

Sr no	Page No. (tender Ref)	Clause (tender Ref)	Description in the tender (tender Ref)	Query	ECGC's Response
1	37	Annexure – 1: Eligibility Criteria & Specifications Point No. 22	Bidder must propose end to end solution on Opex Model which should be transferred in ECGC name at the end of 5 years with no additional cost. (Past experience of providing IAAS of single order value of 10 crore or more)	We have a ongoing contract/ agreement with one of our customer for providing IT services, as part of services we manage the entire data Centre and DR site. In this case we can provide the copy of Invoice as proof towards providing such services. Request ECGC to consider this as our past experience of providing IAAS of single order value.	Please provide Purchase Order copy for same.
2	37	Annexure – 1: Eligibility Criteria & Specifications Point No. 23	Bidders Company should have at least 25-35 years of existence in India. Company with 25-30 years of experience Marks - 3 Company with 31-35 years of experience Marks - 7 Company with 35+ years of experience Marks - 10	Request Bid issuing authority to amend the clause as "Bidders Company should have at least 15-20 years of existence in India." Company with 15-20 years of experience Marks - 3 Company with 21-25 years of experience Marks - 7 Company with 25+ years of experience Marks - 10	Bidders Company should have at least 15-35 years of existence in India. Company with 15-25 years of experience Marks - 3 Company with 25-35 years of experience Marks - 7 Company with 35+ years of experience Marks - 10
3	38	Annexure – 1: Eligibility Criteria & Specifications Point No. 27	Bidder should have direct presence for support in at least all the Four metro cities of India for related work. Company with presence in four locations Marks - 3 Company with presence in five locations Marks - 7 Company with presence in Six location Marks - 10	Request Bid issuing authority to modify the clause as "Bidder should have direct presence for support in at least two metro cities of India for related work." Company with presence in two locations Marks - 3 Company with presence in four locations Marks - 7 Company with presence in Six location Marks - 10	Bidders should have own support office atleast in (Mumbai/ Navi Mumbai/ Thane) and Bengaluru cities for related work. Company with presence in two locations Marks - 3 Company with presence in four locations Marks - 7 Company with presence in Six location Marks - 10
4	38	Annexure – 1: Eligibility Criteria & Specifications Point No. 28	Bidders should provide 3 customer references (Infra Implementation and setting up Datacenter either at third party Data Centre in co-location or on-premise)	As a part of (SI) system Integrator order, if we have delivered installed and configured the required hardware infrastructure at customers Data center or in co-location. Will ECGC consider this experience as part of eligibility criteria.	can be considered subject to similar scope of project done in SI capacity.
5	38	Annexure – 1: Eligibility Criteria & Specifications Point No. 28	Bidders should provide 3 customer references (Infra Implementation and setting up Datacenter either at third party Data Centre in co-location or on-premise)	Request bid issuing authority to amend the clause as "Bidders should provide 1 customer references (Infra Implementation and setting up Datacenter either at third party Data Centre in co-location or on-premise)"	Bidders should provide atleast 1 customer references (Infra Implementation and setting up Datacenter either at third party Data Centre in co-location or on-premise)
6	39	Annexure – 1: Eligibility Criteria & Specifications Point No. 30	Bidder should have experience in IT infrastructure and Application (ERP/CRM) development and maintenance and 3-8 customer references for Managed Services for Infra and Application support. Up to 2 customer reference Marks - 1 3-5 Customer reference for Application and Infra support Marks - 5 6-8 Customer reference for Application and Infra support Marks - 8 8+ Customer reference for Application and Infra support Marks - 10	Request Bid issuing authority to amend the clause as "Bidder should have experience in IT infrastructure and Application development and maintenance of minimum 3 customer references for Managed Services for Infra and Application support." Up to 2 customer reference Marks - 1 3-5 Customer reference for Application and Infra support Marks - 5 6-8 Customer reference for Application and Infra support Marks - 8 8+ Customer reference for Application and Infra support Marks - 10	Bidder should have experience in IT infrastructure and Application (ERP/CRM) development and maintenance and 1-8 customer references for Managed Services for Infra and Application support. Up to 2 customer reference Marks - 1 3-5 Customer reference for Application and Infra support Marks - 5 6-8 Customer reference for Application and Infra support Marks - 8 8+ Customer reference for Application and Infra support Marks - 10

