

REPLY OF PRE BID QUERIES FOR SELECTION OF VENDOR FOR PROVIDING INTERNET CONNECTIVITY AT TOWN AND COUNTRY PLANNING HARYANA OFFICES

Reliance Jio Infocom Limited						
Sr. No	RFP Clause	Page no	Content of Tender	Point of clarification/Queries raised	Suggestion/Remarks	Department's Reply
1	Scope of work, Clause no 6	9	The Department has developed Web based applications that are accessed by public for availing various service of the Department. Also, a number of web applications are developed for in-house use of the Department officials. These applications are hosted on State Data Centre, Sector 17, Chandigarh. At present all the field offices are connected to the State Data Centre, through MPLS connection provided by Bharti	Request Department to confirm whether they will be having Internet as additional link or they will be removing MPLS & replacing with Internet links		Only Internet links will be provided
2	Scope of work, Point no ii.	10	Next generation Firewalls are to be installed as per the details/specifications provided in this RFP. One time configuration of the Next Generation Firewalls will be done by the successful bidder, however, the management of the firewall including bandwidth management, policy making, editing thereafter shall be managed by the Department	Request department to confirm whether bidder needs to outright sale this devices to department? If yes then asset will be under department & will transfer the warranty to department.		Firewalls will be outright sale. However, the responsibility of Warranty & Support will be that of the Successful bidder.
3	Scope of work, Point no iv	10	At HQ two connections are to be provided; one primary and one secondary. Primary Connection is to be provided on Fibre and Secondary on RF. Both Primary and secondary lines are to be terminated at the Firewall at the Department Headquarter. Backbone including the last mile infra shall work independent of each other	We understand that ISP/ Bidder needs to provide Primary last mile on fiber & secondary last mile on RF from same provider. Please confirm.		Yes

4	Scope of work, Point no v	10	Supply UPS at all sites as per the specifications given in the RFP	<p>We request department to provide the below site readiness requirement:</p> <p>Online UPS Power of 220 volts to 230 volts, E-N Voltage < 2 volts, Air conditioning inside server room, Permission inside building, permission on rooftop for installation of RF Pole/ Tower, Rack Space of 4U, 24*7 permission inside server room for installation & maintenance of link etc</p>		UPS are to be supplied by the bidder. However site with Electrical connections, permission for installation & maintenance of link will be provided by Department
5	Scope of work, Point no xii	11	<p>Department has already installed switches at all its locations. Details of the switches at each location is given at Appendix-4. These switches are presently being used for MPLS connectivity provided by M/s Bharti Airtel. These switches will be available to the selected bidder for providing internet connection as per requirements mentioned in this RFP. If the bidder feels that the given switches are not compatible to its solution and any other switch is required, same has to be provided by the bidder as a part of the end to end solution</p>	Request department to take care of Configuration, Maintenance & Up time support of existing L2 switches		Agreed
6	Scope of work, Point no xxiii	12	<p>Monitoring tool/portal: Bidder will provide a Web-based Online Customer Management Network (CNM) Portal for providing detailed information of the links (location-wise) on under mentioned parameters: • Bandwidth Utilization - Live, Daily, Weekly, Monthly • Available Bandwidth • Service Uptime- Daily, Weekly, Monthly • Link Status – Up/Down</p>	Request department to consider the portal for Bandwidth utilization report as: Daily, Weekly, Monthly Up time - These reports will be shared separately with client.		Agreed
7	Additional Query		Additional Query	Request department to confirm whether bidder needs to provide the CPE router for termination of ILL link, post which we need to connect the firewall? Please confirm.		Each bidder has to decided any additional components required for successful installation and commission of the links. Any additional hardware component for making the link functional shall be Bidders responsibility

8	Scope of work, Point no xxv	12	Earthing at each site has already been done. However, the selected bidder shall satisfy itself before the installation and in case required shall get the earthing done at its own expense.	We request department to provide the below site readiness requirement: Online UPS Power of 220 volts to 230 volts, E-N Voltage < 2 volts, Air conditioning inside server room, Permission inside building, permission on rooftop for installation of RF Pole/ Tower, Rack Space of 4U, 24*7 permission inside server room for installation & maintenance of link etc Request department to maintain the earthing at each location.		UPS are to be supplied by the bidder. However site with Electrical connections, permission for installation & maintenance of link will be provided by Department. Earthing will be done by Department.
9	Scope of work, Point no xxvii	12	Shifting of premises- In the event of shifting of premises, order to this effect will be placed with the selected bidder. Bidder need to submit the feasibility within 2 days. If new location is feasible then link to be shifted within 4 days post work order.	Request department to consider the shifting time lines as 4 weeks from date of PO.		2 Weeks from date of PO.
10	Scope of work, Point no xxix	12	Up-gradation of Bandwidth:- In the event of operational requirement, bandwidth of any location will be upgraded/degraded. Selected vendor will upgrade the connection to the requested bandwidth within 2 days of the request.	Request department to consider up gradation of time lines as 4 weeks from date of PO.		1 Week from date of PO.
11	Point No 40	17	Vendor shall carry out preventive maintenance as per requirement and in case of any repair/replacement required for any reason what so ever same shall be done free of cost	No Physical damage/breakage will be covered in this. TCP to ensure the physical safety of the equipment.		Only Fire, Physical Damage, theft and Seepage are Department responsibility.
12		28	Bidding Process, Evaluation process	Evaluation Process i. Department shall adopt two (02) stage bid evaluation process in which the Bidder has to submit Technical and Commercial bids online. ii.	Request Department to make this on commercial (L1) based evaluation, as Government has	Evaluation Process: Weightage of Technical and Financial scores will be 60% and 40% respectively.

