of contract, the applied clearance should be provided by PSEGS within 7 days of application.	As per RFP
31	Platform	RFP Vol 2	29	1.2.2.6.1	The storage should be configured with 40TB (raw capacity) using a. 600GB FC /SAS disk for 24TB Raw Capacity. b. 1TB SATA/NL-SAS for 16TB Raw Capacity c. The scalability should be planned with 600GB FC/SAS disks for 36TB Raw Capacity & remaining 24TB with 1TB capacity SATA/NL-SAS disks	Kindly clarify if The storage should be configured with 40TB (useable capacity) using a. 600GB FC /SAS disk for 24TB useable Capacity in Raid 5 b. 1TB SATA/NL-SAS for 16TB useable Capacity in RAID 6 c. The scalability should be planned with 600GB SAS disks for 36TB useable Capacity & remaining 24TB with 1TB capacity NL-SAS disks		The required RAID levels and usable capacity shall be discussed by successful bidder. The storage capacities mentioned here is raw capacity.

32	General	Volume 1	29	4.1.2Supply / Installation	Bidder has to provide all the required latest System Software (OS, DBMS, Anti-Virus, Application Testing etc) including adequate number of licenses looking to CPU / Core mentioned, updates, patches and OEM support packs etc. valid for the project period to ensure that the system is properly updated. The bidder will ensure that prices/cost for all the software licenses, hardware and other items discovered during the bid process will be valid for entire period of contract. DCO has to bring necessary equipment (Such as desktop, workstation etc...) required for day to day functioning of the data centre	We would like to clarify that the price quoted will be valid for the BOQ submitted in response to the bid. Any additional quantity to be procured at later stage of contract will be at prices mutually agreed between the parties		Please refer clause no 6.8 and 6.9 and corrigendum for point no vii of clause 6.8.
33	General	Vol. 1	30	4.1.4	The training requirements as mentioned should be completed before the final acceptance test.	Bidder requests to exclude the training requirement from the FAT	Training could be an ongoing process even after FAT, since training to start after installation and commissioning	As per RFP

34	General	Vol. 1	30	4.1.4	All hardware and software items must be installed at SDC site as per the specification.	All hardware and software will be accepted on delivery.	The HW/SW will be delivered and if in accordance with the specification to be accepted on delivery	All the hardware and software items shall comply to minimum specification mentioned in RFP Volume I. The installation of hardware and software shall be done in accordance with the scope of work mentioned in RFP with the features mentioned in specifications.
35	General	Vol. 1	30	4.1.4	Final Acceptance Testing	Bidder understands that the acceptance of services/deliverables will be as per mutually agreed acceptance criteria and acceptance procedure, with deemed acceptance provision.	A clear and object acceptance process is critical.	The bidder shall complete all the required terms and conditions as per clause no 4.1.4 of RFP Volume I which are prerequisite for conducting FAT. PSeGS or its appointed agency shall conduct FAT thereafter and issue FAT certificate.

36	Platform	RFP Vol 2	32	1.2.2.6.1	NA	We would suggest that The storage should support data-at-rest encryption for data security and license for same should be configured.		The specifications mentioned in RFP are minimum. Bidder can propose solution based on project understanding, meeting the specifications mentioned in RFP.
37	Platform	RFP Vol 2	32	1.2.2.6.1	NA	We would suggest that The storage solution should be offered with performance analyzing software to detect performance issues.		The specifications mentioned in RFP are minimum. Bidder can propose solution based on project understanding, meeting the specifications mentioned in RFP.

38	Platform	RFP Vol 2	32	1.2.2.6.2	NA	We would suggest that Backup software should be able to start checkpoint backups for backups, in case of mid backup failures		The specifications mentioned in RFP are minimum. Bidder can propose solution based on project understanding, meeting the specifications mentioned in RFP.
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39	Platform	RFP Vol 2	32	1.2.2.6.2	NA	We would suggest that The Backup Software should support 256 Bit AES Encryption.		The specifications mentioned in RFP are minimum. Bidder can propose solution based on project understanding, meeting the specifications mentioned in RFP.
40	General	Volume 1	34	4.2 Operations and Maintenance	The scope of work is limited to equipment/ components procured as part of this RFP by DCO for running of SDC. Later if any additional hardware or software is required for hosting of applications in SDC. All the additional hardware and software required i.e. Storage, Licenses etc would be procured from the State funds by the State/ SIA & would be maintained by the DCO.	We request to include that for maintenance of any additional hardware software prices will be mutually agreed.		Please refer Corrigendum

41	Platform	RFP Volume 2	35	1.2.2.6.4	Backup Server Hardware	2*Quad Core Processor. Processor should be of min. 2.3 GHz	Latest Intel Processor series is 2600 V3 and specs mentioned does not clarify whether 2600 v2 is also qualified or not. Please amend it to mention latest 2600 V3 processor.	The specifications mentioned in RFP are minimum. Bidder can propose solution based on project understanding, meeting the specifications mentioned in RFP.
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42	Platform	RFP Volume 2	35	1.2.2.6.4	Backup Server Hardware	4 * 1 Gigabit Ethernet Ports	We are looking for 10G network at all the layers of the application, hence it is requested to have 10G ethernet at Backup server also. 2 * 10 Gigabit Ethernet Ports along with 2 * 1 Gigabit Ethernet ports	Please refer Corrigendum
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43	Platform	2	35	11	Optical Drive. 1 x DVD Drive (latest speed)	Optical Drive. 1 x DVD Drive (latest speed, Internal/External)	Sames result are achived and only required during intiially intallation period	Bidder can provide external or internal DVD Drive
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44	General	Volume 1	35	4.2 Operations and Maintenance	<p>1. In future, if any Core Infrastructure (new additional hardware or software) is procured by the State under warranty, which will be hosted in the State Data Centre and DCO is required to maintain the SLA for the same and in case DCO needs a specialized skill set to Operate and Manage this Hardware and Software (i.e. any skill set not mentioned in the scope of this RFP), O&amp;M charges will be 1.0 % per Qtr of respective Hardware and Software CAPEX cost. Accordingly, maintaining the SLA for the respective hardware and/or software will be the responsibility of the DCO.</p> <p>2. In future, if any Core Infrastructure (new additional hardware or software) is procured by the State, not under warranty, which will be hosted in the State Data Centre, O&amp;M charges will be 3.0 % per Qtr of respective Hardware and Software CAPEX cost. Accordingly, maintaining the SLAs for the respective hardware or software will be the responsibility of the DCO.</p>	We would like to clarify that O&M charges defined in the RFP for new hardwares/software procured by state is not acceptable. We request to include that for maintenance of any additional hardware software prices will be mutually agreed.		Please refer Corrigendum
45	Platform	RFP Volume 2	36	1.2.2.6.4	Backup Server Hardware	Fiber Channel 2 x dual port 4Gbps Fiber Channel 2 x dual port 8Gbps	Seems typo error, 2 4G and 28G FC ports may not be required for same SAN Solution. Atleast two Nos. of 8 Gbps or higher fiber channel SAN ports	The specifications mentioned in RFP are minimum. Bidder can propose solution based on project understanding, meeting the specifications mentioned in RFP.

46	Platform	RFP Volume 2	44	1.2.2.7.3	Directory Service, DNS, DHCP – Hardware	2*Quad Core Processor. Processor should be of min. 2.3 GHz	Latest Intel Processor series is 2600 V3 and specs mentioned does not clarify whether 2600 v2 is also qualified or not. Please amend it to mention latest 2600 V3 processor.	The specifications mentioned in RFP are minimum. Bidder can propose solution based on project understanding, meeting the specifications mentioned in RFP.
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47	Platform	RFP Volume 2	44	1.2.2.7.3	Directory Service, DNS, DHCP – Hardware	Min. 2 X 1 Gigabit NIC ports per blade server	We are looking for 10G network at all the layers of the application, hence it is requested to have 10G ethernet at Directory server also. Dual port 10G Ethernet mezzanine cards which supports convergence features such as SR-IOV & FCoE along	Please refer Corrigendum
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48	Platform	RFP Volume 2	45	1.2.2.7.3	Directory Service, DNS, DHCP – Hardware	Blade should be provided with 4 Gbps HBA port	We are looking for 8G SAN at all the layers of the application, hence it is requested to have 8G SAN connectivity at Directory server also. Atleast two Nos. of 8 Gbps or higher fiber channel SAN ports	Please refer Corrigendum
49	1.2.2.7.3 Directory Service, DNS, DHCP – Hardware (Blade)	2	45	5	5. HBA Port -Blade should be provided with 4 Gbps HBA port	<b>Remove this Clause</b>	With FCOE, HBA ports are dynamically configured	Please refer Corrigendum



50	Antivirus	RFP Volume 2	48	1.2.2..8.1	Anti-Virus Solution –Software Specification	The bidder has to account for the following client antivirus software : 1: for all servers being installed in the SDC	It is always advisable to have separate protection levels for servers and desktops. Hence request it to be removed and have separate server security solution. Hence request it to be removed and have separate server security solution	As per RFP
51	Antivirus	RFP Volume 2	48	1.2.2.8.1	Anti-Virus Solution –Software Specification	The antivirus solution should be available on cross platform i.e. Windows, RHEL etc. available in the SDC	RHEL support has been asked for. Limited features are supported in RHEL as RHEL gives limited set of controls for endpoint protection due to its root access limitation in its architecture. Hence request it to be clarified as only AV support can be provided in RHEL environment like real time scanning, etc. Hence request it to be clarified as only AV support can be provided in RHEL environment like real time scanning, etc	The bidder shall supply antivirus software with the features mentioned in the RFP. The antivirus software shall be able to install and configure on windows and RHEL platform.

52	Antivirus	RFP Volume 2	48	1.2.2.8.1	1.2.2.8.1 Antivirus Software specifications	suggestion	Proposed solution should be in Gartner's Leader's Quadrant	As per RFP
53	General	1	48	4.4	Exit Magement	PSEGS default	in case PSEGS fails to make QGR payment for three consecutive quarters this should be considered as default on part of PSEGS. DCO can serve 30 days notice period for exit, no SLA should be applicable for the period of exit after that.	As per RFP
54	General	Vol. 1	48	4.4	Exit procedure needs to be carried out as per approved Exit Plan. Exit Plan would include transfer of Intellectual property, transfer of assets, knowledge transfer and smooth transition from DCO operation and maintenance team to new team selected and managed by PSEGS.	For clarification, Bidder shall retain any IP owned by Bidder in any document/equipment/property transferred during the exit management period.	licenses are granted in the IPR embedded in the Products	As per RFP

55	General	Volume 1	48	4.2	<p>The scope of work is limited to equipment/ components procured as part of this RFP by DCO for running of SDC. Later if any additional hardware or software is required for hosting of applications in SDC. All the additional hardware and software required i.e. Storage, Licenses etc would be procured from the State funds by the State/ SIA &amp; would be maintained by the DCO. However,</p> <p>1. In future, if any Core Infrastructure (new additional hardware or software) is procured by the State under warranty, which will be hosted in the State Data Centre and DCO is required to maintain the SLA for the same and in case DCO needs a specialized skill set to Operate and Manage this Hardware and Software (i.e. any skill set not mentioned in the scope of this RFP), O&amp;M charges will be 1.0 % per Qtr of respective Hardware and Software CAPEX cost. Accordingly, maintaining the SLA for the respective hardware and/or software will be the responsibility of the DCO.</p> <p>2. In future, if any Core Infrastructure (new additional hardware or software) is procured by the</p>	<p>We would like to clarify that O&amp;M charges defined in the RFP for new hardwares/software procured by state is not acceptable. We request to include that for maintenance of any additional hardware software prices will be mutually agreed.</p>		Please refer Corrigendum
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56	Antivirus	RFP Volume 2	50	1.2.2.8.2	Anti-Virus Solution – Hardware	2*Quad Core Processor. Processor should be of min. 2.3 GHz	Latest Intel Processor series is 2600 V3 and specs mentioned does not clarify whether 2600 v2 is also qualified or not. Please amend it to mention latest 2600 V3 processor.	The specifications mentioned in RFP are minimum. Bidder can propose solution based on project understanding, meeting the specifications mentioned in RFP.
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57	Antivirus	RFP Volume 2	50	1.2.2.8.2	Anti-Virus Solution – Hardware	Min. 2 X 1 Gigabit NIC ports per blade server	We are looking for 10G network at all the layers of the application, hence it is requested to have 10G ethernet at Antivirus server also. Dual port 10G Ethernet mezzanine cards which supports convergence features such as SR-IOV & FCoE along	Please refer Corrigendum
58	Antivirus	2	50	10	Optical Drive. 1 x DVD Drive (latest speed)	Optical Drive. 1 x DVD Drive (latest speed, Internal/External)	Sames result are achived and only required during intiially intallation period	Bidder can provide external or internal DVD Drive
59	General	Vol. 1	50	4.4	Payments during the Exit Management period shall be made in accordance with the Terms of Payment Schedule.	Payments will be as per as per mutually agreed charges and payment term		As per RFP

60	DC Infra	2	54	1.2.2.9	It should have 15 inch TFT monitor and a movable front panel	The standard is 17" foldable monitor which fits in 19" rack mount.	15" is not available as a product. Please change it to 17".	The specifications mentioned in RFP are minimum. Bidder can propose solution based on project understanding, meeting the specifications mentioned in RFP.
61	DC Infra	2	54	1.2.2.9 IP KVM	It should support min. 1 LAN (Local), min. 3 WAN(Remote) access	Request to amend clause as "It should support min. 1 LAN (Local), min. 2 WAN(Remote) access"		As per RFP

62	DC Infra	2	54	1.2.2.9 IP KVM	It should support min. 4 number of simultaneous users	Request to amend clause as " It should support min. 3 number of simultaneous users"		As per RFP
63	Network/Security	II	57	1.2.3.1/1.0, 5	<p>The solution should have sufficient interfaces to connect the following interfaces on the Top of the rack nodes.</p> <p>32 Port 10 Gig distributed across two line cards/ Nodes</p> <p>One (1) 32 Port 1G Fiber (SFP based) line card/ Node (distributed between more than 1 line card/Nodes is also accepted)</p> <p>1 x 32 port 10/100/1000BaseTEthernet based line card/ Node (distributed between more than 1 line card/Nodes is also accepted).</p> <p>All 10G &amp; 1G SFP's wire rate with Multi Mode (MM) in nature &amp; shall be supplied with the switch.</p> <p>Fiber Patch Cords for all the racks considering at least 5 servers in a rack must be supplied in the solution.</p>	<p>We understand mentioned ports in core should be a part of the Fabric based architecture comprises both Core and ToR.</p> <p>The clause no 1.2.3.2 page no 60 hardware specification for ToR Switch point no 3 mentioning "Each switch should offer 32x1/10GT ports +8x10GE SFP+ ports". We understand each (Six) ToR should have 40 Ports to connect servers and Core over fabric based architecture.</p>	<p>Kindly rephrase the clause as " The solution should have sufficient interfaces to connect the following interfaces on the Top of the rack nodes.</p> <p>All 10G &amp; 1G SFP's wire rate with Multi Mode (MM) in nature &amp; shall be supplied with the switch.</p> <p>Fiber Patch Cords for all the racks considering at least 5 servers in a rack must be supplied in the solution."</p>	Please refer Corrigendum
64	Network/Security	Vol II	57	1.2.3.1. Data Center Switch (Core Switch) - (Qty – 2 i.e. 1+1)	6. The switch or solution should be scalable to minimum of 12 nodes.	6. The switch or solution should be scalable to minimum of 12 nodes/ Slots.	Will request you to confirm 12 nodes here means slots.	12 nodes here refers to modules or slots in core switch.

65	Network/Security	Vol II	57	1.2.3.1. Data Center Switch (Core Switch) - (Qty – 2 i.e. 1+1)	10.Switch should support 32k IPv4 & 16k IPv6 routes per line card.	10. Switch should support 16k IPv4 & 8k for IPv6 routes per Switch or line card.	The mentioned IPv4 and IPv6 routing is very high for DC Core Switch . Request to consider 16k IPv4 and 8k IPv6 Routing which is quite sufficient for any standard practical deployment.Will request you to amend for Multi OEM participation	As per RFP
66	Network/Security	Vol II	57	1.2.3.1. Data Center Switch (Core Switch) - (Qty – 2 i.e. 1+1)	13. Switch should support 12k unicast and 6k multicast routes per line card	13. Switch should support 16k unicast and 2k multicast routes per Switch or line card	Mentioned 8k multicast routes is very high for DC Core Switch requesting to consider 2k multicast routes.Will request you to amend for Multi OEM participation	As per RFP
67	Network/Security	Vol II	57	1.2.3.1. Data Center Switch (Core Switch) - (Qty – 2 i.e. 1+1)	The core must support per vlan MAC learning limit 3.12 The core must support MAC address filtering	The core must support per vlan MAC learning limit.The core must support MAC address filtering	3.12 value is not clear in respect of MAC learning limit. Request you to modify this clause.	Please refer Corrigendum



68	Network/Security	II	58	1.2.3.1/5.0, 13	1000BASE-X (GBIC) (Support for SX,LX)	GBIC is older form factor for fiber termination, now new switches support SFP (small form factor pluggable) and its already asked in the specifications.	Kindly Relax the clause to 1000BASE-X (GBIC/SFP) (Support for SX,LX)	Please refer Corrigendum
69	Network/Security	Vol II	58	1.2.3.1. Data Center Switch (Core Switch) - (Qty – 2 i.e. 1+1)	Ethernet : IEEE 802.3, 10BASE-T	Delete this clause	This is data center switch requirement, practically 10BASE-T is not needed. Request you to remove this clause	Please refer Corrigendum

70	Network/Security	Vol II	58	1.2.3.1. Data Center Switch (Core Switch) - (Qty – 2 i.e. 1+1)	Fast Ethernet : IEEE 802.3u, 100BASE-TX	Delete this clause	This is data center switch requirement, practically 100BASE-T is not needed. Request you to remove this clause	Please refer Corrigendum
71	Network/Security	Vol II	58	1.2.3.1. Data Center Switch (Core Switch) - (Qty – 2 i.e. 1+1)	Should have redundant Power Supply, preferably single power supply should be sufficient to provide fully loaded chassis.	Should have redundant Power Supply, preferably single or multiple power supply should be sufficient to provide fully loaded chassis with redundancy .	Switch's Architecture will be different from OEM to OEM also the overall objective of redundancy shall be met through multiple power supplies also	Switch shall have redundant power supply. Preferably single power supply should be sufficient to provide fully loaded chassis. However, bidder can quote product with multiple power supplies maintaining redundancy.
72	Network/Security	Vol II	58	1.2.3.1. Data Center Switch (Core Switch) - (Qty – 2 i.e. 1+1)	Weighted Tail Drop	Weighted Tail Drop / weighted round robin (WRR)	will request you to allow equivalent protocol	Please refer Corrigendum
73	Network/Security	2	59	11	1 x 32 port 10/100/1000BaseT Ethernet based line card/ Node (distributed between more than 1 line card/Nodes is also accepted).	Can we propose 1 x 32 port 1000BaseT	No device of 10/100 has been proposed and is outdated technology	Please refer Corrigendum
74	Network/Security	2	59	11	The solution should have sufficient interfaces to connect the following interfaces on the Top of the rack nodes.	Does this mean Core switch Chassis	Separate specification for TOR switch is also requested in 1.2.3.2 LAN Switch – Access	Please refer Corrigendum
75	Network/Security	Vol II	59	1.2.3.1. Data Center Switch (Core Switch) - (Qty – 2 i.e. 1+1)	The core must support min of 12,000 ACL entries in hardware.	The core must support min of 8,000 ACL entries in hardware.	Switch's Architecture will be different from OEM to OEM. Kindly amend the clause	Please refer Corrigendum
76	Network/Security	Vol II	59	1.2.3.1. Data Center Switch (Core Switch) - (Qty – 2 i.e. 1+1)	Router-based ACL (ACL) – Ingress and Egress	Router-based ACL (ACL) / Layer 3 ACL – Ingress and Egress	will request you to allow equivalent protocol for multi oem participation	Please refer Corrigendum