7	39	Annexure – 1: Eligibility Criteria & Specifications Point No. 31	<p>Bidder should have successfully done at least one implementation of Similar solution on turnkey basis in last 2 years.</p> <p>Bidder with 1-2 Similar Solution implementations Marks - 1 Bidder with 3-4 Similar Solution implementations Marks - 2 Bidder with 4+ Similar Solution implementations Marks - 5</p>	<p>Request to modify the clause as "Bidder should have successfully done at least one implementation of Similar solution on turnkey basis in last 5 years"</p> <p>Bidder with 1-2 Similar Solution implementations Marks - 1 Bidder with 3-4 Similar Solution implementations Marks - 2 Bidder with 4+ Similar Solution implementations Marks - 5</p>	<p>"Bidder should have successfully done at least one implementation of Similar solution on turnkey basis in last 5 years"</p> <p>Bidder with 1-2 Similar Solution implementations Marks - 1 Bidder with 3-4 Similar Solution implementations Marks - 2 Bidder with 4+ Similar Solution implementations Marks - 5</p>
8	39	Annexure – 1: Eligibility Criteria & Specifications Point No. 32	Bidder Should Have head office in Mumbai and fully operational office at Bengaluru	Request Bid issuing authority to modify the clause as "Bidder Should Have head office in Mumbai / Navi Mumbai and /or fully operational office at Bengaluru"	Bidder Should Have head office in Mumbai/ Navi Mumbai/ Thane and fully operational office at Bengaluru
9	40	Annexure – 1: Eligibility Criteria & Specifications Point No. 35	Number of professional staff who are proposed to be associated for executing the assignment with names including that of the Team Leader. The Team Leader, once assigned to ECGC Limited, should not be replaced except with the consent from ECGC Limited in writing.	Request Bid assuig authority to modify the clause as "Number of professional staff who are proposed to be associated for executing the assignment including that of the Team Leader. The Team Leader, once assigned to ECGC Limited, should not be replaced except with the consent from ECGC Limited in writing."	Number of professional staff who are proposed to be associated for executing the assignment including that of the Team Leader. The Team Leader, once assigned to ECGC Limited, should not be replaced except with the consent from ECGC Limited in writing.
10	40	Annexure – 1: Eligibility Criteria & Specifications Point No. 36	Bidder should have minimum 5 years of experience of hosting data centers Services at NTT and Should be MSP partner with NTT	Request to amend the clause as "Bidder should have minimum 3 years of experience of hosting data centers Services and Should be MSP partner"	<p>"Bidder should have minimum 3 years of experience of hosting data centers Services and Should be MSP partner"</p> <p>The Revised Grading is as below: 1. Other Data centre Provider - 2 marks 2. with NTT - 5 marks</p>
11	40	Technical Specification of DR: Quantity Point No. 1	Rack server compatible with Vmware as virtualisation	Request bid issuing authority to clarify - Whether the 24 No. of servers mentioned are to be considered as VMs or physical servers?	Physical Rack servers
12	40	Technical Specification of DR: Quantity Point No. 1	Rack server compatible with Vmware as virtualisation	Request bid issuing authority to clarify - How many VMs to be configured for replication between DC & DR?	Minimum 100 to be provisioned. Unit cost to be provided.
13	40	Technical Specification of DR: Quantity Point No. 1	Rack server compatible with Vmware as virtualisation	Request bid issuing authority to clarify - Whether application & database level replication to be implemented or VM level replication?	VM Level replication
14	40	Technical Specification of DR: Quantity Point No. 1	Rack server compatible with Vmware as virtualisation	Request bid issuing authority to clarify - What are the applications which need to be replicated?	SMILE, BIZ, ERP, WebSite, DB etc.
15	40	Technical Specification of DR: Quantity Point No. 1	Rack server compatible with Vmware as virtualisation	Request bid issuing authority to clarify - What are the Databases to be replicated? What is the type of databases and OS?	Mongoddb, PostgreSQL, Redhat
16	88	Annexure – 5: Price / Financial Bid Format for DR SETUP	Virtualization Software Quantity 14	Request bid issuing authority to clarify How many VMware licenses are to be procured ? as per RFP pg. 41 , point 1 Rack server compatible with VMware as virtualisation it is mentioned 24 servers (18 app, 2 DB, 2 DMS, 1 DRM & 1 Monitoring) are required with VMware licenses, whereas in Commercial Bid 14 No. of VMware licenses is mentioned.	Please read it as 24

17	41, 42	Technical Specification of DR: Quantity	<p>Page 41 Point No. 11 - DAM Imperva 6 Imperva (As this is deployed in DC)</p> <p>Page 42 Point No. 6 - Proposed Server and storage should be centrally managed by Intersight Management tool (already deployed in ECGC environment)</p>	Request to clarify Whether only license is to be procured for Imperva, Intersight & Deep security or the license which are already procured by ECGC for DC are to be used and installed & managed?	Procurement, Installation, Configuration and commissioning of proposed solution components and needed licenses to be provisioned.
18	40, 42, 43	Technical Specification of DR: Quantity	<p>Page 40 – Technical Specification of DR: Quantity Point No. 2 Storage 150 TB usable capacity 1 All flash Storage Box will be recommended for optimum performance with Ransomware Grantee</p> <p>Page 42 – (B) OEM'S ELIGIBILITY CRITERIA as per technical specifications of servers and storage given below: Point No. 9 Proposed Storage should be 150 TB usable after configuring RAID 6 or equivalent with NLSAS drives 5 5</p> <p>Page 43 - (B) OEM'S ELIGIBILITY CRITERIA as per technical specifications of servers and storage given below: Point No. 11 Storage Proposed should be having all flash and should be configured with RAID 5. 5</p>	Request Bid issuing authority to clarify. As there is a discrepancy in technical specifications, wherein at one place all-flash disks are asked and at other place NL-SAS disks are allowed.	All Flash needed and configuration of RAID should be as the solution proposed. Typographic mistake,
19	40, 42, 43	Technical Specification of DR: Quantity	<p>Page 40 – 1 Rack server compatible with Vmware as virtualisation Application Server 18 Servers with configuration of Rack mountable with 2 x 24 core per Processor, Minimum RAM of 512 GB and 5 x 1.92 TB All flash Storage Network 1-10 G, 1-10G SFP, 24</p> <p>Page 43 - 16 Hard disk drive Capacity (GB) 8 * 960 GB</p> <p>Page 47 – 6 Each Server should be configured with 2 * 480GB using latest M.2 SSD Drives.</p>	Request Bid issuing authority to clarify. As there is a discrepancy in technical specification of internal disc, on servers which are highlighted and mentioned in the description of tender column	Old configuration of DC was taken for reference. However, the solution proposed can have either disc in RAID 1 for OS and virtualization or it can be boot from SAN.
20	35	4.1.19 SLA	<p>Point No. 5 Uptime commitment of 99.9% calculated on a yearly basis for Datacenter</p> <p>Rs. 10,000/- per hour or part there of additional cumulative downtime per year, maximum up to 10% of total PO value</p>	Request bid issuing authority to clarify the penalty criteria. As SLA & penalty is mentioned but criteria of levying penalty is not clear.	Quarterly calculation
21	15	3.3.24 The indicative scope of work for SI is as below:	(v) Provisioning any additional resources required for maintenance and management of the DR Site. Bidder shall ensure all required Local Handheld support requirements at ECGC DR Site.	Request to clarify Whether we have to provide resources to manage VMs, OS & Databases? And Which type of databases?	Resources for managing infrastructure at Bengaluru locations shall be required.