				Each bidder is required to make a presentation of its proposed solution before a committee as per the date and time given in the key dates section. iii. Each technical bid will be given score out of 100 based upon the evaluation of technical proposal and the presentation. iv. Those who secure 70 marks and above as a result of evaluation of the technical proposal shall become eligible for opening of their Financial Proposal.	already scrapped the QCBS based evaluation.	The revised formula for ranking of the proposals shall accordingly be as follows: Proposals shall be ranked according to their combined technical (TS) and financial (PS) scores using the weights T = 0.60 for technical and P = 0.40 for financial proposal) through the use of a formula $S = TS \times T \% + PS \times P \%$.
13	Bidding Process, Evaluation process	29	Evaluation Criteria	Request Department to Delete the Scoring from evaluation criteria & to consider on L1 commercial based.		No Change
14	Terms & Conditions of contract	34	Delivery period of 45 days	This clause is favouring to incumbent provider. Lead time for delivery of OEM is 6 weeks. We request department to extend the delivery time lines to 10 weeks from date of PO.		Delivery, installation and commissioning is to be done in 60 Days from date of PO.
15	31.1	36	Firewall– Repair and replacement: i.e In case of any damage to the firewall related either to its hardware or software, the repair is to be done within three days (72 hours) from the date of report of damage. However, to ensure uninterrupted connectivity, the damaged firewall is to be replaced with a standby Firewall of same model within one day i.e. 24 hours of report of such damage. In case repair is done within 24 hours of reported damage, replacement of firewall is not required. ii. Configuration / setup of the firewall installed in place of damaged firewall is also to be done within 24 hours by the vendor from the date and time of report of damage. iii. The replacement with a standby firewall will be considered valid only when	Request department to keep the regular configuration backup of firewall, as firewall access & management will be with department after one time configuration.		Agreed

			the replaced firewall is configured and made functional as per requirement within 1 day.			
16	31.1	36	Firewall– Repair and replacement: i. In case of any damage to the firewall related either to its hardware or software, the repair is to be done within three days (72 hours) from the date of report of damage. However, to ensure uninterrupted connectivity, the damaged firewall is to be replaced with a standby Firewall of same model within one day i.e. 24 hours of report of such damage. In case repair is done within 24 hours of reported damage, replacement of firewall is not required. ii. Configuration / setup of the firewall installed in place of damaged firewall is also to be done within 24 hours by the vendor from the date and time of report of damage. iii. The replacement with a standby firewall will be considered valid only when the replaced firewall is configured and made functional as per requirement within 1 day.	Bidder can transfer the Warranty of devices to Department & can department can directly raise the RMA/ TAC with OEM.		No Change
17	31.2	36	UPS – repair and replacement	Request department to provide the Online UPS & to remove this scope from bidder.		No Change
18	31.5	39	Penalty for Delay in Shifting / Link Upgradation:	Request department to delete the penalty for delay in shifting or up gradation of link.		No change
19	33.2	41	Payment Schedule: Firewall Payment 100% payment on installation, commissioning, configuration, One week training of maintenance of Firewall at TCP – HQ along with all the network components and making the links functional.	Request department to consider the Firewall payment as below: 80% on delivery of hardware 20% on installation, commissioning, configuration of link		No Change
20	34	41	Price Fall Clause: - i. The bidder charges for the items/services supplied under the contract by the successful bidder shall in no event exceed the lowest price at which the successful bidder sells the Goods or offers to sell Items of identical description to any	Request department to delete this clause, as it varried based on below parameters. 1. Required bandwidth		Agreed

			persons/Organizations including Town & Country Planning, Haryana, of the Central or State Government or any Statutory undertaking of the Central or State Government, as the case may be, till the signing of the contract	2. Scope of work 3. CAPEX 4. Location 5. Depends on Feasibility		
21	31	36	31. Service Level /Penalties	Requesting Customer to please add standard exclusions to Service Levels for eg: The bidder shall not be liable for non maintenance of service levels in the event of (a) occurrence of any Force majeure events (b) for reasons not attributable to the bidder or beyond the control of bidder (c) for reasons attributable to Customer or any Equipment installed by Customer.(d) any maintenance activity		Following clause is added: The bidder shall not be liable for non maintenance of service levels in the event of (a) occurrence of any Force majeure events (b) for reasons not attributable to the bidder or beyond the control of bidder (c) for reasons attributable to Customer or any Equipment installed by Customer.
22	39	43	39. Cancellation of Order	Requesting customer to add that any Cancellation of order shall be for the reasons which are directly and solely attributable to Bidder		No Change
23	40	44	40. Arbitration	Requesting customer to add that in case of any dispute not resolved by mutual consensus then same can be referred to sole Arbitrator appointed on mutual consent and arbitration proceedings shall be as per Arbitration and conciliation Act, 1996.		No change
24	42	44	42. Risk & Cost			No details of the query regarding Risk and Cost is mentioned

25	46	45	46. Indemnification	Requesting customer to add that all indemnities shall be limited to actual and direct claims which are solely and directly attributable to the Bidder under the scope of services provided by Bidder		Agreed
26		Additional		Limitation of Liability - Requesting customer to cap the overall liability of Bidder to the 12 months of charges /fees received by the bidder from the customer. Bidder shall not be liable to the other for any indirect losses, punitive, special damages, consequential loss, damage, economic loss, be it in tort, contract or otherwise, including loss of profits even if the parties are advised of the possibility thereof.		No change
27	6. Scope of Work: INSTALLATION, SETUP AND COMMISSIONING OF INTERNET CONNECTIVITY AND FIREWALLS	10	Next generation Firewalls are to be installed as per the details/specifications provided in this RFP. One time configuration of the Next Generation Firewalls will be done by the successful bidder, however, the management of the firewall including bandwidth management, policy making, editing thereafter shall be managed by the Department.	Requesting DTCP, Haryana to clarify the expectation of one time configuration.		Website filtering, VPN, QOS, WIFI access configuration etc.

28			General Queries	Requesting DTCP, Haryana to provide details of existing architecture implemented at all locations		1) Presently all 25 sites are connected with State Data Center via MPLS provided by Bharti Airtel. 2) Only HQ is using open source software firewall for common issues i.e. web filtering, Port/IP address Blocking etc.
29			General Queries	Requesting DTCP, Haryana to provide details about the existing segmentation configured on existing firewalls at all locations.		Only DTCP office has open source software firewall used for port/IP blocking.
30			General Queries	Requesting DTCP, Haryana to provide total number of policies on the existing firewall at each location		Only DTCP office has open source software based firewall used for port/IP blocking.
31			General Queries	Please provide the details of features DTCP, Haryana wants to enable on the Firewall from Day-1 and if the features like IPS need to be enabled in prevention mode by the successful bidder?		Website filtering, VPN, QOS etc.
32			General Queries	Requesting DTCP to provide total number of Site-to-Site tunnel to be configured at each location.		All 25 sites should be connected to each other.

