Response to Pre-Bid Queries							Date: 15th Nov 2022
						RFP No: IT-04/2022-23	
Sl. No	Section	Clause / Annexure Number	Page Number	Point Number	Existing RFP Text	Query	StockHolding Response
1	5	4.1 / 2. Performance	14	2.13	System must support minimum 2 Million Hardware-based DDoS protection (packets/sec).	Request to remove the clause	As per future ROI the device must be capable to inspect L3, L4 & L7 DDoS types of attack and protect the perimeter regardless of the state of the traffic. This is at the descrition of the vendor how they can offer the required solution. This clause remains unchanged.
2	5	4.1 / 2. Performance	14	2.14	System must support minimum 2 Million Hardware-based SYN-flood protection (SYN/sec).	Request to remove the clause	As per future ROI the device must be capable to inspect L3, L4 & L7 DDoS types of attack and protect the perimeter regardless of the state of the traffic. This is at the descrition of the vendor how they can offer the required solution. This clause remains unchanged.
3	5	4.1 / 4. Server Load-balancing features	16	4.13	System must support DNS application firewall	Request to delete the specification	Considering the avaialbility of the feature and ROI on the solution, the appliance must have the ability to protect the DNS infrastructure for DNS load balancing as well as for handling recursive DNS traffic. This clause remains unchanged.
4	5	4.1 / 4. Server Load-balancing features	16	4.14	System should stop buffer overflows, malformed requests and head off DNS amplification-based DDoS attacks, also able to prevent DNS cachepoisoning and spoofing.	Request to delete the specification	Considering the avaialbility of the feature and ROI on the solution, the appliance must have the ability to protect the DNS infrastructure for DNS load balancing as well as for handling recursive DNS traffic. This clause remains unchanged.
5	5	4.1 / 4. Server Load-balancing features	16	4.16	System must support Authentication offloading from back-end servers using SAML, Kerberos, NTLM, TDS SQL Logon, LDAP, RADIUS, Basic, OCSP stapling, HTML Form- based from day one.	Request to delete the specification	Considering the ADC solution will be acting as a reverse proxy and load balance application traffic it shall support seamless SSO functionality. This is not a MFA appliance but shall support application authentication.
6	5	4.1 / 4. Server Load-balancing features	16	4.18	System must support application level load-balancing of Radius, DNS, SPDY, IMAP, POP3, SMTP,SIP, FIX and Diameter protocol	Request to amend the specification with below specification: System must support application level loadbalancing across lyer 3 to layer 7	This clause extends the clause 4.1 and specifically mentiones the protocols/service the appliance shall have capabilities to handle such traffic. **Fix and Diameter protocol has been removed from this list.**
7	5	4.1 / 4. Server Load-balancing features	16	4.19	System must support DNS Caching	Request to delete the specification	Considering the avaialbility of the feature and ROI on the solution, the appliance must have the ability to protect the DNS infrastructure for DNS load balancing as well as for handling recursive DNS traffic. This clause remains unchanged.
8	5	4.1 / 4. Server Load-balancing features	16	4.24	System must support Single sign-on (SSO) authentication relay with Common AAA and single sign-on (SSO) methods include LDAP, RADIUS, RSA SecurID, TDS SQL, SAML and Kerberos	Request to delete the specification	Considering the ADC solution will be acting as a reverse proxy and load balance application traffic it shall support seamless SSO functionality. This is not a MFA appliance but shall support application authentication.
9	5	4.1 / 4. Server Load-balancing features	17	4.32	System must have a provision to Dynamically add IPs to Black Lists when DDoS attack targeted towards a specific IP address is detected	Request to please delete the specs	The appliance must have the ability to create black-white list pool of IPv4 & IPv6 addresses.
10	5	4.1 / 5. Redundancy	17	5.5	System must support scale-out configuration up-to 8 devices to support higher throughput	Kindly amend the clause: System must support scale-out configuration up-to 4 devices to support higher throughput	The appliance must support HA as well as cluster mode deployment to provide redundancy across multiple devices which is a part of cluster group.