22	12	3.3.8	SI needs to propose the replication techniques between DC and DR including the frequency of replication. SI shall estimate the bandwidth requirement for redundant network connectivity between DC and DR site.	Request to clarify Who will provide Network Connectivity between DC & DR? How branches will connect to DR?	ECGC will take care of network connectivity between DC-DR
23	47	Annexure 4A – Point 11	Microsoft Windows Server, Hyper-V, VMWare, Red Hat Enterprise Linux (RHEL), SUSE Linux Enterprise Server (SLES), Cent OS	Request to clarify if (SI) System Integrator has to provide all the mentioned licenses for server?	Proposed Infra solution should be compatible with the same.
24	29	Payment Terms	4.1.3.8 The payment will be done on OPEX model as quarterly advance for the delivered services and goods	We assume that all costs related to manpower services required to managed services such as administration of OS, DB, VMware, Replication Software, Storage, Network & Security appliances, Imperva, Deep security etc. will be added in the Data center hosting services. Please clarify?	Typographic mistake. In Arrears as per GFR. Please refer Clause 4.1.3.3
25	44	Technical Specifications of the Servers: Point No 27	Certification and Compliance	Request to clarify what documentation is expected for certification and compliance	Proposed Infra solution should be compatible with the same.
26	30	4.1.4 Liquidated Damages	Project extension period beyond 5 (five) weeks would not be allowed. The extension beyond 5 weeks may be decided in most exceptional circumstances on case-to-case basis, by the competent authority of ECGC, stating reasons and justifications for grant of extension.	As mentioned in section 4.1.6 The SI will be required to install, configure, commission and ensure operation of DR environment by December - 2024. Considering the current RFP timelines, the deadline of Dec. 2024, doesn't look feasible. Request ECGC to revise the deadline and also provide minimum 12 - 15 weeks time for installation and configuration of DR environment. Project extension period should be considered for minimum of 15 weeks.	Bidder can submit their plan of action along with bid response.
27	29	4.1.4 Liquidated Damages	if the Vendor/ appointed SI fails to install and commissioning the project within the stipulated time, ECGC shall be entitled to recover Liquidated Damages at 2% of the value of the purchase order for each week of delay or part thereof for a period up to 5 (five) weeks.	As the project will have milestone for deployment of project in phased manner. Request to amend the clause for liquidity damage to be on value mentioned for the specific device instead of 2% of the value of purchase order	No Change
28	35	4.1.9 SLA	4 Delay in Project Execution: Delay in Project Execution shall attract penalty calculated @1% of total PO value per day of delay, maximum up to 10% of total PO value, beyond which ECGC reserves the right to get the project completed by the third party at the cost and expenses of the successful bidder	Request for consider and amend the clause as we understand that the complete project would be delivered in various milestones / steps manner, delay in specific module, penalty should be arrived based on the item value rather than complete PO value.	No change.
29	35	4.1.9 SLA	5 Uptime commitment of 99.9% calculated on a yearly basis for Datacenter Rs. 10,000/- per hour or part there of additional cumulative downtime per year, maximum up to 10% of total PO value	We understand that downtime because of ECGC application and BMS provided by NTT will not be considered as a part of penalty. Kindly clarify	Downtime because of application shall not be considered.

30	69	Technical Specification of L3 Switching	Minimum 48 ports support 1/10/25 Gbps SFP/SFP+/SFP28 ports for host connectivity and 6* 40/100G ports for Fabric/Spine connectivity. The proposed switch should support native 25G and should be populated with 48*25G Multimode fiber trans receivers for downlink connectivity & minimum 2*100G ports with multimode 100G Transceivers, for uplink connectivity.	1) we understand that ECGC does not need (HA) High availability for L3 switch? Kindly clarify. 2) Whether this switch will also be used for any WAN and other WAN / P2P / MPLS links connectivity ?	It should be part of SI's proposed solution. WAN switch consideration should also be part of proposed solution.
31	69	Technical Specification of L3 Switching	Minimum 48 ports support 1/10/25 Gbps SFP/SFP+/SFP28 ports for host connectivity and 6* 40/100G ports for Fabric/Spine connectivity. The proposed switch should support native 25G and should be populated with 48*25G Multimode fiber trans receivers for downlink connectivity & minimum 2*100G ports with multimode 100G Transceivers, for uplink connectivity.	1) We understand the proposed server mentioned in this RFP will connect to this switch, please clarify on this ? 2) Where up-links would get connect ? 3) Where security devices would be connected ?	It should be part of SI's proposed solution.
32	41	Technical Specification of DR: Quantity	5 SDWAN Router 1 Existing ECGC ISP will Manage this	Kindly clarify, 1) Whether Vendor needs to purchase SD-WAN Router for DR site ? 2) Who will purchase backhaul links and if yes, how? 3) Branches would connect to DR during DR Drill / BCP ?	1. ECGC will take care of Network Requirements like SD WAN Boxes and links. 2. Yes, Branches will connect to DR during DR Drill and BCP.
33	72	(5.) Technical Specification of Top of the Rack switch	TOR Switch Specification (2 Qty) Bidder needs to ensure sufficient ports are available for uplink to Core Switch	1) Where up-links would get connect ? 2) whether security devices mentioned in the RFP will be connected to this switch?	It should be part of SI's proposed solution.
34	72	(5.) Technical Specification of Top of the Rack switch	TOR Switch Specification (2 Qty) •Minimum 2 x 10Gb / 40 G or higher QSFP+ with required no of DAC's minimum 3m in length per switch for Core to TOR and Core to Core interlink	1) Core switch will the existing one or the one which is mentioned in this RFP for L3 switch requirement	It should be part of SI's proposed solution.
35	72	(5.) Technical Specification of Top of the Rack switch	TOR Switch Features •Should support IPV6 routing protocols	1) if this is mandatory, then it will be considered as L3 switch functionality and not at L2 switch	It should be part of SI's proposed solution.
36	73	(5.) Technical Specification of Top of the Rack switch	End of Life and End of support Should not be next 5 years.	1) OEM does not declare End of Life for new products, however End of Support would be there for next 5 years from OEM side.	OK, End of Support should be there for next 5 years from OEM side from the date of Installation.
37	50	Technical Sepc for Server and storage	17 Offered Storage system shall be supplied with required software/services to ensure seamless data replication from existing E2800 and vice versa.	Netapp E2800 ? Storage needs to be procured and whether replication will be based on storage block ? Kindly clarify.	Right. Should be proposed as a part of SI's solution.
38	71	Technical Sepc for L3 Switch	36 Switch should support Rate Limiting - Policing and/or Shaping	Need clarification on the exact requirement.	This is minimum requirement.
39	71	Technical Sepc for L3 Switch	Switch should support control plane Protection from unnecessary or DoS traffic by control plane protection policy	Need clarification on the exact requirement.	This is minimum requirement.
40	71	Technical Sepc for L3 Switch	The Switch Should support monitor events and take corrective action like a script when the monitored events occurs.	Need clarification on the exact requirement.	This is minimum requirement.