33	6. Scope of Work: INSTALLATION, SETUP AND COMMISSIONING OF INTERNET CONNECTIVITY AND FIREWALL EQUIPMENTS	11	Solution should comply with all statutory and other legal requirements for the installation, integration, running, operation and maintenance of the System as specified in the RFP.	Requesting DTCP, Haryana to provide details of third party solutions with whom the new Firewall devices will integrate?		There are no third part solutions at present. The link is to be connected to the Switches already available at each of the office. Details of the switches is already given in the RFP.
34	6. Scope of Work: INSTALLATION, SETUP AND COMMISSIONING OF INTERNET CONNECTIVITY AND FIREWALL EQUIPMENTS	12	Successful Bidder should give a detailed methodology about his understanding of the project implementation in the time frame given in this RFP. The Successful Bidder shall also arrange a presentation of the same. Date of the presentation shall be conveyed later.	Requesting DTCP, Haryana to provide details of existing architecture and existing configuration if any to the successful bidder		Refer clarification at Sr. No. 28

35	6. Scope of Work: INSTALLATION, SETUP AND COMMISSIONING OF INTERNET CONNECTIVITY AND FIREWALL EQUIPMENTS	12	The successful bidder will be responsible for smooth operations and maintenance of all services throughout the service of the contract. Any repair/replacement of the equipment damaged for any reason at any location is to be done by the successful bidder without any extra cost.	Requesting DTCP, Haryana to clarify if the same is applicable for Firewall which will be proposed as a part of the overall solution? As mentioned in Section 6: Scope of Work, ii.) DTCP, Haryana is asking for One time configuration for firewall. Kindly clarify on the same.		Only One time configuration of the Next Generation Firewalls will be done by the successful bidder at all sites. The OEM/vendor shall provide 7 days training of configuring and maintenance of firewall to the technical resource of the Department. Training is to be provided only at Department HQ, Sector 18A, Chandigarh
36	7.2: Firewall Specification for Head Office	14	Firewall appliance should be supplied with minimum 8x GE RJ45, 4x GE SFP or higher	Requesting DTCP, Haryana to define the total number of interfaces and the type of interface required from Day-1 of implementation. Please provide definite number of interfaces required instead of mentioning 'Higher' for better understanding and also mention any interface requirement if future scalability is required		The requirement mentioned is minimum requirement.
37			Sizing related queries 7.2. Firewall Specification for Head Office , 7.3. Firewall Specification for STP Office , 7.4. Firewall Specification for DTP Office	Requesting DTCP, Haryana to clarify if bidder should size the solution as per the minimum requirement provided in the Technical Specification (mentioned in Point No. 7.2, 7.3 and 7.4) or the future scalability should be considered. In case if future scalability is required please clarify those requirements.		<ul style="list-style-type: none"> • At HQ = Approx. 150-200 Users from day 1. • At STP office Gurugaon = Approx. 70-100 Users from day 1. • Other STP Offices = Approx. 10-40 users from day 1. • At DTP Sonipat and Karnal = approx. 20-40 users from day 1. • At other DTP Office = Approx. 10-30 users from day 1. <p>Other requirements already mention in "Scope of Work".</p> <ul style="list-style-type: none"> • In future number of users may increase.

38	7.2: Firewall Specification for Head Office	14	The proposed system shall be able to operate on either Transparent (bridge) mode to minimize interruption to existing network infrastructure or NAT/Route mode. Both modes can also be available concurrently using Virtual Contexts. Minimum 5 Virtual Firewall licenses must be quoted with the solution.	Will DTCP, Haryana use virtual context from Day-1 of implementation as a part of this scope?		Not from Day-1 but Virtualization feature should be available in firewall. For further details please refer reply at Sr. No. 65.
39	7.2: Firewall Specification for Head Office	16	The proposed system should have integrated Web Content Filtering solution without external solution, devices or hardware modules.	Will DTCP, Haryana enable Web content filtering functionality from Day-1 of implementation on all the Firewalls at all locations?		Yes
40	29.	33	Town & Country Planning, Haryana reserves the right to inspect the bidders' factory before or after placement of orders and based on the inspection, modify the quantity ordered.	Point not clear. Requesting you to clarify the same.		Deleted
41	30. Terms and Conditions of the Contract	34	The Successful Bidder shall be responsible for commissioning of the items supplied by preparing interfacing / integrating with purchaser's equipment / accessories / supplied by other vendors.	Requesting DTCP, Haryana to provide details of the integrations expected to be done as a part of the scope		Switches at each site will be provided and managed by Department. However, bidder has to provide support in connectivity with the switches wherever required.
42	30. Terms and Conditions of the Contract	34	The vendor will install, commission and do one time configuration of the Firewalls at each of the location	DTCP, Haryana should provide details of all activities to be performed as a part of One time configuration. Details including what type of Licenses to be activated, configurations, features to be enabled and the number of policies to be configured.		Website filtering, VPN, QOS etc.
43	30. Terms and Conditions of the Contract	34	The Successful Bidder shall arrange inspection as per specified date, time & venue, whenever specified. The inspection of the supplied items shall be done by Town & Country Planning, Haryana or any other agency deputed by the Department.	What is the expectation from the inspection process? How frequently DTCP, Haryana plans to conduct the inspection and under what circumstances the inspection of devices will be conducted?		Inspection of the supplied equipment before installation may be carried out, if required.

