Response to Pre-Bid Queries for RFP					
RFP Ref. No.		**CPCM-34/2026-27 Date: 17-Jul-2026 GEM Bid No. - GEM/2026/B/7855159**			
RFP Name		**RFP for Requirement of Firewall Analyzer Tool at StockHolding**			
Sr. No.	**Page No.**	**RFP Clause**	**Clause Description**	**Query**	**StockHolding Remarks**
1	15	(1) Scope of work	The successful bidder needs to supply, implement & maintain firewall rule monitoring/analyzer tool at Stockholding's DC & DR for total 29 licenses for 3 years' period: The product and solution should follow the SEBI CSCRF guidelines.	29 Licenses asked are contradicting with the device inventory it is mentioned at 42. Please clarify the total number of firewall and L3 devices.	**Revised Clause:** The successful bidder needs to supply, implement & maintain firewall rule monitoring/analyzer tool at Stockholding's DC & DR for total 42 devices for 3 years' period: The product and solution should follow the SEBI CSCRF guidelines.
2	17	The broad scope of work of the firewall analyzer tools is as follows	14. Solution should provide below compliance/Audit reports for Individual and for group of firewalls – • ISO 27001 Compliance • SOC2 Type2 Compliance • Base line Configuration Compliance (As per CIS Benchmark)	SOC 2 is generally used to evaluate SaaS, cloud infrastructure, or technology service providers and demonstrates how they securely manage customer data. It is not specific to firewall solutions only. Please clarify whether Stockholding is asking the OEM to provide its SOC 2 certification, or whether the requirement is related to SHCL's own cloud infrastructure.	**Clarification:** The requirement refers to the Firewall Analyzer software's capability to audit, map, and generate built-in compliance reports for firewall configurations against standard frameworks (ISO 27001, CIS Benchmarks), as well as mapping firewall security rules to relevant SOC 2 Trust Services Criteria (e.g., CC6.1, CC6.6 for network security and boundary control, etc.)
3	18		29. The Solution should integrate with the Stockholding's proposed ITSM solution where a new Traffic Change Request would be triggered. All approvals should be managed within the Stockholding's proposed ITSM Solution. The Solution should have a mechanism to search for all the tickets related to a given rule configured on Firewall.	We note that most Change Management requirements in the RFP have been marked as Optional, whereas the above requirement has been marked as Mandatory. Kindly confirm whether this requirement is indeed Mandatory and whether Change Management is within the scope of this RFP, or if this requirement should also be treated as Optional in line with the other Change Management-related requirements.	**Clarification:** ITSM solution is not in place. As and when ITSM solution is in place, the Bidder/OEM is required to integrate with the ITSM platform based on the requirement. This feature is a mandatory feature.

4	8	ELIGIBILITY CRITERIA	2. Experience in Similar Engagements: The proposed solution must have been implemented by respective bidder in at least two Banks / Financial Institution / Government Organization environment with minimum 5 firewall devices in India during last -3- years as on RFP date.	The current SHCL requirement is to integrate 42 devices, while the reference clause currently asks for deployment experience of only 5 devices. Is there any specific reason for downsizing the evaluation criteria. Generally, organizations ask for larger deployment references to gain confidence that the proposed solution has been deployed, tested, and operationalized in similar enterprise environments. Request you to please modify the clause as below: "The proposed solution must have been implemented by respective bidder in at least two Banks / Financial Institution / Government Organization environment with minimum 50 firewall devices in India during last -5- years as on RFP date."	**Revised Clause:** Experience in Similar Engagements: The proposed solution must have been implemented by respective Bidder/OEM in at least two Banks / Financial Institution / Government Organization environment with minimum 50 firewall/routers/switches devices in India during last -3- years as on RFP date.
5				The proposed solution should also include ITSM integration deployment reference as per the current ask of the RFP. Kindly confirm if the understanding is correct.	**Clarification:** ITSM solution is not in place. As and when ITSM solution is in place, the Bidder/OEM is required to integrate with the ITSM platform based on the requirement. This feature is a mandatory feature.
6				kindly changes clause as aExperience in Similar Engagements: The proposed solution must have been implemented by respective bidder/OEM in at least two Banks / Financial Institution / Government Organization environment with minimum 5 firewall devices in India during last -3- years as on RFP date.	**Revised Clause:**Experience in Similar Engagements: The proposed solution must have been implemented by respective Bidder/OEM in at least two Banks / Financial Institution / Government Organization environment with minimum 50 firewall/routers/switches devices in India during last -3- years as on RFP date.