41			3.3.9 The solution should provide a Recovery Point Objective (RPO) – 5 minutes and Recovery Time Objective (RTO) – 4 hours.	To achieve 5 min RPO, need information of how many applications need to achieve 5 Min RPO, Database size to be replicate. This is also dependent on which tool will be using for replication and how it replicate data to DR. Need also clarification on who will procured WAN replication links.	Replication shall be part of solution. Currently, 4 core applications are to be replicated. Kindly refer point no - 3.3.8 for better clarity.
42	71	Technical Specification of L3 Switch	The Switch Should support monitor events and take corrective action like a script when the monitored events occurs.	1) Is there any existing monitoring tool available to achieve this requirement ?	Monitoring tools should be part of proposed solution.
43	58	Annexure – 4B - (1.) Technical Specification of UTM (Next Generation FIREWALL) - Point Number 30	The firewall must have the capability to create DOS prevention policy to prevent against DOS attacks on per zone basis (outbound to inbound, inbound to inbound and inbound to outbound) and ability to create and define DOS policy based on attacks like UDP Flood, ICMP Flood, SYN Flood(Random Early Drop and SYN cookie), IP Address Sweeps, IP Address Spoofs, port scan, Ping of Death, Teardrop attacks, unknown protocol protection etc	Next Generation FIREWALL is based on Stateful Inspection Technology. Stateful Inspection is known to be vulnerable to State Exhaustion DoS/DDoS Attacks that can increase the firewall load, degrade its performance or bring down the Firewall and thereby make the protected resources unavailable. Hence the recommended industry standard security best practice is to deploy a dedicated DoS/DDoS Protection solution that is based on Stateless Technology. Could you please confirm if the bidder should include a Stateless, DoS/DDoS Protection Appliance as a part of their solution ?	We expect Bidder to submit best and optimum solution for our requirement.
44	66	Annexure – 4B - (3.) Technical Specification of Internal Firewall - Point Number 14	Provide protection against: - Denial of service (DoS) and Distributed denial of service (DDoS) protection - ICMP, UDP, SYN/TCP, SYN Cookies Protection. - IP spoofing protection.	Internal Firewall is based on Stateful Inspection Technology. Stateful Inspection is known to be vulnerable to State Exhaustion DoS/DDoS Attacks that can increase the firewall load, degrade its performance or bring down the Firewall and thereby make the protected resources unavailable. Hence the recommended industry standard security best practice to protect against DoS/DDoS Layer 3/4/7 attacks like the mentioned in this point is to deploy a dedicated DoS/DDoS Protection solution that is based on Stateless Technology. Could you please confirm if the bidder should include a Stateless, DoS/DDoS Protection Appliance as a part of their solution ?	We expect Bidder to submit best and optimum solution for our requirement.
45	37	20	Should have expertise in all infrastructure / Application Development / Database support.	Request to modify the clause as below:- Should have expertise in all infrastructure / Application Development / Database support.	Read "/" as " OR "
46	37	21	Bidders should be a profitable company for last 10 years.		No query submitted
47	37	22	Bidder must propose end to end solution on Opex Model which should be transferred in ECGC name at the end of 5 years with no additional cost. (Past experience of providing IAAS of single order value of 10 crore or more)	Request to modify the clause as below:- Bidder must propose end to end solution on Opex -capex Model.(Past experience of providing IAAS of single order value of 10 crore or more)	ECGC needs the solution in Opex model only
48	37	23	Bidders Company should have at least 25-35 years of existence in India. Company with 25-30 years of experience - 3 Company with 31-35 years of experience - 7 Company with 35+ years of experience - 10	Request to modify the clause as below:- Bidders Company should have at least 10 years of existence in India. Company with 3-5 years of experience - 3 Company with 5-8 years of experience - 7 Company with 10+ years of experience - 10	Revised Clause can be read as Bidders Company should have at least 15-35 years of existence in India. Company with 15-25 years of experience - 3 Marks Company with 25-35 years of experience - 7 Marks Company with 35+ years of experience - 10 Marks

49	37	26	Bidder should be profitable company with net profit of at least 5% in last 2 years. Company with net profit of 5% - 5 Company with net profit of 6 to 7% - 7 Company with net profit of 8 to 10% - 10	Bidder should be profitable company with net profit of at least 5% in last 2 years. Company with net profit of 3% - 5 Company with net profit of 4 to 6% - 7 Company with net profit 7% and above- 10	Marking is given as per ECGC Experience and requirements
50	37	28	Bidders should provide 3 customer references (Infra Implementation and setting up Datacenter either at third party Data Centre in co-location or on-premise)	Request to modify the clause as below:- Bidders should provide 1 customer references (Infra Implementation and setting up Datacenter either at third party Data Centre in co-location or on-premise)	Not relaxable as criteria as per ECGC Experience and requirements
51	39	30	Bidder should have experience in IT infrastructure and Application (ERP/CRM) development and maintenance and 3-8 customer references for Managed Services for Infra and Application support. Up to 2 customer reference - 1 3-5 Customer reference for Application and Infra support - 5 6-8 Customer reference for Application and Infra support - 8 8+ Customer reference for Application and Infra support - 10	Bidder should have experience in IT infrastructure and Application (ERP/CRM) development and maintenance and 1-2 customer references for Managed Services for Infra and Application support . Up to 1 customer reference - 5 2 Customer reference - 10	No Change
52	39	31	Bidder should have successfully done at least one implementation of Similar solution on turnkey basis in last 2 years. Bidder with 1-2 Similar Solution implementations -1 Bidder with 3-4 Similar Solution implementations - 2 Bidder with 4+ Similar Solution implementations - 5	Bidder should have successfully done at least one implementation of Similar solution on turnkey basis in last 12 years. Bidder with 1-2 Similar Solution implementations - 3 Bidder with 3-4 Similar Solution implementations - 2 Bidder with 4+ Similar Solution implementations - 5	No Change
53	40	36	Bidder should have minimum 5 years of experience of hosting data centers Services at NTT and Should be MSP partner with NTT	We Request to delete this clause	No Change
54	29	4.1.3.8	The payment will be done on OPEX model as quarterly advance for the delivered services and goods.	80% on Delivery 20% on Installation	No Change
55			Penalty	Penalty Capping @ 5% of Order Value	No Change
56		Section— 5 Annexure — 1: Eligibility Criteria & Specifications SI. no.22	Bidder must propose end to end solution on Opex Model which should be transferred in ECGC name at the end of 5 years with no additional cost. (Past experience of providing IAAS of single order value of 10 crore or more)	Request you to kindly modify the clause mentioned below highlighted in blue-This clause must be 2 separate clause -Clause 1- Bidder must propose end to end solution on Opex Model which should be transferred in ECGC name at the end of 5 years with no additional cost. Please clarify, For supporting document- Self undertaking from bidder is required?Clause 2-Past experience of providing IAAS of single order value of 10 crore or morePlease clarify, For supporting document- Work order along with CA Certificate(in projects where NDA is signed)	No change

