

Clarification to General Pre Bid Queries

Sr No	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks	POSO CO Clarification
1	Additional Clauses - Pg. No. 7	5. Rates	Firm and Fixed during the entire duration of the contract without any price variation on any account whatsoever.	The prices are dependant on various factors viz. Taxes, Duties (including Custom Duties), Levies, USD-INR exchange rate etc. Any revision in Taxes, Duties (including Custom Duties), Levies, etc by Honourable Government of India, the bidder will need to revise the prices to this extent. If USD-INR exchange rate fluctuates by +/- 1% then the prices will be revised upto that extent. The bidder can provide price validity for the first PO, however for any subsequent orders, the prices will need to be mutually agreed based on the factors highlighted here.	No change Please consider as per Tender document
2	Additional Clauses - Pg. No. 23	28. Premature Termination of Contract	Also, during the entire period of O&M contract, if it is felt that services envisaged under this TS is required partially/not required, the Owner reserves the right to terminate the contract in partial/full by giving three (03) months advance notice to the bidder. Under such conditions, the payment for that period would be made on pro-rata basis and shall be restricted till the notified date of termination of service. In the case of termination / cancellation of the order, the Bidder will not be entitled to recover from Owner any amount by way of damages, loss or otherwise.	The bidder would have contracted full 5 years of back-lining support from OEM and hence termination for convenience cannot be accepted. The bidder request POSCO to remove this clause else agree on make any balance payment for the remaining contract duration.	During O&M period, only 'Maintenance Support and cost of qualified on-site Resident Engineer' contract would be cancelled if required. OEM supply price also includes five year back-to-back support & warranty which will not be cancelled.
3	Additional Clauses - Pg. No. 32	Annexure C		Annexure C requests for PBG of 10% whereas the RFP states 3%. Kindly clarify.	PBG shall be considered as 3% in all places of tender document.
4	Maintenance Support - Pg. No. 12	2.5. Applicable Penalty		Kindly request POSCO to cap the maximum penalty applicable for SLA upto 10% of Quarterly charges each quarter.	However, the quarterly ceiling for total deduction on account of penalty would be 10% of the total quarterly value.
5	34. Limitation of Liability	To make the project and RFP feasible and commercially viable we would request to note & accept the changes in the Overall Liability of the Bidder clause as mentioned below;	Neither party shall, in any event, regardless of the form of claim, be liable for any indirect, special, punitive, exemplary, speculative or consequential loss or damages. Subject to the above and to the extent allowed by local laws, the maximum aggregate liability of each party under this proposal for any claim or series of claims under any relevant purchase order regardless of the form of claim, damage and legal theory shall not exceed the total value of the Contract.	Neither party shall, in any event, regardless of the form of claim, be liable for any indirect, special, punitive, exemplary, speculative or consequential loss or damages. Subject to the above and to the extent allowed by local laws, the maximum aggregate liability of each party under this proposal for any claim or series of claims under any relevant purchase order regardless of the form of claim, damage and legal theory shall not exceed the Annual Value of the Contract.	No change Please consider as per Tender document

6	33. Force Majeure:	Bidder requests to add the below to the Force Majeure Clause;	33. Force Majeure: If this Contract during its continuance be prevented or delayed by reason of any war hostility, Acts of the public enemy, Civil commotion, National crisis, Sabotage, Fire, Flood, Earthquake, Lockout, Strike, Pandemic and any other Acts of God then provided notice of happening of such eventuality given by the Bidder/Seller to the owner within seven days from the date of its occurrence, neither party shall by reason of such eventuality be entitled to terminate the Contract and neither will the owner have any claim for damage for delay in maintenance. However, if the work is suspended by force majeure condition lasting more than two months, the owner shall have the option of cancelling the Contract in whole or part thereof at his discretion.	In case of any delay in performance of the scope of work, due to Force Majeure event, the timeline for such work shall automatically get extended for such period, affected due to Force Majeure event.	No change Please consider as per Tender document
7	Product Warranty:	Bidder requests to accept the below clause as deviation as it is not an OEM / OSD;	All Products delivered under this Agreement are subject to the warranties provided by the OEM's or OSD's manufacturer as legally and contractually permissible for Bidder to pass onto, resell, or assign to Client. Bidder is not the manufacturer of the Products and provides no warranty in respect of the Products.		Please consider as per Tender document
8			BIDDER disclaims any and all warranties, whether express or implied, including but not limited to the implied warranties of merchantability and fitness for a particular purpose AND AGAINST INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS.		
9	SERVICE Warranty:	23.3 - Taxes & Duties & Annexure F - NDA	BIDDER MAKES NO WARRANTY AS TO THE RESULTS OF ANY SERVICES PROVIDED AND except as set forth in this RFP, BIDDER disclaims any and all warranties OR REMENDIES, whether express or implied, including but not limited to the implied warranties of merchantability and fitness for a particular purpose AND AGAINST INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS.		Please consider as per Tender document
10			The RFP states about indemnity to be provided by the Bidder in case of any claims on POSOCO w.r.t to taxation due to Bidder and breach of confidentiality by the bidder. The term Indemnity needs to be replaced by court awarded damages in all the places in the RFP.		
11	Seciton 1.iv	Scope of the project	Management of Microsoft exchange 2016	Does POSOCO have Microsoft PSS hours. Or bidders need to factor same.	Bidder has to manage the MS exchnage with their own resources.
12	Section 7 a).2	Payment Terms : After Go-Live	25% of balance supply portion and 100% of the installation portion shall be made after successful completion of Go-Live of both sites	Payment will be provided after component wise completion of work	Payment will be released after completion of entire scope. No change, please consider as per Tender document
13	Section 9	Work Schedule	Supply - 8 weeks from PO	Request for extension to 10 weeks from PO	Kindly refer amendment
14			Installation, Configuration, Integration, Migration and Testing of all applications on the new Infrastructure. - 5 weeks from delivery	Request for extension to 16 weeks from delivery	Kindly refer amendment
15	Section 11	General Requirements	LAN and Power cabling supply and installation	Is this restricted to within Rack cablin	Bidder has to consider all cables internally and interpanel as well in their scope. Cables from panel to Access switch shall also be included. Bidder has to consider all cablings required to connect the supplied system under this project.
16	Maintenan ce Support (cluase xxviii)		VA & PT	Please specify the requirements of VA & PT	Vendor scope is already cleared in the clause. Annual VAPT will be owners responsibility.
17	Maintenan ce Support (cluase xxviii)	SLA and Penalty	Resident Engineer availability of 100%	This should be excluding minimum leaves. Request to specify the leave policy of POSOCO	Yes it is exclusive of Owners holidays