77	Network/Security	II	60	1.2.3.2/ 2	Dedicated Layer 2 switch or remote line card of L3 Core switch.	Please clarify if "Local switches / line cards or fabric extenders need to have local intelligence, local decision making and Layer 3 capabilities"	Please clarify	As per RFP
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78	Network/Security	II	60	1.2.3.2/ 3	Each switch should offer 32x1/10GT ports + 8x10GE SFP+ ports	The required ports are already asked in the Core switch	Please clarify if interfaces mentioned at diff clauses are duplication.	The access switch shall have 32*1/10gT ports + 8*10GE SFP+ ports
79	Network/Security	Vol II	60	1.2.3.2. Access/TOR Switch	ToR switch should have Sufficient ports which shall be further connected to Core. Switch TOR and Core should be physically segmented in fabric based architecture	ToR switch should have Sufficient ports which shall be further connected to Core. Switch TOR and Core should be physically segmented in fabric/Data Center based architecture	will request you to amend the clause for Multi OEM participation	As per RFP
80	Network/Security	Vol II	60	1.2.3.2. Access/TOR Switch	Switch should support One single point of management and policy enforcement using upstream switches to ease the commissioning and decommissioning of server racks	Switch should support One single point of management and policy enforcement using upstream switches / NMS to ease management of server racks	will request you to amend the clause for Multi OEM participation	As per RFP
81	Network/Security	Vol II	60	1.2.3.2. Access/TOR Switch	Should support Layer 2 VLAN trunks and IEEE 802.1Q VLAN encapsulation	Should support Layer 2 IEEE 802.1Q VLAN encapsulation/trunking	will request you to amend the clause for Multi OEM participation	As per RFP

82	Network/Security	Vol II	60	1.2.3.2. Access/TOR Switch	Should support Switched Port Analyzer (SPAN) source on server ports	Should support Switched Port Analyzer (SPAN) or equivalent source on server ports	Request to consider equivalence	Bidder can propose equivalent technology
83	Network/Security	Vol II	60	1.2.3.2. Access/TOR Switch	Ethernet : IEEE 802.3	Delete this clause	This is data center switch requirement, practically 10BASE-T is not needed. Request you to remove this clause	Please refer Corrigendum
84	Network/Security	II	61	1.2.3.2/ 12	IEEE 802.3an 10GBASE-T	As the interface requirement is already mentioned will request you to please relax this clause	Please remove this clause	As per RFP

85	General	1	61	4.7.1	Project-In-Charge - 24 x 7	Kindly Request the department to modify the shift of the Project Incharge to 8x6, as the Project In-charge will be a single resources and can only be available in a single shift.		Please refer Corrigendum
86	General	1	61	4.7.1	Technical Consultant / Infrastructure Support Staff - Data Centre Physical Infrastructure including UPS, DG, Power, cooling, fire safety - 24x7	Kindly Request the department to modify the shift of the Technical Specialists, Consultants & DBA's to 8x6, as these will be the leads for each track while the engineers for each of the tracks will be available to provide support on a 24x7 basis .		Please refer Corrigendum
87	General	1	61		Technical Specialist – Servers - 24x7			Please refer Corrigendum
88	General	1	61		Technical Specialist – Network & Security - 24x7			Please refer Corrigendum
89	General	1	61		Database Administrator - 24x7			Please refer Corrigendum

90	Network/Security	Vol II	61	1.2.3.2. Access/TOR Switch	SFF-8461	Delete this clause	Requirements not clear, will request you to delete the same	Please refer Corrigendum
91	Network/Security	Vol II	61	1.2.3.2. Access/TOR Switch	SFF 8431 SFP+ support	SFP+ support	SFF 8431 is not clear . request to modify	Please refer Corrigendum

92	Network/Security	2	62	4.2	8 X 10/100/1000 baseTX ethernet interfaces for LAN and WAN	<b>Please amend this to:</b> 4 X 10/100/1000 baseTX ethernet interfaces for WAN and 4 for LAN	Normally more than 4 WAN ports are not required	Please refer Corrigendum
93	Network/Security	2	63	5	☒ Performance requirement: The router should have a minimum of 1 Mpps throughput The router should have minimum 1Gbps of IPSEC performance	☒ Performance requirement: The router should have a minimum of 2 Mpps throughput The router should have minimum 1Gbps of IPSEC performance	Being Internet router 1Mpps will not be able to meet future requirements	The specifications mentioned in RFP are minimum. Bidder can propose solution based on project understanding, meeting the specifications mentioned in RFP.
94	Network/Security	2	63	8	8.10. MLD VPN	<b>Remove this Clause</b>	Kindly clarify this technology and usage	As per RFP
95	General	Vol. 1	63	4.7.1	Non availability of the support personnel as stated above will be treated equivalent to single occasion downtime for critical components.	Bidder request for the deletion of this provision		Please refer Corrigendum
96	General	Vol. 1	63	4.7.1	However the DCO has to take approval of the profile of the new resource from the PIC.  Employee movement by the DCO has to be approved by the PSEGS.  Resource can only be on board after approval and satisfaction of PSEGS.	Bidder requests to relax the approval requirement.	bidder undertakes to intimate PSEGS in advance of replacement and replace resources with suitable new resource of same or higher qualification and relevant experience. Any replaced / substituted resource must qualify the RFP criteria and shall be approved/ evaluated by the PSEGS.	bidder shall intimate PSEGS in advance of replacement and replace resources with suitable new resource of similar or higher qualification and relevant experience as per RFP and bid submitted. Any replacement shall be approved by the PSEGS.



97	Network/Security	II	65	1.2.3.4/ 1	Firewall should support at least 5 virtual firewalls from day one.	Firewall should support at least 5 virtual firewalls/ Virtual router systems from day one	Please change the clause for major OEM to participate	As per RFP
98	Network/Security	II	65	1.2.3.4/ 4.3	The firewall should provide at least 1000000 concurrent sessions.	The number of connection asked is on the very high side for 5 Gbps of firewall. Even if we consider 10 kbps pwe session 500 K sessions will be more then enough.	Please make it 500000 concurrent sessions	As per RFP
99	Network/Security	II	65	1.2.3.4/ 4.3	Should have inbuilt storage to store logs also should have capability to forward all the logs to a syslog/log server	As a standard practice, devices send the logs to external syslog server for storage and analysis incase of device failure. Else the logs will also be not accessible if the device is not available.Please amend the clause	Kindly modify "The device should forward the logs to log collector "	As per RFP

100	Network/Security	RFP Volume 2	65	1.2.3.4	Firewall Internet	The firewall throughput performance should be at least 5Gbps or more	<p>As throughput will differ depending on the traffic type, if measured on UDP packets it will be much higher. Therefore please specify packet type and size. Throughput using TCP and 64B TCP traffic is worst situation performance and actual throughput will be much higher.</p> <p>1. How to you evaluate performance claims of different OEMs? Will you accept only the OEMs who publish performance parameters in public domain like Datasheets, Websites ? Will you accept Letter head claims of performance with all features enabled? Many OEMs doesn't publish performace throughputs when all features are enabled as it degrades their performance, so they provide letterhead claims for the same and during installation those additional features are not enabled fully, therefore it compromises the security."</p> <p>2. On what traffic type the</p>	As per RFP
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101	Network/Security	RFP Volume 2	65	1.2.3.4	Firewall Internet	Should support 3DES/AES VPN Throughput Up to 1.2 Gbps	A 500 Mbps of VPN throughput is sufficient to handle 500 Mbps of Bandwidth, which is very scalable for any enterprise network.  Therefore kindly relax this to 500 Mbps to provide equal opportunity to all vendors. Should support 3DES/AES VPN Throughput Up to 500 Mbps	As per RFP
102	Network/Security	RFP Volume 2	65	1.2.3.4	Firewall Internet	The firewall should provide at least 10,00,000 or more concurrent connections	Assuming extensive internet usage, if a user generates 20 concurrent connections, 5 Lac concurrent connections can support upto 25000 concurrent users with heavy usage.	As per RFP

103	Network/Security	RFP Volume 2	66	1.2.3.4	Firewall Internet	Manual X.509 certificate enrollment (PKCS 10/7 support)	Please remove this as this is vendor specific.	Please refer Corrigendum
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104	Network/Security	RFP Volume 2	66	1.2.3.4	Firewall Internet	“Firewall should be ICSA/NSS/EAL certified.”	<p>As Punjab SDC will be a network of enterprise class, therefore it is important to specify Enterprise Firewall category for this requirement.</p> <p>Almost every OEM which provides UTMs (where performance degrades below 90% when all features are enabled) is ICSA/NSS/EAL certified, Are you looking for a solution which is not a UTM and is a true NGFW? Gartner segregates UTMs and NGFWs by providing different Magic Quadrant for UTMs and Enterprise Firewalls. Firewall should be ICSA/NSS/EAL certified and must be a Leader in Gartner Enterprise Firewalls.</p>	As per RFP
105	Network/Security	II	67	1.2.3.5/ 2	The IPS device should provide an overall throughput of at least 5 Gbps or more	As per standard practice, 80% of the traffic is dropped at the Firewall level and only 20% traffic goes through IPS. Firewall is asked with 5 Gbps performance which will secure first level of network attacks, and only 20% of the traffic will go to IPS. considering that IPS device should have performance of 1Gbps even after considering 100% scalability.	Kindly modify "The IPS device should provide an overall throughput of at least 1Gbps or more"	As per RFP

106	Network/Security	RFP Volume 2	67	1.2.3.5	1.2.3.5 Intrusion Prevention System - Internet	suggestion	The proposed NIPS solution should be in Gartner's Leader's Quadrant	As per RFP
107	Network/Security	2	67	2.1	2.1 The IPS device should provide an overall throughput of at least 5 gbps or more	Internal network throughput is equally important for interVlan routing. Since network keeps growing , 40 Gbps is must standard for internal inspection	This is must for internal Vlan routing.	As per RFP
108	Network/Security	2	67	7	7.1 The IPS should be deployable in Transparent/ inline/ other modes	Must be strictly inline mode, else purpose gets defeted	Some vendors have challenges in deploying IPS in Inline mode, hence they ask for other modes, but from security point of view it must be in inline mode only.	As per RFP
109	Network/Security	2	68	6	6.3 It should support stateful active/passive and active/active	<b>Remove this Clause</b>	This is Firewall functionality and not required in IPS	Please refer Corrigendum

110	Network/Security	II	69	1.2.3.5/ 9	Product shall be provided with all the required licenses, management server software as applicable to meet all the above mentioned specification & proposal.	Please clarify if separate Element manager is required.	Enterprise Management Systems is already been asked in the RFP, Please suggest if separate element manager is required.	As per RFP
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111	Network/Security	II	69	1.2.3.5/ 10	NIPS should have the ability to block connection to or from outside based on the reputation of the IP address that is trying to communicate with the network to protect, safeguard and secure from emerging threats	Reputation of the IP address is in integration with the third party reputation DB holdings. Please clarify if this is to scan inbound and outbound traffic.	Please clarify	As per RFP
112	Network/Security	II	69	1.2.3.5/ 11	NIPS Solution should protect against SSL based attacks in inline mode with a built in SSL Decryption capability	SSL decryption feature is not available with major IPS vendor's. kindly relax this clause to enable all major OEM's to participate	Kindly Relax	As per RFP
113	Network/Security	2	69	8	8.1 The IPS Systems should have a Management Console and remote telnet, SSH and Web capabilities for basic configuration of the device	8.1 The IPS Systems should have a Management Console and SSH and Web capabilities for basic configuration of the device	Telnet being not encrypted, Remote telnet should be removed	Please refer Corrigendum



114	Network/Security	RFP Volume 2	71	1.2.3.6	End Point Protection for Servers and PCs (HIDS/HIPS)	File and Registry Protection/ Lockdown. 5.1 It should protect system files and registry entries from modification or deletion	This is AV specification and hence request it to be modified for having advanced monitoring for HIDS/HIPS.Hence request it to be modified as "Solution should be capable of monitoring critical operating system and application elements (files, directories, and registry keys) to detect suspicious behavior, such as modifications, or changes in ownership or permissions" . Hence request it to be modified as "Solution should be capable of monitoring critical operating system and application elements (files, directories, and registry keys) to detect suspicious behavior, such as modifications, or changes in ownership or permissions"	Please refer Corrigendum
115	General	Vol. 1	71	5	SLA	Please clarify that Section 5.9.3 also applies for SLA which excuses bidder for non-performance on account of hindrances beyond the control of the bidder.	This is to ensure that Bidder assumes liability for it's own default	As per RFP

116	Network/Security	RFP Volume 2	72	1.2.3.6	End Point Protection for Servers and PCs (HIDS/HIPS)	Smart Event Response. 14.1 It should provide pre-defined, automated responses to events. Actions include alerting the administrator, disabling the user account, logging the event..	Disabling the user account has been asked for as this is done using active directory and not via HIDS/HIPS. Hence request the specification "disabling the user account" to be removed. Hence request the specification "disabling the user account" to be removed	Please refer Corrigendum
117	Platform	2	76	22	Should support HTTP port allocation feature to configure the range of TCP ports used by the AAA system for administrative HTTP sessions.	<b>Remove this Clause</b>		Please refer Corrigendum
118	Network/Security	Volume 2	<b>76</b>	<b>1.2.3.8 Point 2</b>	Shall perform AAA function for all configured networking devices that includes routers, switches, firewalls, IDS etc in the network.	To our understanding we assume network devices mentioned, support AAA functionality		The AAA solution shall be able to perform AAA function for all configured AAA supported networking devices in the network.

119	General	Volume 1 (5 Section V - Service Level Agreement)	76	5.6 Categories of SLA	Besides the 5% of the QGR of each qtr, QGR will be withheld till completion of the job.	We request to modify that no withholding payment should be made for entire QGR. A portion of payment towards the applicable service can be withheld.		As per RFP
120	1.2.3.8 Authentication, Authorization and Accounting	2	76	24	Lightweight Directory Access Protocol (LDAP) and Open Database Connectivity (ODBC) user authentication support	<b>Remove this Clause</b>	Change: Lightweight Directory Access Protocol (LDAP) and optionally Open Database Connectivity (ODBC) user authentication support	Please refer Corrigendum

121	General		77	5.7 SLA Tracking	<p>The following measurements and targets shall be used to track and report performance on a regular basis. Any kind of desktop support will not be the responsibility of the DCO, however the DCO has to support the workstations/ laptops used in the NOC room.</p> <p>Based on SLA performance, QGR would be released on Quarterly basis against performance and subject to verification and clearance from the Third Party Agency (TPA) as and when appointed.</p> <p>The targets shown in the following table are applicable for the duration of the contract. The maximum cap of total deduction is 20% of QGR. Two consecutive quarterly deductions of more than 20% of the applicable fee on account of any reasons will be deemed to an event of default &amp; termination.</p>	<p>We request to modify that the maximum cap of penalty for a quarter will be capped at 7.5% of QGR. This is as per standard industry practise.</p> <p>We request to modify the event of default and termination incase of two consecutive quarter where penalty cap is hit to three consecutive quarter.</p> <p>We request to clarify that that all penalties take together under section 5 shall not exceed 7.5% of QGR for any given quarter</p>		As per RFP
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122	General		78	5.7.1Implementati on phase related performance levels	A Penalty as 0.5% per week for first two weeks, 1% per week for every ubsequent week. Subject to a maximum of 5%. Penalty will be computed on Capex value of contract. If the work is not completed within 10 weeks from the date of proposed completion, buyer shall have a risk purchase right.	We request to modify as below:"A Penalty as 0.25% per week for first two weeks, 0.5% per week for every ubsequent week. Subject to a maximum of 5%. Penalty will be computed on Capex value of contract. If the work is not completed within 10 weeks from the date of proposed completion, buyer shall have a risk purchase right."		As per RFP
123	General	1	80	5.7.3	For every 0.25% degradation in the uptime there will be a penalty of 2% of the QGR. The maximum penalty enforced on the DCO would be upto 20% of QGR and the contract is liable for Termination and compensation paid to SIA	Maximum Penalty	Maximum penalty limit should be 5% of QGR for overall incidents	As per RFP

124	Platform	Vol II of RFP	80	d) Helpdesk Management System	The proposed helpdesk solution must support ITIL processes like request management, problem management, configuration management and change order management with out-of-the-box templates for various ITIL service support processes.	Our recommendation is the clause should be written as " The proposed helpdesk solution must support ITIL processes like request management, problem management, configuration management and change order management and must be certified by certifying agencies like pink elephant at the gold level.  Top industry recognized OEMs are having this certifications i.e. IBM, CA, BMC etc. Since its a prestigious project for Govt of Punjab and inclusion of this line would avoid freeware / opensource to come in play.  <a href="http://www.pinkelephant.com/PinkVerify/ITILSoftwareSchemeToolsets.htm">http://www.pinkelephant.com/PinkVerify/ITILSoftwareSchemeToolsets.htm</a>		As per RFP
125	Platform	Volume 2	81	1.2.4 Point I	ix. Proposed helpdesk Solution should be ITIL v3 Certified by any certifying third party agencies	The proposed helpdesk solution should map to the ITIL v3 framework and processes and provides capabilities as required by state from helpdesk perspective instead of just		As per RFP
126	Platform	Volume 2	82	1.2.5	ii.The Solution should be able to run various operating systems like windows client, windows server, Linux (RedHat, Suze Linux etc), solarisx86 and any other open source	Solaris is not a widely used Operating system, hence request the removal of Saolarix86 from the clause.		Please refer Corrigendum

127	Platform	Vol II	82	1.2.4		In addition to the hypervisors being provided as part of the requisite Operating Systems (as per the RFP Bill of Quantity), the bidder is required to provide a set of unlimited hypervisors to cater to the requirements of the entire SDC, at no extra cost to the State. Installation, Availability, Operations and Maintenance of these hypervisors and the virtual machines created from the same would be part of the SLAs under the contract for the entire project period.	Unlimited hypervisors- alongwith Installation, Availability, Operations and Maintainance by SDC would require a separate agreement between Hypervisor OEM and SDC. Not possible for a bidder to provide the same	All the hypervisors created during the project tenure on the hardware supplied under the scope of the project shall be installed, operate and maintained by the DCO and would be part of SLA under the contract.
128	Platform	2	84	1.X	The Solution must offer ability to Copy, convert, or migrate an image (P2V, V2V, V2P).	<b>PI Ammednd this to:</b> The Solution must offer ability to Copy, convert, or migrate an image (P2V, V2V).	For V2P many application tools specific to virtual machines does not perform well when converted	Please refer Corrigendum
129	Platform	Volume 2	84	<b>1.2.4 Point Iv</b>	The Solution should be able to offer choice of various Service offering on multiple hypervisors (such as XEN , Hyper-V, VMware, KVM) with an option to select multi operating systems such as Windows 2003, 2008, RHEL / SUSE Linux, etc., VLAN , Storage and quickly compute associated price for the same as well as shows the deduction for overall Tenant approved infrastructure Quota	The verbiage in clause says (such as XEN, Hyper-V.....) does it mean that the proposed solution should offer choice with at least 2 hypervisors mentioned in the clause . Further clarification solicited.		The Solution should be able to offer choice of various Service offering on multiple hypervisors (such as XEN , Hyper-V, VMware, KVM)

130	Platform	Vol II	84	1.2.4		The Solution should be able to extend existing malware protection solution in SDC for Virtual machine	Kindly furnish details of existing Malware Protection solution	Please refer Corrigendum
131	Platform	Vol II	84	1.2.4		The Solution should be able to provide existing Firewall protection for the virtual machine.	Kindly furnish details of existing Firewall Protection solution	Please refer Corrigendum
132	Platform	Vol II	84	1.2.4		The Solution must offer ability to utilize existing Intrusion detection System / Intrusion Protection system to seamlessly extend into Virtualization environment	Kindly furnish details of existing IDS/IPS Protection solution	Please refer Corrigendum
133	Platform	Vol II	84	1.2.4		The Solution should be able to offer choice of various Service offering on multiple hypervisors (such as XEN , Hyper-V, VMware, KVM) with an option to select multi operating systems such as Windows 2003, 2008, RHEL / SUSE Linux, etc., VLAN , Storage and quickly compute associated price for the same as well as shows the deduction for overall Tenant approved infrastructure Quota	Request you to remove Xen from the list of hypervisors as Xen is a deprecated virtualization now for most of the cloud solutions	As per RFP