57		Section — 5 Annexure — 1: Eligibility Criteria & Specifications Sl. no.30	Bidder should have experience in IT infrastructure and Application (ERP/CRM) development and maintenance and 3-8 customer references for Managed Services for Infra and Application support. Up to 2 customer reference-Marks=1 3-5 Customer reference for Application and Infra support Marks=5 6-8 Customer reference for Application and Infra support Marks=8 8+ Customer reference for Application and Infra support Marks=10	Request you to kindly add the clause mentioned below highlighted in blue-Bidder should have experience in IT infrastructure and Application (ERP/CRM/eGov project/System integration projects) development and maintenance and 3-8 customer references for Managed Services for Infra and Application support.	Bidder should have experience in IT infrastructure and Application (ERP/CRM) development and maintenance and 1-8 customer references for Managed Services for Infra and Application support. Up to 2 customer reference-Marks=1 3-5 Customer reference for Application and Infra support Marks=5 6-8 Customer reference for Application and Infra support Marks=8 8+ Customer reference for Application and Infra support Marks=10
58		Section — 5 Annexure — 1: Eligibility Criteria & Specifications Sl. no.31	Bidder should have successfully done at least one implementation of Similar solution on turnkey basis in last 2 years. Bidder with 1-2 Similar Solution implementations Marks=1 Bidder with 3-4 Similar Solution implementations Marks=2 Bidder with 4+ Similar Solution implementations Marks=5 <Please attach a separate sheet, if required. (Give scope of work for each assignment) with letters of award/ completion certificate from the respective organizations	Request you to kindly add the clause mentioned below-Similar solution project is - IAAS projects/ DC DR setup/DC DR maintenanceFor supporting document- Work order along with CA Certificate(in projects where NDA is signed)Please clarify- Maximum score does not match with the subsection score i.e Max score is 10, however the Bidder who provides 1-2 Similar Solution - receives 1 mark, Bidder provides 3-4 Similar Solution - receives 2 mark,Bidder provides 4+ Similar Solution - receives 5 mark, how to obtain additional 5 marks?	typographic mistake. Please read it as 5, 7 and 10 marks
59		Section — 5 Annexure — 1: Eligibility Criteria & Specifications Sl. no.32	Bidder Should Have head office in Mumbai and fully operational office at Bengaluru	Request you to kindly consider the changes mentioned below highlighted in red,blue-Bidder Should Have head office /metro office in Mumbai and fully operational office at Bengaluru	Bidder Should Have head office in Mumbai/ Navi Mumbai/Thane and fully operational office at Bengaluru
60		Section — 5 Annexure — 1: Eligibility Criteria & Specifications Sl. no.35	Number of professional staff who are proposed to be associated for executing the assignment with names including that of the Team Leader. The Team Leader, once assigned to ECGC Limited, should not be replaced except with the consent from ECGC Limited in writing. < Resume of the identified team persons in the format enclosed as CV format to this document (Annexure — 7). >	Request you to kindly consider the changes mentioned below highlighted in red-Number of professional staff who are proposed to be associated for executing the assignment with names including that of the Team Leader. The Team Leader, once assigned to ECGC Limited, should not be replaced except with the consent from ECGC Limited in writing.Request you to kindly add the clause mentioned below-While we are committed to deploy proposed resources as part of the execution, however, due to reasons beyond our control including but not limited to compliance issues, personal exigency of the resource or immediate family, delay in allocation of work order, or unexpected changes, etc., we will deploy a replacement resource who will be equally competent for the successful execution of the project.	consent from ECGC Limited in writing is mandatory. Selected bidder shall ensure that critical resources backup is always maintained.
61		Section — 5 Annexure — 1: Eligibility Criteria & Specifications Sl. no.36	Bidder should have minimum 5 years of experience of hosting data centers Services at NTT and should be MSP partner with NTT	Request you to kindly consider the changes mentioned below highlighted in red-Bidder should have minimum 5 years of experience of hosting data centers Services at NTT and Should be MSP partner with NTT	"Bidder should have minimum 3 years of experience of hosting data centers Services and Should be MSP partner" Revised Grading as below: 1. Other Data centre Provider - 2 marks 2. with NTT - 5 marks
62		3.12.8.1	The successful Bidder (hereinafter referred to as the 'Vendor') shall be required to submit a Performance Bank Guarantee ("PBG") as per pro-forma attached as Annexure - 6 for a value equal to 10% of the Contract value	Suggest revision of this clause:The successful Bidder (hereinafter referred to as the 'Vendor') shall be required to submit a Performance Bank Guarantee ("PBG") as per pro-forma attached as Annexure - 6 for a value equal to 5% 10% of the Contract value	PBG stands revised to 5% of total contract value.

63		4.1.4	The date of delivery of the services, Installation and/or Commissioning as stipulated and accepted by the Vendor should be deemed to be the essence of the contract and delivery must be completed not later than the dates specified therein.	Suggest revision of this clause:The Successful Bidder (Vendor) will deliver the goods within a reasonable time frame.	Project should be made operational within 2-3 months from date of PO issue.
64		4.1.7	Suggest addition in this clause: Termination	Additional clause to be included:Successful Bidder (Vendor) may terminate for cause with 15 days notice in case of non payment by ECGC.	No change
65		4.1.4	if the Vendor/ appointed SI fails to install and commissioning the project within the stipulated time, ECGC shall be entitled to recover Liquidated Damages at 2% of the value of the purchase order for each week of delay or part thereof for a period up to 5 (five) weeks.	Suggest revision of this clause:if the Vendor/ appointed SI fails to install and commissioning the project within the stipulated time, ECGC shall be entitled to recover Liquidated Damages at 0.20% 2% of the value of the purchase order for each week of delay or part thereof for a period up to 5 (five) weeks.The total value of the liquidated damages as per above shall be limited to a maximum of 5% 10 percent of the total value of the purchase order.	No change
66		4.1.3	Payment Terms- 4.1.3.10	All the Payments shall be made within a period of 30 days from the date of submission of invoice.	No change
67		4-1-19	SLA- Suggest insertion of this clause	Notwithstanding anywhere mentioned in the RFP, the aggregate penalties, SLA (including Liquidated Damages) shall be capped at 5% of the affected goods or defaulted services.	No change
68		Suggest addition	Limitation of Liability	1. In no event shall either party be liable for any consequential, incidental, indirect, special or punitive damage, loss or expenses (including but not limited to business interruption, lost business, lost profits, or lost savings).2. The aggregate liability of either party (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, in no event exceed the total amount paid or payable under this Agreement.	No change
69		4.1.19 SLA Serial No. 2	Successful bidder must ensure direct OEM support (24 x 7 x 365) for any hardware and software issue and it is the responsibility of the bidder to ensure that ECGC gets all necessary support from the OEM team to address technical issues (if required) for timely resolution.	1) Does ECGC require proof of the bidder's certification status with the OEM (e.g., authorized reseller, certified service provider)? 2)Are there any tools or platforms you would like the bidder to use for ticketing or issue tracking with the OEM?	proof of back-to-back OEM support for partnership to be submitted