18	Maintenance Support (clause xxviii)	Project Manager		Is the Project Manager required for installation period only or for all 5 years	For installation period only
19	Maintenance Support (clause xxviii)	Resident Engineer	Minimum one engineer	Is the engineer required for 8x5 window. Keeping in mind the work to be carried out and the number of technologies to be supported, the number of engineers may be required higher. Kindly confirm	It is expected that resident engineer will do initial diagnosis of incidents and head office will support in rectification. Working day of resident engineer will be as per tender document.
20	Maintenance Support	Warranty / Maintenance and Support	Management, Maintenance and Configuration of the newly delivered systems for the entire contract period (Management and Configuration scope is also included for existing Information Security Infrastructure). The support to be provided to POSOCO should be on a 24x7 Onsite basis. During the Business hours, the support engineers will be working out of POSOCO's Head Office and during the nonbusiness hours, the support should be provided from the Data Centre/remotely.	Please clarify it is mentioned support required is 24x7 onsite in first line , in second line its mentioned engineers will be working out of POSOCO's Head Office and during the nonbusiness hours, the support should be provided from the Data Centre/remotely ? does it mean during business hrs support from head office and non business hours support from DC. Also please define the minimum resource requirement per shift for both locations along with the skill set and qualification required. Also who will be responsible for providing workstations/ seating space/ tool access for monitoring / ticketing / patching for onsite team deployed by bidder.	Kindly refer amendment
21	Maintenance Support	Warranty / Maintenance and Support	Configuration and Change Management <ul style="list-style-type: none"> • Incident and Escalation management processes • Identify, monitor & manage all server resources. • Tuning for optimum performance • Daily standard operating procedures • Reporting metrics and continuous improvement procedures 	Please clarify what tools are available for monitoring and management of infrastructure , also please clarify the available ITSM tool detail and does all these workflows already in place on existing setup.	There is no centralised tool available in existing infrastructure. Required feature is for the new proposed infrastructure, some part will be managed manually and some through UI to be provided by the respective OEMs.
22	Maintenance Support	Warranty / Maintenance and Support	Bidder shall address all the errors/bugs/gaps in the functionality in the solution implemented at no additional cost during the Project Period	Bidder has to rely on OEM for errors/bug identification & fixing support , however can be responsible for vendor coordination and what about the solutions which are not provided as part of this RFP and who shall be responsible for same.	Other solutions are also under OEM warranty, bidder has to coordinate with OEM and fix all errors/bugs.
23	Maintenance Support	Warranty / Maintenance and Support	All patches from OEMs shall be implemented by the Bidder ensuring customization done in the solution as per the POSOCO's requirements are applied.	Please clarify what kind of customization here has been referred to is it with respect to solution or patch. And what is the current patching mechanism process and tools in place, also will the tool be extended to bidder.	No tool is available presently, bidder has to consider requirement of any additional tool to be required to meet the entire scope of work.
24	Maintenance Support	Warranty / Maintenance and Support	Post implementation, the bidder is responsible for the integration with SIEM to be provided by Owner, if any, at no additional cost to Owner. Logs needs to be integrated with the SIEM solution through automated or manual mode.	Please clarify that owner here is referred to POSOCO , and bidder is only responsible for one time integration of devices with SIEM supplied under this RFP and SIEM monitoring is not part of this RFP or is with some other party support	At present, owner/POSOCO does not have any SIEM tool. In future, if it is procured vendor has to support in integration.
25	Maintenance Support	Warranty / Maintenance and Support	The consumables mentioned anywhere in the documents will include only toners, ink cartridges, printer drums, printer papers, magnetic tapes, floppy diskettes and stationery only. No other item will be considered under consumables and repair/replacement of all other parts/items shall be responsibility of the Bidder.	Kindly provide reference to this clause and scope around same as we understand that RFP does not include any end user support or IT peripherals under this RFP. Also there is no AMC for end user devices under scope of bidder.	Sometimes this clause also applicable to other equipments apart from end user devices like batteries of servers etc. Accordingly it has been kept.
26	Maintenance Support	Warranty / Maintenance and Support	One online-portal shall be made available by bidder where Owner can launch the complaints and it shall keep all records in a database.	Is this in reference to ticketing tool , does bidder need to propose same for this RFP	Yes, it can be dedicated or shared portal where owner can register the complaint and check the status.
27	Maintenance Support	Warranty / Maintenance and Support	Manage, Maintain, Upgrade and Upkeep of Microsoft Active Directory and DNS Infrastructure already deployed at POSOCO.	Does daily operations task related to Microsoft AD is part of scope under this RFP , and what is the user count	Yes it has to be managed by the vendor resident engineer.