134	Platform	2	85	xv.	The Solution should allow easy inventory tracking all the physical & virtual assets in the Private Cloud. It should provide capabilities to track usage and non-compliance situations.	This requires a separate inventory management solution like CMDB which is not a cloud framework solution. Pls clarify if this is to be provided. Suggest a separate specification be issued for inventory management		The Solution should allow easy inventory tracking all the physical & virtual assets in the Private Cloud either using cloud or any other product. It should provide capabilities to track usage and non-compliance situations.
135	Platform	Vol II	85	1.2.4		The Solution should offer Registration, Signup , Forgot Password and other standard pages (Profile, Billing or Contact information)	Request you to remove the clause as these features are typically required in a public cloud environment. In a controlled SDC environment users should be registered and signed up through established Active directory/LDAP system and SDC cloud should not be open to all	As per RFP
136	Platform	Vol II	86	1.2.4		The solution should allow the users to schedule a service creation request in a future date/time; the solution should check if a request scheduled for a future time can be fulfilled and reject the request in case of projected resources shortage or accept the request and reserve the resources for that request,	Request you to remove the clause. Future projection estimates can be provided at Infra level; however to reject a request based on future projection of resource shortage is not provided by most of the claudes solutions	As per RFP

137	Platform	Vol II	86	1.2.4		<p>Whenever the Charge Back mechanism is enabled, the Solution must satisfy the following requirements:</p> <ul style="list-style-type: none"> <li>o The Solution should support different cost models like allocated or reserved cost per virtual machine. It should also allow tracking usage of resources</li> <li>o The Solution should allow mixing of different cost model/ policies</li> <li>o The Solution should have the ability to charge differently for different level of services</li> <li>o The Solution should support cost calculation of shared/ multi tenent application</li> <li>o The Solution should provide service catalog with capabilities for service offering design and lifecycle management, a self-service portal for users to order and manage services</li> </ul>	<p>The mentioned features will depend on chargeback software you use. Cannot be predicted in advance.</p>	As per RFP
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138	2.a) Service Provisioning Capabilities	2	86	xix	The Solution should have Show-Back (to check the usage patterns and reporting for the user department) and the same solution should have the capability to be updated into Charge-Back whenever this functionality is required by the SDC	For chargeback and billing generally separate solutions are needed than cloud. Is the chargeback solution also required at this time. If not pls modify the clause to "the same solution should have the capability to be integrated into Charge-Back solution whenever this whenever asked by SDC.		The Solution should have Show-Back (to check the usage patterns and reporting for the user department) and the same solution should have the capability to be updated into Charge-Back whenever this functionality is required by the SDC either by cloud or by other software.
139	1.2.4 SDC Cloud EMS Architecture, c) Monitoring Capabilities	2	88	3. C	The Solution should be able to monitor User Department Virtual Resources independent of the platform & solution/service they are running	<b>PI Ammednd this to:</b> The Solution should be able to provide pooling to the monitoring tool to monitor User Department Virtual Resources independent of the platform & solution/service they are running		As per RFP
140	Platform	2	89	3. C	The Solution should be able to monitor key performance characteristics of the virtual resource (OS, RDBMS, Memory, Storage, Network etc.)	<b>PI Ammednd this to:</b> The Solution should be able to monitor key performance characteristics of the virtual resource (OS, Memory, Storage, Network etc.)		Please refer Corrigendum
141	General	1	89	5.7.7	Rs. 5, 00,000/- will be in addition to any other penalty, punishment applicable under the legal provisions of the country and the State prevailing at that point of time.	Maximum Penalty	DCO liability should be penalty with maximum limit of 5% of QGR for overall incidents	As per RFP

142	Platform	Volume 2	89	1.2.5	<p>The proposed Host-based Server Access Control Solution should be able to protect critical server infrastructure in the SDC environment and minimize security risks by regulating access to confidential data and mission critical services. The solution should provide policy-based control of who can access specific systems, what they can do within them, and when they are allowed access for all servers within the SDC. Specifically, it should proactively secure access to data and applications located on Windows, Linux, UNIX and system servers throughout the proposed SDC infrastructure.</p>	<p>This Entire section of Host Based Access Control is not part of EMS and should be moved out of EMS to a separate section of Security.</p>		Please refer Corrigendum
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143	Network/Security	Volume 2	89	1.2.5, Point no iv	<p>iv. The solution should Self-protect itself – Must be able to prevent hackers with root access from circumventing or shutting down the security engine. Must use a self-protected database for storing all security information.</p>	<p>This Entire section of Host Based Access Control is not part of EMS and should be moved out of EMS to a separate section of Security. The RFP clause refers specifically to a device/solution providing the security features, however this capability exist out of box through our OS and applications. Therefore there is no need for a separate solution and this clause should be removed.</p>		Please refer Corrigendum
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144	Network/Security	Volume 2	89	1.2.5, Point IX	ix. The solution should prevent tampering of audit files by anyone while it is running on the machine. Additionally, any change of rules should always be audited.	This Entire section of Host Based Access Control is not part of EMS and should be moved out of EMS to a separate section of Security. Our solution provides control mechanism and restricts access of resources out of the box and have capability to keep track of audit changes in the system. There is no question on prevention and tampering	Separate section for Host Based Access Control has been deleted	Please refer Corrigendum
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145	Network/Security	Volume 2	89	1.2.5, POINT XI	xi. The solution should allow protection of files on even non-NTFS file systems like FAT and CDFS.	This Entire section of Host Based Access Control is not part of EMS and should be moved out of EMS to a separate section of Security. The file protection is enabled by default in NTFS file systems and it is not recommended to use FAT and CDFS as they are legacy file systems. Request to include NTFS only.	Separate section for Host Based Access Control has been deleted	Please refer Corrigendum
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146	General	1	91	5.7.8	<p>Resource availability for all services requested under Section 4.2 (Operations and Maintenance)</p> <p>&gt;=99% averaged over all resources designated for SI services and calculated on a quarterly basis</p> <p>No Penalty</p>	<p>Kindly request Punjab SDC to dilute the SLA to meet labour laws; as each resources should be entitled to certain set of leaves (Priviledged &amp; Casual Leaves) considering emergency leaves/Conditions i.e. sickness, Accident etc the Gap cannot be filled by maintaining buffers.</p> <p>Kindly Request removal/Modification of this clause .</p>		As per RFP
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147	Platform	Volume 2	93	1.2.6, Point 5	<p>Support:</p> <p>The software must support major platforms including Linux, Windows, Solaris, HPUX, and AIX.</p> <p>The software must have inbuilt support for several popular databases including Oracle, MSSQL and DB2.</p> <p>The software must have inbuilt support for several replication products including Oracle Dataguard, MSSQL Native Replciation, HDS TrueCopy and HUR, EMC SRDF, HP Continuous Access among other. .</p> <p>The software must support physical and virtual servers across primary and DR sites without any restrictions.</p>	<p>To our understanding the specifications asked are for the SDC cloud based on x86 platform, however in this caluse you are asking support for HPUX &amp; AIX which are non x86 platform and are creating confision in the solution DR archotecture. Request your clarification on the same or removal of HPUX &amp; AIX.</p>		Please refer Corrigendum
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148	General		94	5.9.3Liquidated Damages	<p>In case of delayed submission of design documents mentioned in the scope of work and schedule mentioned therein, penalty of Rs. 25000/- per week per document would be imposed from the 95 Draft RFP Vol 1 - SDC Punjab stipulated submission date of respective documents. In case of non-submission of such documents at all, an aggregate amount of Rs.1,00,00,00/- would be deducted.</p> <p>In case of extension in the delivery period / completion with liquidated damages the recovery shall be made on the basis of following percentages of value of Stores / work completion, which the bidder has failed to supply/ complete the work</p>	<p>This is in contradiction of section 5.7.1 where week of penalty is already defined and for any delay SI cannot be penalised twice. Hence request to delete one of the section.</p> <p>We would request incase the section is retain to cap the total Liquidated damages at 5% of the capex value.</p>		As per RFP
149	Network/Security	2	95	Functional requirement for Data loss prevention solution	Data loss prevention solution are designed to monitor key outgoing channels like http, https , smtp , ftp etc. Capturing all traffic shall not only require huge space/storage requirements but also will dilute the purpose if incident	We strongly recommend to remove capture of all protocol traffic and unidentified protocols as this point is specific to single vendor.		As per RFP
150	General		95	5.9.4Penalties	2. The total quarterly deduction should not exceed 20% of the total Quarterly payment.	We request penalties to be capepd at 7.5% of total quarterly payment.		As per RFP

151	Network/Security	2	95	1.2.7 Security Components	<p><b>Functional Requirement for Data Loss Prevention (For 20 Endpoints)</b></p> <p>The solution shall be able to discover, classify, monitor and protect data</p>		<p>The solution shall be able to discover, classify, monitor and protect data through network channel and endpoint. The Solution should be able to analyse secure traffic with the help of Inbuilt SSL decryption component or with the help of third party SSL decryption engine.</p>	As per RFP
152	Network/Security	2	95	1.2.7 Security Components	<p>Functional Requirement for Data Loss Prevention (For 20 Endpoints)</p> <p>Overall the solution shall provide a central point of control and management for all its components. The discovery and classification shall be based on various identification mechanisms including regular expressions, keywords and phrases, dictionaries, re-usable entities using programmatic validation logic to detect patterns, full and partial fingerprinting, and proximity analysis using weightage as well counting of detected parameters.</p>		<p>Overall the solution shall provide a central point of control and management for all its components. The discovery and classification shall be based on various identification mechanisms including regular expressions, keywords and phrases, dictionaries, re-usable entities using programmatic validation logic to detect patterns, full and partial fingerprinting, and proximity analysis using weightage as well counting of detected parameters. The Policy definition based on correlation of different columns fingerprinted in a single database.</p>	As per RFP

153	Network/Security	2	95	1.2.7 Security Components, Pt. 3	Should provide a single DLP solution management and policy creation interface for DLP components –network and endpoints. The product shall come with pre-defined patterns which should be editable and also could be used to create new ones.		Should provide a single DLP solution management and policy creation interface for DLP components –network and endpoints. The product shall come with pre-defined patterns with over 500+ patterns which are geographic and industry specific, which should be editable and also could be used to create new ones. The solution should enforce different policies if endpoint is connected or disconnected to corporate network and also different policies for Laptops and desktops.	As per RFP
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154	Network/Security	2	95	1.2.7 Security Components, Pt. 4	The solution shall have a dashboard showing details of the current activity within the organization from the DLP point of view. The DLP system should be able to provide detailed view of each of the components in the DLP systems like the agent scanning status, detection point status, incident status etc. The dashboard should be completely customizable and the solution should also be able to provide a different dashboard for each user with login privileges, as per his / her preferences or roles.		The solution shall have a dashboard showing details of the current activity within the organization from the DLP point of view. The DLP system should be able to provide detailed view of each of the components in the DLP systems like the agent scanning status, detection point status, incident status etc. The dashboard should be completely customizable and the solution should also be able to provide a different dashboard for each user with login privileges, as per his / her preferences or roles.	As per RFP
155	Network/Security	2	95	1.2.7 Security Components, Pt. 5	The solution shall have extensive reporting and auditing capabilities. The solution should also provide out of box options to integrate with external Security and Incident Management system as well as provide customized reports and notifications.		The solution shall have extensive reporting and auditing capabilities. The solution should also provide out of box options to integrate with external Security and Incident Management system as well as provide customized reports and notifications.	No change

156	Network/Security	2	95	1.2.7 Security Components, Pt. 6	The solution shall provide incident notification as well as workflows for unattended incidents.		The solution shall provide incident notification as well as escalation workflows for unattended incidents. The solution should also provides a complete email based incident management workflow system, whereby the incident can be managed and remediated through emails itself.	As per RFP
157	Network/Security	RFP Volume 2	96	1.2.7	Functional Requirement for Data Loss Prevention (For 20 Endpoints)	suggestion	The proposed DLP solution should be in Gartner's Leaders Quadrant	As per RFP
158	Network/Security	2	96	1.2.7 Security Components, Pt. 8	The solution should be able to highlight the violated content within the incident for clear identification and resolution of the incident.		The solution should be able to highlight the violated content within the incident for clear identification and resolution of the incident.	As per RFP
159	Network/Security	2	96	1.2.7 Security Components, Pt. 9	The solution should be able to provide identity information on the sender (such as full name, manager name, business unit)..		The solution should be able to provide identity information on the sender (such as full name, manager name, business unit). This should be accomplished across all incidents email, non-email, storage as well as endpoint.	As per RFP
160	Network/Security	2	96	1.2.7 Security Components, Pt. 10	Different actions should be configurable based on the user context and risk level associated with a p		Different actions should be configurable based on the user context and risk level associated with a particular data match - the	As per RFP
161	Network/Security	RFP Volume 2	97	1.2.7	Functional Requirement for Security Incident Management	suggestion	The proposed SIEM solution should be in Gartners Leaders Quadrant	As per RFP

162	Network/Security	RFP Volume 2	97	1.2.7	Functional Requirement for Security Incident Management	suggestion	The proposed solution should have built in compliance reports for most of the major compliances	As per RFP
163	Network/Security	RFP Volume 2	97	1.2.7	Functional Requirement for Security Incident Management	suggestion	The proposed SIEM solution provide user based reporting	As per RFP
164	Network/Security	RFP Volume 2	97	1.2.7	Functional Requirement for Security Incident Management	suggestion	The Proposed SIEM should provide license for 10 administrators to login into SIEM console	As per RFP
165	Network/Security	RFP Volume 2	97	1.2.7	Functional Requirement for Security Incident Management	The SIEM Solution should be able to handle a minimum of 2,000 Sustained EPS and the solution should be scalable upto 5,000 Sustained EPS.	Punjab SDC will have applications and devices which will have traffic more than 10000 EPS. To keep future scalability in mind, proposed SIEM solution should be able to handle 20000 EPS. The SIEM Solution should be able to handle a minimum of 10,000 Sustained EPS and the solution should be scalable upto 20,000 Sustained EPS.	As per RFP
166	Platform	2	97	2	The SIEM Solution licensing should be by the number of events per second, the license must allow incoming events from unlimited number of assets, considering the limit of events per second.(Defined number of assets)	SIEM licensed based on number of EPS, number of assets to be limited to EPS and cannot be unlimited number	License must be on EPS and not unlimited assets based.	The SIEM solution shall be able to allow incoming alerts from any number of assets, however the number of event processing shall depened upon the license for number of EPS per second.

167	Platform	2	97	5	he SIEM solution must supply own API and graphical tool for creating new connectors or similar parsing solution	parser development tool kit must be asked as bundled in SIEM , else this clause will have no meaning	Parser development tool kit has to be bundled and a training to develop parser must be given to avoid any hidden cost in future, else vender may charge any amount to build a parser in future.	As per RFP Already specified tool for creating parsing solution
168	Platform	2	97	7	The SIEM must allow sending crude Event ("raw") for log storage with upto 1 Year and should provide compression capabilities.	Raw logs must be tamper proof and must be time stamped	For audit and compliance purpose raw logs must be tamper proof and must be time stamped to know how much logs at what time were collected and forwarded, else auditors might raise question	As per RFP
169	Platform	2	97		New point requested from security point of view	SIEM solution must be capable of integrating with applications to collect Vulnerability. Security logs from applications either thru third party integration or integrated solution. Application logs must not be restricted just to audit and access logs only. This is critical to monitor our application and get alert in case of any attcak on applications	Applications are most vulnerable these days and are most important asset to. Traditionally SIEM solution only collect audit and access logs and ignore security logs in applications. This is critical to monitor our application and get alert in case of any attcak on applications. hence applications must be integratd and monitored in siem from security point of view.	As per RFP



170	Network/Security	RFP Volume 2	98	1.2.7	Functional Requirement for Network Behavior Sensor	Sensor should be able to provide throughput of 1 Gbps. Sensor should have interface support for 8*1G, with an additional dedicated Management Port. The ports should be available for use as per the proposed solution	Would request clarity in how would you be using all the 8 ports as connecting 8 ports to a single appliance can introduce delay in processing and analysis of files. Hence request it to be modified as "Sensor should be able to provide throughput of 1 Gbps. Sensor should have interface support for 7*1G, with an additional dedicated Management Port. The ports should be available for use as per the proposed solution" . Request it to be modified as "Sensor should be able to provide throughput of 1 Gbps. Sensor should have interface support for 7*1G, with an additional dedicated Management Port.	Please refer Corrigendum
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171	Network/Security	RFP Volume 2	98	1.2.7	Functional Requirement for Network Behavior Sensor	Sensor should support HA	HA should be achieved at the switch level by mirroring from HA switches rather than doing it with Network Behavior Sensor as this is going to increase the bill of material. Hence request it to be removed. The ports should be available for use as per the proposed solution"	As per RFP
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172	Network/Security	RFP Volume 2	98	1.2.7	Functional Requirement for Network Behavior Sensor	Sensor should be able to get deployed in both Inline modes & Out of band monitoring, detection only mode. If require sensor should be able to prevent the out breaks	Monitoring solution being deployed in inlined mode will add delay in network packet processing and analysis. Protection mode can be deployed in inline mode with response to monitoring. Hence request it to be modified as "Sensor should be able to get deployed in Out of band monitoring, detection only mode. If require sensor should be able to detect the out breaks". Hence request it to be modified as "Sensor should be able to get deployed in Out of band monitoring, detection only mode. If require sensor should be able to detect the out breaks"	Please refer Corrigendum
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173	Network/Security	RFP Volume 2	98	1.2.7	Functional Requirement for Network Behavior Sensor	Sensor should be able to detect and analyze following protocols (but not limited to) HTTP, HTTPS, DNS, SMTP (inbound and outbound), IRC, ICMP, peer to peer etc	To have broader coverage of protocols and better correlation from single appliance we request it to be modified as "The proposed solution should support Multiple protocols for inspection. Example :- HTTP, FTP, SMTP, SNMP, IM ,IRC,DNS and P2P protocols Internal direction :SMB ,Database protocol (MySQL, MSSQL, Oracle) on a single device". we request it to be modified as "The proposed solution should support Multiple protocols for inspection. Example :- HTTP, FTP, SMTP, SNMP, IM ,IRC,DNS and P2P protocols Internal direction :SMB ,Database protocol (MySQL, MSSQL, Oracle) on a single device"	As per RFP
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174	Network/Security	RFP Volume 2	98	1.2.7	Functional Requirement for Network Behavior Sensor	In order to increase the threat coverage, SIEM and Network Behavior Sensor would have to be quoted from different OEMs/Vendors. Bidder has to ensure Integration between proposed SIEM tool and Sensor. Bidders are free to suggest multiple sensors if one sensor does not give the complete visibility (in case of multiple sensors, all the sensors should have similar sizing. However, for costing the entire sensor set would be considered as a single sensor)	As Network Behavior Sensor And Network IPS make extensive usage of Behavior analysis, Therefore both must be from different OEMs. 1. Do you want a central console for network behavior sensor, APT, and Firewall ? 2. Do you want network behavior sensor share files with the APT solution for malware analysis? In order to increase the threat coverage, SIEM, IPS and Network Behavior Sensor would have to be quoted from different OEMs/Vendors. Bidder has to ensure Integration between proposed SIEM tool and Sensor. Bidders are free to suggest multiple sensors if one sensor does not give the complete visibility (in case of multiple sensors, all the sensors should have similar sizing. However, for costing the entire sensor set would be considered as a single sensor)	As per RFP
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175	Network/Security	RFP Volume 2	99	1.2.7	Functional Requirement for Network Behavior Sensor	Sensor should be able to detect malicious traffic from minimum (not limited to) channels Web, Email and file attachments.	<p>1. Are you looking for a solution which identifies malicious traffic from all applications and protocols or just web, email and file?</p> <p>2. As threats can come through any application- encrypted, peer to peer, instant messaging, FTP etc, are you looking for a solution which addresses these challenges?</p> <p>Sensor should be able to detect malicious traffic from any application and protocol like FTP, Peer to peer applications, Instant messaging etc. not limited to Web, Email and file attachments.</p>	As per RFP
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176	Network/Security	RFP Volume 2	99	1.2.7	Functional Requirement for Network Behavior Sensor	Sensor should be able to support inspection HTTPS communication.	As SSH is the widest form to access high value resources like critical Servers, therefore it is important to include inspection and decryption of SSH traffic. 1. Do you want to scan malicious traffic within SSH connections? Sensor should be able to support inspection and decryption of HTTPS and SSH communication.	as per RFP
177	Network/Security	RFP Volume 2	100	1.2.7	Functional Requirement for Advanced Network Malware Prevention.	The proposed solution must be able to associate the application/operating system with the file format supported to open for malware scanning. For example, html files maybe associated to Firefox browser and not Internet Explorer	Though we support associating application/operating systems with file formats, we would need more clarity on this specification and hence request for the same. Though we support associating application/operating systems with file formats, we would need more clarity on this specification and hence request for the same	As per RFP