70		4.1.19 SLA Serial No. 3	SLA during warranty for software issues: Response time of 4 hours from the time of logging the call	1) How will software issues be categorized in terms of priority or severity (e.g., P1 for critical, P2 for major, etc.)? 2) Are there different SLAs for each category, or does the 4-hour response time apply to all types of issues? 3) Does ECGC expect the bidder to provide proactive monitoring and issue detection to prevent software failures? 4) Should the SLA include requirements for preventive maintenance, such as software updates, patch management, or health checkups? 5) What system or process will be used to track the exact time of call logging, acknowledgment, and response? 6) In the event of a major software update or migration, will there be any temporary adjustments to the SLA to accommodate the complexity of such changes? 7) Are there multiple support tiers (e.g., Level 1, 2, 3) involved, and how will the SLA apply when an issue is escalated to higher levels of technical expertise? 8) If the software in question involves customizations or specific configurations, does the 4-hour response time still apply, or will there be exceptions for complex custom software issues? 9) Should the bidder provide tools for tracking issues (e.g., ticketing systems), or does ECGC have its own system for call logging and monitoring?	No change
71		4.1.19 SLA Serial no.4	Delay in Project Execution shall attract penalty calculated @1% of total PO value per day of delay, maximum up to 10% of total PO value, beyond which ECGC reserves the right to get the project completed by the third party at the cost and expenses of the successful bidder	1) Will delays caused by dependencies on ECGC (e.g., delays in approvals, data sharing, or resource availability) be exempt from the penalty? 2) What process should be followed to document and communicate delays caused by ECGC if any? 3) Are there any exceptions to the penalty for delays caused by force majeure events (e.g., natural disasters, pandemics, government regulations)? what is the process for adjusting timelines in such cases? 4) If the bidder has completed a substantial portion of the project but certain deliverables are delayed, how will the penalty be calculated? Will the penalty apply only to the delayed portions or the total PO value? Are there provisions for partial acceptance of work to avoid full penalties in case of partial project completion? 5) Under what circumstances would ECGC consider granting an extension of time for the project without applying penalties (e.g., scope changes, additional requirements)? 6) How will penalties if any be deducted from the total PO value? Will they be deducted from future payments, or will there be a separate payment adjustment process? 7) If ECGC engages a third party to complete the project due to delays, will the original bidder still have any role or responsibilities in the completion process and how will the cost of engaging a third party be determined? 8) Will ECGC require the use of specific project management tools to track progress, deadlines, and delays? 8) How will changes in project scope, if any, affect the project	Okay

72		3.3 Scope of Work for System Integrator (SI)	3.3.6 The SI will be required to propose optimized solution for implementation of the same including any additional infrastructure required for DR Data Centre environment setup indicating as mandatory or optional items clarifying the technical and operational usefulness of the same.	1) Does the DR Data Centre need to support future scalability or expansion? If so, what are ECGC's expected growth requirements over the next 3–5 years? Should the proposed solution include infrastructure that allows for easy upgrades or the addition of new services? 2) Are there any budgetary constraints or limits that the SI should keep in mind when proposing additional infrastructure? Should the SI prioritize cost-effective solutions over high-end technology? 3) Does the DR Data Centre infrastructure need to comply with specific industry standards or certifications (e.g., Tier 3 or Tier 4 data centre standards)?	Please refer sizing details provided. Bidder is expected to propose Optimized Solution
73			3.3.7 ECGC desires to implement Warm DR site for its business- critical / all applications with Active— Passive configuration between DC (NTT Mumbai) and DR. The data to be replicated at DR site.	1) Are all applications equally critical for DR replication, or is there a list of priority applications that need faster failover or replication? - Should the SI implement different levels of replication for different tiers of applications (e.g., mission-critical vs. non-critical)? 2) What is the estimated data volume to be replicated between the DC (NTT Mumbai) and the DR site?	The details will be shared with selected bidder.
74		3.3.4	SI needs to setup the DRDC incorporating the appropriate requirements for Space, Rack, cooling, Power, etc. requirements for the BOM requested for setting up DR Site for ECGC.	1) Does ECGC require a generator backup for extended power outages? If yes, what is the expected runtime for the generator, and should it be an automatic failover? 2) Should the SI implement Automatic Transfer Switches (ATS) or Manual Transfer Switches (MTS) for switching between main power and backup power? 3) Are there any energy efficiency requirements for the DRDC (e.g., Green IT, energy-efficient power and cooling systems)? 4) What are the fire suppression requirements for the DRDC? Should the SI implement fire detection systems (e.g., VESDA, smoke detectors)? 5) Does ECGC require power and cooling monitoring tools that provide real-time alerts and performance data (e.g., energy consumption, rack temperature, humidity)? 6) What are the physical security requirements for the DRDC? 7) In the event of a prolonged outage, how long should the backup power (UPS and generator) sustain operations at the DRDC? Should the SI propose load prioritization strategies for essential services?	As specified the data centre shall be hosted at NTT Bengaluru
75	Page No. 37	Section – 5 Annexure – 1: Eligibility Criteria & Specifications Sr. No. 21	Bidders should be a profitable company for last 10 years.	Kindly amend the clause as : Bidders should be a profitable company in any 9 out of last 10 years.	No Change
76	Page No. 37	Section – 5 Annexure – 1: Eligibility Criteria & Specifications Sr. No. 23	Bidders Company should have at least 25-35 years of existence in India.	Kindly amend the clause as: Bidders Company should have at least 15-20 years of existence in India.	Bidders Company should have at least 15-35 years of existence in India.
			Company with 25-30 years of experience - 3 Marks	Company with 5-10 years of experience - 3 Marks	Company with 15-25 years of experience
			Company with 31-35 years of experience - 7 Marks	Company with 10-15 years of experience - 7 Marks	Marks - 3
			Company with 35+ years of experience - 10 Marks	Company with 15+ years of experience - 10 Marks	Company with 25-35 years of experience
					Marks - 7