28	Generic Query	Which email solution is in use ? On Premise Microsoft Exchange or cloud based email solution.		On Premise MS Exchange 2016 (Enterprise version). Bidder has to consider licenses of MS exchange for DR so that it can be configured at DR.
29	Warranty / Maintenance and Support - Page # 1	The support to be provided to POSOCO should be on a 24x7 Onsite basis. During the Business hours, the support engineers will be working out of POSOCO's Head Office and during the nonbusiness hours, the support should be provided from the Data Centre/remotely.	Please give further understanding about location for Non Business hours / Holidays.	Kindly refer amendment
30		The bidder shall provide support to ensure an uptime of 99.9% for the solution in accordance with the Service Level Agreement mentioned as part of this tender	We sincerely assume uptime commitment is referring to newly supplied solution under this RFP	Yes
31	1.1. Scope of work during Warranty Period - Page #1	Bidder shall be responsible for timely compliance of all audits and Vulnerability Assessment (VA) audit observations.	We sincerely request to share VA reports with RE / Bidder's PM. Arrangement of Admin Credentials / tool deployment would be owner's (POSOCO) responsibility	VAPT test will be imparted by owner, bidder has to implement the recommendations.
32	1.1. Scope of work during Warranty Period - Page # 3	All patches from OEMs shall be implemented by the Bidder ensuring customization done in the solution as per the POSOCO's requirements are applied.	We sincerely request owner (POSOCO) to provide staging environment for patch testing.	It will be provided in existing system.
33	1.1. Scope of work during Warranty Period - Page # 6	One online-portal shall be made available by bidder where Owner can launch the complaints and it shall keep all records in a database.	We sincerely request to give count of max users for Online Portal Access.	5 users
34	Additional Scope of work Page # 8	Work Schedule	We sincerely request to extend timelines for Phase II as Migration would be having multiple dependencies on application & owner.	Kindly refer amendment
35	Tranpost and insurance Page # 11 Point C1	Cyber Security certified professionals having valid certification on CISSP/OSCP/CISA/CISM.	We sincerely request to change this clause as "Cyber Security certified professionals having valid certification on CISSP/OSCP/CISA/CISM/CCIE Security"	No change, please consider as per Tender document.
36	Tranpost and insurance Page # 11 Point C1	HCI certified professionals for required technology/OEM as offered by them under the project.	we sincerely request to change this clause as - "OEM certified professionals for required technology/OEM as offered by them under the project."	No change, please consider as per Tender document.
37	1. Implementation Scope /2. General Requirements Pg-10	g. All the components of the main system shall be from the same Original Equipment Manufacturer (OEM).	We understand the "main system" refers to HCI. Please clarify and elaborate the requirement.	If OEM manufacturing the sub-components of any equipment/system, same may be provided. There should be 100% compatibility
38	1. Implementation Scope, Pg-2	xiv. Implementation of the solutions at NLDC, POSOCO including configuration, customization of the products as per the Owners requirement.	Please elaborate the requirement of Customization.	Changes or configurations as per the user requirement
39	Clause No.b, Pg-11	The system spare parts, as and when required and complete maintenance support of the system in future shall be with back-to-back guarantee from OEM for a period of five (05) years from the date of successful taking over of the system by the owner.	We assume that bidder will provide back to back warranty from OEM for a period of 5 years.Please clarify	Yes bidder has to provide back-to-back OEM warranty for each system supplied under the contract
40	Transport, Implementation Scope, point (ix.), page 2	Bidder is responsible for integration of supplied hardware and software. Required licenses shall be supplied as per respective OEM policy for Operating system, hypervisor, backup software, DR automation software etc.	Please specify what is expected from DR automation software license. Why is it required	Data replication will be required between DC and DR. Bidder has to factor software/hardware to meet RTO/RPO requirement, if any.
41	Transport Implementation Scope, point (xv.), page 2	Project Plan detailing each task with target date and assigned resource persons and installation of all supplied items, integration with existing infrastructure at DC, DR and POSOCO Offices	Please specify what all locations are covered under POSOCO offices for which integration is required	Integration means supplied system to be installed at DC & DR and its integration with existing system at DC.
			What all devices comes under existing infrastructure which needs to be integrated with security devices	List is already provided in tender document.

42	Transport,	Transport, Implementation Scope, point (xxi.),point c, page 3	The bidder has to provision automation tools to achieve and replicate any incremental changes either in application, services or data from DC to DR site during contract period.	What type of automation tool is expected from bidder	Bidder must consider DC-DR data replication tool, if additionally required.
43	Transport,	Transport, Implementation Scope, point (xxi.),point e, page 3	The bidder shall plan and maintain a list of standard operating procedures or activities to be carried out during the DR Drill and take prior approval from POSOCO before initiating such planned DR drill.	What type of activities are expected from bidder during DR drill For DC-DR firewall failover, we need DNS at DC and for DR-DC failover, we need DNS at DR. We request you to make you that DNS requiremen is met at DC and DR for DC-DR drills	How to make DR operational in case of failover of DC. Noted
44	Transport,	Transport, Implementation Scope, point (xxi.),point f, page 4	Automated switchover/ failover facilities (during DC failure & DR Drills) to be provided and ensured by selected bidder. The selected bidder shall also provide a tool/ mechanism for POSOCO to trigger DR switchover, for example a "one-click DR".	What type of tool is expected to be provisioned by bidder for DC to DR failover for security solutions	If any additional tool is required to meet technical specification requirement, same may be considered.
45	Transport	Transport, Implementation Scope, point (xxiv.),point f, page 4	Bidder has to provision storage of Logs with archive for a period of one year through SYSLOG server. Necessary provisioning shall be considered by the bidder in their solution accordingly.	Please specify only single quantity of syslog server has to be provisioned. Where will this server be placed at DC or DR. Also please specify we need to provision syslog considering the logs from security devices being procured through this tender. In case any additional existing security devices have to be considered then kindly share the list of devices with vendor details and size of log to be stored per day	at DC List is already provided in tender document.
46	Transport,	Transport, Implementation Scope, point (xxx.),point f, page 5	File Sharing system shall be deployed at both centres, in general it shall work at DC and replication will be done through provided software. In case of failure of DC, it shall work from DR as well. Requirement of licenses shall be considered accordingly.	If the file sharing solution is required in DC as well as in DR then please amend the quantity in BOM	Deployment can be done at both locations but at a time it will work from single site only.
47	Transport	Transport, 1.1. Design Considerations, page 6, point a	The solution must offer Identity, Authentication and Role based access to User Departments Infrastructure - Machines (Virtual or Physical), Application or Common Services.	Please specify is there any existing IAM (Identity access management) solution in place at POSOCO. If yes, then please specify the vendor. Which security device is being expected from this point	Presently only Microsoft AD is in use for user authentication. Same is expected from new system. However, if bidder required any additional software to meet TS requirement same may be considered.
48	Transport	Transport, 1.1. Design Considerations, page 6, point d	The solution should generate reports on non-conformance and escalation for privileged access by unauthorized roles/ identities.	Please specify which security device is being expected from this point	It is expected that required functionality will be met by respective OEM. However, if bidder required any additional software to meet TS requirement same may be considered.
49	Transport	Transport, 1.1. Design Considerations, page 6, point e	The solution should support VLAN isolation by supporting multiple networks per resource pool.	Please specify which security device is being expected from this point	
50	Transport	Transport, 1.1. Design Considerations, page 6, point f	The solution should support secure communication between guest VMs and Hypervisor and intra-VMs.	Please specify which security device is being expected from this point	
51	Transport	Transport,1.2. Training, page 9	Training	Please specify the training is to be given for how many days and at which location, DC or DR. Training has to be given for how many officials and what would be the timings of training.Is there any education creteria for trainer	Refer tender document. Training will be at DC.