7				Experience in Similar Engagements: The proposed solution must have been implemented by the Bidder or the OEM in at least two Banks / Financial Institutions / Government Organizations in India, each with a minimum of five (5) firewall devices, during the last three (3) years as on the RFP date. Justification: Since the implementation and technical expertise are primarily provided by the OEM, we request the Bank to consider the implementation experience of either the Bidder or the OEM for meeting this eligibility criterion. This will encourage wider participation while ensuring that the proposed solution has proven implementation experience in similar environment	**Revised Clause:** Experience in Similar Engagements: The proposed solution must have been implemented by respective Bidder/OEM in at least two Banks / Financial Institution / Government Organization environment with minimum 50 firewall/routers/switches devices in India during last -3- years as on RFP date.
8	11	Technical Bid Evaluation (Stage 2)	2. Experience in Similar Engagements: The proposed solution must have been implemented by respective bidder in at least two Banks / Financial Institution / Government Organization environment with minimum 5 firewall devices in India during last -3- years as on RFP date.	Since this is a niche technology with a limited number of implementation partners, we request that the experience criteria be amended to "the proposed solution should have been implemented by the **OEM**" instead of "implemented by the bidder." This will encourage wider participation while ensuring the OEM's proven implementation experience.	**Revised Clause:** Experience in Similar Engagements: The proposed solution must have been implemented by respective Bidder/OEM in at least two Banks / Financial Institution / Government Organization environment with minimum 50 firewall/routers/switches devices in India during last -3- years as on RFP date.

9				Experience in Similar Engagements: The proposed solution must have been implemented by the Bidder or the OEM in at least two Banks / Financial Institutions / Government Organizations in India, each with a minimum of five (5) firewall devices, during the last three (3) years as on the RFP date. Justification: Since the implementation and technical expertise are primarily provided by the OEM, we request the Bank to consider the implementation experience of either the Bidder or the OEM for meeting this eligibility criterion. This will encourage wider participation while ensuring that the proposed solution has proven implementation experience in similar environment	**<u>Revised Clause:</u>** Experience in Similar Engagements: The proposed solution must have been implemented by respective Bidder/OEM in at least two Banks / Financial Institution / Government Organization environment with minimum 50 firewall/routers/switches devices in India during last -3- years as on RFP date.
10			4. Qualified / Certified Resources: Bidder must have qualified / certified resources for implementation and management of the proposed solution	Since the implementation of the solution will be carried out by the OEM, we kindly request the Bank to consider **OEM-certified resources** for meeting this criterion instead of requiring resources from the bidder. This will encourage wider participation while ensuring that the implementation is carried out by qualified and **OEM-certified professionals** with proven expertise.	Revised Clause: Bidder/OEM must have minimum 2 nos. of qualified/certified resources for implementation and management of the proposed solution.
11				Request to revise the clause as follows:Qualified / Certified Resources:OEM/Bidder must have qualified/certified resources for implementation and management of the proposed solution.Since the implementation of the solution will be carried out by the OEM, we kindly request the Bank to consider OEM-certified resources for meeting this criterion instead of requiring resources from the bidder. This will encourage wider participation while ensuring implementation by qualified and OEM-certified professionals.	Revised Clause:Bidder/OEM must have minimum 2 nos. of qualified/certified resources for implementation and management of the proposed solution.