77	Page No. 38	Section – 5 Annexure – 1: Eligibility Criteria & Specifications Sr. No. 25	Bidder's average turnover during last 2 years ending 31st March at least 50,00,00,000/ and should provide Audited / Certified Balance sheet, Profit & Loss account for past 2 years ending 31st March 2024 < IT returns acknowledgments and / or Audited Financial Statements / statements certified by Chartered Accountants to be provided for last two financial years ended on 31.03.2024 >	Kindly consider unaudited / provisional balance sheet FY 2023-24 as audit is under process	Please provide Audited / Certified Balance sheet, Profit & Loss account for 2 years out of past three years.
78	Page No. 39	Section – 5 Annexure – 1: Eligibility Criteria & Specifications Sr. No. 32	Bidder Should Have head office in Mumbai and fully operational office at Bengaluru	Kindly amend the clause as : Bidder should have fully operational office in Mumbai and at Bengaluru	Bidders should have own support office atleast in (Mumbai/ Navi Mumbai/ Thane) and Bengaluru cities for related work.
79	Page No. 14	3.3 Scope of Work for System Integrator (SI)	DR drill as per regulatory compliances and desired frequency of ECGC	Kindly confirm whether the required DR drill is to be conducted once or twice annually.	As of now each quarter of the financial year
80	Page No. 12	Section - 3 Instructions for Bidder(s)	The solution should provide a Recovery Point Objective (RPO) – 5 minutes and Recovery Time Objective (RTO) – 4 hours.	In line with the Meity Guidelines, which suggest a Recovery Point Objective (RPO) of 5 minutes and a Recovery Time Objective (RTO) of 4 hours, ESDS requests the authority to modify the given clause as follows: "The solution should provide a RPO of 2 hours and an RTO of 4 hours."	Present RPO and RTO are as per business requirements
81	Page No. 11	Section - 3 Instructions for Bidder(s)	3.3.5 The hardware requirements (BOM) for DR environment as per internal sizing done, is given as a part of tender document	Who will responsible for Hardware handover scope? Will these be transferred to the client, or will they remain with the SI/OEM under a subscription model?	It will be formalized as a part of contract finalization.
82				Will the hardware handover include a formal process for transferring ownership and liability post-installation? Are there <u>specific documents that need to be signed to acknowledge this?</u>	
83				After the handover, will ongoing hardware support (maintenance, troubleshooting) be provided by the OEM, or is the SI expected to take full responsibility for support?	
84				What is the expected timeline for hardware handover after installation and testing? Is there a stipulated period for acceptance testing before the final handover?	
85	Page No. 86	Annexure – 4B: APPOINTMENT OF SYSTEM INTEGRATOR (SI) FOR (SUPPLY AND IMPLEMENTATION) SETTING UP OF DISASTER RECOVERY CENTRE FOR ECGC LIMITED	8. Technical Specification for DR Replication Software	Who will own the software licenses after implementation? Will these be transferred to the client, or will they remain with the SI/OEM under a subscription model?	All the Licenses shall be procured in ECGC's name for smooth transfer at any stage of engagement.
86	Page No. 11	Section - 3 3.3 Scope of Work for System Integrator (SI)	ECGC is looking for establishing its Disaster Recovery Centre at NTT Bengaluru. ECGC wishes to appoint a System Integrator company for Supply, procurement, implementing and managing the Infrastructure for its IT application system on turn-key basis for five years period.	Are the applications based on a monolithic, microservices, or hybrid architecture? Are there any specific architectural considerations (e.g., multi-tier, client-server) that need to be accounted for?	The core applications are based on Microservices architecture. ECGC expects the optimum DR solution from bidders
87	Page No. 40	Section – 5 Annexure – 1: Eligibility Criteria & Specifications	Technical Specification of DR: Quantity	Are we restricted to specific OEMs for components such as Palo Alto, Fortinet, F5, Trend Micro, and Imperva, or can alternative equivalent products be proposed? Are there any flexibility or substitution options allowed for these OEMs?	These were requested basis the production DC architecture. Bidders can propose their own optimum solution keeping in view compatibility.

88	Page No. 40	Section – 5 Annexure – 1: Eligibility Criteria & Specifications Sr. No. 36	Bidder should have minimum 5 years of experience of hosting data centers Services at NTT and Should be MSP partner with NTT	We would like to seek clarification regarding the requirement for the bidder to have a minimum of 5 years of experience hosting data center services at NTT and being an MSP partner with NTT. As this clause limits participation to entities working exclusively with NTT, we request its reconsideration or removal to encourage broader competition and allow participation from other reputable providers with similar capabilities.	"Bidder should have minimum 3 years of experience of hosting data centers Services and Should be MSP partner" The Revised Grading is as below: 1. Experience with Other Data centre Provider - 2 marks 2. Experience with NTT - 5 marks
89	General	Migation	General Queries	Who will be responsible for migrating existing applications, databases, and services from the primary DC to the DR site? ESDS or Client	Joint responsibility of bidder and exiting infrastructure & Application teams of ECGC
90				If ESDS is responsible for Migration services has some cost associated with it hence kindly confirm on what will be the payment methodology for this Migration services	End to end implementations shall be bidder's responsibility
91				Need to confirm the data size that needs to be migrated to the DR site.	Will be shared with successful bidder.
92				Kindly confirm the count of total VMs to be migrated. Also, kindly confirm the nature of each VM	
93				Kindly confirm the daily data generation at DC site which will replicate at DR site.	
94				Kindly confirm the number of concurrent users going to access DR site.	
95				Please need to provide the exact location of DC site.	
96	12	3.3.8	SI needs to propose the replication techniques between DC and DR including the frequency of replication. SI shall estimate the bandwidth requirement for redundant network connectivity between DC and DR site.	Based on our understanding, the Application team determines the replication requirements based on application needs, while the Infrastructure team is responsible for the implementation.	SI shall be responsible for implementation as well as ensuring that the required replication is correctly happening Application team shall assist in providing details from application end
97	12	3.3.11	Design for end-to-end recovery	Could you please clarify whether the role of the System Integrator (SI) is restricted to infrastructure recovery, or if involvement at the application level is also expected? If application-level involvement is required, please specify the extent of this involvement.	Recovery at all level shall be responsibility of SI Application team shall be responsible for configuration and hosting the application.
98	13	3.3.14	The solution should adhere to Insurance Regulatory and Development Authority of India (IRDAI) and Ministry of Electronics and Information Technology (MeitY) regulatory guidelines	Please share the Specific list of guidelines which is applicable to ECGC or this is generic?	This is regulatory guidelines issued by IRDA, Meity, Cert-IN and other regulatory authorities related to various aspects of setting up and maintaining data centre complinaces and ensuring business operations in case of diasaster.
99	14	3.3.17	SI shall be able to provide any additional need of devices/ components listed in BOM on the same price for next 180 days from date of work order.	180 days is a lengthy period for price validation, given the rapidly changing dynamics of the IT market and fluctuations in the dollar exchange rate. We request that ECGC reduce the validity period to 60 days.	180 days from the date of bid submission.
100	15	3.3.26 (b)	The onsite PM shall require to submit a project progress report based on the nature of duties being executed at DR Site, frequency of the same can be decided mutually.	Is ECGC looking for the dedicated PM at Bangalore site?	Refer Clause No-3.3.23 and 3.3.26 (b) for same.
101	19	3.6.1	Bids shall have the validity period of 90 days from the closing date of submission of bids. Bidders are required to offer 90 days price validity as per Bid Terms. The prices quoted shall remain firm and fixed during the currency of the Purchase order/ Contract unless agreed otherwise by the Company.	Given the combination of the 90-day and 180-day clauses in Section 3.3.17, ECGC is effectively requesting a total price validity period of 9 months. This is quite lengthy. We suggest that ECGC review this requirement and consider making it more reasonable.	No Change