52	SPECIAL CONDITIONS OF CONTRACT	SPECIAL CONDITIONS OF CONTRACT, 1. Scope of the project, point x., page 4	Provisioning of on-site resident engineer as per the requirement.	Please specify single onsite resident engineer has to be deployed at DC for warranty period of 5 years having knowledge of security components	One engineer at DC who will have over-all knowledge of supplied system.
53	Maintenance & Support	Maintenance & Support, 1. Warranty / Maintenance and Support, page 1	Management, Maintenance and Configuration of the newly delivered systems for the entire contract period (Management and Configuration scope is also included for existing Information Security Infrastructure).	Please specify the list of existing security components whose management and configuration is included in bidder's scope	List is already provided in tender document.
54			General	Please specify the vendor of vulnerability assessment , MDM, ITSM tool, patch management solution existing in POSOCO	No such tools are available. Owner is taking support from third party for VAPT.
55	Maintenance & Support	Maintenance & Support, 1.1. Scope of work during Warranty Period, page 6, point (xxxiii.)	The Bidder shall arrange for standby equipment, if the faulty equipment is not rectified within specified period or machines are taken out of office premises for servicing/repair.	Please specify the spare parts are to be placed at POSOCO or bidder location. Do bidder needs to provide spare parts for all the security appliance being procured for this tender	There is no need to maintain spare parts as-of-now, but if replacement of parts takes time on that time bidder need to arrange.
				Please specify the time frame within which the faulty part should be replaced/ RMA time line. Request you to consider it as NBD.	All supplied items will be under OEM warranty and support is specified in respective sections.
56	Technical Specification	Technical Specification, NAC, point 2 ,page 1	Any hardware/software/licenses required to enable the desired NAC functionality, shall be provided from Day 1.	Please specify physical appliance or Virtual machine solution is required. In case of physical appliance, interfaces are not mentioned in technical specification	Software based solution, hardware will be provided by the owner.
				Please specify for what all devices NAC is required. Kindly help with OS details	For supplied as-well-as existing system
57	Technical Specification	Technical Specification, NAC, point 6 ,page 1	The NAC solution must offer Network Visibility, Device Profiling, Easy and powerful Onboarding process, Endpoint Compliance, Network Provisioning and Threat Identification module provide security actions through integration.	Please specify what is meant by "threat Identification module provide security actions through integration". Here integration of NAC is being referred with which device. Please specify.	For supplied as-well-as existing system
58	Technical Specification	Technical Specification, NAC, point 11 ,page 2	NAC solution must be integrated with existing network and security equipment and application.	Please mention the list of list of network, security devices and application with which NAC is to be integrated	List is already provided in tender document.
59	Technical Specification	Technical Specification, Perimeter Firewall (Next Generation Firewall) for DC at NLDC, Delhi, point 45, page 5	The management platform must be accessible via a web-based interface for all the management facility. Same OEM FW must be managed centrally through single software. Owner will provide required VM for the installation of software, if specific OS (other than Window 2019) is required to make it operational, same shall be provided by the vendor. All other necessary licenses shall be provided by the bidder.	Please confirm for perimeter firewall, VM & windows 2019 OS will be provisioned by POSOCO for DC	noted
60		General	General	Please specify the centralized management for HIPS, MFA, NAC, Email security , file sharing software is required. If yes then please specify whether the central management will be placed in DC, DR or both (in DC & DR). Also central management of perimeter firewall will be placed in DC, DR or both (in DC & DR)	All central mangement will be placed at DC
61	Technical Specification	Technical Specification, Multi Factor Authentication, point 4, page 8	Solution should provide reports on managed vs unmanaged devices accessing any on-premises and cloud-based applications	Please specify what all applications are present on cloud	At present no application is in Cloud but functionality has been asked for future