44	30. Terms and Conditions of the Contract	35	Product Test:- The successful bidder will be required to submit test report form OEM (or) from Govt. approved test & calibration labs like ERTL/ETDC etc. if Town & Country Planning, Haryana feels it necessary to get the specifications verified. As a confirmatory document for specifications of the products for each configurations. The cost of such test will have to born by the successful bidder however, this will be applicable only on limited quantity i.e. one-unit test report of each configuration/ type. However the corporation can place the orders on the rate contract in anticipation of the test report. In case of failure of test, the supplier will be responsible for any risk & cost. Accordingly, bidder should ensure that offered product is in conformation to the specification of NIT.	Point not Clear. Requesting DTCP, Haryana to elaborate further on the same.		Certifications as mentioned in the RFP/pre-bid query clarifications are to be provided.
45	31. Service Level /Penalties: -	36	Technical support should be available 24x7.	What level of support is expected?		In case of any damage to the firewall related either to its hardware or software. Resolution is to be provided as per the SLA already mentioned in the RFP.
46			General Queries	Is required support is Remote/On-Premise?		Both, If issue can be resolve from remote then OK, otherwise on-premise.
47			General Queries	Is the required support should be from OEM?		As per SLA bidder is responsible for support.
Vodafone/Idea						
48	10	V	Supply UPS at all sites as per the specifications given in the RFP	UPS Should be kept as a separate tender for supply , installation & service	As a TSP, Our Standard Offerings would be to provide Bandwidth/Connectivity , Managed Security Services etc. Supply & Maintenance of UPS should be a separate Tender and we request it should be removed from this tender	No change

49	11	XII	Department has already installed switches at all its locations. Details of the switches at each location is given at Appendix-4. These switches are presently being used for MPLS connectivity provided by M/s Bharti Airtel. These switches will be available to the selected bidder for providing internet connection as per requirements mentioned in this RFP. If the bidder feels that the given switches are not compatible to its solution and any other switch is required, same has to be provided by the bidder as a part of the end to end solution.	Who would be configuring the existing Switches provided by Airtel. How can we ensure SLA uptime time	We suggest Switch should be own & Managed by department. Any downtime due to configuration or hardware issues, or power related issues should not be considered as a downtime.	Agreed
50	12	xxvii.	Shifting of premises - In the event of shifting of premises, order to this effect will be placed with the selected bidder. Bidder need to submit the feasibility within 2 days. If new location is feasible then link to be shifted within 4 days post work order. Shifting charges are mentioned flat 25000/- for OFC and RF both	What is the % of links expected for shifting	We would require min of 4 working days for getting the feasibility. Post Shifting Order is released team would require minimum of 4 Weeks for Delivery of the same. Shifting charges using OFC last mile Ground based tower should be considered separate on a higher cost of OTC. Suggested to have per meter cost for GBT towers and similar for OFC per meter. In case the new location is not feasible technically bidder should not be penalized.	As per the past experience of last three years, only four sites were shifted. The offices of the Department are in the District HQ where feasibility of the sites should not be a problem. Hence no change. Shifting timeline is extended to two weeks.
51	13	xxviii.	Shifting of equipment within premises/office:- For shifting of equipment/lines within the premises, vendor shall depute the concerned engineer/official within 48 hrs from the time of reporting of such requirement by the department. Such shifting of equipment shall be done at no cost to the department, whatsoever.		Shifting of all equipments related to internet & firewall will be done post PO/work order received and within 4 weeks from	No change

					date of PO.	
52	13	xxix.	Up-gradation of Bandwidth:- In the event of operational requirement, bandwidth of any location will be upgraded/degraded. Selected vendor will upgrade the connection to the requested bandwidth within 2 days of the request.		For Upgrades - We would require min of 2 days for getting the feasibility. Post Upgrade Order is released team would require minimum of 1 Week for Upgrading the Same. For Downgrades - We would require 5 Days for Downgrading the Bandwidth	One week from the date of PO.
53	14	7.1.2	Network Availability: More than 99 % per quarter.		As per industry standard SLA for RF should be 98.5% and for Fiber would be 99.0% . Request to amend the same accordingly & Quarterly calculation should be accordingly done.	Agreed
54	14	7.2.9	The proposed system shall be able to operate on either Transparent (bridge) mode to minimize interruption to existing network infrastructure or NAT/Route mode. Both modes can also be available concurrently using Virtual Contexts. Minimum 5 Virtual Firewall licenses must be quoted with the solution.	Please explain - virtual firewall license in detail. Is it VNF or logical separation of administrative domain inside same firewall	How many links will be terminated in the firewall at DC and other offices.	No link will be terminated at Data Center.
55	15	7.2.13	The Firewall and VPN module shall belong to product family which minimally attain Internet Computer Security Association (ICSA) Certification or equivalent.		Is it for all inclusive certification or specific to a feature/service in firewall	VPN module shall belong to product family which minimally attain Internet Computer Security Association (ICSA) Certification or equivalent.

56	16	7.2.37	Firewall, VPN (Ipsec), SSL VPN, IPS, Application Control, URL filtering, Anti- Bot, ATP, Gateway Antivirus etc, Antispam, Sandboxing, 24*7 Support, RMA & Advance hardware Replacement should be quoted with the solution.		Sandboxing is not part of requirement and technical compliance are not part of tender, is it required separately?	Sandboxing is required as part of the solution.
57	17	7.2.38	Firewall must have 480 GB of inbuilt Hard disk for logs if not then addition Hardware appliance for logs with minimum 480 GB must be quoted with the solution.		We do have an cloud based solution for storage of logs, if we don't include it with firewall, can we use an external logging server?	Minimum of 480 GB storage space is required. Of this, a minimum of 180 GB shall be inbuilt haddisk and additional 300 GB can be external hardware appliance. However, cloud storage can be given over and above the above specified physical storage.
58	18	7.2.41	Firewall Management/ Centralized management appliance must be quoted to manage 30 Firewalls with minimum 8 TB Storage.		We have central component for controller which manage the firewall, is it ok to use that or require on-premise controller	On-premise controller is required.
59		General	Since you have a existing MPLS Circuit from TSP/ISP A		We would suggest your department to take the ILL Connectivity from another TSP/ISP B so that both networks work independently and has some redundancy	MPLS link will be removed once Internet connectivity as proposed in this RFP is established.
60	24	Delivery	Service Delivery period , 45 days from date of work order		Please increase the delivery period to 60 days from date of PO release to TSP	Agreed
61	27	9 (1)	Evaluation Criteria , point no 2. Quality / Security Certification ISO 9001:2015.		Security Certification ISO 9001:2015/ TL9000 / ISO -IEC20000-1:2011	No change