11	5	4.1 / 6.Management	17	6.6	System must support external authentication including LDAP, TACACS+, RADIUS	Kindly amend the clause: System must support external authentication including LDAP, TACACS+ or RADIUS	No Change
12	5	4.1 / 6.Management	17	6.8	Centralize management should provide API driven automation to integrate with DevOps tool like Ansible, Chef, jenkins, and orchestration systems like VMware VRO/VRA, Cisco Cloud Center, Microsoft Azure, Google Cloud Platform, Amazon Web Services and more.	Kindly amend the clause: Solution should provide Centralized management with API support	API used shall be compatile with major Software systems for which the functionality doesn't have to be written from scratch. If the API are limited to few Software Systems then the entire service with its functionality can be impacted.The clause remains unchanged.

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13	6.9	PAYMENT TERMS	29	1, 2	6.9 PAYMENT TERMS 1. 50% payment after ensuring power-on self-test on an entire bill of material (hardware and software) along with submission of bank guarantee (BG) and submission of an original tax invoice and delivery challan duly certified by Stockholding official. 2. 40% payment on by StockHolding official(s) after complete implementation and 5-years warranty confirmation on the letterhead of OEM as well as Bidder letterhead with duly signed by the Authorized Signatory (with all details) mentioning the serial numbers of Application Delivery Controllers. Note: All licenses must be on the name of StockHolding. Implementation payment will be released only after necessary proof received from the Bidder for the same. 3. Balance 10% payment will be paid Half-yearly advance payment towards vendor support during warranty period based on the SLA measured except for last half-yearly payment which is done at end of the quarter.	Payment terms for OEM support, Bidder support Cost, Reporting Tool, Licensing Cost for Reporting Tool	No Change
14	6.9	PAYMENT TERMS	29	3	3. Balance 10% payment will be paid Half-yearly advance payment towards vendor support during warranty period based on the SLA measured except for last half-yearly payment which is done at end of the quarter.	Since there is a PBG of 10%, we request to kindly release 10% against submission of PBG	No change
15	5	4.1 / 7. Regulations & Support	18	7.6	General Query	TAC engineer from OEM must be involve till completion of Implementation activities.	Stockholding Requirement.
16	5	4.2 / REQUIREMENTS FOR DC-MAHAPE AND DR BANGALORE	20	1, 2	General Query	ADC BOQ : The quantity of ADC in mumbai is (03) & in Bangalore (02), any specific reason only (02) appliances are asked for DR.	Stockholding Requirement.
17	5	4.3 / SCOPE OF WORK AND DELIVERABLES	21	Phase - 1, Point 8	Configuration of management IP address, rack mounting after removal of existing load balancers switches from racks, termination of field (LAN) and other cables on to the switch and integration with existing network architecture of multiple setups as per the configuration decided for the Application Delivery Controllers.	Please confirm whether the removal of existig ADC devices will be bidder's or existing MSP responsibility also please confirm there will be a different UAT setup provided during the UAT phase	Existing ADC will be remove by existing MSP. Stockhoding will complete the UAT phase first at DR Site.
18	2.7	OBJECTIVE OF THE RFP	9	-	StockHolding IT-Networking needs to replace its existing Load balancers with Application Delivery Controllers configured for different subnet of networks.	Request to share the details of existing Load balancer solution i.e. Make, Model. Qty etc.	Stockholding has shared the details with requested OEMs.
19	5	4.3 / SCOPE OF WORK AND DELIVERABLES	21	Phase - 1, Point 11	Integration with SIEM and MDR Services currently deployed at Stockholding	Plase share the details on the existing mentioned solution deploy in the enviornment to understand the integration possibilities with proposed OEM	Stockholding will share the details with Successful bidder.
20	5	4.3 / SCOPE OF WORK AND DELIVERABLES	21	Phase - 1, Point 13	OEM Engineer must be available till completion of Implementation activities.	Plase confirm if they are expecting the OEM PS to lead the implementation.	Stockholding Requirement.