62	Technical Specification	Technical Specification, File Sharing Software, point 5, page 1	The storage and the compute (in virtual environment) required to run the solution would be provided by Owner. However, OS other than M S Datacenter 2019, if required, same may be considered by vendor to meet full functionality. Apart from OS, if any other software, database etc is required, same shall be considered by vendor in their offered solution.	Please confirm for file storage solution storage, compute, OS (windows 2019) will be provided by POSOCO	Yes
63	Technical Specification	Technical Specification, File Sharing Software, point 25, page 2	Should Support integration with DLP systems or application should have it's own native DLP (must be provided without any additional cost).	Please specify if any DLP solution is existing in POSOCO. If yes then please specify the vendor	Presently no DLP is available
64	Technical Specification	Technical Specification, File Sharing Software	General	Does these 500 to 1500 users are from both DC and DR or understanding is different	for both
65	Technical Specification	Technical Specification, File Sharing Software, point 27, page 2	Support for viewing of protected content without the need to install any client on end user machine	Please clarify client is required or not at end user machine	Kindly refer entire TS and provisioned accordingly
	Technical Specification	Technical Specification, File Sharing Software, point 32, page 3	Should have facility to transfer files in secure manner with the help of client itself.		
66	SPECIAL CONDITIONS OF CONTRACT	SPECIAL CONDITIONS OF CONTRACT, Management (required only during implementation), page 10	Preparation and submission of migration plan to POSOCO for migrating the existing application on new proposed equipment like VMs, Switches, Firewall, Routers and etc.	Please specify, what all applications need to be migrated w.r.t firewall. Is this point referring to internal firewall at DR	As per entire scope of work refered in tender document
67	SPECIAL CONDITIONS OF CONTRACT	SPECIAL CONDITIONS OF CONTRACT, Scope of the project, page 5	Appropriate replication link shall be provided by Owner. Required configuration of equipment (Router/Switches/LLB) shall be done by selected bidder. Bidder has to help in migration of in-house developed applications, however, bidder has to migrate standard applications (Email, AD, EOffice etc) and data in new infrastructure.	As discussed, currently SLB and WAF are being procured. Please help us with the details of vendor for LLB, SLB, WAF.	Till now it has not been finalised
				We recommend that required configuration of existing security equipments such as LLB, SLB, WAF should be done by local onsite team of POSOCO. Bidder can guide for the necessary configurations/reinstallation /upgrade/ integration/ patching etc. activities to POSOCO team.	Understanding is OK
				If incase bidder is responsible to do all configurations/reinstallation /upgrade/ integration/ patching etc. activities for existing security equipments, then kindly help with detailed SOW (configurations to be done, rules to be formed etc.) along with details of devices. Also help with documents such as OEM back to back support, warranty, BOM, network architecture validated by POSOCO for exiting security devices.	Details will be provided to succesfull vendor only.
				Please mention the inhouse developed applications with need to be migrated and replicated	List is already provided in tender document.
				As discussed appliactions such as trend micro control manager, vulnerability protection, server protect has to be migrated to new infra within DC. Please specify are these application present standalone or in HA in DC.	

68	SPECIAL CONDITIONS OF CONTRACT	SPECIAL CONDITIONS OF CONTRACT, B. List Application to be migrated to new IT Infrastructure, page 47	15. TREND MICRO CONTROL MANAGER, 16. TREND MICRO VULNERABILITY PROTECTION, 20. Server Protect, ANTIVIRUS SERVER, REVERSE PROXY	As the hardware, software, licenses is to be factored by bidder. Please help with details of required upgraded version for application. Also help with quantity of licenses to be procured for these applications. In case of antivirus server, for how many licenses need to be procured Please help with vendor details of reverse proxy. Requirement of reverse proxy. Is it deployed standalone in DC or in HA in DC. Please help with details of required upgraded version for application. Also help with quantity of licenses to be procured	These details pertain to existing AV. Under the proposal procurement of new AV has been proposed, bidder has to consider scope for that only.
69	Technical Specification	Technical Specification, HIPS Solution for Servers	General	Please specify HIPS solution is required for what all server OS platforms Please confirm whether POSOCO wants on premise solution or SAAS solution Is there any air gap environment in POSOCO Please specify, is there any deployment tool existing in the POSOCO infra	As per present requirement it is Window and Red Hat. On Premise As per proposed architecture. Bidder has to suggest best architecture. Presently only Advanced AV is in use for Servers
70	Technical Specification, End Point Security (Advanced Anti-Virus)	Technical Specification, End Point Security (Advanced Anti-Virus)	Technical Specification, End Point Security (Advanced Anti-Virus)	For what all platforms (windows, linux, android, mac, ios) endpoint security is required. Does 150 users include DC, DR and roaming users Please confirm whether POSOCO wants as on-Prem solution or SAAS Please specify where will the centralized management server will be placed: DC, DR or both in DC & DR	AV is for DC only On Premise DC
71	SPECIAL CONDITIONS OF CONTRACT		Supply of all components: Within 8 weeks from issuance of Letter of Award.	Request you to amend the supply timeline as 8-10 weeks	Kindly refer amendment
72			Installation, Configuration, Integration, Migration and Testing of all applications on the new Infrastructure: Within 5 weeks from the date of delivery	Considering the SOW we would request you to amend the Installation, Configuration, Integration, Migration and Testing of all applications on the new Infrastructure timeline as 8 weeks	Kindly refer amendment
73	Transport	Implementation Scope, point xix.	xix. Bidder is required to take-over support from the Existing Vendors for the security solutions, IT Infrastructure and successfully complete the transition of existing solution & IT Infrastructures in order to have no disruptions; bidder is required to perform re-installation / re-deployment / reconfiguration, change in parameter and attribute settings in respect to achieve leading industry adopted practices and guideline of cyber security regulations.	As per bidder's SOW is considered for security components, we understand we need to install, configure the equipment mentioned in BOM i.e. External firewall at DC & DR, Internal firewall at DR, APT at DC, NAC at DC, Email security solution in DR, MFA at DC & DR, Endpoint at DC, HIPS at DC & DR, migration of trend vulnerability protection, server protect, antivirus server, trend micro control manager to new infra. If apart from this, there is any additional activity in bidder's scope then kindly help with the detailed SOW for the same. We request you that any required re-installation / re-deployment / reconfiguration, change in parameter and attribute settings in respect to achieve leading industry adopted practices and guideline of cyber security regulations. should be done by local onsite team of POSOCO. Bidder can guide for the necessary configurations to be done. Please specify what is the minimum allowed downtime in case of migration, replication, installation etc.	Bidder shall consider configuration of existing infrastructure also so that agreed network architecture can be implemented. It will be bidder responsibility It will be decided at the time of implementation and depending on the criticality of application.
74			General	For internal firewall at DC i.e. Sophos, please clarify management is to be provisioned by bidder.	Yes bidder has to manage the existing infrastructure also.