62	27	9 (4)	The Bidder should have successfully executed at least 3 similar projects during last 5 years in India for providing Internet Bandwidth of at least 100 Mbps or higher for minimum five different locations for each project	Bandwidth above 100Mbps or more for 5 different locations for same customer project ?	Recommended to change this clause to , Bandwidth of 100Mbps or more for 5 different projects at different locations across india from any project should also be applicable.	Clause Amended as follows: The Bidder should have successfully executed at least 3 similar projects (MPLS/Internet) during last 5 years in India for providing Bandwidth of at least 100 Mbps or higher for each project
Sophos						
63	1	The Proposed Firewall Vendor should be in the Leaders' Magic Quadrant of the latest Gartner report for Network Firewall 2019	The Proposed Firewall Vendor should be in the Leaders/challenger/ visionary Magic Quadrant of the latest Gartner report for Network Firewall 2019			The clause is Removed
64	8	The Firewall solution should support NAT64, DNS64 & DHCPv6	The Firewall solution should support Dual Stack for IPv6 traffic. IPv6 tunnelling support including 6in4, 6to4, 4in6 or NAT64, DNS64 & DHCPv6			No Change
65	9	The proposed system shall be able to operate on either Transparent (bridge) mode to minimize interruption to existing network infrastructure or NAT/Route mode. Both modes can also be available concurrently using Virtual Contexts. Minimum 5 Virtual	The proposed system shall be able to operate on either Transparent (bridge) mode to minimize interruption to existing network infrastructure or NAT/Route mode	Firewall Virtualization is required for MSP and big data center where they want to share the different management console		Following Specification of the RFP is Amended. 1) Sr. No. 7.2 (9) " The proposed system shall be able to operate on either Transparent (bridge) mode to minimize interruption to existing network infrastructure or NAT/Route mode. Both modes can also be available concurrently using Virtual Contexts. One (1) Virtual Firewall licenses must be quoted with the solution." 2) Sr. No. 7.3 (8): Amended as follows: " The proposed system shall be able to operate

		Firewall licenses must be quoted with the solution.				on either Transparent (bridge) mode to minimize interruption to existing network infrastructure or NAT/Route mode. “ 3) Sr. No. 7.4 (9): Amended as follows: “The proposed system shall be able to operate on either Transparent (bridge) mode to minimize interruption to existing network infrastructure or NAT/Route mode.”
66	12	The Firewall should have integrated SSL VPN solution to cater to 500 SSL VPN concurrent users.	The Firewall should have integrated SSL VPN solution to cater to 300 SSL VPN concurrent users.			Agreed
67	13	The Firewall and VPN module shall belong to product family which minimally attain Internet Computer Security Association (ICSA) Certification or equivalent	The Firewall module shall belong to product family which minimally attain Internet Computer Security Association (ICSA) Certification or equivalent	VPN ICSA is OEM specific no other OEM would comply		VPN shall belong to product family which minimally attains Internet Computer Security Association (ICSA) Certification or equivalent.
68	15	The IPS capability shall minimally attain NSS Certification	Kindly remove this point			No Change
69	16	The Next Generation Firewall (FW + AVC + IPS) throughput should be at least 1.8 Gbps for Mix / production traffic or higher	The Next Generation Firewall throughput should be at least 1.8 Gbps	To make it Generic modified the content		No change

70	23	The threat prevention (FW + AVC + IPS + Antivirus /Antimalware) throughput should be at least 1.2 Gbps on Mix / Production traffic or higher	The threat prevention throughput should be at least 1.2Gbps	To make it Generic modified the content		No change
71	25	The Firewall should support CDR functionality to strip suspected active content from files and deliver a sanitised file in realtime by removing the malicious content from the files received.	The Firewall Should Inspects executables and documents containing executable content and archives, should support behavioral, network, and memory analysis Suspicious files subjected to threat intelligence analysis in parallel with full sandbox analysis			Agreed
72	30	The proposed system shall have the ability to detect, log and take action against network traffic based on over 3500 application signatures	The proposed system shall have the ability to detect, log and take action against network traffic based on over 2500 application signatures			Agreed
73	38	Firewall must have 480 GB of inbuilt Harddisk for logs if not then addition Hardware appliance for logs with minimum 480 GB must be quoted with the solution	Firewall must have 180 GB of inbuilt Harddisk for logs if not then addition Hardware appliance for logs with minimum 180 GB must be quoted with the solution			Minimum of 480 GB storage space is required. Of this, a minimum of 180 GB shall be inbuilt harddisk and additional 300 GB can be external hardware appliance. However, cloud storage can be given over and above the above specified physical storage.

74	41	Firewall Management/ Centralized management appliance must be quoted to manage 30 Firewalls with minimum 8 TB Storage	Firewall Management/ Centralized management must be quoted to manage 30 Firewalls with minimum 8 TB Storage			No Change
Railtel						
75	page-13,sub-para xxix	Up-gradation of Bandwidth:- In the event of operational requirement, bandwidth of any location will be upgraded/degraded. Selected vendor will upgrade the connection to the requested bandwidth within 2 days of the request. From the date of up-gradation rate as per that category/bandwidth will be applicable. The bidder will provide price on "Commercial Bid" format.	Timeline for up-gradation to be increased to 7 working days			Refer clarification at Sr. No. 10
76	page-22, clause 8	8. Supply, Installation and Commissioning: within 45 days	Request for increase of timeline to 60 days considering Covid-19 situation			Refer clarification at Sr. No. 14