178	Network/Security	RFP Volume 2	100	1.2.7	Functional Requirement for Advanced Network Malware Prevention.	The proposed solution should have the ability to be deployed in the following modes: ☑ inline monitoring mode	Inlinine monitoring mode wil add delay to network performance and reduced throughput. Feeds can be collected from this appliance and fed to inline protection appliance. Hence suggest it to be removed. Inlinine monitoring mode wil add delay to network performance and reduced throughput. Feeds can be collected from this appliance and fed to inline protection appliance. Hence suggest it to be removed	Please refer Corrigendum
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179	Network/Security	RFP Volume 2	100	1.2.7	Functional Requirement for Advanced Network Malware Prevention.	<input checked="" type="checkbox"/> Inline active blocking mode	<p>Inline active blocking mode for complete network traffic will add unnecessary delay to network performance as mail and web are main vectors which are to be blocked for incoming and outgoing and rest of the protocols are mainly responsible for lateral movements for spreading into network. Request for clarification for inline blocking mode whether it is required for complete network traffic or only web and email.</p> <p>Inline active blocking mode for complete network traffic will add unnecessary delay to network performance as mail and web are main vectors which are to be blocked for incoming and outgoing and rest of the protocols are mainly responsible for lateral movements for spreading into network. Request for clarification for inline blocking mode whether it is required for complete network traffic or only web and email.</p>	Please refer Corrigendum
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180	Network/Security	RFP Volume 2	100	1.2.7	Functional Requirement for Advanced Network Malware Prevention.	The proposed solution should support third party authentication, authorization and accounting network services access, such as RADIUS, TACACS+, and/or LDAP, in addition to local authentication	Radius, TACACS+ is for accounting and hence not required. LDAP is supported. Hence request it to be modified as "The proposed solution should support third party authentication, authorization and accounting network services access, such as RADIUS/TACACS+/LDAP, in addition to local authentication". Radius, TACACS+ is for accounting	As per RFP
181	Network/Security	RFP Volume 2	100	1.2.7	Functional Requirement for Advance Malware Protection	The solution must be able to analyze and scan files for advanced malware's in shared folders, with support for the following industry standard protocol like Common Internet File System (CIFS ) and NFS and should quarantine	This feature is specific to particular OEM. Please delete this point. Please delete this clause	Please refer Corrigendum

182	Network/Security	RFP Volume 2	100	1.2.7	Functional Requirement for Advance Malware Protection	<p>The proposed solution should be able to support</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Selective file scanning</li> <li><input type="checkbox"/> Off box scanning of hard drive for advanced malware threats.</li> <li><input type="checkbox"/> should support continuous or incremental analysis and should have integrated AntiVirus</li> </ul>	<p>Off box scanning of hard drive for advanced malware threats is a feature of specific OEM. Please delete this clause. The proposed solution should be able to support</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Selective file scanning</li> <li><input type="checkbox"/> should support continuous or incremental analysis and should have integrated AntiVirus</li> </ul>	Please refer Corrigendum
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183	Network/Security	RFP Volume 2	100	1.2.7	Functional Requirement for Advanced Network Malware Prevention.	The proposed solution for Antimalware should be a dedicated purpose built on premise appliance to work closely with the proposed SIEM tool. It should detect and prevent Advanced Malware, Zero-day attack and targeted Threat without relying on just Signature database.	As both IPS and Anti-Virus vendors provide signatures for known attacks Only, therefore for unknown attacks and zero-day malwares it is important to adopt a different vendor for advanced threat coverage. Adopting same vendor will lead to zero depth of protection as both endpoints and APT solution will either have prevention or both will not have prevention against zero-day malware. In order to increase the threat coverage, the advanced network malware solution must be from different OEMs of IPS and Anti-Virus.The proposed solution for Antimalware should be a dedicated purpose built on premise appliance to work closely with the proposed SIEM tool. It should detect and prevent Advanced Malware, Zero-day attack and targeted Threat without relying on just Signature database.	As per RFP
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184	Network/Security	RFP Volume 2	100	1.2.7	Functional Requirement for Advanced Network Malware Prevention.	The solution must be able to analyze and scan files for advanced malware's in shared folders, with support for the following industry standard protocol like Common Internet File System (CIFS ) and NFS and should quarantine malicious files.	Advanced malware solution must inspect every file across any protocol and application. More importantly, it must provide prevention within stimulated time-frame.  1. After how much time you want signature to prevent zero-day malware? 2. Do you want manual ways of prevention or automatic prevention? The solution must be able to analyze and scan all files across all protocols and applications for advanced malware's and must provide prevention within 15 mins of identification of zero-day malware.	1. As soon as possible or immediately  2. Automatic
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185	Network/Security	RFP Volume 2	100	1.2.7	Functional Requirement for Advanced Network Malware Prevention.	The proposed solution should be able to support <input type="checkbox"/> Selective file scanning <input type="checkbox"/> Off box scanning of hard drive for advanced malware threats. <input type="checkbox"/> should support continuous or incremental analysis and should have integrated AntiVirus	As the solution request is meant for Advanced Network malware prevention, therefore kindly remove the "Off box scanning of hard drive for advanced malware threats." The proposed solution should be able to support <input type="checkbox"/> Selective file scanning <input type="checkbox"/> Scanning for advanced malware threats. <input type="checkbox"/> should support continuous or incremental analysis and should have integrated AntiVirus	Please refer Corrigendum
186	General	Vol. 1	101	6.8(iii)(iv)	The Bidder shall prepare the bid based on details provided in the tender documents. It must be clearly understood that the Scope of Work is intended to give the Bidder an idea about the order and magnitude of the work and is not in any way exhaustive and guaranteed by the Punjab State EGovernance Society, Punjab.  If during the course of execution of the project any revisions are required to meet the goals of Punjab State EGovernance Society, Punjab like Technical specifications, Equipment sizing etc. are to be made within the current price without any impact to Punjab State EGovernance Society, Punjab.	Bidder will perform scope of work mutually agreed at the contracting stage. Any change to the agreed scope will be through change request process and additionally charged	The clauses are open ended and will lead to scope creep. Any change to the agreed scope will have to go through CR process.	Please refer Corrigendum

187	General	Part I - Section VI Instruction to Bidders	101	6.9 Firm Prices	The Commercial bid should clearly indicate the price to be charged without any qualifications whatsoever and should include all taxes, duties, fees, levies and other charges as may be applicable in relation to the activities proposed to be carried out. It is mandatory that such charges wherever applicable/ payable should be indicated separately in Section X - Format 18: Breakdown of Cost Components. However, should there be a change in the applicable taxes till the date of delivery of products/ services any downward revision shall be passed on to Tendering authority.	We would like to clarify that any revision in tax rates during execution of the contract both upward/downward or any introduction of new tax will be passed on to the Tendering authority and prices will be adjusted accordingly.		Taxes are payable on actuals
188	General	Vol. 1	102	6.8(iii)	Tendering authority however reserves the right to review and negotiate the charges payable for the Data Center Hire, its Facilities, Maintenance and Management at the beginning of the each year or at any time at the request of Tendering authority whichever is earlier to incorporate downward revisions as applicable and necessary.	Bidder propose to delete this clause.		Please refer Corrigendum

189	DC Infra	Vol II	103	1.3.1.2, IX	Brick work is not envisaged inside the DC area. However it may be required for the DG area. The DCO has to create a DG shed so as to protect the DG from sunr and rain.	Since DG sets are for External Use only , Clarification is required for Purpose of Shed.		Shed is required to protect the DG from sun and rain.
190	DC Infra	RFP Volume 2	104	1.3.1.3.1	UPS	We request for addition of TVSS with response time of 0.5 ns & UL 1449-3 certification for better protection from transients, surges		The specifications mentioned in RFP are minimum. Bidder can propose solution based on project understanding, meeting the specifictions mentioned in RFP.
191	DC Infra	Vol II	105	1.3.1.2, XI	Providing and applying fire retardant paint of approved make and shade	As per Boq , only Plastic emulsion need be Done . Clarification is required on Fire retardent or Plastic emulsion paint?		Please refer to clause no xi. On page 105 of RFP Volume II.



192	General	1	106	Evaluation of bids	To ensure a reasonable and realistic ratio of CAPEX and OPEX a bid may be liable to be rejected after scrutiny if total CAPEX happens to be more than 50% of the overall bid value.	There is inclusion of "scalability Items (10.2.1.11)" in CAPEX/OPEX ratio of 50-50. Since Scalability items are not ordered along with main equipment and rather might be bought (if necessary) during 5 year contractual period, this should be kept under evaluation (to measure overall bid value) but out of 50-50 CAPEX and OPEX ratio. The clause of 50-50 ratio must have been kept to maintain quality services, which doesnt get served in scalability items so should be kept out from 50/50 ratio	To ensure a reasonable and realistic ratio of CAPEX and OPEX a bid may be liable to be rejected after scrutiny if total CAPEX (except scalability items of 10.2.1.11) happens to be more than 50% of the overall bid value.	Please refer "Instructions to the bidders: on page 249 of RFP volume I. "Cost of Scalability items (A11) shall be considered for final commercial bid evaluation purpose and not for CAPEX:OPEX ratio."
193	General		106	III. Evaluation of Bids	To ensure a reasonable and realistic ratio of CAPEX and OPEX a bid may be liable to be rejected after scrutiny if total CAPEX happens to be more than 50% of the overall bid value.	We request deletion of this clause as this will be a capital intensive project and CAPEX value may exceed 50% of total TCV		As per RFP

194	General	Vol- I	108	6.17.1 Modified Technical Evaluation Criteria	Organisational Strength , SN-iii, Schedule - C	<p>Marking for Schedule C Bidder's experience in providing IT System integration services in India/ services for Information Technology projects including implementation/ operations in India, quantified in terms of number of years will be evaluated. System Integration would mean where the bidder has procured installed and commissioned all IT components. Project considered for evaluation should have project cost more than Rs. 5 Cr. Bidder with maximum years of experience (maximum capped to 3 years) shall be awarded full 4 marks and the others shall be awarded marks on relative (prorata) basis.</p>	As this point is very important in view to assess the Bidder for Datacenter Implementation and Management hence Marks for <b>Schedule C should be increased to 6 from 4 as the emphasis should be more on Data Center experience</b>	As per RFP
195	General	Vol- I	108	6.17.1 Modified Technical Evaluation Criteria	Organisational Strength , SN-vi, Schedule - F	<p>Data centers that the bidder has set-up or is operating /managing with ISO 27001 certification (valid as on tender submission date) will be considered for evaluation under this clause. Bidder with maximum number of such data centers (capped to 4 nos) shall be awarded full 5 marks and the others shall be awarded marks on relative (prorata) basis.</p>	We propose to decrease the Marks for Schedule F from 5 to 3 as this encourages the incumbent means those SIs who have implemented the SDCs before. Ideally to give level playing field to new SIs (having relavanat DC exeprience) the marks should not be allocated against this section but if not removed, but should be reduced	As per RFP

196	DC Infra	2	110	1.3.1.3.1	Bidder has to submit a third party (Govt. Apporved) factory test certificate for UPS system prior to dispatch.	Kindly clarify whether Type Test Certificate is acceptable as part of Factory Acceptance Test by third party (Govt.lab);  Normally for UPS Type Test certificates are accepted considering this is a industrial grade product as standard practice.  Also please specify any specific Govt Lab is required	Bidder has to submit Type Test Certificate	PDI test to be done and approved by third party Lab which is Govt approved.
197	DC Infra	2	110	1.3.1.3.1 UPS, Batteries and Accessories	These specifications describe requirements for a Modular & Scalable, Digital Uninterruptible Power System (UPS) consisting of one or more power module units connected in parallel inside standard rack without the need for any additional system controller;	Request to amend clause as "These specifications describe requirements for a Modular & Scalable, Digital Uninterruptible Power System (UPS) consisting of one or more power module units connected in parallel inside standard rack with redundant system controller"	As multiple modules need to be paralleled with out a common controller and with an inter module synchronization system which shall become single point of failure and shall lead to total failure of the UPS system, hence request to amend the statement as mentioned in the proposed clarification	Bidder may propose a redundant system controller to meet th SLA's.
198	DC Infra	2	111	1.3.1.3.1 UPS, Batteries and Accessories	The battery will be installed: On open racks and preferably 2 Volt cell VRLA type Battery.		Please confirm whether we need to consider 2 V Battery or 12 V battery as there shall be an impact on overall commercials	As per RFP

199	DC Infra	2	112	q	G. Regen Mode: The UPS rack system shall have the ability to perform self test for full rated capacity without using any external load banks. In this mode, UPS rectifier, inverter and static bypass shall be tested up to full load capacity without any failure. Power consumption in this mode shall only be full load losses of UPS. This mode shall be possible to use with reserve batteries	The specification is very specific to one OEM, hence request to amend the clause as "G. Regen Mode: The UPS rack system shall have the ability to perform self test for full rated capacity with or without using any external load banks. In this mode, UPS rectifier, inverter and static bypass shall be tested up to full load capacity without any failure".		Please refer Corrigendum
200	DC Infra	2	112	Scalability & Modularity	Each UPS rack system shall consist of hot swappable power modules with and scalable up to 259.2 kVA/kW in each modular rack cabinet. Modularity design of the UPS system shall enable ease of service and upgradability or downgrade-ability of the UPS rack system without interruption to the whole system.	The specification is very specific to one OEM, hence request to amend the clause as "Each UPS rack system shall consist of hot swappable power modules with and scalable up to 250 kVA/kW in each modular rack cabinet. Modularity design of the UPS system shall enable ease of service and upgradability or downgrade-ability of the UPS rack system without interruption to the whole system."		Please refer Corrigendum
201	DC Infra	2	113	UPS Module AC Input	A. Voltage Range: 305 to 477V	Request to amend the clause as "340 – 460 V at full rated load and 200 V - 400 V at 50 % Load"		As per RFP

202	DC Infra	2	113	UPS Module AC Input	<b>Power Factor:</b> Shall be > Input power factor 0.99 without any option at full rated UPS output load.	<b>Request to amend clause as "Power Factor:</b> Shall be > Input power factor 0.99 from 25% to 100% loading conditions"	Since UPS is not always 100% loaded, therefore p.f value described i.e. > 0.99 should also be maintained even at low loading conditions for. E.x 25 % which helps in maintaining demad (kVA), hence request to amend the statement as mentioned in the proposed clarification	As per RFP
203	DC Infra	2	113	UPS Module AC Input	Current Distortion: Less than 3% at full rated UPS output load and 100% balanced non-linear load (with input voltage THD $\leq$ 1%).	The specification is very specific to one OEM, hence request to amend the clause as "F. Current Distortion: Less than 5% at full rated UPS output load and 100% balanced non-linear load (with input voltage THD $\leq$ 3%). "		As per RFP
204	DC Infra	2	113	UPS Module AC Output	A. Voltage Stability: 1% steady state for balanced loads, 2% for 100% unbalanced loads.	The specification is very specific to one OEM, hence request to amend the clause as "A. Voltage Stability: 1% steady state for balanced loads, 3% for 100% unbalanced loads".		Please refer Corrigendum

205	DC Infra	2	113	UPS Module AC Output	C. Frequency Stability: Frequency regulation, whilst free-running on battery, shall be $\pm 0.05$ Hz. If the bypass is available and within limits, even if the UPS is on battery operation, in this case, the output will sync to the bypass. Nominal frequency shall be $\pm 0.05\%$ in single module mode, and $0.25\%$ in parallel mode	The specification is very specific to one OEM, hence request to amend the clause as "D. Frequency Stability: Frequency regulation, whilst free-running on battery, shall be $\pm 0.1$ Hz. If the bypass is available and within limits, even if the UPS is on battery operation, in this case, the output will sync to the bypass. Nominal frequency shall be $\pm 0.1\%$ in single module mode, and $0.25\%$ in parallel mode."		As per RFP
206	DC Infra	2	113	UPS Module AC Output	E. Efficiency: It is defined as output kW / input kW: <input checked="" type="checkbox"/> Up to 96% at full rated load, nominal input, no battery. Greater than 95% for loads over 25%.	Request to amend the clause as "E. Efficiency: It is defined as output kW / input kW: <input checked="" type="checkbox"/> greater than 96% from 50% to 100% load, nominal input, no battery. Greater than 95% from 25% to 49%"		As per RFP
207	DC Infra	2	114	UPS Module AC Output	F. Phase Unbalance : $120^\circ \pm 1^\circ$ el. for 100% balanced or unbalanced loads.	The specification is very specific to one OEM, hence request to amend the clause as "G. Phase Unbalance : $120^\circ \pm 1^\circ$ el. for 100% balanced or <u>+ 3</u> for unbalanced loads."		As per RFP

208	DC Infra	2	114	UPS Module AC Output	<p>J. Voltage Distortion (at 400V, 100% rated load with crest factor 3:1):</p> <ul style="list-style-type: none"> <li>• Less than 1% total harmonic distortion (THD) for linear loads</li> </ul>	<p>The specification is very specific to one OEM, hence request to amend the clause as "J. Voltage Distortion (at 400V, 100% rated load with crest factor 3:1):</p> <ul style="list-style-type: none"> <li>• Less than 2% total harmonic distortion (THD) for linear loads "</li> </ul>		Please refer Corrigendum
209	DC Infra	2	114	UPS Module AC Output	<ul style="list-style-type: none"> <li>• 110 % of UPS rated output with a resistive load for one hour.</li> </ul>	<p>The specification is very specific to one OEM, hence request to amend the clause as "• 110 % of UPS rated output with a resistive load for 30 mins."</p>		As per RFP
210	DC Infra	2	114	UPS Module AC Output	<p>K. Module Current Limit: I<sub>peak</sub> is equal to 3.4xI<sub>n</sub> for up to 200ms</p>	<p>The specification is very specific to one OEM, hence request to amend the clause as "L. Module Current Limit: I<sub>peak</sub> is equal to 2.7xI<sub>n</sub> for up to 200ms"</p>		As per RFP
211	DC Infra	2	114	Bypass Static Switch	<p>B. Frequency Range: ±2.5%, ±5%, ±10%, ±20% Field Selectable</p>	<p>The specification is very specific to one OEM, hence request to amend the clause as "B. Frequency Range: ±8 % Field selectable"</p>		As per RFP

212	DC Infra	1	115	Schedule G:	The Bill of Material have already been provided for these schedules.	The bill of material already been defined which may not be in compliance to the Schedules as mentioned; so how the marking for these scheduled can be ascertained,. The rating of the UPS, area of server farm and no. of racks have already been frozen, so the Schedules G1, G2,G3,G4 and G9 cannot be evaluated as all bidder has to quote for same quantities.	The Qty considered doesnot comply to the Schedules and the technical specifications as mentioned in Vol1 and Vol 2, Kindly clarify.	Minimum requirment has been identified. Proposed solution should fullfil the requirement of SDC. Evaluation will be done as per RFP.
213	DC Infra	2	117	STANDARD COMPONENTS Rectifier	A. Input Current Total Harmonic Distortion: Less than 3% at full rated UPS output load and 100% balance non-linear load (with input voltage THD $\leq$ 1%).	The specification is very specific to one OEM, hence request to amend the clause as "A. Input Current Total Harmonic Distortion: Less than 5% at full rated UPS output load and 100% balance non-linear load (with input voltage THD $\leq$ 3%)."		As per RFP



214	Platform	RFP Vol 1	120	G5 SAN Solution	<p>The proposed SAN model will be evaluated with respect to the IOPS ratings.</p> <p>The bidder with maximum IOPS ratings will be considered for maximum marks and the rest will be given marks on pro rata.</p>	<p>Kindly clarify if The proposed SAN solution will be evaluated with respect to the IOPS ratings for the highest model in proposed Array family provided vendor supports Data-in-Place upgrade to largest model in the array family.</p> <p>Kindlyt clarify if The bidder with maximum IOPS ratings will be considered for maximum marks and the rest will be given marks on pro rata.</p>		<p>The proposed SAN model will be evaluated with respect to the IOPS ratings of the quoted model.</p>
215	Platform	RFP Vol 1	120	G5 SAN Solution	<p>The proposed SAN model will be evaluated with respect to maximum raw capacity that can be populated</p> <p>The bidder with maximum raw capacity will be considered for maximum marks and the rest will be given marks on pro rata.</p>	<p>Kindly clarify if The proposed SAN solution will be evaluated with respect to maximum raw capacity that can be populated in the highest model of the proposed Array family if vendor supports Data-in-Place upgrade to largest model in the array family.</p>		<p>The proposed SAN model will be evaluated with respect to maximum raw capacity that can be populated of the quoted model</p>