12	12	Technical Bid Evaluation (Stage 2)	6. The bidder shall make a technical presentation and live demonstration of the proposed Firewall Analyzer Tool. Marks shall be awarded based on the demonstrated capabilities of the proposed solution.	We request that the technical presentation and live demonstration be permitted to be conducted jointly by the **bidder and OEM**, as the OEM possesses the deepest product expertise and can effectively demonstrate the proposed Firewall Analyzer Tool. This will ensure a comprehensive and accurate evaluation of the solution.	Bidders may deliver the presentation individually or jointly with OEM
13	19	(3) Delivery and Implementation	The successful vendor shall complete implementation & integration within a period of 12 weeks from the date of purchase order.	12 weeks is sufficient for deployment of the solution. However customization such as NSPM integration with ITSM would require additional weeks based on SHCL requirement and design discussion with PS team. Please confirm if our understanding is correct .	**Clarification:** ITSM solution is not in place. As and when ITSM solution is in place, the Bidder/OEM is required to integrate with the ITSM platform based on the requirement. This feature is a mandatory feature.
14	General	Suggestion for Adding specification beneficial for SHCIL		The proposed OEM must have a local registered entity in India with its own support and delivery centre providing 24*7*365 days of technical support **Justification-** Having local registered OEM TAC/Delivery centre India helps customer to get implementation/resolution faster and on time.	**Clarification:** No Change
15	General	Suggestion for Adding specification beneficial for SHCIL		Proposed solution should have been deployed in at least 2 Banks / Financial Institution / Government Organization environment in India with successful ITSM integration **Justification-** As the RFP ask is integration of NSPM with ITSM. This requirement ensures that the proposed solution has proven implementation experience within complex and regulated Indian environments. Successful ITSM integration demonstrates the solution's ability to support end-to-end change workflows, approval processes, audit trails, and operational governance while reducing implementation and integration risks.	**Clarification:** No Change

16		ELIGIBILITY CRITERIA	8. Qualified / Certified Resources: Bidder must have minimum 2 nos. of qualified / certified resources for implementation and management of the proposed solution	Since the implementation of the solution will be carried out by the OEM, we kindly request the Bank to consider **OEM-certified resources** for meeting this criterion instead of requiring resources from the bidder. This will encourage wider participation while ensuring that the implementation is carried out by qualified and OEM-certified professionals with proven expertise.	Revised Clause: Bidder/OEM must have minimum 2 nos. of qualified/certified resources for implementation and management of the proposed solution.
17				request to you revised this clause as a Qualified / Certified Resources: **OEM/bidde**r must have minimum 2 nos. of qualified / certified resources for implementation and management of the proposed solution	Revised Clause: Bidder/OEM must have minimum 2 nos. of qualified/certified resources for implementation and management of the proposed solution.
18	15	Additional point		Kindly confirm the total number of Firewall Managers (CMA/Panorama/FortiManager/Cisco FMC)	**Clarification:** Fortimanager - 1 at DC and 1 at DR (In HA Mode) CISCO FMC - 1 at DC and 1 at DR (Both in HA Mode)
19	12	Technical Bid Evaluation (Stage 2)B. Technical Presentation (30 marks)	3. Relevant Projects experience: Bidder's experience in implementation of the proposed solution to any of the Banks / Financial Institution / Government Organization environment with minimum 5 firewall devices in India.	As the proposed solution is a niche technology with a limited partner ecosystem, we request that the experience criteria be revised to **"OEM's experience in implementation of the proposed solution"** instead of **"Bidder's experience in implementation."** This will ensure fair participation while maintaining the requirement for proven implementation expertise by the OEM.	**Revised Clause:** Experience in Similar Engagements: The proposed solution must have been implemented by respective Bidder/OEM in at least two Banks / Financial Institution / Government Organization environment with minimum 50 firewall/routers/switches devices in India during last -3- years as on RFP date.
20				Request to amend this clause as below. Relevant Projects experience: Bidder's experience in implementation of the proposed solution to any of the Banks / Financial Institution / Government Organization environment with minimum 5 firewall devices in India. a) Less than 3 Years: 6 Marks b) More than 3 and less than 5 Years: 8 Marks c) More than 5 years: 10 Marks	**Revised Clause:** Relevant Projects experience: Bidder/OEM's experience in implementation of the proposed solution to any of the Banks / Financial Institution / Government Organization environment with minimum 50 firewall/routers/switches devices in India. a) Less than 3 Years: 6 Marks b) More than 3 and less than 5 Years: 8 Marks c) More than 5 years: 10 Marks"