77	page-23, clause 5	The Bidder must have DOT license to set up and operate the International gateways and the same must be operational in India.	Proposed Revised Clause:-	This is a restrictive clause put in the tender as only 3-4 telecom operators have this. With this clause in place, fair competition is restricted.		Agreed. However, the bidder should ensure that end-to-end network is bidder's own network.
			<i>The bidder must have direct access to International Gateways along Trans Atlantic and Trans Pacific routes. Bidder shall submit the trace routes for reachability along with the bid."</i>	Justification:- We would like to bring into your kind notice that we are providing same/similar services to premier educational institutes like IITs/NITs(IIT Kanpur,IIT BHU,IIM Rohtak,NIT Kurukshetra etc.) ,30 central universities ,various Government departments, Gurugram Municipal Development Authority, CM office in Haryana etc. to name a few, without this clause in place since we have direct access to the International Gateways across Trans-Pacific and Trans-Atlantic routes. We can submit the trace-routes, if required.		
				<i>It is worth to mention that there is no effect on Quality of Service(QoS) that is being procured by Town & Country planning department, Haryana.</i>		
				<i>It is hence requested to kindly waive off this particular clause and amend/revise as per below recommendation to enable wider participation in the tender, considering above mentioned facts.</i>		

				Proposed Revised Clause:-		
				The bidder must have direct access to International Gateways along Trans Atlantic and Trans Pacific routes. Bidder shall submit the trace routes for reachability along with the bid."		
				We would like to mention that Railtel Corporation of India Limited (Rail Tel) , a "Mini Ratna (Category-1) PSU is one of the largest neutral telecom infrastructure providers in the country owing a Pan-India optic fiber network of over 52,000Kms on exclusive Right of Way (ROW) along Railway track connecting over 4500 cities/towns. The OFC network covers all important towns &cites of the country and several rural areas covering 70% of India's population. RailTel, an ISO -9001:2008 organization is a Government of India undertaking under the Ministry of Railways and wholly owned subsidiary of Indian Railways.		
78	Pg 5, sub-para xi.	Earnest Money Deposit-Rs 2 lacs	It is requested that EMD amount submission may be removed for Govt. PSUs participating in the tender	In addition, RailTel with its rich experience in the domain of Telecom and ICT field have been implementing various mission-mode Govt. Projects in the telecom field including National Optic Fibre Network (NOFN),		Agreed

				National Knowledge Network (NKN) and NE- I & NE-II under USOF/DoTetc., In line with its commitment to bring next generation telecommunication technologies and services to people across the length and breadth of the country, Rail Tel has recently set- up a high speed Wi-Fi network at 6000+ railway stations across the country.		
Airtel						
79	10	First Para	Video conference system between DTCP–HQ and all 5 STP offices through the Internet connectivity proposed under this project.	Bidder assume that bidder would be providing only required Bandwidth to the said location and VC would be taken care by customer itself.		Yes
80	10	Second para	IP Based CCTVs are being installed in all field offices of the Department. Live feed of these CCTV is to be transmitted at DTCP-HQ over the internet proposed under this project.	Bidder assume that bidder would be providing only required Bandwidth to the said location and Live feed of CCTV would be taken care by customer itself.		Yes
81	10	ii	Next generation Firewalls are to be installed as per the details/specifications provided in this RFP. One time configuration of the Next Generation Firewalls will be done by the successful bidder, however, the management of the firewall including bandwidth management, policy making, editing thereafter shall be managed by the Department.	Bidder assume that customer would be sharing one time configuration file for firewall.		Refer clarification at Sr. No. 35
82	11	xix	4U Racks at each location are already available.	Bidder assume that customer could be providing the space in the rack for the installation of network device (if any) required for delivering final solution at the location		Yes

83	11	XII	<p>Department has already installed switches at all its locations. Details of the switches at each location is given at Appendix-4. These switches are presently being used for MPLS connectivity provided by M/s Bharti Airtel. These switches will be available to the selected bidder for providing internet connection as per requirements mentioned in this RFP. If the bidder feels that the given switches are not compatible to its solution and any other switch is required, same has to be provided by the bidder as a part of the end to end solution.</p>	<p>Please clarify. Why switches is under service provider SOW</p>		<p>Refer clarification at at Sr. No. 5</p>
84	12	xxiv	<p>The successful bidder will be responsible for smooth operations and maintenance of all services throughout the service of the contract. Any repair/replacement of the equipment damaged for any reason at any location is to be done by the successful bidder without any extra cost.</p>	<p>All the network equipments delivered by bidder at customer site for the Services should be kept under safe custody by the customer. In case any device found lost or damaged due to customer attribute than customer has to bear the cost for lost/damaged as well as new device.</p> <ol style="list-style-type: none"> 1) Power issue at customer end. 2) Improper earthing at site. 3) Equipment damaged due to water seepage or stolen from the location. 4) Access not available at site for the bidder engineer to check the issue. 5) LC not available at site. 6) Any condition which is beyond the control of bidder 		<p>Please refer Sr. No. 11</p>
85	12	xxvii	<p>Shifting of premises- In the event of shifting of premises, order to this effect will be placed with the selected bidder. Bidder need to submit the feasibility within 2 days. If new location is feasible then link to be shifted within 4 days post work order.</p>	<p>Please amend the delivery timeline from 4 days to 4-6 weeks</p>		<p>Refer clarification at Sr. No. 9</p>

86	12	xxiii	the portal must have functionality of raising online ticket for complaints and check their status on daily, weekly bases for all locations.	Different Portal will be provided for Monitoring and for raising complaint		Agreed
87	12	xxiii.	Service Uptime- Daily, Weekly, Monthly	Service Uptime cant be provided through online portal Please remove this point		Agreed
88	12	xxv	Earthing at each site has already been done. However, the selected bidder shall satisfy itself before the installation and in case required shall get the earthing done at its own expense.	Please remove this clause. Earthing should be under TCP SOW		Agreed
89	13	xxviii	Shifting of equipment within premises/office:- For shifting of equipment/lines within the premises, vendor shall depute the concerned engineer/official within 48 hrs from the time of reporting of such requirement by the department. Such shifting of equipment shall be done at no cost to the department, whatsoever.	Please amend the delivery timeline from 48 Hrs days to 4-6 working days		Refer clarification at Sr. No. 9
90	13	xxix	Up-gradation of Bandwidth:- In the event of operational requirement, bandwidth of any location will be upgraded/degraded. Selected vendor will upgrade the connection to the requested bandwidth within 2 days of the request.	Please amend the delivery timeline from 2 days days to 2-3 weeks		Refer clarification at Sr. No. 10
91	14	5	The Vendor shall provide minimum 8 Public IPv4 addresses for each location and 16 IPv4 for Head Office.	Please clarify number of useable IP addresses required . As /29 IP block will have 8 IP addresses but only 5 will be useable for the customer in case of managed ILL		The Vendor shall provide minimum 8 Public IPv4 addresses pool for each location and 16 IPv4 pool for Head Office.
92	22		The vendor is required to implement and commission the location within 45 days from the date of order.	Please amend the delivery timeline from 45 days days to 60 days		Delivery, installation and commissioning is to be done in 60 Days from date of PO.
93	22	4	The Bidder should have successfully executed at least 3 similar projects during last 5 years in India for providing Internet Bandwidth of at least 100 Mbps or higher for minimum five different locations for each project	Please amend this clause to "at least 3 similar projects during last 5 years in India for Implementation of (Internet /		Refer reply at Sr. No. 62