216	Platform	RFP Vol 1	120	G5 SAN Solution	<p>The proposed SAN model will be evaluated with respect to the maximum cache supported in a single enclosure</p> <p>The bidder with maximum cache supported in a single enclosure will be considered for maximum marks and the rest will be given marks on pro rata.</p>	<p>Kindly clarify if The proposed SAN model will be evaluated with respect to the maximum cache supported in the proposed solution either using DRAM cache or SSD based Cache technology to boost the read and write IOs.</p> <p>Kindly clarify if The bidder with maximum cache supported in a single enclosure will be considered for maximum marks and the rest will be given marks on pro rata.</p>		<p>The proposed SAN model will be evaluated with respect to the maximum cache supported in a single enclosure of the quoted model.</p>
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217	DC Infra	2	120	Static Bypass	C. Back-feed Protection: Using another optional (customer-supplied) contactor located upstream of the UPS Bypass input and whose trip coil control voltage comes from the input bypass line voltage, the UPS shall provide a normally closed contact to be used for isolating the bypass source to protect the operator against back-feed of energy resulting from a short-circuit of the bypass line SCRs. That is, in the event that the UPS works on Battery mode and no main input (Rectifier and Bypass) is available, the contactor cannot be closed. So if the bypass line SCRs are short-circuited, the UPS will be still disconnected from the Bypass supply.	Request to amend clause as "Back Feed protection : Internal Back feed protection is required built-in the UPS System, a mechanical contactor in series with the bypass SCR(s) shall be controlled by the UPS/static switch, to open immediately upon sensing a condition where backfeeding of the static switch by any source connected to the critical output bus of the system is occurring"		As per RFP
218	DC Infra		123		RFP asks for Oil Cooled Transformer	Oil cooled Transformers are suitable for outdoor environment not for Indoor installation and is violation of NBC as well as Indian Electricity Rules.  Moreover the distance between Server Room and UPS is less than 30m, so as per standard practice this is not required.	Should be deleted as technically it is not required	Please refer Corrigendum

219	DC Infra		123		A. SNMP/HTTP Network Interface Card: B. RS-485 Interface Card C. Dry Contact Card:	All 3 cards serves the same purpose of remote monitoing of UPS, kindly choose one for SDC purpose to avoid unnecessary commercial impact	UPS should have Modbus Card for BMS Interface	The bidder has to provide any card required to fulfill the technical requirement for integration with BMS.
220	DC Infra	2	123	Technical Specification of Isolation Transformer	Type of Cooling : Natural Oil Cooled		Please clarify if we have to consider Oil cooled or Air cooled as Air cooled Transformers are recommended for indoor applications	Please refer Corrigendum
221	DC Infra	VOL II	123	1.3.1.3.1	Isolation Transformer should be oil cooled	Since application is Indoor, can we propose air cooled.		Please refer Corrigendum
222	Platform	RFP Vol 1	130	G12 Storage Management and Interoperability	<bidder to provide the page number where the solution is provided for meeting the functionality>	Kindly clarify if the <bidder to provide the technical documents with the capability for supporting the functionality>		Yes, bidder has to provide techincal documents with the capability for supporting the functionality and mention page number of the document mentioning the feature.

223	General	Vol. 1	139	6.21	Within 7 days of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to the Punjab State EGovernance Society, Punjab.	Bidder seeks to clarify that delays associated with the process of discussion and mutual agreement on the terms and conditions of the MSA shall not be accounted towards the 7 days period provided to sign the Agreement	Bidder understands that the terms of the contract will be mutually agreed upon in light of certain concerns raised by Bidder	Please refer Corrigendum
224	General	Vol. 1	139	6.22	Within 20 days from the date of order from the Tendering authority, the successful Bidder shall furnish the performance security.	Successful bidder shall submit the PBG with 20 days from the execution of the contract		Please refer Corrigendum
225	General	Vol. 1	139	6.22	Failure of the successful Bidder to comply with the requirement of Clause 6.19 or Clause 6.20.I shall constitute sufficient grounds for the annulment of the award and forfeiture of the EMD.	Bidder proposes that the Bid Security can only be forfeited in case of the Bidder failing to sign the contract as per mutually acceptable terms and conditions.		As per RFP
226	DC Infra	Voll II	143	1.3.1.5 , II	The DCO shall be Class A - licensed electrical contractor, possessing a valid electrical contractor license in the state, employing supervisors and skilled workers having a valid permits as per the Regulation of Indian Electricity Rules and Local Electrical Inspector's requirements and the same shall be got renewed from time to time.	Need deletion of this Clause		As per clause Prime Vendor/DCO shall be Class A-Licensed electrical contractor
227	General	Vol. 1	143	7	Indicative format of Contract:	Does it mean that selected bidder may receive a contract format with terms and condition different from what stated in the RFP? Please confirm that the T&C will not change from what been reviewed by bidder as part of the pre-bid process		This is an indicative form of contract as per terms and conditions of the RFP. Any change in terms and condition of RFP will be issued through corrigendum.

228	General	1	145	6.21	Within 7 days of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to the Info Tech Corporation of Goa Limited	Signing of agreement to be increased for 21 days.	The signing of Contract is always linked to issuance of Bank guarantee as the contract is protected only when there is aPBG with Client hence it should be signed within 21 days (Issuance of BG is 20 days as per RFP)	<b>Please refer Corrigendum</b>
229	General	Vol. 1	147	7.3	Execution of a Deed of Indemnity in terms of Clause 7.17 of this Contract	Please have this condition deleted as Bidder can't sign an indemnity bond. Bidder will defend and indemnify for 3rd party IPR infringement claims against bidder's Products and services.	Purchaser will have remedy in the form of LD/Penalty, and other obligations agreed under the contract, along with remedy under the contract law.	As per RFP

230	General	Part I - Section VII - General Condition of Contracts	147	7.3 Conditions Precedent	<p>Where the designated DCO is a subsidiary of a company or a member of a group of companies or is a joint venture company or is special purpose vehicle (SPV) [formed to execute the obligations under this Contract] and where the Punjab State EGovernance Society may specify (on account of the Implementation Agency's failure to fulfill all selection criteria specified in the Tender), the parent or flagship company/ majority shareholder of such DCO having furnished an unconditional, irrevocable and continuing bank guarantee of an amount equivalent to Rs ___/- on behalf of the DCO in a form and manner acceptable to the Punjab State EGovernance Society , Punjab which would remain valid until such time, beyond the term of the Contract, as may be stipulated by the Punjab State EGovernance Society , Punjab .</p>	<p>We request to delete the requirement of bank gurantee to be provided by the parent Company and stipulate the requirement of PBG to be met directly by the bidder.</p>		As per RFP
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231	General	Vol. 1	148	7.4	The Bidder is required to provide warranty valid for 5 years from the date of commissioning of data center for all supplied equipment (physical and IT), software and application with no extra cost in commercial part of bid.	The warranty will be as per the standard term provided by the OEMs and begin from date of delivery. Beyond the OEM warranty period, the product will be supported through AMC/ATS.	As a reseller, can only pass through OEM warranty, however, will support 5 years through AMC/ATS	Bidder is required to provide warranty services ie AMC/ATS services for 5 years from the date of commissioning of data center for all supplied equipment (physical and IT), software and application with no extra cost in commercial part of bid.
232	General	Vol. 1	148	7.4	The Bidder shall warrant that the services provided under the contract shall be as per the Service Level Agreement (SLA) defined in the tender.	Why warranty when bidder will agree to the SLA and penalty associated with it?	The SLA penalty for breach of SLA is the only remedy to Purchaser, unless it decides to terminate under the terms of the Contract	As per RFP
233	General	Vol. 1	148	7.4	The Successful Bidder shall stand guarantee for the supply of spares of all the equipment under the scope of supply for a minimum period of five years from the date of sign-off post Final Acceptance Tests and commissioning of data center and also guarantee that discontinuity of production of any item offered as a part of the system shall not affect the maintainability of the system for a period of five years from the date of sign-off.	Bidder can't provide such a guarantee, however, agrees to support under the AMC/ATS contract for 5 years. Please have this deleted.		As per RFP



234	General		148	7.4 Representations & Warranties	The Bidder is required to provide warranty valid for 5 years from the date of commissioning of data center for all supplied equipment (physical and IT), software and application with no extra cost in commercial part of bid.	We would like to clarify the warranty will be provided as per the OEM policy and beyond that support will be provided through AMC/ATS provided by the OEMs. Further warranty will be applicable from the date of delivery of product.		As per RFP
235	General	Vol. 1	149	7.4	That the execution of the Services and the Scope of work herein are and shall be in accordance and in compliance with all applicable laws.	Bidder shall be responsible for ensuring compliance with all applicable laws pertaining to their specific scope of operation under this project. Please clarify.	all applicable laws have been clarified and seek purchaser's confirmation, as bidder can't agree to the compliance with "all applicable" laws	As per RFP
236	General	Vol. 1	149	7.4	That time is the essence of the Contract and hence the DCO shall at all times maintain sufficient manpower, resources, and facilities, to provide the Services in a workmanlike manner on a timely basis.	Bidder requests for the deletion of the "time is the essence" clause.	Purchaser has already preestimated its damages for delay in the form of LD	As per RFP
237	General	Vol. 1	150	7.4	Bidder shall have the responsibility to make the solution work and hence any additional components that might be required for the solution to work shall be provided by the bidder at their own cost and within the implementation schedule.	Can't provide such broad warranty. Please have this deleted.	Bidder can only agree to provide services as agreed between the parties.	As per RFP
238	General	Vol. 1	150	7.6.1	Bidder shall carry out the services in conformity with generally accepted professional and technically accepted norms relevant to such assignments that are required for the SDC project and which are to the entire satisfaction of the Tendering authority.	Bidder can only agree to provide services as agreed between the parties. This clause may lead to scope creep hence requested for deletion	Bidder can't agree to any broad clause that can expand the scope during the term of the contract, unless such additional services go through CR process.	As per RFP

239	General	Vol. 1	150	7.6.1	In the event of any deficiency in services, the DCO shall promptly take necessary action to resolve it, at no additional fees to the Tendering authority.	Does it mean material deficiency from the agreed specification?	The clause as is too broad to assess what would be deficiency. Let the agreed specification be used as reference frame.	As per RFP
240	General		150	7.6 Penalties	Two consecutive quarterly penalties (on actual) of more than 20 % put together of the applicable fee on account of any reasons will be deemed to be an event of default and termination. This shall be governed by the terms & conditions defined in Section VII - General Conditions of the Contract.	We request to replace the two consecutive quarterly penalties to Three consecutive quarterly panalties.		As per RFP
241	General	Vol. 1	151	7.6.2	Forfeiture of Performance Security	Please clarify that the PBG can only be forfeited in case of material breach of contract term that remain uncured within reasonable period of time from such notification by the Purchaser.	A very open ended and subjective and absolute right granted to purchaser to unilaterally forfeit PBG	As per RFP

242	General		151	7.6.2 Forfeiture of Performance Security	<p>Forfeiture of Security Deposit: Security amount in full or part may be forfeited in the following cases: -</p> <p>a. When the terms and conditions of contract is breached.</p> <p>b. When the bidder fails to make complete supply satisfactorily.</p> <p>c. When contract is being terminated due to non-performance of the DCO.</p> <p>d. Notice of reasonable time will be given in case of forfeiture of security deposit. The decision of the Tendering Authority Officer in this regard shall be final.</p>	We request to include the PBG can be invoke only for material breach of term of this contract and after giving notice and cure period of 45 days.		As per RFP
243	General	Vol. 1	152	7.7.2.2	<p>The DCO shall ensure that the Services are performed through the efforts of the Implementation Agency's Team, in accordance with the terms hereof and to the satisfaction of the Punjab State EGovernance Society Nothing in this Contract relieves the DCO from its liabilities or obligations under this Contract to provide the Services in accordance with the Punjab State EGovernance Society directions and requirements and as stated in this Contract and the Bid to the extent accepted by the Punjab State EGovernance Society and the DCO shall be liable for any non-performance, non-compliance, breach or other loss and damage resulting either directly or indirectly by or on account of its Team.</p>	Requests for the deletion of the highlighted portion	Bidder can only agree to perform services as per the Contract	As per RFP

244	General	1	153	7.3(1)a	Execution of a Deed of Indemnity in terms of Clause 7.17 of this Contract	Needs to be deleted.	Indmenification obligations shall be as mutually agreed between the parties and which are to be mutually applicable. There should not be a separate deed of indemnity	As per RFP
245	General	1	153	7.4	In order to induce Info Tech Corporation of Goa Limited to enter into this Contract, the DCO hereby represents and warrants as of the date hereof, which representations and warranties shall survive the term and termination hereof, the following:	The word induce is not appropriate to be used.	Reference of the word "induce" inappropriate and hence unacceptable. Bidder is not inducing Infotech corporation of Gao to enter into this contract. This contract has been entered into on mutually agreed terms and conditions. Further representations and warranties shall only endure till the term of this contract.	The query does not pertains to PSeGS
246	General	Vol. 1	156	7.9.3	The DCO shall abide by the laws of land enacted by GoP or Gol.	The DCO shall abide by the laws of land enacted by GoP or Gol <b>pertaining to their specific scope of operation under this project..</b>	The inserted language is important and hope the same is meant by the RFP	As per RFP

247	General	Vol. 1	157	7.11	Audit	Bidder agrees to it subject to below: 1. Any 3rd party appointed by Purchaser to audit shall not be Bidder's competitor. 2. Audit rights would be restricted with sufficient notice being given in advance before such audit is carried out. 3. Purchaser and its auditors must comply with Bidder's reasonable security and confidentiality procedures. 4. Purchaser will bear the cost of audit and scope of such audit will not cover Bidder's financial information, internal cost model	Industry standards to safeguard bidder's Confidential Information	As per RFP
248	General	1	158	7.7.2.2	The DCO shall ensure that the Services are performed through the efforts of the Implementation Agency's Team, in accordance with the terms hereof and to the satisfaction of the INFO TECH CORPORATION OF GOA LIMITED Government of Goa	The following needs to be deleted." To the satisfaction of Infotech Corporation Of Goa Ltd."	Services to be performed as per the terms of the agreement as there is no benchmark on customer's satisfaction.	The query does not pertain to PSeGS
249	General	Vol. 1	158	7.13.2	The DCO shall adhere to the Information Security policy developed by Punjab State EGovernance Society, Punjab.	Will Bidder get to review such policy and made part of the contract to the extent applicable to Bidder performance of services?	Can't agree without getting to review it.	Please refer Corrigendum
250	General	Vol. 1	159	7.15	For successful bidders for supplies to the receiving points any damage, shortage, loss, deterioration, demurrage, warfare etc. will be to the account of the supplier.	The transit insurance shall cover only till the delivery of products.		As per RFP

251	General	Vol. 1	159	7.16	Indemnity bond	Bidder can't agree to this clause and sign a deed of Indemnity.	Purchaser has remedies available in the form of penalty/LD/termination and damages	As per RFP
252	General	Vol. 1	160	7.17	The Punjab State EGovernance Society shall reserve the sole right to grant any extension to the term above mentioned and shall notify in writing to the Implementation Agency, at least 6 months before the expiration of the Term hereof, whether it will grant the DCO an extension of the Term.	Does this mean that Purchaser can unilaterally extend term?	Any extension of contract will be as per mutually agreed terms and conditions	Please refer Corrigendum
253	General		160	7.17 Term and Extension of the Contract	ii. The Punjab State EGovernance Society shall reserve the sole right to grant any extension to the term above mentioned and shall notify in writing to the Implementation Agency, at least 6 months before the expiration of the Term hereof, whether it will grant the DCO an extension of the Term. The decision to grant or refuse the extension shall be at the Punjab State EGovernance Society discretion	We would like to clarify that any extension in term of the contract will be at mutually agreed term and price.		Please refer Corrigendum

254	General		160	7.17 Term and Extension of the Contract	iii. Where the Punjab State EGovernance Society is of the view that no further extension of the term be granted to the Implementation Agency, the Punjab State EGovernance Society shall notify the DCO of its decision at least 6 (six) months prior to the expiry of the Term. Upon receipt of such notice, the DCO shall continue to perform all its obligations hereunder, until such reasonable time beyond the Term of the Contract within which, the Punjab State EGovernance Society shall either appoint an alternative Implementation Agency/service provider or create its own infrastructure to operate such Services as are provided under this Contract.	Please ammend the clause as below"Where the Punjab State EGovernance Society is of the view that no further extension of the term be granted to the Implementation Agency, the Punjab State EGovernance Society shall notify the DCO of its decision at least 6 (six) months prior to the expiry of the Term. Upon receipt of such notice, the DCO shall continue to perform all its obligations hereunder, until such reasonable time beyond the Term of the Contract subject to a maximum of 3 months within which, the Punjab State EGovernance Society shall either appoint an alternative Implementation Agency/service provider or create its own infrastructure to operate such Services as are provided under this Contract."		Please refer Corrigendum
255	General	Vol. 1	161	7.21	Warranty	The warranty will be as per the standard term provided by the OEMs and begin from date of delivery. Beyond the OEM warranty period, the product will be supported through AMC/ATS.	The clarification does not change Purchaser's right, but the clarification is required since the term "warranty" as certain implications.	The Bidder is required to provide warrenty valid fo 60 months for all supplied hardware, software and application

256	General		161	7.21 Warranty	<p>a) The Bidder is required to provide warranty valid for 60 months for all supplied hardware, software and application with no extra cost in commercial part of bid.</p> <p>d) This warranty, for all equipments, shall remain valid for 60 months after the complete installation and final commissioning of the Data Center. The installation will be deemed incomplete if any component of the equipment or any documentation/media is not delivered or is delivered and not installed and/or not operational or not acceptable to PUNJAB STATE EGOVERNANCE SOCIETY after final acceptance testing.</p>	<p>We would like to clarify the warranty will be provided as per the OEM policy and beyond that support will be provided through AMC/ATS provided by the OEMs. Further warranty will be applicable from the date of delivery of product.</p>		<p>The Bidder is required to provide warranty valid for 60 months for all supplied hardware.</p>
257	General	Vol. 1	162	7.22	Subcontracting by Bidder	<p>The Prime Bidder shall not without the prior intimation of the Purchaser, appoint any delegate/ subcontractor for the performance of Services under this contract. The Prime Bidder shall remain solely responsible for any acts and omissions of such sub-contractors, hence requesting for removal of all restriction on subcontracting.</p>	<p>The Prime Bidder shall remain solely responsible for any acts and omissions of such sub-contractors</p>	<p>software and application</p>



258	General	Vol. 1	162	7.23	The Successful Bidder shall stand guarantee for the supply of spares of all the equipment under the scope of supply for a minimum period of 5 years from the date of commissioning of data center and also guarantee that discontinuity of production of any item offered as a part of the system shall not affect the maintainability of the system for a period of 5 years from the date of commissioning of data center.	Bidder shall perform support under the AMC/ATS and can't provide such guarantee.		As per RFP
259	General	Vol. 1	163	7.24.6	The DCO shall be liable to fully recompense the Punjab State EGovernance Society for any loss of revenue arising from breach of confidentiality. The Punjab State EGovernance Society reserves the right to adopt legal proceedings, civil or criminal, against the DCO in relation to a dispute arising out of breach of obligation by the DCO under this clause.	Please have this clause deleted.	In case of breach, purchaser may seek injunction	As per RFP

260	General		163	7.25 Prices	7.25.1 Prices quoted must be firm and shall not be subject to any upward revision on any account whatsoever throughout the period of contract. Punjab State EGovernance Society however reserves the right to review and negotiate the charges payable for the Data Center Hire, its Facilities, Maintenance and Management at the beginning of the each year or at any time at the request of Punjab State EGovernance Society whichever is earlier to incorporate downward revisions as applicable and necessary.	We would like to clarify the prices will remain firm for the term of the contract. Any extension of the term will be at mutually negotiated price.		Please refer Corrigendum
261	General	1	164	7.14	Info Tech Corporation of Goa Limited shall own the equipment, data center infrastructure, Licenses, Software or any other component supplied by the DCO arising out of or in connection with this Contract.	Needs to be modified "Infotech Corporation of Goa Ltd. Shall own the equipment, data center infrastructure, and will have the right to use Licenses, Software or any other component supplied by the DCO arising out of or in connection with this Contract.	For licenses only a right to use shall be granted and ownership rights will not be granted	The query does not pertain to PSeGS
262	General	Vol. 1	164	7.26.1.1	DCO requests to delete any part of the work which	Does this mean DCO can't request for addition?	Please confirm	Please refer clause 7.26