21				request to you revised this clause as a Relevant Projects experience: **Bidder/OEM** experience in implementation of the proposed solution to any of the Banks / Financial Institution / Government Organization environment with minimum 5 firewall devices in India.	**Revised Clause:** Experience in Similar Engagements: The proposed solution must have been implemented by respective Bidder/OEM in at least two Banks / Financial Institution / Government Organization environment with minimum 50 firewall/routers/switches devices in India during last -3- years as on RFP date.
22				We request the Stock holding coorperation of India Limited to kindly relax this eligibility criterion. Bidder's / OEM experience in implementation of the proposed solution to any of the Banks / Financial Institution / Government Organization environment with minimum 5 firewall devices in India.	**Revised Clause:** Experience in Similar Engagements: The proposed solution must have been implemented by respective Bidder/OEM in at least two Banks / Financial Institution / Government Organization environment with minimum 50 firewall/routers/switches devices in India during last -3- years as on RFP date.
23			6. The bidder shall make a technical presentation and live demonstration of the proposed Firewall Analyzer Tool. Marks shall be awarded based on the demonstrated capabilities of the proposed solution.	We request that the technical presentation and live demonstration be permitted to be conducted jointly by the bidder and OEM, as the OEM possesses the deepest product expertise and can effectively demonstrate the proposed Firewall Analyzer Tool. This will ensure a comprehensive and accurate evaluation of the solution.	Bidders may deliver the presentation individually or jointly with OEM
24				Request to revise the clause as follows: The Bidder and/or OEM shall make the technical presentation and live demonstration of the proposed Firewall Analyzer Tool. Since the implementation will be carried out by the OEM, the OEM should be permitted to deliver the technical presentation and live demonstration, with the bidder participating jointly.	Bidders may deliver the presentation individually or jointly with OEM

25				Request to you revised this clause as a **Bidder and OEM** all make a technical presentation and live demonstration of the proposed Firewall Analyzer ToolSince the implementation is proposed to be carried out by the OEM, the technical presentation should also be conducted by the OEM. The bidder will accompany the OEM during the presentation to demonstrate their joint capabilities and approach to successful project execution.	Bidders may deliver the presentation individually or jointly with OEM
26			4.Qualified / Certified Resources: Bidder must have qualified / certified resources for implementation and management of the proposed solution a) 2 resources – 6 Marks b) 3 - 4 resources – 8 Marks c) More than 4 resources – 10 Marks	Request to amend this clause as below. Point 4- Qualified / Certified Resources: **Bidder/OEM** must have qualified / certified resources for implementation and management of the proposed solution a) 2 resources – 6 Marks b) 3 - 4 resources – 8 Marks c) More than 4 resources – 10 Marks	**Revised Clause:** Qualified / Certified Resources: Bidder/OEM must have qualified / certified resources for implementation and management of the proposed solution a) 2 resources – 6 Marks b) 3 - 4 resources – 8 Marks c) More than 4 resources – 10 Marks
27	29	Annexure – 2 - Eligibility Criteria pt. 2	**Experience in Similar Engagements:** The proposed solution must have been implemented by respective bidder in at least two Banks / Financial Institution / Government Organization environment with minimum 5 firewall devices in India during last -3- years as on RFP date.	Request to amend this clause as below. **Experience in Similar Engagements:** The proposed solution must have been implemented by respective bidderin at least two Banks / Financial Institution / Government Organization environment with minimum 5 firewall devices in India during last -**7 years** as on RFP date. • Work Orders / Purchase Orders / Contracts copy	**<u>Revised Clause:</u>** Experience in Similar Engagements: The proposed solution must have been implemented by respective Bidder/OEM in at least two Banks / Financial Institution / Government Organization environment with minimum 50 firewall/routers/switches devices in India during last -3- years as on RFP date.
28				Since all firewall analyzers provide the same outcome and the solution solely changes based on the firewall models and make we request to consider similar experience rather than the same proposed solution	**<u>Clarification:</u>** No Change