				MPLS at minimum 10 locations and above) by Bidder		
94	37	31.4	Penalty for Bandwidth Performance	Please remove double penalty clause. Penalty already mentioned in Point 7. Also penalty should be capped at 10% of QP of particular link		Either penalty mentioned from Sr. No. 31.4 (2) to Sr. No. 31.4(6) in the RFP OR Sr. No. 31.4 (7) of the RFP will be applicable. Penalty with higher INR will be applicable.
95	38	31.5	In the event of non-commissioning of link within 4 days, penalty of 2% of the order value for that link will be charged per day upto one week upto one week. In case of any further delay the link will be shifted/upgrade at no cost to Department	Please amend the penalty in % age terms.		No change
96	41	33.2	100% payment on installation, commissioning, configuration, One week training of maintenance of Firewall at TCP – HQ along with all the network components and making the links functional.	Bidder should be allowed to start billing immediately after getting the LOC from the date of link acceptance (Site Wise Payment).		No Change
97	41	33.3	UPS Payment 100% payment on installation and commissioning.	Bidder should be allowed to start billing immediately after getting the LOC from the date of link acceptance (Site Wise Payment).		No Change
98	41		The First quarter will start from the date of Commissioning of project.	Please amend this clause . Billing cycle follows AMJ JAS OND JFM.		Agreed.
99	61	5	We would provide on-site maintenance of the installed system for a period of two (2) years from the date of commissioning of the system within the price quoted by us in the Commercial Bid. Yours faithfully,	Please amend this to 3 years		Point no. 5 of “ Annexure -6: Undertaking for honoring warranty ” be amended as follows : 5) We would provide on-site maintenance of the installed system for a period of three (3) years from the date of commissioning of the system within the price quoted by us in the Commercial Bid.
100	General		Site access and permission	All kind of permission/access at site from feasibility check to link delivery will be arranged by		Permissions will be provided by Department. However cabling, installation will be

				customer. Inbuilding internal cable routing in false ceiling and under POP wall will be in customer scope of work		responsibility of the successful bidder.
ZYXEL						
101			On page no. 14 in Firewall specification of Head Office in Sr. No. 1 you have asked for the proposed Firewall vendor should be in the Leaders Magic Quadrant of the latest Gartner report of Network Firewall 2019.This is a restrictive and discriminatory condition as per the DPIIT guidelines. Request you to please refer to the Annexure A of attached document which clearly states that asking for mandatory presence in Gartner Magic Quadrant for IT and Telecom products falls under restrictive and discriminatory condition.	Please remove the same		Agreed
102			proposed firewall should be NSS recommended	Request you to please remove the same or please put NSS/ICSA certified.		No Change
BSNL Queries						
103		Additional Query	we being Govt. of India company hereby request to kindly waive off the following charges in the tender: 1. Earnest Money Deposit of Rs.200000/-(Two Lac only). 2. E-service charges of Rs. 1180/-(one Thousand one Hundred and Eighty Rupees only). 3. Submission of PBG of 10 % of total value of the work order. In respect of BSNL may please be relaxed'			Agreed
Quick Heal						
104	As your esteemed organization has requirement of 3 Solutions I.e. Internet services, UTM Firewall Solutions and UPS Solutions these 3 Solutions has different-different suppliers and manufacturers. Even not a single Internet Service Provider organization/company who can manufacture and deliver these 3 solutions at their own level. They are still dependent on other OEMs. In future, in case of any failure or non satisfactory services from ISPs at any level you will be 100% dependent on that particular company/organization and they are further dependent on their supplier companies of UTM & UPS Solutions. So request you to float tenders separately for these 3 solutions.					No Change

105	Our State and Central Government always ask/promote to prefer “ Make in India ” Brands/Companies to strengthen the Nation’s economy and to reduce dependency on foreign brands. In coming future, if any foreign brand windup their operations in India due to any reasons, it will be very difficult to get after sales services. Normally these 3 certifications i.e CE/FCC/BIS are Industry standards and in market trend. With these certifications, any one of OEM can fulfill your requirements and can deliver best solution at reasonable prices. If we expect more certifications and any specific unique feature which is available only with single/few OEMs, unnecessarily your department has to pay high pricing due to less participation and unhealthy competition.				So we request you to consider above said points so that with maximum participation of bidders, department can get best solutions at best pricing.	Suitable modifications have been made in the specifications. Refer clarifications given in this pre-bid reply document.
Additional Points discussed during Pre bid						
106			Airtel raised the query, that the specification of the battery mentioned in the RFP will given only 10 minutes backup.			Following Specification mentioned at Sr. No. 7.5 (6) of the RFP is removed “SMF batteries 2 no.s x 12V x 7AH” The battery backup on full load has to be 2 hours
107			Airtel raised following point: The firewall warranty has been asked for 5 years whereas the Project duration is mentioned as 3 years. Requested that either the firewall warranty shall be reduced to 3 years or the Project duration be extended to 5 years			Firewall Support/Warranty will be for 3 years.
Additional Queries of Vodafone/Idea						
108		Under 7.2. Firewall Specification for Head Office	Why Firewall Throughput should be at least 20 Gbps or higher. Kindly provide the network detail. Why Firewall should support 1,18,000 new sessions per second or higher. Kindly provide the network detail. Why The proposed system shall be able to operate on either Transparent (bridge) mode to minimize interruption to existing network infrastructure or NAT/Route mode. Both modes can also be available concurrently using Virtual Contexts. Minimum 5 Virtual Firewall licenses must be quoted with the solution. Kindly provide the network detail. Why The Next Generation Firewall (FW + AVC + IPS) throughput should be at least 1.8 Gbps for Mix / production traffic or higher.			Refer clarifications given regarding the Firewall specifications in the replies given above. Network Details of Head Office: 1) Approx 200 desktop users will be required from day 1. No. of users may increase due to wifi setup in Head office building. 2) There is a GIS application of the Department, which uses high-bandwidth for opening satellite images and data.