263	General		164	7.25 Prices	<p>7.25.3 Bidder shall be responsible to provide Unit Price for each and every quoted in the bid. Punjab State eGovernance Society at its discretion, during the contract period, may ask DCO to supply any additional quantity of any item quoted in the bid. Payment for the same shall be made as per the unit price quoted in the bid. Other terms and conditions of the contract shall remain same.</p>	<p>We would like clarify that that the price quoted will be based on BOQ qty provided in the RFP for the term of contract. Any variation in price for increase/decrease in qty will be mutually agreed.</p>		<p>Please refer to clause 6.9. Prices quoted in the bid must be firm and final and shall not be subject to any upward modifications, on any account whatsoever.</p>
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264	General		164	7.26 Change Orders / Alteration / Variation	<p>The DCO agrees that the Data Center requirements given in specifications of the Bidding Documents are minimum requirements and are in no way exhaustive and guaranteed by the Punjab State EGovernance Society It shall be the responsibility of the DCO to meet all the requirements of Design criteria contained in the Bidding Documents and any upward revisions and/or additions of quantities, specifications, sizes given in Specifications and drawings etc. of the Bidding Documents required to be made during commissioning of Data Center shall not constitute a change order and shall be carried out without any time and cost effect to Punjab State EGovernance Society Further upward revisions and or additions required to make Implementation Agency's selected Data Center space, facilities, equipment and installation procedures to meet Bidding Documents requirements expressed and to make entire facilities safe, operable and as per specified codes and standards shall not constitute</p>	<p>We would like to clarify that impact of any revisions /additions in qty, timeline will be mutually discussed and agreed.</p>		As per RFP
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265	General	1	165	7.16	The DCO shall execute and furnish to INFO TECH CORPORATION OF GOA LIMITED Government of Goa, a Deed of Indemnity in favour of the Info Tech Corporation of Goa Limited in a form and manner acceptable to the INFO TECH CORPORATION OF GOA LIMITED Government of Goa, indemnifying Info Tech Corporation of Goa Limited from and against any costs, loss, damages, expense, claims including those from third parties or liabilities of any kind howsoever suffered, arising or incurred inter alia during and after the Contract period out of:	The following line shall be deleted "a Deed of Indemnity in favour of the Info Tech Corporation of Goa Limited in a form and manner acceptable to the INFO TECH CORPORATION OF GOA LIMITED Government of Goa, indemnifying Info Tech Corporation of Goa Limited from and against any costs, loss, damages, expense, claims including those from third parties or liabilities of any kind howsoever suffered, arising or incurred inter alia during and after the Contract period out of:	The indemnity shall be confined to direct causes only for the period of this agreement only and to the reasons mentioned in 7.16.I and 7.16.III only. There shall be no separate deed of indemnity. It shall further be conditioned by standard conditions such as prompt intimation, sole defence to be with bidder, no admission or settlement by jap.	The query does not pertain to PSeGS
266	General	1	168	7.29	<ol style="list-style-type: none"> <li>1. Mobilization advance on deployment of Project Manager &amp; implementation team -10% of the CAPEX</li> <li>2. Installation of all Non It equipments – I 20% of the CAPEX</li> <li>3. Installation of all IT Equipments- 20% of the CAPEX</li> <li>4. On successful final acceptance test, training and submission of documents - 40% of the CAPEX</li> <li>5. CAPEX spread over 5 years, payable quarterly 10% of the CAPEX</li> </ol>	In order to invite more bidder's participation, Capex payment may be paid till instalation and commissioning and Sevices payment may be paid quarterly in arears, Accordingly pls revise payment terms as follows: <ol style="list-style-type: none"> <li>1. On delivery of Equipment - 70% of caapex</li> <li>2. On Instalation - 10 % of Capex</li> <li>3. On Final Acceptance - balance 20% of Capex</li> <li>4. Services payment - quarryerly on arrear of OPEX</li> </ol>		As per RFP
267	General	1	168	7.24	Confidentiality	Needs to be modified by fulfilment of obligation from both the parties.	Confidentiality obligations to be applicable on both the parties.	As per RFP

268	General	1	168	7.29	CAPEX spread over 5 years, payable quarterly	Since already the CAPEX:OPEX ration (50-50) stresses the cashflows (CAPEX in actual is always more than Opex) then holding of 10% of Capex further deteriorates the same, it is suggested to release the remaining 10% payment of CAPEX at the time of implementation signoff. This will help the SI and will reduce loading of finance costs	On successful final acceptance test, training and submission of documents - 50% CAPEX spread over 5 years - should be deleted	As per RFP
269	General	Vol. 1	168	7.29.1	The fee amount will be equal to the amount specified in Volume I, Section VIII - Format for Tender Response - Commercial Bid. Payments will be released only on satisfactory acceptance of the deliverables for each Task.	Bidder can't agree to "on satisfaction acceptance of the deliverable" by Purchaser. The deliverable to be accepted as per mutually agreed acceptance criteria and procedure.	This relates to release of payment and bidder can't make the payment dependent on subjective condition	As per RFP
270	General	Vol. 1	168	7.29.1	Payments to the DCO will be made subject to verification and clearance from the Third Party Auditor (TPA) as appointed by the State Government.	Would the TPA follow the mutually agreed acceptance criteria to accept deliverable?		TPA will check the deliverables as per RFP.

271	General		169	7.29 Payment Schedule	<ul style="list-style-type: none"> <li>- Mobilisation adv. On deployment of team - 10% of Capex</li> <li>- Installation of non IT equipment - 20% of Capex</li> <li>- Installation of IT equipment - 20% of Capex</li> <li>- On final acceptance, traing and documents- 40% of Capex</li> <li>- Capex spread over 5 years support - 10% of Capex</li> </ul>	<p>This Being a capital extensive project where all the Product need to procured upfront and install at the customer location .We request to modify the payment term as below:</p> <ul style="list-style-type: none"> <li>-Mobilization advance on deployment of Project Manager &amp; implementation team - 10% of capex</li> <li>- On Delivery of non IT &amp; IT equipment - 50% of Capex</li> <li>- Installation of all Non It equipments - 10% of Capex</li> <li>-Installation of all IT Equipments - 10% of Capex</li> <li>- On successful final acceptance test, training and submission of documents - 20% of Capex</li> </ul>		As per RFP
272	General		169	7.29 Payment Schedule	CAPEX spread over 5 years, payable quarterly - 10% of Capex	<p>We request to delete the holdback of capex payment to be paid over the support phase. This will have a impact on the SI financials and request to modify the payment miletones as above. Same will be applicable also for any additional core Infrastructure item in future. The payment toward same need to be paid along with final acceptance of product.</p>		As per RFP

273	General		169	7.29 Payment Schedule	<p>Operations and Management for 5 years payable quarterly - 5% (per quarter) of the OPEX</p> <p>1st quarter payout will be made post structured cabling certification valid for 25 yrs.</p> <p>2nd quarter payout will be made only after the SDC is ISO 20000 certified</p> <p>3rd quarter payout will be made only after the SDC in ISO 27001 certified.</p>	<p>We request to delete the linking of payment with obtaining of certifications as mentioned. The certification will be provided as per the timeline and SLAs as agreed.</p> <p>We also request to pay the Operation and Management</p>		Please refer Corrigendum
274	General		169	7.29 Payment Schedule	<p>4.The SIA will consider if any revision in service tax during the tenure of the project. But it's DCO's responsibility to notify (with supporting document(s)) the SIA regarding any upward and downward change in the service tax and pass the benefit to SIA if there is any downward change in the same and SIA will bear in case of upwards change.</p>	<p>We request to include change in VAT/CST and impact of any new tax introduced during in the tenure of the project under this clause.</p>		<p>Please refer to point no 12 of 7.44.31.</p> <p>"Tendering authority shall take into account all Taxes, Duties &amp; Levies for the purpose of Evaluation. However, all taxes, duties and statutory levies payable to the Data Centre Operator (DCO) shall be paid as per prevailing rates"</p>
275	General		169	7.29 Payment Schedule		<p>We request to include a clause that the SI payment will be cleared with 30 days from the date of the invoice.</p>		As per RFP



276	Payment Schedule	1	169	7.29	Payment Terms : Installation of all Non It equipments –20% of Capex		Kindly amend the clause like: Delivery and Physical inspection of Non IT Equipments-20% of Capex	As per RFP
277	Payment Schedule	1	169	7.29	Payment Terms : Installation of all IT Equipments-20% Capex		Kindly amend the clause like: Delivery and Physical inspection of IT Equipments- 20% of Capex	As per RFP
278	Payment Schedule	1	169	7.29	Payment Terms : On successful final acceptance test-40%		Kindly amend the clause like: Installation of all Non IT and IT equipments Equipments -20% of Capex and On successful final acceptance test-20% of Capex	As per RFP
279	General	1	171	7.29.1 6	QGR would be paid on quarterly basis after making due adjustment with SLA/ performance and subject to verification and clearance from the Third Party Agency (TPA) as and when appointed.	Delay in payment	Payment should be made within 15 days of submission of invoices, interest @10% should be applicable in case of delay in payment beyond 15 days. If TPA is not appointed before the payment is due the payment should be released as per the invoices submitted.	As per RFP
280	General	Vol. 1	171	7.30.1.1	The DCO has failed to perform any instructions or directives issued by the Punjab State EGovernance Society which it deems proper and necessary to execute the scope of work under the Contract	Please have this clause deleted.	failure to perform any Instructions or directives issued by the Punjab State EGovernance Society can't amount to default.	As per RFP
281	General	Vol. 1	171	7.3	Events of Default by the Implementation Agency	Events of default by Bidder could only be material breach of the obligation of the Contract	Please have this clarified as the events stated as default is too broad and not agreeable	As per RFP

282	General	1	173	7.30.1	The failure on the part of the DCO to perform any of its obligations or comply with any of the terms of this Contract shall constitute an Event of Default on the part of the Implementation Agency. The events of default as mentioned above may include inter - alias the following	The clause should be ammended as "The failure on the part of the DCO to perform major and material obligations under this contract shall constitute an Event of Default on the part of the Implementation Agency. The events of default as mentioned above may include inter - alias the following	An event of default cannot be any terms of the contract, it shall be read as major and material obligation under the contract.	As per RFP
283	General	Vol. 1	173	7.31.1.1	unilateral re-determination of the consideration payable to the DCO hereunder.	Payment for all services rendered should be payable		As per RFP
284	General	Vol. 1	173	7.31.2	The Punjab State EGovernance Society may, by a written notice of suspension to the Implementation Agency, suspend all payments to the DCO under the Contract, provided that such notice of suspension:	Please have this clause deleted.	Suspension of payment no agreeable.	As per RFP

285	General	Vol. 1	173	7.31.3	<p>Where the Punjab State EGovernance Society deems necessary, it shall have the right to require replacement of any of the Implementation Agency's subcontractors / vendors with another suitable member. The DCO shall in such case terminate forthwith all their agreements/contracts other arrangements with such member and find of the suitable replacement for such outgoing member with another member to the satisfaction of the Punjab State EGovernance Society, who shall execute such Contracts with the Punjab State EGovernance Society as the Punjab State EGovernance Society may require. Failure on the part of the DCO to find a suitable replacement and/or terminate all agreements/contracts with such member, shall amount to a breach of the terms hereof and the Punjab State EGovernance Society in addition to all other rights, have the right to claim damages and recover from the DCO all losses/ or other damages that may have resulted from such failure.</p>	<p>Bidder assumes all liability and responsibility for the entire project and hence requesting for the deletion of this clause</p>	<p>This is not an agreeable position</p>	<p>As per RFP</p>
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286	General	Vol. 1	173	7.32.1	Retain such amounts from the payment due and payable by the Punjab State EGovernance Society to the DCO as may be required to offset any losses caused to the Punjab State EGovernance Society as a result of such event of default and the DCO shall compensate the Punjab State EGovernance Society for any such loss, damages or other costs, incurred by the Punjab State EGovernance Society in this regard.	Please have this clause deleted as not agreeable to any deduction of payment to offset loss		As per RFP
287	General		173	7.32 Terminate the Contract	7.32.1 Retain such amounts from the payment due and payable by the Punjab State EGovernance Society to the DCO as may be required to offset any losses caused to the Punjab State EGovernance Society as a result of such event of default and the DCO shall compensate the Punjab State EGovernance Society for any such loss, damages or other costs, incurred by the Punjab State EGovernance Society in this regard. Nothing herein shall effect the continued obligation of the sub DCO / other members of its Team to perform all their obligations and responsibilities under this Contract in an identical manner as were being performed before the occurrence of the default.	We request to delete the retaintion of payment due to SI on termination and shall pay all amount due till the date of termination. There are other remedies available to customer on termination of contract.		As per RFP

288	General	Vol. 1	174	7.33.1.1	Where the Punjab State EGovernance Society is of the opinion that there has been such Event of Default on the part of the DCO which would make it proper and necessary to terminate this Contract and may include failure on the part of the DCO to respect any of its commitments with regard to any part of its obligations under its Bid, the Tender or under this Contract.	Will this right be availed after Bidder failed to cure the material breach?		As per RFP
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289	General		174	7.34 Consequences of Termination	<p>7.34.3 Where the termination of the Contract is prior to its stipulated term on account of a Default on the part of the DCO or due to the fact that the survival of the DCO as an independent corporate entity is threatened/has ceased, or for any other reason, whatsoever, the Punjab State EGovernance Society, Punjab through unilateral redetermination of the consideration payable to the DCO shall pay the DCO for that part of the Services which have been authorized by the Punjab State EGovernance Society and satisfactorily performed by the DCO up to the date of termination. Without prejudice any other rights, the Punjab State EGovernance Society may retain such amounts from the payment due and payable by the Punjab State EGovernance Society to the DCO as may be required to offset any losses caused to the Punjab State EGovernance Society as a result of any act/omissions of the Implementation Agency. In case of any loss or damage due to default on the part of the DCO in performing any of its obligations with regard to executing the scope of work under this Contract,</p>	<p>We request to delete the retainment of payment due to SI on termination and shall pay all amount due till the date of termination. There are other remedies available to customer on termination of contract.</p>		As per RFP
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290	General		174	7.34 Consequences of Termination		We request to add that that in case of termination for convenience SI will paid for all services rendered and product delivered till the date of termination along with the cost incurred for providing the services, winding up charges and any liability taken in anticipation to provide service under the contract.		As per RFP
291	General	Vol. 1	175	7.34.1	In the event of termination of this contract due to any cause whatsoever, the DCO shall be blacklisted and the empanelment with stand cancelled effective from the date of termination of this contract.	Please have this clause deleted.		As per RFP
292	General	1	177	7.31.1.1	Impose any such obligations and conditions and issue any clarifications as may be necessary to inter-alia ensure smooth continuation of Services and the project which the DCO shall be obliged to comply with which may include unilateral re-determination of the consideration payable to the DCO hereunder. The DCO shall in addition take all available steps to minimize loss resulting from such event of default.	This clause needs to be deleted.	there cannot be unilateral re-determination of consideration payable to DCO. Any such re-determination shall be as mutually agreed between the parties or should be as per deductions stipulated in the contract.	As per RFP

293	General	1	177	7.31.2	The Info Tech Corporation of Goa Limited may, by a written notice of suspension to the Implementation Agency, suspend all payments to the DCO under the Contract, provided that such notice of suspension:	Payment for only the portion in default shall not be suspended and payment for the whole of the contract shall not be suspended.	Payment for only the portion in default shall not be suspended and payment for the whole of the contract shall not be suspended.	The query does not pertain to PSeGS
294	General	1	178	7.33.1	The Info Tech Corporation of Goa Limited may, terminate this Contract in whole or in part by giving the DCO prior and written notice indicating its intention to terminate the Contract under the following circumstances	The notice shall not for a period of less than 30 working days.	the notice shall not for a period of less than 30 working days.	The query does not pertain to PSeGS
295	General	Vol. 1	178	7.36.1	Except in case of gross negligence or willful misconduct on the part of the	Bidder seeks to define: Gross Negligence as "serious disregard to an obvious risk." Wilful Misconduct as "where a party intentionally causes actual harm upon the other party and does not involve error or mistake in any form."	Just to agree upon a definition to remove ambiguity	Please refer Corrigendum
296	General	Vol. 1	178	7.36.1.1	For any indirect or consequential loss or damage	Bidder seeks to expressly exclude its liability for loss profit and revenue.	Just to expressly clarify the intent	As per RFP



297	General	Vol. 1	178	7.36.1.2	For any direct loss or damage that exceeds (A) the total payments payable under his contract to the DCO hereunder, or (B) the proceeds the DCO may be entitled to receive from any insurance maintained by the DCO to cover such a liability, whichever of (A) or (B) is higher.	Bidder proposes to modify this clause as below:  For any direct loss or damage that exceeds (A) the total payments payable under his contract to the DCO hereunder, or (B) the proceeds the DCO may be entitled to receive from any insurance maintained by the DCO to cover such a liability, whichever of (A) or (B) is higher.	Liability capped to TCV should address customer's concern	As per RFP
298	General	Vol. 1	178	7.36.2	This limitation of liability shall not affect the DCO liability, if any, for damage to Third Parties caused by the DCO or any person or firm/company acting on behalf of the DCO in carrying out the Services.	Bidder proposes to modify this clause as below:  This limitation of liability shall not affect the DCO liability, if any, death and personal injury to Third Parties caused by the gross negligence and wilful misconduct of DCO or any person or firm/company acting on behalf of the DCO in carrying out the Services.		As per RFP
299	General	Vol. 1	179	7.44.2	The DCO shall not transfer any interest, right, benefit or obligation under this Contract without the prior written consent of the Punjab State EGovernance Society	Bidder seeks to clarify that PSeS will not withhold its consent for assignment due to Bidder's internal corporate restructuring underway through which bidder will restructure itself into two separate entities		As per RFP

300	DC Infra	RFP Volume 2	180		PAC	VI SCROLL COMPRESSOR: Kindly change it to variable capacity compressor which would result in tremendous power savings when data centre is running on less load		As per RFP
301	General	1	180	7.34.3	Consequences of Termination	There shall be no unilateral determination of consideration and can only be as mutually agreed.	There shall be no unilateral determination of consideration and can only be as mutually agreed.	As per RFP
302	DC Infra	2	181	1.3.1.11.1	Refrigerating circuits (air-cooled DX versions)	Electronic Expansion Valve (EEV) / Thermal expansion valve (TEV)	This should be either EEV or TEV as there is huge difference in both technology working nature as well as prices.	Expansion should be either of one ie EEV or TEV

303	General	1	182	7.36.1	Except in case of gross negligence or willful misconduct on the part of the DCO or on the part of any person or company acting on behalf of the DCO in carrying out the Services, the Implementation Agency, with respect to damage caused by the DCO to Info Tech Corporation of Goa Limited property, shall not be liable to DGR.	The Limitation of Liability clause needs to be ammended.	<ul style="list-style-type: none"> <li>• Notwithstanding anything to the Contrary in the Agreement or any other document, the aggregate liability of the vendor for any damage shall be limited to the Contract Price.</li> <li>• In no event, neither party shall be liable to the other party for any indirect, special, punitive, consequential or incidental damages including without limitation, loss of revenue, profits, business, goodwill, anticipated savings or data or third party claims.</li> <li>• NO Director or official or employee of Owner or Vendor shall in any way be personally bound or liable for the acts or obligations of the Owner or Vendor under the Agreement or answerable for any default or omission in the observance or performance of the acts, matters or things which are herein contained.</li> <li>• he Vendor shall not be entitled to</li> </ul>	The query does not pertain to PSeGS
304	General	Vol. 1	182	7.44.12	IT Act	Bidder understands that the each party will comply with IT act to the extent it applies to its respective business and performance under the contract	Please have this clarified	As per RFP