21	5	4.3 / SCOPE OF WORK AND DELIVERABLES	21	Phase - 2, Point 1	Hardening as per CIS benchmark for Application delivery controllers.	Please assume, stockholding would be scanning the solution against the CIS bench marks on the sharing the observations with bidders for the closing the same with OEM	Yes, Stockholding will complete the scanning and provide CA details to successful bidder.
22	5	4.3 / SCOPE OF WORK AND DELIVERABLES	21	Phase - 2, Point 2	Support for configuration audits, Vulnerability Assessment and penetration testing activities as per the schedule calendar activities of Stockholding.	Request to clarify what kind of support would be required during such activities	To close the CA / VA and PT observations by Support vendor.
23	5	4.3 / SCOPE OF WORK AND DELIVERABLES	21	Phase - 2, Point 3	As Stockholding is procuring 3 ADCs per location need to configure these ADCs in Active-Active or Active-Standby configuration as per the changing business requirements.	Request to confirm on the actual count of both locations	Quantity: For Mahape - 3 Appliances, Bangalore - 2 Appliances.
24	5	4.3 / SCOPE OF WORK AND DELIVERABLES	23	Phase - 2, 5.3.3 - Point 9	To verify the failover functionality as Stockholding is purchasing three same model and will configure the Application Delivery Controllers in high availability (HA) or Active-Active mode.	Request to confirm on the actual count of both locations	Quantity: For Mahape - 3 Appliances, Bangalore - 2 Appliances.

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25	6	SERVICE LEVEL AGREEMENT AND PENALTY TERMS	24	RMA Deviation	Failure to deliver same day. In case of delayed shipment, except for force majeure, the Bidder shall pay to StockHolding for each day of delay a penalty amounting to [0.5%] of the total value of the purchase order shipment has been delayed. The total delay should not exceed 7 days. If the delayed shipment exceeds 7 days, StockHolding reserves the right to terminate the contract and invoke the Bank Guarantee.	Kindly amend the clause	No Change
26	5	4.3 / SCOPE OF WORK AND DELIVERABLES	21	Phase - 2, Point 3	Configuration of ADCs for link load balancing with GLBP for 2 different locations.	Kindly share the no of links and no of applications to be deployed behind GLBP	Stockholding will share the details with Successful bidder.
27	5	4.2 / REQUIREMENTS FOR DC-MAHAPE AND DR BANGALORE	19	2	The Bidder should include all components (like cables, rack mount kits, Transceivers, SFP modules, DAC Cables, converters, kits, licenses, configuration etc.) If any component is left out, it will be the responsibility of the Bidder to supply original component and install at no additional cost to StockHolding.	Kindly provide if there any requirement of third party component e.g virtulization, underlying infrastructure will be provided by stockholding	Stockholding expects underlying infrastructure e. Virtualization will be provided by System Integrator.
28	5	4.2 REQUIREMENTS FOR DC-MAHAPE AND DR BANGALORE	19	3	"The Bidder should include support (Back to back replacement) from the principle manufacturers OEMs and the proof of same needs to be submitted after switches deployed in StockHolding and within 30 days of time frame during installation and implementation:.	Request to provide more clarity on same	ADC Appliances must be in back to back support with OEM.
29	7	6.2 TIME SCHEDULE	26	-	StockHolding expects to complete the entire project in 2 months after delivery of appliances and as per the project schedule given in Scope of Work as per the phases and completion Milestones.	Request to provide 3 months of timeline to complete the project after delivery of material	No Change
30	5	4.1 / Application delivery partition/Virtual Context/licensing	15	3.6	System must be able to modify the resource allocation on the fly without restarting/rebooting any context	System should able to modify the hardware resource alocation without impacting other virtual instances/context	System should able to modify the resource allocation on the fly without restarting/rebooting any context
31	5	4.1 / 3 Application delivery partition/Virtual Context/licensing	15	3.1	System must support minimum 16 Application delivery partition/Virtual Context and must be available to use from Day-1	Kindly remodve this clause	The clause remains unchanged.

Note: All other clauses/Terms & conditions except above shall remain same as per RFP (RFP Reference Number: IT-04/2022-23)