75	Special Conditions of Contract	Introduction	<p>The present scope of work under this contract includes supply, installation/commission, configuration, testing, DC-DR replication, migration of data from old to new infrastructure, integration with existing system (wherever applicable) etc of the hardware and software envisaged under the contract along with a comprehensive Annual Maintenance Contract for 05 years.</p>	<p>How much of data is there for migration. Pls confirm. Also, pls elaborate how migration is done between old existing system to new DC infra :- by host to host migration or by using existing tape library . if its a host to host migration, then pls elaborate the existing backup software details.</p> <p>Pls provide the details of existing systems to be integrated with new Hardware.</p> <p>Pls elaborate the replication scope i.e. we need to do the replication of vm , db ,AD, Exchange, HCI nodes or an other component. Pls suggest who will do the DB and application replication as there are many inhouse applications which bidder has no overview and also, in the bid, no DB license is asked and details are not shared. We are assuming that the db and application replication will be taken care by POSOCO. Kindly confirm</p>	<p>Data volume would be about 15 TB.</p> <p>Backup software details already provided in tender document.</p> <p>List of existing equipments and proposed architecture is already attached in the tender document.</p> <p>DB replication will be set-up by POSOCO DBA whereas it is expected that all required support will be provided by the bidder. Similarly, bidder has to support in migration of in-house developed application to POSOCO officials.</p>
76	11.4. Site Preparation, Supervision and Installation:		<p>a. Owner will provide space for the installation of panels with adequate cooling and fire suppression system. Floor is raised floor (false floor), bidder has to plan accordingly.</p>	<p>We are assuming panels with adequate cooling and fire suppression system, the range of temperature, humidity, dust level and power requirement ,cable laying all are provided by the Owner and maintained by the owner. Bidder has to only implement the hardware and software . Site readiness is the scope of POSOCO only. Pls confirm.</p>	<p>Cooling and fire suppression system will be provided by POSOCO.</p> <p>However, supply of cables and laying of cables for the supplied system shall be bidder responsibility.</p>
77	11.4. Site Preparation, Supervision and Installation:		<p>c. The Bidder shall furnish along with its offer a list of facilities and other necessities required by them, if any, for site preparation, etc. The Bidder shall be fully responsible for installation and commissioning of the equipment including cabling related to installed equipment and other related activities such as unpacking, uncarting, inspection, etc., for which the owner shall provide the required space at the premises</p>	<p>It is assuming that cable laying is the scope of POSOCO while whatever cable is required for the interconnection is the scope of bidder. Pls confirm.</p>	<p>Supply of cables and laying of cables for the supplied system shall be bidder responsibility.</p>
78	Responsibility Matrix	Responsibility Matrix	<p>8. Installation, Migration and updating databases and Build database cluster.</p>	<p>since, the DB license is taken care by the POSOCO. So, we are assuming . clustering license for building db cluster is provided by POSOCO.</p>	<p>Licensing part of DB will be taken care by the POSOCO</p>
79	General Query	General Query	<p>File sharing Software for Data Centre</p>	<p>Where it is put and its scope.</p>	<p>DC and DR and shall be operational from one centre only</p>
80	General Query	General Query	<p>Rack server for DR</p>	<p>its purpose?</p>	<p>For the installation of Oracle DB, to be provided by the POSOCO.</p>
81	Bill of Quantity	Pt. No. 15	<p>Microsoft Datacentre (for at-least 100 VMs on each of the proposed HCI solution)</p>	<p>Pls elaborate why 2 qty is asked.</p>	<p>In DC, two sets of HCI has been provisioned, accordingly, two qty of licenses has been asked for DC.</p>
82	xi, Special Conditions of Contract		<p>In case of requirement of centralised management system (HCI, NGFW etc) mentioned in technical specification, only one has to be considered for DC&DR. However, all devices of DC & DR shall be integrated with it. Provisioning of licenses shall be considered accordingly.</p>	<p>Do this mean we have to consider one management for both DC and DR or we need to factor 1 management for DC and One management for DR.</p> <p>Also, pls confirm for the replication between DC and DR , Same IP is given Or different as we need different IP to run the solution.</p>	<p>Single centralised management to be placed at DC.</p> <p>IP plan can be decided at the time of implementation.</p>
83	18, Bill of Quantity		<p>Rack server for DR</p>	<p>We are assuming that this rack server is for Oracle db and oracle license will be provided by the customer.</p>	<p>Yes</p>

84	General Query		<p>For mail services - Pls confirm the existing Exchange Version Who will upgrade from existing Exchange version to 2016. Do we need to factor additional cost for license upgrade. Pls clarify the no of exchange servers Is DAG applicable Pls specify the Data size Pls confirm the no of mailbox and no of users</p> <p>For AD:- no of ADC Pls share the details of IP. Did POSCO provide different IP in DC and DR.</p> <p>For Email :- Pls share the data size of Email Archival.</p>	<p>Exchange Version- 15.1 Who will upgrade from existing Exchange version to 2016- Computer Ware India Pvt. Ltd. No of exchange servers- 2 Is DAG applicable- Yes Data size- 6.50 TB No of mailbox and no of users- 769</p> <p>For AD:- 769 no of ADC- 2</p> <p>For Email :- Data size of Email Archival- 2.15 TB</p>
85	NMS For Data Centre 1. Technical Specification 1.1. NMS Software	3. Proposed solution shall cover licenses for 250 nodes (which includes devices supplied under the project (DC and DR) and already installed at customer premises). Solution shall be scalable by 40% to meet future need.	<p>Request you to please provide the segregated Count of devices in the following manner to prepare the EMS Bill of Material and factor the appropriate licenses:-</p> <p>(1) Number of Standalone Physical and Virtual Hosts (2) Number of SNMP enabled Network Devices (ex: Routers, Switches, Firewalls, Load Balancer etc.) (3) Number of Applications (ex. Databases, Middleware and Web Applications) (4) Number of Desktops and Laptops</p> <p><u>Note:- Enterprise Management System has various products to cater this requirement and each product has their own licensing model.</u></p>	<p>(1) Number of Standalone Physical and Virtual Hosts - Physical-5, Virtual-68 (2) Number of SNMP enabled Network Devices (ex: Routers, Switches, Firewalls, Load Balancer etc.) - As per list attached with tender document. (3) Number of Applications (ex. Databases, Middleware and Web Applications) - As per list attached in tender document. (4) Number of Desktops and Laptops - Monitoring of desktop and laptops would not be required in NMS.</p>
			<p>Please confirm on all licenses and installation media and patches related to OS, database, middleware and applications framework will be provided by POSOCO.</p> <p>2. Please confirm that the scope does not include any database, middleware and applications framework version upgrade.</p> <p>3. Is there any IP whitelisting or public IP dependency on any external facing applications or web services.</p> <p>4. Please confirm that all the OS, database, middleware and applications framework except open-source/community version are under support by their respective OEMs so that patches can be obtained and support requests can be raised with OEM. If any components is not under support then please let know.</p> <p>5. Please confirm if all SSL/TLS certificates are available and valid, it renewal or procurement is not in our scope. There is no change expected in any URL due to migration.</p>	<p>For the supplied system, to be factored by the Bidders</p> <p>As per scope of work defined in tender document.</p> <p>Many applications are public facing.</p> <p>For existing system it is available, however, for new proposed system bidder has to factor it.</p> <p>SSL certificate will be provided by the POSOCO (registered in the name of POSOCO) which is presently used for websites and mail exchange. However, if any SSL/TSL is required for the supplied system, same may be factored by the bidder.</p>