102	26	3.12.8.1	The successful Bidder (hereinafter referred to as the 'Vendor') shall be required to submit a Performance Bank Guarantee ("PBG") as per pro-forma attached as Annexure - 6 for a value equal to 10% of the Contract value (inclusive of applicable taxes) or equal to two quarters payment amount, valid for the period of the Contract (plus additional 8 weeks for claim period) from the date of satisfactory acceptance/ sign off by ECGC.	Given that this project will operate under an Opex model with payments made quarterly based on SLA compliance, a 10% Performance Bank Guarantee (PBG) seems quite high. Could this amount be reduced to 3% or an amount equivalent to one quarter's payment?	PBG stands revised to 5% of total contract value.
103	26	3.12.8.2	The PBG of correct value and validity period as mentioned above must be submitted within two weeks from the date of acceptance of the Letter of Award.	Given that the time from acceptance of the Letter of Award to going live is expected to be around 60-80 days, there will be a discrepancy between the PBG submission date and the project completion date. Should the PBG be submitted within two weeks after delivery, or should it be submitted within two weeks from the date of the Letter of Award? Please advise.	two weeks from the date of acceptance of the Letter of Award/ Purchase Order.
104	31	4.1.6	The SI will be required to install, configure, commission and ensure operation of DR environment by December - 2024.	The standard delivery time for the material is approximately 8-10 weeks, with deployment taking an additional month. Given this, the timeline of December 2024 appears quite tight. Is ECGC flexible on this deadline?	Bidder can submit their plan of action along with bid response.
105	31	4.1.7	ECGC may terminate the Contract with at least 15 days prior written notice to the Vendor on account of any material breaches committed by the Vendor in breach of its obligations under the Contract.	Please clarify, what all is covered under Material breaches of this term?	A significant failure to fulfill contract's obligations that's serious enough and significantly affect the contract's purpose.
106	35	4.1.19	*Please Note: Warranty start date shall be from the product delivery and installation date for the 5 years.	According to industry practice, the warranty period for devices (both software and hardware) typically begins from the delivery date. Is ECGC expecting the vendor to extend the warranty period by an additional 2 months?	ECGC shall consider the devices delivered from the date of commissioning. Bidder has to accordingly ensure the warranty period.
107	40	Technical Specifications of DR	Servers with configuration of Rack mountable with 2 x 24 core per Processor, Minimum RAM of 512 GB and 5 x 1.92 TB All flash Storage Network 1-10 G, 1-10G SFP, 24	When considering the separate storage box, was the 5x1.92 TB configuration in the server selected with a specific use case in mind?	Old configuration of DC was taken for reference. However, the solution proposed can have either disc in RAID 1 for OS and virtualization or it can be boot from SAN.
108	40	Technical Specifications of DR	GE RJ45 Network 1-10G 1-10G SFP, Minimum 24 port Switch with 24 x 10G Short Range SFP+ populated Minimum 2 x 10Gb / 40 G or higher QSFP+ / Built in Monitoring software inter site	Is 25G connectivity is Ok with ECGC here?	Bidder can submit their best optimal solution along with bid response.
109	58	Annexure – 4B - (1.) Technical Specification of UTM (Next Generation FIREWALL) - Point Number 30	The firewall must have the capability to create DOS prevention policy to prevent against DOS attacks on per zone basis (outbound to inbound, inbound to inbound and inbound to outbound) and ability to create and define DOS policy based on attacks like UDP Flood, ICMP Flood, SYN Flood(Random Early Drop and SYN cookie), IP Address Sweeps, IP Address Spoofs, port scan, Ping of Death, Teardrop attacks, unknown protocol protection etc	Next Generation FIREWALL is based on Stateful Inspection Technology. Stateful Inspection is known to be vulnerable to State Exhaustion DoS/DDoS Attacks that can increase the firewall load, degrade its performance or bring down the Firewall and thereby make the protected resources unavailable. Hence the recommended industry standard security best practice is to deploy a dedicated DoS/DDoS Protection solution that is based on Stateless Technology. Could you please confirm if the bidder should include a Stateless, DoS/DDoS Protection Appliance as a part of their solution ?	We expect Bidder to submit best and optimum solution for our requirement.

110	66	Annexure – 4B - (3.) Technical Specification of Internal Firewall - Point Number 14	<p>Provide protection against:</p> <ul style="list-style-type: none"> - Denial of service (DoS) and Distributed denial of service (DDoS) protection - ICMP, UDP, SYN/TCP, SYN Cookies Protection. - IP spoofing protection. 	<p>Internal Firewall is based on Stateful Inspection Technology. Stateful Inspection is known to be vulnerable to State Exhaustion DoS/DDoS Attacks that can increase the firewall load, degrade its performance or bring down the Firewall and thereby make the protected resources unavailable. Hence the recommended industry standard security best practice to protect against DoS/DDoS Layer 3/4/7 attacks like the mentioned in this point is to deploy a dedicated DoS/DDoS Protection solution that is based on Stateless Technology.</p> <p>Could you please confirm if the bidder should include a Stateless, DoS/DDoS Protection Appliance as a part of their solution ?</p>	We expect Bidder to submit best and optimum solution for our requirement.
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