			<p>Why The IPS system shall have at least 7,000 signatures. We would request to reduce the IPS signature else include and mentioned DPI SSL signature.</p> <p>Why In event if IPS should cease to function, it will fail open by default and is configurable. This means that crucial network traffic will not be blocked and the Why Firewall will continue to operate while the problem is resolved . Please provide the network detail.</p> <p>Why The threat prevention (FW + AVC + IPS + Antivirus /Antimalware) throughput should be at least 1.2 Gbps on Mix / Production traffic or higher. Kindly provide the network detail.</p> <p>Why The proposed system shall be able to queries a real time database of over 110 million + rated websites categorized into 70+ unique content categories. Please provide the network detail.</p> <p>Why Firewall Management/ Centralized management appliance must be quoted to manage 30 Firewalls with minimum 8 TB Storage. Please provide the network detail.</p>		<p>3) There are approx. 30 high-bandwidth users : in-house software application development (Software/GIS) team.</p> <p>4) Demo servers of applications and backup server also placed in Head Office which uses high network bandwidth.</p> <p>5) Live feed of IP based CCTV cameras to be installed in all field offices is required in head office of Department. Approximately, 200 cameras are being installed in field offices.</p> <p>6) VPN service will be used for employees of Head office.</p> <p>7) There are approximately additional 400 users in the Department field offices (DTP and STP offices) throughout the state as per the details given at Sr. No. 37</p> <p>8) No. of users, applications etc. may increase in future and accordingly the requirement of Bandwidth may also increase.</p>
109			Why The Proposed Firewall Vendor should be in the Leaders' Magic Quadrant of the latest Gartner report for Network Firewall 2019.	It should be mentioned Gartner Magic Quadrant not leader's so that every OEM can participate.	Clause Removed
110			The Proposed Firewall must be NSS recommended for the year 2019.	Kindly ask the last 3 years NSS labs reports not only 1 year.	No Change
111		Under 7.3 Firewall Specification for Head Office	Why The Proposed Firewall Vendor should be in the Leaders' Magic Quadrant of the latest Gartner report for Network Firewall 2019. It should be mentioned Gartner Magic Quadrant not leader's so that every OEM can participate.		Refer clarifications given regarding the Firewall specifications in this pre-bid reply document.

			<p>Why The proposed system shall be able to operate on either Transparent (bridge) mode to minimize interruption to existing network infrastructure or NAT/Route mode. Both modes can also be available concurrently using Virtual Contexts. Virtual Firewall licenses may be procured in future. Quoted equipment should support the same. Please provide the network detail.</p> <p>Why The Next Generation Firewall (FW + AVC + IPS) throughput should be at least 250 Mbps for Mix / production traffic. Please provide the network detail.</p> <p>Why the IPS system shall have at least 7,000 signatures. Is it only IPS will work on NGFW? We would request to reduce the IPS signature else include and mentioned DPI SSL signature.</p> <p>Why The threat prevention (FW + AVC + IPS + Antivirus /Antimalware) throughput should be at least 200 Mbps on Mix / Production traffic. Please provide the network detail.</p> <p>Why The proposed system shall be able to queries a real time database of over 110 million + rated websites categorized into 70+ unique content categories. Please provide the network detail.</p>		
112		Under 7.4 Firewall Specification for Head Office	<p>Why The Proposed Firewall Vendor should be in the Leaders' Magic Quadrant of the latest Gartner report for Network Firewall 2019. It should be mentioned Gartner Magic Quadrant not leader's so that every OEM can participate.</p> <p>Why The proposed system shall be able to operate on either Transparent (bridge) mode to minimize interruption to existing network infrastructure or NAT/Route mode. Both modes can also be available concurrently using Virtual Contexts. Virtual Firewall licenses may be procured in future. Quoted equipment should support the same . Please provide the network detail.</p> <p>Why The Next Generation Firewall (FW + AVC + IPS) throughput should be at least 200 Mbps for Mix / production traffic. Please provide network detail.</p> <p>Why The IPS system shall have at least 7,000 signatures. This tender is for NGFW not only for IPS. ? We would request to reduce the IPS signature else include and mentioned DPI SSL signature.</p> <p>Why The threat prevention (FW + AVC + IPS + Antivirus /Antimalware) throughput should be at least 150 Mbps on Mix / Production traffic.</p> <p>Why The proposed system shall be able to queries a real time database of over 110 million + rated websites categorized into 70+ unique content categories. Please provide the network</p>		Refer clarifications given regarding the Firewall specifications in the replies given above.

			detail.		
113	Additional query of Reliance Jio received through email on 24.07.20		For Firewall Payment – Bidder can raise the invoice for the firewall through their any subsidiary company also(document for the same has to be shared stating that the company is 100% subsidiary of the parent organization.)		Not accepted

The dates for bid submission and Presentation & technical Bid opening are extended as follows:

S.No	Event	Details
i.	Last date for submission of Bids	17.08.2020 upto 6:00 PM
ii.	Pre-qualification/Technical Bid Opening and presentations	18.08.2020 at 11:00 AM onwards in the office of Chief Town Planner(IT&M), Plot No.3, Sector 18A, Madhya Marg, Chandigarh
iii.	Declaration of result of Technical Bid	25.08.2020
iv.	Commercial Bid Opening	To be intimated later