29	30	Annexure – 2 - Eligibility Criteria pt. 8	**Qualified / Certified Resources:** Bidder must have minimum 2 nos. of qualified / certified resources for implementation and management of the proposed solution	**We requested you to amend this clause as:** **Qualified / Certified Resources:** **Bidder/OEM** must have minimum 2 nos. of qualified / certified resources for implementation and management of the proposed solution	Revised Clause: Bidder/OEM must have minimum 2 nos. of qualified/certified resources for implementation and management of the proposed solution.
30	31	Annexure – 3 – Technical Criteria & Compliance Pt.2	**Experience in Similar Engagements:** The proposed solution must have been implemented by respective bidder in at least two Banks / Financial Institution / Government Organization environment with minimum 5 firewall devices in India during last -3- years as on RFP date.	**We requested you to amend this clause as:** **Experience in Similar Engagements:** The proposed solution must have been implemented by respective **bidder/OEM** in at least two Banks / Financial Institution / Government Organization environment with minimum 5 firewall devices in India during last -3- years as on RFP date.	**<u>Revised Clause:</u>** Experience in Similar Engagements: The proposed solution must have been implemented by respective Bidder/OEM in at least two Banks / Financial Institution / Government Organization environment with minimum 50 firewall/routers/switches devices in India during last -3- years as on RFP date.
31	24	(21) Termination of contract for convenience	StockHolding reserves the right to terminate the contract, in whole or in part, at any time and for its convenience, during the contract period, by providing 90 days' prior written notice. The notice of termination shall specify that termination is for StockHolding's convenience, the extent to which performance of the bidder under the contract is terminated and the date upon which such termination becomes effective. The bidder shall be entitled to receive payment for the Services rendered (delivered) up to the effective date of termination.	Request to amend this clause as below.**Termination of contract for convenience-**StockHolding reserves the right to terminate the Contract, in whole or in part, for its convenience, by providing ninety (90) days' prior written notice specifying the scope and effective date of such termination. Upon such termination, the Bidder shall be entitled to payment for all Services rendered up to the effective date of termination, together with reimbursement of all reasonable, documented and non-cancellable costs, commitments and demobilization expenses incurred as a direct consequence of such termination, and termination shall not affect any rights or obligations accrued by either party prior to the effective date of termination.	No Change
32	3	RFP Document Details 4. Interest free Earnest Money Deposit (EMD)	₹6,50,000/- (Indian Rupees Six Lakhs Fifty Thousand only) by way of RTGS/NEFT/BG/FDR to be paid to Stock Holding Corporation of India Limited	Dear Sir, We kindly request you to confirm whether an Insurance Surety Bond issued by an IRDAI-approved insurance company will be accepted in lieu of the Earnest Money Deposit (EMD) of ₹6,50,000 under this tender. The tender document specifies RTGS/NEFT/Bank Guarantee (BG)/Fixed Deposit Receipt (FDR) as	EMD to be submitted in form of RTGS/NEFT/Bank Guarantee (BG)/Fixed Deposit Receipt (FDR) only

				acceptable modes for submission of the EMD. We request you to clarify whether an Insurance Surety Bond may also be accepted as an alternative to a Bank Guarantee for the purpose of EMD submission. We look forward to your clarification	
33	26	(25)Performance Bank Guarantee (BG)	Successful Bidder shall, at own expense, deposit with the StockHolding, within Fifteen (15) days on issuance of PO, a Bank Guarantee (BG) for the value of 5% (Five per cent) of the Contract value (including GST) from scheduled commercial banks as per Annexure - 8. This Bank Guarantee shall be valid up to 60 days beyond the completion of the contract period	Dear Sir, We request you to kindly confirm whether an Insurance Surety Bond issued by an IRDAI-approved insurance company can be submitted in lieu of the PBG under this tender. The tender document specifies a BG as the acceptable mode for submission of PBG. We seek clarification on whether an Insurance Surety Bond will also be considered acceptable in place of the Bank Guarantee.	Performance Bank Guarantee (PBG) must be submitted in form of Bank Guarantee (BG) only from scheduled commercial banks