305	General	Vol. 1	182	7.44.15	Compliance with Laws	Bidder shall comply with laws applicable to its business and performance of services under the contract	Please have this clarified	The DCO shall comply with the laws enacted by GoP/Gol in the course of performing this contract.
306	General	Vol. 1	182	7.44.16	Use of Contract Documents and information	Bidder seeks to make the confidentiality obligation mutual as the Proposal of the bidder contains extremely sensitive and confidential information of the bidder including prices quoted. Bidder will submit a proposal only on condition of Purchaser agreeing to maintain the confidentiality of the proposal. Further, the content of the proposal (which is the bidder's offer) is the property of the bidder. Request to please have this clause amended accordingly.		As per RFP
307	General	Vol. 1	184	7.44.19	Loss of Revenue to the Tendering authority	Does TA envisages loss of revenue?	Bidder can't assume liability for loss of revenue. In case of data loss, Bidder shall restore the data from the last back up	As per RFP

308	General	Vol. 1	184	7.44.21	The notification of award will constitute the formation of the Contract.	Bidder seeks to clarify that it shall not be bound by pre-contractual documents. Only a contract, mutually signed by the parties, shall have a binding effect.		As per RFP
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309	General	Vol. 1	185	7.44.22	Supply of hardware/ software components	Since Bidder is acting as a reseller of third party products, Bidder shall “pass through” any and all warranties, support terms, license terms, and indemnities received from the manufacturer or licensor of the products and, to the extent, granted by such manufacturer or licensor, the Customer shall be the beneficiary of such manufacturer’s or licensor’s warranties and indemnities. Further, it is clarified that Bidder shall not provide any additional warranties and indemnities with respect such products.		Please refer to clause no 7.4 of RFP volume I
310	DC Infra	2	187	1	Enterprise Buildings Integrator platform can integrate with the following subsystems: ☐ Analog CCTV systems	Analog CCTV can not be integrated directly	Analog CCTV camers can be integrated using Encoder	Please refer Corrigendum
311	Network/Security	Volume 1	190	7.44.31	Licensing: DCO has to provide all adequate number of licenses (for SDC users, etc.) to meet the solution which shall be valid for the project period. The DCO has to produce evidence/licenses to Tendering Authority	Request you to kindly clarify “all the software licenses to be quoted are enterprise versions, genuine, perpetual, full use and should provide upgrades, patches, fixes, security patches and updates directly from the OEM. All the licenses and support (updates, patches, bug fixes, etc.) shall be in the name of Punjab State e-Governance Society (PSeGS)		All the software licenses quoted shall be genuine, perpetual, full use and as per RFP specifications and should provide patches, fixes, security patches and updates. All the licenses and support agreement shall be in the name of Punjab State e-Governance Society (PSeGS)
312	General	Vol. 1	190	7.44.32.1	Variation Order:	Please clarify that such variations will not be more/less than 10%		As per RFP

313	General	Vol. 1	192	7.45.7	Any change request has to be approved by PUNJAB STATE EGOVERNANCE SOCIETY, unilaterally only.	Bidder understands that CR could be requested by either party and agreed upon mutual discussion	Please have the discretionary right removed	As per RFP
314	General	Vol. 1	192	7.45.10	If the work is not completed within 10 weeks from the date of proposed completion, buyer shall have a risk purchase right ie right to terminate the current contract, hire any other vendor and get the work done at the risk and cost of the earlier vendor who couldn't complete the work in time.	Please limit the risk purchase liability to "incremental cost" only capped to 5% of the value of the undelivered product/services		
315	General		192	7.45 Special Conditions of the contract	7.45.1 All the products should be quoted with five year warranty. The warranty start date would be from the date of acceptance and signoff of the Data Centre.	We would like to clarify the warranty will be provided as per the OEM policy and beyond that support will be provided through AMC/ATS provided by the OEMs. Further warranty will be applicable from the date of delivery of product.		Please refer clause 7.4 of RFP Volume I
316	DC Infra	2	195	Section-2	Building controllers shall include complete energy management software, including scheduling building control strategies with optimum start and logging routines. All energy management software and firmware shall be resident in field hardware and shall	Controller shall not have energy management software	Trends and reports can be used for energy analysis which will be available with Enterprise building Integrator	Separate Energy management software not required. The required energy management analysis, reporting / trending needs to be done through BMS.

317	General	1	209	8.12	Resources Commercials	<p>Kindly Request the department to modify the commercial format as it is not in sync with the Resource titles asked in the Vol-1 Section 4.7.1 ,Pg 61 .</p> <p>i.e. Support &amp; backoffice engineers are not asked, BMS support engineer related to which title?</p>		Please refer Corrigendum
318	DC Infra	2	221	1.3.1.13	<p>III. The Life Safety System Up to 10 Intelligent Device loops. ☑ Up to 125 Intelligent Smoke Detectors and 125 Intelligent Modules per Loop. ☑ Up to 120 hardwired input/ output Circuits. ☑ Up to 342 Manual Control (Input) Switches. ☑ Up to 456 LED Annunciation Points ☑ Up to 63 Remote Display Units. ☑ Firefighters' Emergency Telephone Communication and Emergency Paging Operation.</p>	<p>Kindly Clarify why a 10 Loop FAC Panel required for a 4500 sq.ft area, also as per Fire Authority all individual floor Fire Alarm Panel should integrate with Main Fire Alarm Panel of the building,</p> <p>This is too much requirement for such small area; this needs to be corrected to comply to norms and will reduce the cost impact significantly</p>	Kindly change is 1 to 2 Loop FAC Panel without Fire Fighters telephone system	As per RFP



319	DC Infra	Vol I	223	Conceptual plan	Heavy equipments such as UPS, Battery Bank, AMF Panel are proposed in the basement	As per layout all the equipments are place in First floor		As per RFP
320	DC Infra	2	232		The system shall provide the capability to label each of the system points with up to 256 characters of location message. The first 42 characters shall be directed to the LCD while the entire message shall be sent to the printer.	256 character shall not be available	42 character display available.	As per RFP
321	General	1	245	10.2.1 1	The cost of electricity, diesel shall be paid on actual consumption subject to submission of bills and timely payment to concerned service provider.	Delay in payment	Payment should be made within 15 days of submission of invoices, interest @10% should be applicable in case of delay in payment beyond 15 days	As per RFP

322	Technical Specification – Passive Networking	SDC RFP Punjab - Volume II	275	1.3.1.21	Fiber optic Cable	Tensile rating 1200N	Tensile rating (1250N)	Minimum rating has been given.
323	Technical Specification – Passive Networking	SDC RFP Punjab - Volume II	276	1.3.1.22	Fiber Optic Patch Cord.	Insertion Loss Less than 0.5 dB	Insertion Loss Less than 0.3 dB to avoid extra losses and maintaining performance.	Minimum specification are provided.

324	Technical Specification – Passive Networking	SDC RFP Punjab - Volume II	277	1.3.1.23	Jack Panel	Durability: To be included.	Durability: Shall have integrated bonding bar or other mechanism for grounding. This is one of the most important factor in which jack is grounded, as the cable has a drain wire which is connected to the jack and the jack is connected to the load bar and the load bar is connected to the jack panel. The jack panel is itself connected to the rack and the rack is grounded. It protects other equipment from getting fused or damaged during current fluctuation.	Minimum specification are provided.
325	DC Infra	2	280	11	1 Console (User), 4 Port Intel Based KVM Switch with in-built Cables of 1.8mtrs (Compatible with PS/2 Based Servers only) (with Speaker Support). (Palm Top Unit) (1 No Per rack)	No need for 4 port analog KVM as IP kvm for racks have been asked seperately for the server racks.	Please confirm if 4 port KVM is required in addition to IP kvm mentioned in clause 1.2.2.9 on page no. 54.	Please refer Corrigendum
326	DC Infra	2	295	1.3.2.1	DG Set Rating and qty - 348KVA , 2+1=3	This is not a standard rating and as per page 340 1.7 Annexure IV: Load Calculation Sheet, the DG rating is 306KVA	Kindly clarify with correct ratings of DG set	Please refer Corrigendum
327	DC Infra		320	1.3.2.3 Bill of Quantity: Safety and Security Systems	DDC Controllers as per IO Summary	Kindly Provide IO Summary		Standard Data Centre IO Summary can be used.

328	Platform	Volume 2	328	1.3.4	CAL Licenses for Cloud EMS Set, for 12 servers with specifications as mentioned in Application server specification	Request you to kindly add the Server Management Licenses for the other asked server (such as Directory, backup, Antivirus) for monitoring their uptime & performance. Also request you to specify the number of the existing servers procured earlier (such as Suvidha, SSDG, CCTNS) so that Management Server Component of these servers can also be included in the SDC solution.		Please refer Corrigendum
329	Platform	Volume 2	332	1.3.6	Software for Web Server	Windows Server External connector is required for the Web Server licensing, so request you to kindly add the same in the Bill of material for Software		Bidder shall provide all the required licenses.

330	Platform	II	333	1.3.6 BoQ : Software Licenses	Software for Application server	Application software has to be provided by Bidder as a part of the solution along with the required software and licenses.	Generally licenses for all the applications comes from Sate Department and not by the bidder.Please specify clearly which applications are being referred here	Please refer Corrigendum
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331	Platform	II	333	1.3.5 BoQ : Platform & Storage	Backup solution	On Pg 330 it is mentioned as Backup solution as per 'Bidders solution' and on pg 333 Backup Software - Licenses asked are 10 OS,5 DB and 25 TB capacity based license	Since these two requirements do not match,please clarify the actual backup software requirements	Bidder has to provide minimum licenses for 10 OS, 5 DB and 25 TB capacity based licenses. If licensing model of the solution provides unlimited size of data backup then minimum quantity of licenses for OS and DB shall be provided.
332	Platform	II	333	1.3.6 BoQ : Software Licenses	Operating system	General	Please clarify whether the count mentioned against all Operating system is actually the count of servers/Processor	Quantity of licenses mentioned is one per server for two servers. Adequate licenses shall be supplied to

333	DC Infra	2	340	1.7 Annexure IV:	The load calculations for PAC and CAC	The lload Calculations for PAC and CAC are not correct; kindly clarify the correct factors considered for load calculations and the diversity considered	Kindly provide detailed Load Calculation sheet	Minimum requirment has been identified. Bidder is free to proposed the solution as per design.
334	Platform	Volume 2	####	<b>1.2.2.2.2, 1.2.2.3.2, 1.2.2.4.2, 1.3.6</b>	b. Red Hat Linux with Kernel Based Virtual Machine Operating System with adequate no. of licenses as per the hardware mentioned above with updates, patches, OEM support pack etc. valid for project period (Quantity – 1)	The RFP states Linux with Kernel based Virtual Machine Operating Systems at various instances. Which raises a concerns on the solution to porpose is to be based on KVM as a platform. Request to remove the "With Kernel Based Virtual Machine Operating System" in the clause.		The Red Hat linux shall be supplied with adequate licenses and functionality to create unlimited no of virtual machines.

335	General		161 & 167	7.19 Suspension of Work/7.21 Suspension of Work	The DCO shall, if ordered in writing by the Tendering authority Representative, temporarily suspend the works or any part thereof for such a period and such a time as ordered. The DCO shall not be entitled to claim compensation for any loss or damage sustained by him by reason of temporary suspension of the Works as aforesaid. An extension of time for completion, corresponding with the delay caused by any such suspension of the works as aforesaid shall be granted to the Implementation Agency, if request for same is made and that the suspension was not consequent to any default or failure on the part of the Implementation Agency. If the temporary suspension is not due to bidder, then any penalty or LD must not be applicable on bidder. In case the suspension of works, is not consequent to any default or failure on the part of the Implementation Agency, and lasts for a period of more than 2 months, the DCO shall have the option to request the Tendering authority to terminate the Contract with mutual consent.	We request deletion of this clause. Any suspension of services will be at a price impact, which will be mutually agreed between the parties.		As per RFP
336	General	1	166-173	7.19 & 7.27 Suspension of Work	Suspension of Work	The clause needs to be ammended.	If suspension is not due to any fault of bidder, then the bidder shall be granted compensation. Termination not to follow as a result of suspension.	As per RFP



337	General	1	178-79	7.33.1.3	Where the Implementation Agency's ability to survive as an independent corporate entity is threatened or is lost owing to any reason whatsoever, including inter-alia the filing of any bankruptcy proceedings against the Implementation Agency, any failure by the DCO to pay any of its dues to its creditors, the institution of any winding up proceedings against the DCO or the happening of any such events that are adverse to the commercial viability of the Implementation Agency. In the event of the happening of any events of the above nature, the Info Tech Corporation of Goa Limited shall reserve the right to take any steps as are necessary, to ensure the effective transition of the project to a successor Implementation Agency/service provider, and to ensure business continuity	Inability to pay admitted dues of creditors against which winding up proceedings have been concluded should be considered	Inability to pay admitted dues of creditors against which winding up proceedings have been concluded should be considered	As per RFP
338	DC Infra	Vol ii	225 , 302		PAC panel	As per SLD , only 8 Outgopins of 63 Amps are proposed but as per Boq 46 No 63 Amp MCCB is required. Clarification is sought on the num,ber of outgoings.		As per RFP
339	General	1	254 and 13	1. Section XI 2. Sec 2 Section II	b) At least five resources should be ITIL certified and five resources should be BS7799/ISO 27001 lead Auditor or Lead Implementer certified.	Pls revise the clause to two resources instead of five.		Please refer Corrigendum

340	General	1	86-87	5.7.7	DCO acknowledges that a breach of Confidentiality and IPR obligations may cause irreparable damage to the state for which monetary damages would not be an adequate remedy. Accordingly, in addition to other remedies that may be available, SIA may seek injunctive relief against such a breach or threatened breach without any prejudice to its remedies available under contract or law. DCO has to cooperate with the investigation agency when a incident has been identified Note: DCO acknowledges that a breach of Confidentiality and IPR obligations may cause irreparable damage to the state for which monetary damages would not be an adequate remedy. Accordingly, in addition to other remedies that may be available, SIA may seek injunctive relief against such a breach or threatened breach without any prejudice to its remedies available under contract or law.	The following needs to be deleted.	we do not acknowledge that any breach will cause irreparable harm. Right to obtain injunction are laid down under the law (CPC/Specific Relief Act) and mentioning of the same is not required and hence may be deleted.	As per RFP
341	Platform	General Query	General Query	EMS	All EMS modules provided should be from same OEM.	For better integration and availability , all EMS modules should be from SAME OEM.		Bidder shall propose EMS solution as per RFP specifications.

342	Platform	General Query	General Query	Application Management System	Application Monitoring Solution Should be part of EMS. With this functionality how you will monitor the performance of Various Applications Hosted in State Data Centre.	<p>Applications and business services are lifeblood of any business and you need to control your applications from the end user to the application code. As we rely more on virtualization and cloud, there is a need of Application Performance Management solution to keep enterprise applications running at top speed for users. Today's average business application typically runs in a virtual machine, which often gets moved from one section to another to improve the scalability; thus it becomes very difficult to chart out the dependency map between applications components and thus time consuming to detect and diagnose the application performance problems.</p> <p>Poor application performance can cost more than you think since this is one of the main ways that customers interact with companies they wish to do business with. Thus, our focus should be to improve the quality of end user experience by monitoring</p>		Please refer point number c) in clause 1.2.4 in RFP Volume II
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343	Platform	Vol II of RFP	General Query	RISC / EPIC Architecture	Inclusion of RISC / EPIC Architecture	<p>Requesting you to kindly include RISC/ EPIC architecture also. Majority of e-Governance applications are developed for Windows and Unix Operating System on x86 and RISC/ EPIC hardware platform.</p> <p>RISC/ EPIC architecture applications are integral part of State Data Centre and any department in future may require service based on RISC / EPIC architecture hence state should consider a cloud that is extendable to RISC / EPIC architecture.</p> <p>Top Industry OEM like ( CA, IBM, HP, CISCO ) support RISC/EPIC architectures.</p>		As per RFP
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344	General		L		7.45.10 If the work is not completed within 10 weeks from the date of proposed completion, buyer shall have a risk purchase right ie right to terminate the current contract, hire any other vendor and get the work done at the risk and cost of the earlier vendor who couldn't complete the work in time.	Before invoking risk purchase/termination SI should be given reasonable cure/notice period and liability of SI will be restricted to a maximum incremental cost of 5% of the affected portion of deliverable only.		As per RFP
345	Earnest Money Deposit (EMD)	1	Page 13 of RFP	Clause No - 2 (Point No-10 of Section - II Eligibility Criteria)	The EMD shall be in Indian Rupees and bidder has to pay through online mode only using the etender.punjabgovt.gov.in website's payment gateway.	<b>Please Amend this clause</b> and we Request you to allow us to submit the Earnest Money Deposit (EMD) in the form of Bank Guarantee from any Scheduled Bank.	We Request you to allow us to submit the Earnest Money Deposit (EMD) in the form of Bank Guarantee from any Scheduled Bank.	Please refer Corrigendum
346	Antivirus	VOLUME II	PAGE-47	1.2.2.8	Anti-Virus Solution (with 50 user licenses) Antivirus Software specifications			No clarification sought
347	General	Vol - I	Page No. 13	10	The bider (prime) should furnish, as part of its bid, an Earnest Money Deposit (EMD) of Rs. 40 Lacs	Request submission of EMD by any one of the Consortium Partner	We request you to kindly allow submission of EMD by any one of the "Consortium Partner" also. This change will allow bidders with technical capabilities and financial capabilities to form a consortium to participate in the tendering process and propose the best technical solution at very competitive rates.	As per RFP
348	General	Vol - I	Page No. 13	10	The EMD shall be in Indian Rupees and bidder has to pay through online mode only using the etender.punjabgovt.gov.in website's payment gateway.	Request submission of EMD in the form of Bank Guarantee	We request you to kindly accept EMD in the form of Bank Guarantee also.	Please refer Corrigendum

349	Network/Security	VOLUME II	PAGE 100	1.2.7	Functional Requirement for - Advanced Network Malware Prevention	8. The proposed solution must be able to associate the application/operating system with the file format supported to open for malware scanning. For example, html files maybe associated to Firefox browser and not Internet Explorer	Though we support associating application/operating systems with file formats, we would need more clarity on this specification abd hence request for the same	As per RFP
350	Network/Security	VOLUME II	PAGE 70	1.2.3.6	End Point Protection for Servers and PCs (HIDS/HIPS)			No clarification sought
351	Network/Security	RFP Volume 2			Additional Query	Additional Query	Do you want a central console for Firewall, network behavior sensor and Firewall for common management ? There must be a common management console for Firewall, Network behavior sensor and Firewall.	Bidder can propose any value addition in compliance with the minimum specifications mentioned in the RFP

352	DC Infra	RFP Volume 2			<p>VII : HUMIDIFIER: We request it to be changed to INFRARED humidifer for below advantages .</p> <ul style="list-style-type: none"> <li>• Instant humidification - high intensity quartz infrared lamps provide fast, responsive, energy efficient humidification</li> <li>• Full capacity achieved in 5-6 seconds using almost any water quality</li> <li>• Particle free water vapor introduced into coil bypass air avoids condensation</li> <li>• Auto flush™ cycle helps remove mineral deposits</li> <li>• Cleanable stainless steel humidifier pan</li> <li>• Approved for direct connection to potable water supplies`</li> </ul>		As per RFP
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353	Network/Security			<b><u>DCIM tool to be inserted :</u></b>	Suggestion	1.0.1 The Data Centre Monitoring System shall be a x86-based or arm based System ( preferred embedded processor). It shall combine the latest state of the art technology with simple operating techniques and shall be used to control, manage alarms/reports and monitor the building services installations		Bidder can propose any value addition in compliance with the minimum specifications mentioned in the RFP
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354	Network/Security				sugesion	1.0.2 The system design shall utilize the latest technology in “open” network architecture, distributive intelligence and processing, and direct digital control / monitoring controllers. The proposed IP based Direct Digital Control (DDC) system must provide web based operator interface and shall combine latest state of the art technology with simple operating techniques. The System will consist of flat open architecture that utilizes & use major industry open protocols between all controlled and monitoring devices ( * solution must not have proprietary protocol).		Bidder can propose any value addition in compliance with the minimum specifications mentioned in the RFP
355	General	RFP Volume 1			positive net worth of 25 cr"	kindly remove this clause for us, as KELTRON is a government agency and at Arunachal SDC it was clearly written too that no government agency or PSU will need to have positive net worth.		As per RFP