86	General Query	General Query	Application related Query	6. During discussion, we came to know that all the applications are not required in DR, only critical applications need to be configured in DR and a list is already available. We request to kindly share the list with us.	List of critical application will be shared during the implementation.
				7. There are few applications that are being managed by third party such as PWC and NIC, what will be our scope in those applications setup after VM creation, network and storage provisioning. Will database, middleware and applications framework installation, configuration and data migration will be the part of our scope?	For those application bidder has to provide required resources. Respective Developer will manage other things
				8. What will be our scope for POSOCO's in-house developed applications; after VM creation, network and storage provisioning? Will database, middleware and applications framework installation, configuration and data migration will be the part of our scope?	For those application bidder has to provide required resources. Respective Developer will manage other things
				9. Please confirm that any troubleshooting during migration will be out of scope and will be done by POSOCO's team or their ISVs. If not then please define the scope.	Bidder has to support in migration of inhouse developed applications also.
				10. Considering fairly large number applications and in different domains/framework, it will not be feasible to migrate all of them at one go. Migration will happen in bunches/batches. If POSOCO already has any priority/sequence/grouping (based on business function or dependency/co-relation) then please share that with us, if not we request to work it out and then share with us. Each migration will require some downtime; what would be the maximum downtime (eg. few minutes, few hours, 1-2 days, 3-4 days) that POSOCO can afford, can these migrations be planned in Weekdays or only in Weekends. Migration strategy and complexity is somewhat dependent on allowed downtime so it is important to know your business requirement and acceptable downtime.	Migration will be planned in nights and weekends only for the critical applications. List will be shared during implementation only.
				11. Considering fairly large number applications and in different domains / framework, 5 weeks of implementation timeframe is not feasible or justified, we request to please revise it to 10-12 weeks as realistic timeline.	Kindly refer amendment
87	Special condition of contract	Scope of the project, point vi.	vi. The system shall be designed to protect applications, services, data and the infrastructure from malicious attacks or theft from external (through internet) and internal (through intranet) hackers. Using security appliances, Firewalls, IPS etc., such attacks and theft should be controlled and well supported (and implemented) with the ISO 27001:2015 compliant security policy. Security system logs should be properly stored & archived for future analysis and forensics as per the requirement of RFP.	Please specify as per this statement " Security system logs should be properly stored & archived for future analysis and forensics as per the requirement of RFP." bidder needs to provision syslog server or there is some different understanding	Logs must be available in respective devices as per the requirement specified in respective sections. However, in SYSLOG server also all logs must be available for at-least six months. SYSLOG server (software) shall be provisioned by bidders, hardware will be provided by the POSOCO.

88	Special condition of contract	Scope of the project, point xi.	xi. In case of requirement of centralised management system (HCL, NGFW etc) mentioned in technical specification, only one has to be considered for DC&DR. However, all devices of DC & DR shall be integrated with it. Provisioning of licenses shall be considered accordingly.	Please specify as per this clause if the internal firewall at DC and DR are from different OEMs, then the centralized management will be different for DC and DR. Is POSOCO fine with it or POSOCO wants to replace the existing Sophos firewall at DC with new firewall.	At DC, existing Sophos will be used as an internal firewall. However, in DR, bidder has to consider different OEM for perimeter and internal FW.
89	Transport	Implementation scope, point xv.	Recommendation of best practices to implement and roll out the items under procurement. The complete documented plan must be submitted to POSOCO with supported designs and drawings (if any) within 4 weeks of placing the order. The actual execution will start only after approval of plan by NLDC, POSOCO. The plan shall include information related to integration with existing setup (as applicable), required downtime, deployment schedule etc.	Please specify with what all existing devices integration for security devices is required. Please help us with the detailed list.	List is already provided in tender document.
				Please specify what is the minimum allowed downtime in case of migration, replication, installation etc.	It will be decided during implementation.
90	Maintenance & support	Scope of work during Warranty Period, point xxxvi.	• Manage, Maintain, Upgrade and Upkeep of Microsoft Active Directory and DNS Infrastructure already deployed at POSOCO.	Please specify the vendor of DNS existing at POSOCO. Is the DNS present in DC as well as at DR location	Internal DNS is from Microsoft and External is of Godaddy. Presently it is available at DC only.
				What will be bidder scope of work considering management, maintaining, Upgrading DNS Infrastructure already deployed at POSOCO. What is the current version of DNS which requires upgradation	DNS Version - 2013 R2
91		Scope of work during Warranty Period, point xxxvi.	Monitor and Manage Activities and mitigate Information Security incidents in endpoints, servers network switches, routers etc installed at CC POSOCO and NLDC.	Please specify what is meant by mitigation of information security incidents in endpoints. Please describe in detail	Mitigation of security incidents as per the various advisories issued.
99	Transport	Implementation Scope, point xix.	xix. Bidder is required to take-over support from the Existing Vendors for the security solutions, IT Infrastructure and successfully complete the transition of existing solution & IT Infrastructures in order to have no disruptions; bidder is required to perform re-installation / re-deployment / reconfiguration, change in parameter and attribute settings in respect to achieve leading industry adopted practices and guideline of cyber security regulations.	Please provide details of existing vendor for security solution.	List already mentioned in tender document.
				Please clarify what is expected from bidder w.r.t re-installation / re-deployment / reconfiguration, change in parameter and attribute settings in respect to achieve leading industry adopted practices and guideline of cyber security regulations. What will be the scope of work of bidder w.r.t security solutions	Changes required to meet the cyber security guidelines/requirements.
				We request you that any required re-installation / re-deployment / reconfiguration, change in parameter and attribute settings in respect to achieve leading industry adopted practices and guideline of cyber security regulations. should be done by local onsite team of POSOCO. Bidder can guide for the necessary configurations to be done	Bidder representative has to do.
100	Transport	General	Proposed Network Architecture at Main Data Centre, NLDC, Delhi:	Please clarify is the existing firewall (Sophos) at DC is present in HA	Yes
101	Transport	General	Proposed Network Architecture at Main Data Centre, NLDC, Delhi:	Please confirm that in existing infra, LLB is in HA at DC & standalone at DR	LLB is under procurement and will be in HA
102	Transport	General	Proposed Network Architecture at Main Data Centre, NLDC, Delhi:	Please confirm that in existing infra, SLB & WAF is in HA at DC and standalone at DR	It is under procurement and will be in HA
103	Transport	General	General	Please confirm that in existing infra, Standalone email security solution at DC is present or in HA	Kindly refer amendment
104	Technical Specification	Technical Specification, Internal Firewall for DR Site,	The management / logging platform must be capable of integrating third party vulnerability information into threat policy adjustment routines and automated tuning workflows and should also have the management / logging platform	Please specify is there any automation and orchestration tool already in POSOCO with which internal firewall is to be integrated using API. If yes please specify the tool	At present no such tool is available.