356	Platform	2			Point 6, Shall be supplied with all accessories to mount on Industry Standard 42U Rack. Shall have redundant architecture without compromising with performance & having hot swappable capability, N+1 redundancy for:	<b>Please amend this to:</b> Shall be supplied with all accessories to mount on Industry Standard 42U Rack. Shall have redundant architecture without compromising with performance & having hot swappable capability, N+1 redundancy for:		As per RFP
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357	General	1		7.4.vi ,xx	This warranty, for all equipments, shall remain valid for the duration mentioned above after the signoff.The installation will be deemed incomplete if any component of the equipment or any documentation/ media is not delivered or is delivered and not installed and/or not operational or not acceptable to the tendering authority after final acceptance testing.	The clause needs to be modified to " This warranty, for all equipments, shall remain valid for the duration mentioned above after the signoff.The installation will be deemed incomplete if any component of the equipment or any documentation/ media is not delivered or is delivered and not installed and/or not operational or not acceptable to the tendering authority before or during final acceptance testing.	The delivery of documentatons/ media should be part of acceptance procedure. Do not fall within the scope of warranties and representations.	The installation will be considered complete only if all the documents/media is delivered and all the components of the equipments or equipment as a whole is installed and operational as per scope of work mentioned on RFP.
358	Antivirus				27. The bidder has to account for the following client antivirus software :	1: for all servers being installed in the SDC	It is always advisable to have separate protection levels for servers and desktops. Hence request it to be removed and have separate server security solution	As per RFP
359	Network/Security				4. File and Registry Protection/ Lockdown	5.1 It should protect system files and registry entries from modification or deletion	This is AV specification and hence request it to be modified for having advanced monitoring for HIDS/HIPS.Hence request it to be modified as "Solution should be capable of monitoring critical operating system and application elements (files, directories, and registry keys) to detect suspicious behavior, such as modifications, or changes in ownership or permissions"	Please refer Corrigendum

360	Network/Security				11.Smart Event Response	14.1 It should provide pre-defined, automated responses to events. Actions include alerting the administrator, disabling the user account, logging the event..	Disabling the user account has been asked for as this is done using active directory and not via HIDS/HIPS. Hence request the specification "disabling the user account" to be removed	Please refer Corrigendum
361	Network/Security					3. Sensor should support HA	HA should be achieved at the switch level by mirroring from HA switches rather than doing it with Network Behavior Sensor as this is going to increase the bill of material. Hence request it to be removed	As per RFP
362	Network/Security					8. Sensor should be able to get deployed in both Inline modes & Out of band monitoring, detection only mode. If require sensor should be able to prevent the out breaks	Monitoring solution being deployed in inlined mode will add delay in network packet processing and analysis. Protection mode can be deployed in inline mode with response to monitoring. Hence request it to be modified as "Sensor should be able to get deployed in Out of band monitoring, detection only mode. If require sensor should be able to detect the out breaks"	Please refer Corrigendum

363	Network/Security				17. Sensor should be able to detect and analyze following protocols (but not limited to) HTTP, HTTPS, DNS, SMTP (inbound and outbound), IRC, ICMP, peer to peer etc	To have broader coverage of protocols and better correlation from single appliance we request it to be modified as "The proposed solution should support Multiple protocols for inspection. Example :- HTTP, FTP, SMTP, SNMP, IM, IRC, DNS and P2P protocols Internal direction :SMB ,Database protocol (MySQL, MSSQL, Oracle) on a single device"	As per RFP
364	Network/Security				9. The proposed solution should have the ability to be deployed in the following modes:		
365	Network/Security				☒ inline monitoring mode	Inline monitoring mode will add delay to network performance and reduced throughput. Feeds can be collected from this appliance and fed to inline protection appliance. Hence suggest it to be removed	Please refer Corrigendum

366	Network/Security					☑ Inline active blocking mode	Inline active blocking mode for complete network traffic will add unnecessary delay to network performance as mail and web are main vectors which are to be blocked for incoming and outgoing and rest of the protocols are mainly responsible for lateral movements for spreading into network. Request for clarification for inline blocking mode whether it is required for complete network traffic or only web and email	Please refer Corrigendum
367	Network/Security					10. The proposed solution should support third party authentication, authorization and accounting network services access, such as RADIUS, TACACS+, and/or LDAP, in addition to local authentication	Radius, TACACS+ is for accounting and hence not required. LDAP is supported. Hence request it to be modified as "The proposed solution should support third party authentication, authorization and accounting network services access, such as RADIUS/TACACS+/LDAP, in addition to local authentication"	As per RFP
368	DC Infra				xii. NetWork Repeater Panel:	This is meant for multi-floor/multi-building application, not applicable in SDC case	Delete and correct the specs to a 1-2 Loop Fire Alarm Panel	As per RFP
369	DC Infra				xiii. System Printers	Not required as all logs and print shall be available through BMS Integration	Delete and correct the specs to a 1-2 Loop Fire Alarm Panel	Report printing will done through BMS integration

370	DC Infra				16-Channel Video, 1-Ch audio Embedded DVR, 400ips display and 400 ips recording, 250GB HDD built, CDRW, PAL, capable of 2 Internal SATA HDDs + 1 External SATA (Expandable up to 4TB)	All 16 Channles of the asked DVR is occupied with as many no. of Cameras, so no spare available	You may increase the quantity of 16Ch DVR	Bidder can propose any value addition in compliance with the minimum specifications mentioned in the RFP
371	Platform			1.2.6 Functional requirement for Disaster Recovery Management Software, Page 93, Point 5	Support: The software must support major platforms including Linux, Windows, Solaris, HPUX, and AIX. The software must have inbuilt support for several popular databases including Oracle, MSSQL and DB2. The software must have inbuilt support for several replication products including Oracle Dataguard, MSSQL Native Replciation, HDS TrueCopy and HUR, EMC SRDF, HP Continuous Access among other. . The software must support physical and virtual servers across primary and DR sites without any restrictions.	To our understanding the specifications asked are for the SDC cloud based on x86 platform, however in this caluse you are asking support for HPUX & AIX which are non x86 platform and are creating confision in the solution DR archotecture. Request your clarification on the same or removal of HPUX & AIX.		Please refer Corrigendum

372	Platform			EMS & Cloud, Host Based Access Control, Page 89	The proposed Host-based Server Access Control Solution should be able to protect critical server infrastructure in the SDC environment and minimize security risks by regulating access to confidential data and mission critical services. The solution should provide policy-based control of who can access specific systems, what they can do within them, and when they are allowed access for all servers within the SDC. Specifically, it should proactively secure access to data and applications located on Windows, Linux, UNIX and system servers throughout the proposed SDC infrastructure.	This Entire section of Host Based Access Control is not part of EMS and should be moved out of EMS to a separate section of Security.		Please refer Corrigendum
373	Network/Security			1.2.5 Host Based Access Control System, Point iv, Page 89	iv. The solution should Self-protect itself – Must be able to prevent hackers with root access from circumventing or shutting down the security engine. Must use a self-protected database for storing all security information.	This Entire section of Host Based Access Control is not part of EMS and should be moved out of EMS to a separate section of Security. The RFP clause refers specifically to a device/solution providing the security features, however this capability exist out of box through our OS and applications. Therefore there is no need for a separate solution and this clause should be removed.		Please refer Corrigendum



374	Network/Security			1.2.5 Host Based Access Control System, Point ix, Page 89	ix. The solution should prevent tampering of audit files by anyone while it is running on the machine. Additionally, any change of rules should always be audited.	This Entire section of Host Based Access Control is not part of EMS and should be moved out of EMS to a separate section of Security. Our solution provides control mechanism and restricts access of resources out of the box and have capability to keep track of audit changes in the system. There is no question on prevention and tampering		Please refer Corrigendum
375	Network/Security			1.2.5 Host Based Access Control System, Point xi, Page 89	xi. The solution should allow protection of files on even non-NTFS file systems like FAT and CDFS.	This Entire section of Host Based Access Control is not part of EMS and should be moved out of EMS to a separate section of Security. The file protection is enabled by default in NTFS file systems and it is not recommended to use FAT and CDFS as they are legacy file systems. Request to include NTFS only.		Please refer Corrigendum

376	Platform			Server Virtualization Functional Capabilities, 1. Hypervisor	ii.The Solution should be able to run various operating systems like windows client, windows server, Linux (RedHat, Suze Linux etc), solarisx86 and any other open source	Solaris is not a widely used Operating system, hence request the removal of Saolarix86 from the clause.		Please refer Corrigendum
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377	Platform		2. Service Provisioning Capabilities, a) Service Portal Capabilities , Point iv, Page 84	The Solution should be able to offer choice of various Service offering on multiple hypervisors (such as XEN , Hyper-V, VMware, KVM) with an option to select multi operating systems such as Windows 2003, 2008, RHEL / SUSE Linux, etc., VLAN , Storage and quickly compute associated price for the same as well as shows the deduction for overall Tenant approved infrastructure Quota	The verbiage in clause says (such as XEN, Hyper-V.....) does it mean that the proposed solution should offer choice with at least 2 hypervisors mentioned in the clause . Further clarification solicited.		The Solution should be able to offer choice of various Service offering on multiple hypervisors (such as XEN , Hyper-V, VMware, KVM)
378	Platform		d) Helpdesk Management System , Point i. Page 81	ix. Proposed helpdesk Solution should be ITIL v3 Certified by any certifying third party agencies	The proposed helpdesk solution should map to the ITIL v3 framework and processes and provides capabilities as required by state from helpdesk perspective instead of just certifying by third party agency.		As per RFP

379	Platform		<p>1.2.2.2.2 Software for Web Server; Page 18</p> <p>1.2.2.3.2 Software for Application Server (Blade), Page 21</p> <p>1.2.2.4.2 Software for Database Server, Page 24</p> <p>1.3.6 Bill of Quantity: Software Licenses, Page 332, 333</p>	<p>b. Red Hat Linux with Kernel Based Virtual Machine Operating System with adequate no. of licenses as per the hardware mentioned above with updates, patches, OEM support pack etc. valid for project period (Quantity – 1)</p>	<p>The RFP states Linux with Kernel based Virtual Machine Operating Systems at various instances. Which raises a concerns on the solution to porpose is to be based on KVM as a platform. Request to remove the "With Kernel Based Virtual Machine Operating System" in the clause.</p>		<p>The Red Hat linux shall be supplied with adequate licenses and functionality to create unlimited no of virtual machines.</p>
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380	Platform			Volume 1; 7.44.31 Additional Points, Page 190	Licensing: DCO has to provide all adequate number of licenses (for SDC users, etc.) to meet the solution which shall be valid for the project period. The DCO has to produce evidence/licenses to Tendering Authority	Request you to kindly clarify "all the software licenses to be quoted are enterprise versions, genuine, perpetual, full use and should provide upgrades, patches, fixes, security patches and updates directly from the OEM. All the licenses and support (updates, patches, bug fixes, etc.) shall be in the name of Punjab State e-Governance Society (PSeGS)		All the software licenses quoted shall be genuine, perpetual, full use and as per RFP specifications and should provide patches, fixes, security patches and updates. All the licenses and support agreement shall be in the name of Punjab State e-Governance Society (PSeGS)
381	Platform			Volume ii, 1.2.2.4.2 Software for Database Server; Page 24	c. Enterprise MS-SQL DBMS along with adequate no. of licenses as per the hardware mentioned above with updates, patches, OEM support pack etc. valid for project period. Software proposed should be of latest version (Quantity: 2)	MS SQL Licensing is a Core based licensing not a server based, so request you to kindly change the same, Also please note that the Quantity of DB server to be 4 not 2 so kindly modify the quantity accordingly.		Quantity of licenses mentioned is one per server for two servers. Adequate licenses shall be supplied to license all processors of the server.

382	Platform			Volume ii, 1.3.4 Bill Of Quantity: Cloud EMS Solution, Page 328	CAL Licenses for Cloud EMS Set, for 12 servers with specifications as mentioned in Application server specification	Request you to kindly add the Server Management Licenses for the other asked server (such as Directory, backup, Antivirus) for monitoring their uptime & performance. Also request you to specify the number of the existing servers procured earlier (such as Suvidha, SSDG, CCTNS) so that Management Server Component of these servers can also be included in the SDC solution.		As per RFP
383	Platform			Volume ii, 1.3.6 Bill of Quantity: Software Licenses, Page 332	Software for Web Server	Windows Server External connector is required for the Web Server licensing, so request you to kindly add the same in the Bill of material for Software		Bidder shall provide all the required licenses as OS licenses.
384	Platform			Volume II, d) Helpdesk Management System, Page 81	Proposed helpdesk Solution should be ITIL v3 Certified by any certifying third party agencies	Request you to modify this to "Proposed helpdesk Solution should be based on ITIL v3"		As per RFP

385	General			Page 10 Vol 2	State Government intends to host all state government applications pertaining to various divisions and departments in a single location with commitment of better service and availability to end users, it is imperative that availability of the proposed solution should be high by design	The SDC will be application centric, hosting multiple applications of state departments connected through SWAN for end user access. It becomes Imperative & logical that the solutions already deployed at SWAN & to be deployed at SDC should be interoperable and integrated for a seamless service delivery, ensuring a commitment of better service & availability to End Users. Integrated & Interoperable EMS technologies will enable the		Bidder can propose any value addition in compliance with the minimum specifications mentioned in the RFP
386	General			Page 81 Vol 2	SLA's violation on monitored application end user response time must open a helpdesk incident out of the box.	This's possible only if an industry standard APM solution is being proposed as part of the overall solution. APM solution has the ability to do end to end transaction monitoring as well as the capability to establish the end user experience. An APM solution can conduct a Root Cause Analysis in case there are performance issues apart from defining the SLA(s), which when defeated will have the ability to trigger the alerts and actions on to a dashboard. Hence any SI shall propose accordingly		Bidder can propose any value addition in compliance with the minimum specifications mentioned in the RFP

387	Platform			4.2.4 Page 37 Vol 1	Server and Storage Administration and Management Services	Any SI should propose a dedicated solution for monitoring storage like EMC, Netapp, etc to provide In-depth metrics and performance data for such storage platforms		Bidder can propose any value addition in compliance with the minimum specifications mentioned in the RFP
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388	Platform			4.2.10 Page 41 Vol 1	Database Management	<p>You have asked for Database Management but have not provided specification for a product which can monitor critical databases in your environment and provide you in depth information which you can validate during reviews.</p> <p>Kindly confirm if you require a database monitoring solution which can monitor multiple database servers and Provide SQL Response Time for Monitoring Custom Queries.</p> <ul style="list-style-type: none"> <li>-Provide response time Monitoring for custom queries through JDBC Mechanism to allow monitoring unsupported databases.</li> <li>-Database Space Monitoring for both file group and transaction log (Warning threshold, Critical threshold as well as file group/log full)</li> <li>-Database Health and Settings - Check database status (offline, suspect), Check database options (auto grow, auto shrink, auto close etc)</li> </ul>		Bidder can propose any value addition in compliance with the minimum specifications mentioned in the RFP
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389	Platform			<p>1.2.6 Functional requirement for Disaster Recovery Management Software, Page 93, Point 5</p>	<p>Support:  The software must support major platforms including Linux, Windows, Solaris, HPUX, and AIX.  The software must have inbuilt support for several popular databases including Oracle, MSSQL and DB2.  The software must have inbuilt support for several replication products including Oracle Dataguard, MSSQL Native Replciation, HDS TrueCopy and HUR, EMC SRDF, HP Continuous Access among other. .  The software must support physical and virtual servers across primary and DR sites without any restrictions.</p>	<p>To our understanding the specifications asked are for the SDC cloud based on x86 platform, however in this caluse you are asking support for HPUX &amp; AIX which are non x86 platform and are creating confision in the solution DR archotecture. Request your clarification on the same or removal of HPUX &amp; AIX.</p>		Please refer Corrigendum
390	Platform			<p>EMS &amp; Cloud, Host Based Access Control, Page 89</p>	<p>The proposed Host-based Server Access Control Solution should be able to protect critical server infrastructure in the SDC environment and minimize security risks by regulating access to confidential data and mission critical services. The solution should provide policy-based control of who can access specific systems, what they can do within them, and when they are allowed access for all servers within the SDC. Specifically, it should proactively secure access to data and applications located on Windows, Linux, UNIX and system servers throughout the proposed SDC infrastructure.</p>	<p>This Entire section of Host Based Access Control is not part of EMS and should be moved out of EMS to a separate section of Security.</p>		Please refer Corrigendum

391	Network/Security			1.2.5 Host Based Access Control System, Point iv, Page 89	iv. The solution should Self-protect itself – Must be able to prevent hackers with root access from circumventing or shutting down the security engine. Must use a self-protected database for storing all security information.	This Entire section of Host Based Access Control is not part of EMS and should be moved out of EMS to a separate section of Security. The RFP clause refers specifically to a device/solution providing the security features, however this capability exist out of box through our OS and applications. Therefore there is no need for a separate solution and this clause should be removed.		Please refer Corrigendum
392	Network/Security			1.2.5 Host Based Access Control System, Point ix, Page 89	ix. The solution should prevent tampering of audit files by anyone while it is running on the machine. Additionally, any change of rules should always be audited.	This Entire section of Host Based Access Control is not part of EMS and should be moved out of EMS to a separate section of Security. Our solution provides control mechanism and restricts access of resources out of the box and have capability to keep track of audit changes in the system. There is no question on prevention and tampering		Please refer Corrigendum
393	Network/Security			1.2.5 Host Based Access Control System, Point xi, Page 89	xi. The solution should allow protection of files on even non-NTFS file systems like FAT and CDFS.	This Entire section of Host Based Access Control is not part of EMS and should be moved out of EMS to a separate section of Security. The file protection is enabled by default in NTFS file systems and it is not recommended to use FAT and CDFS as they are legacy file systems. Request to include NTFS only.		Please refer Corrigendum

394	Platform			Server Virtualization Functional Capabilities, 1. Hypervisor	ii.The Solution should be able to run various operating systems like windows client, windows server, Linux (RedHat, Suze Linux etc), solarisx86 and any other open source	Solaris is not a widely used Operating system, hence request the removal of Saolarix86 from the clause.		Please refer Corrigendum
395	Platform			2. Service Provisioning Capabilities, a) Service Portal Capabilities , Point iv, Page 84	The Solution should be able to offer choice of various Service offering on multiple hypervisors (such as XEN , Hyper-V, VMware, KVM) with an option to select multi operating systems such as Windows 2003, 2008, RHEL / SUSE Linux, etc., VLAN , Storage and quickly compute associated price for the same as well as shows the deduction for overall Tenant approved infrastructure Quota	The verbiage in clause says (such as XEN, Hyper-V.....) does it mean that the proposed solution should offer choice with at least 2 hypervisors mentioned in the clause . Further clarification solicited.		The Solution should be able to offer choice of various Service offering on multiple hypervisors (such as XEN , Hyper-V, VMware, KVM)

396	Platform			d) Helpdesk Management System , Point i. Page 81	ix. Proposed helpdesk Solution should be ITIL v3 Certified by any certifying third party agencies	The proposed helpdesk solution should map to the ITIL v3 framework and processes and provides capabilities as required by state from helpdesk perspective instead of just certifying by third party agency.		As per RFP
397	Platform			1.2.2.2.2 Software for Web Server; Page 18 1.2.2.3.2 Software for Application Server (Blade), Page 21 1.2.2.4.2 Software for Database Server, Page 24 1.3.6 Bill of Quantity: Software Licenses, Page 332, 333	b. Red Hat Linux with Kernel Based Virtual Machine Operating System with adequate no. of licenses as per the hardware mentioned above with updates, patches, OEM support pack etc. valid for project period (Quantity – 1)	The RFP states Linux with Kernel based Virtual Machine Operating Systems at various instances. Which raises a concerns on the solution to porpose is to be based on KVM as a platform. Request to remove the "With Kernel Based Virtual Machine Operating System" in the clause.		The Red Hat linux shall be supplied with adequate licenses and functionality to create unlimited no of virtual machines.

398	Platform			Volume ii, 1.2.2.4.2 Software for Database Server; Page 24	c. Enterprise MS-SQL DBMS along with adequate no. of licenses as per the hardware mentioned above with updates, patches, OEM support pack etc. valid for project period. Software proposed should be of latest version (Quantity: 2)	MS SQL Licensing is a Core based licensing not a server based, so request you to kindly change the same, Also please note that the Quantity of DB server to be 4 not 2 so kindly modify the quantity accordingly.		Quantity of licenses mentioned is one per server for two servers. Adequate licenses shall be supplied to license all processors of the server.
399	Platform			Volume ii, 1.2.2.5 Staging Server; Page 25	Software for Staging Server	Request you to kindly add the Operating system & Database Software for the staging environment (Staging environment would require the license same as Production)		As per RFP
400	Network/Security	Vol II						No clarification sought