	point 46	must be capable of integrating with API for Automation and Orchestration.	What type of automation and orchestration tool is being expected	As per requirement mentioned in technical specification	
105	Special condition of contract, List Application to be migrated to new IT Infrastructure:	Server Protect and reverse proxy	Please help us with the details of server protect application and reverse proxy application. For what reason these applications are running	Reverse proxy is running on Ubuntu. Server Protect was used for anti-virus system of trend Micro.	
106	Special condition of contract	Scope of the project, point v	Appropriate replication link shall be provided by Owner. Required configuration of equipment (Router/Switches/LLB) shall be done by selected bidder. Bidder has to help in migration of in-house developed applications, however, bidder has to migrate standard applications (Email, AD, EOffice etc) and data in new infrastructure.	We request you that required configuration of equipment (LLB) should be done by local onsite team of POSOCO. Bidder can guide for the necessary configurations to be done	Since responsibility of management of entire infrastructure, as per SLA will be of bidder, hence, it is expected that bidder has to do required configuration as per their design/requirement.
107	Maintenance & Support	Scope of work during Warranty Period, point xvi.	All engineering changes & support, including but not limited to installation/reinstallation, configuration, integration, testing, commissioning & documentation as may be necessary to match technical and operational specifications of best practices, standards, custom requirements, patches, upgrades or performance improvement of existing equipment, its components or services.	We request you for existing device upgrade or patching should be done by local onsite team POSOCO.	As per scope of work defined in tender document.
108	Maintenance & Support	Scope of work during Warranty Period, point xxiii.	Post implementation, the bidder is responsible for the integration with SIEM to be provided by Owner, if any, at no additional cost to Owner. Logs needs to be integrated with the SIEM solution through automated or manual mode.	We request you that the bidder to be responsible for integration of only new implemented device with SIEM.	Expectations is in line with query
109			Bidder shall have at-least one experience of supply, installation, configuration and maintenance on proposed OEM HCI solution with minimum 4 nodes in last five years.	Bidder shall have at-least one experience of supply, installation, configuration and maintenance on proposed OEM HCI solution with minimum 3 nodes in last five years.	No Change As per Tender requirement
110			Bidder shall have at-least one experience of supply, installation, configuration and maintenance on proposed OEM HCI solution with minimum 4 nodes in last five years.	Bidder shall have at-least one experience of supply, installation, configuration and maintenance on proposed OEM HCI solution with minimum 3 nodes in last five years.	No Change As per Tender requirement
111			Bidder shall have at-least one experience of supply, installation, configuration and maintenance on proposed OEM HCI solution (with minimum 4 nodes) in last five years.	We understands that HCI being a technology it is required to have experience on the same with any OEM. We request you to lift the boundation of experience with the same OEM which is being proposed as this will restrict bidders from quoting the most competitive solutions. We recommend the following ammendments: Bidder shall have at-least one experience of supply, installation, configuration and maintenance on HCI solution (with minimum 4 nodes) in last five years.	No Change As per Tender requirement

112	<p>Bidder shall have at-least one experience of supply, installation, configuration and maintenance on proposed OEM HCI solution (with minimum 4 nodes) in last five years.</p>	<p>Bidder shall have at-least one experience of supply, installation, configuration and maintenance on proposed OEM HCI solution (with minimum 2 nodes) in last five years.</p>	<p>As per the Pre-qualification requirement for HCI solution:- We are authorized partner of HPE and have intent to propose HPE HCI Solution. HPE Equipments provides full functionality of HCI solution through minimum 2 (Two) nodes and provide extension upto 96 nodes. However, few other OEMs provide HCI solution functionality through minimum 3 (Three) or more nodes only. Therefore, to ensure the effective/ wider participation from leader IT OEMs and their authorized partners, we strongly recommend to consider the amendment of this clause for requirement of experience of minimum 4 (Four) Nodes implementation to having experience of minimum 2 (Two) Nodes or more implementation. Note: Please refer Date Sheet of HP HCI solution (Page No.02) which clearly mention their recommendation to achieve HCI solution full functionality through monimum 2 Nodes.</p>	<p>No Change As per Tender requirement</p>
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