Annexure-A
RFP for Supply, Installation and Maintenance of Load Balancers for Bank of Baroda sponsored RRB DC/DR
RFP no. GEM/2023/B/3827164 dated 14.08.2023
Prebid queries response / clarification as part of Addendum dated 25.09.2023

Sr No	Point/Section	Category (Scope/Commercial/Legal/General)	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Clarifications to the bidders query
1	Annexure 11 – Project Details and Scope of Work	Detailed Scope of work:	The successful vendor will configure, install, de-install, re-install, re-configure (in case required by Bank) at no extra cost during the entire contract period.	Please let us know occurrence of such a scenario in five years contract Period	Such scenarios may occur due to multiple unforeseen circumstances, So the bidder has to perform the mentioned activities as and when required by the Bank during the duration of the Contract .
2	Annexure 11 – Project Details and Scope of Work	Detailed Scope of work:	Bidder will deploy resource(s) for decommissioning of respective equipment at old location and Commissioning of equipment at new location at no additional cost. No additional cost whatsoever would be paid by the Bank in this regard.	Please let us know occurrence of such a scenario in five years contract Period	Such scenarios may occur if Bank decides to move the appliance to other premise, So the bidder has to perform the mentioned activities as and when required by the Bank during the entire duration of the contract
3	Annexure 11 – Project Details and Scope of Work	Scope	Bidder will deploy resource(s) for decommissioning of respective equipment at old location and Commissioning of equipment at new location at no additional cost. No additional cost whatsoever would be paid by the Bank in this regard.	Please advise on the no of training session count Bank is seeking during the contract period.	Point in which clarification has been sought doesn't correspond to the Comment.
4	Annexure 11 – Project Details and Scope of Work	Scope	The resolution/replacement time in case of any issue with the supplied solution shall be 6 hours.	Please revise this clause as - The resolution/replacement time in case of any issue with the supplied solution shall by Next Business Day	No change
5	Annexure 11 – Project Details and Scope of Work	Scope	After installation the successful vendor need to provide OEM authorized certification/training program to Bank's identified people, regarding installation, configuration, operation, basic troubleshooting etc. as per Bank's requirement. Detailed training requirement will be shared with the successful vendor.	Please advise on count of Bank Staff for training , no of batch of training and Training Location, Please confirm is our undertanding is correct - training participants require training complementation certification certification	No. of Bank's identified people for training would be 5 in a single batch. Training can be imparted through online medium, or if through offline medium, it has to be conducted in Hyderabad.
6	Annexure 11 – Project Details and Scope of Work	Scope	Deliverables such as Spare availability, plan of the proactive activities e.g. firmware upgrades, performance assessments etc. to be covered as part of support.	Please confirm - Bank needs Spare Part at DC and DR or 4 hours RMA Delivery	Spare parts should be delivered within 4 hours.
7	Minimum Technical Requirement for Load Balancer	Scope	The Proposed Load Balancer should have Dual Power Supply & SSD Disk	Historical logs provide valuable insights for monitoring, analysis, and troubleshooting. A larger HDD capacity allows to retain logs for a longer period, which can be beneficial for tracking trends and diagnosing issues that may have occurred in the past. Also each Virtual ADC instances will get sufficient storage hence we suggest you to mention SSD Disk Capacity hence change this point to **"The Proposed Load Balancer should have Dual Power Supply & at least 3TB SSD Disk"**	No change

8	Minimum Technical Requirement for Load Balancer	Scope	The Proposed Load Balancer hardware/appliance should have SSL Throughput of minimum 20 Gbps	The correlation between SSL CPS and SSL throughput can be influenced by several factors like key size, Hardware Procession, Session Reuse etc. Looking at the L7 throughput and SSL CPS, SSL Throughput is comparatively low, solution should support at least 40Gbps SSL Throughput to host 10 vADC instances so that each virtual ADC instance will support 4Gbps. we request you to change to **"The Proposed Load Balancer hardware/appliance should have SSL Throughput of minimum 40 Gbps"**	Published specifications are minimum requirements of the Bank, bidder may propose as deemed suitable by the Bidder.
9	Minimum Technical Requirement for Load Balancer	Scope	The Proposed Load Balancer hardware/appliance must have 12 x 10/25 Gbps SFP+ optical ports Fully populated from day one with 10G/25G multi-Mode modules without use of any Split out/ Breakout cable. The networks switch support 40Gb/100Gb interface, hence relevant optics, or cables for connecting with the switches needs to be factored. All ports should be populated with required transceivers. Apart from above each appliance should have additional ports for sync, HA, and other functionalities	10/25 SFPs wont work with 40/100GBPs, we will require 10/25G Switch port	Kindly refer addendum for revised specifications
10	Minimum Technical Requirement for Load Balancer	Scope	Global Server Load Balancing	Full DNS services provide advanced features and capabilities that can enhance the performance, security, and management of DNS infrastructure. Combining a Full DNS service with GSLB capabilities offers a comprehensive solution for managing global traffic distribution, improving performance, ensuring high availability, and enabling effective disaster recovery strategies. we suggest you to add "**The proposed solution should support resolution of record type:: A, AAAA,CNAME, DNAME, HINFO, KEY, MX, NS, PTR, SIG, SOA, CERT, TXT, SRV queries etc**."	No change
11	Minimum Technical Requirement for Load Balancer/ Centralised Management	Scope	The Proposed Load Balancer hardware/appliance/solution must have Unified (Centralized) Consolidated Management (Hardware or Software based.) In case of Software, required hardware will be provided on VM. OS /software with required licenses to be provided by Bidder.	Please confirm, does Bank want HA of Centralized Management Server at DC only or in DC/DR	Centralized Management server is to be installed at both DC & DR.
12	Annexure 11 – Project Details and Scope of Work/ 11.Handover Services	Scope	The devices must be delivered and installed as per project scope within a period of 6 weeks in totality from the date of placing of purchase order by the Bank	We request you to revise the Delivery timeline as **10-12 weeks**	No change

13	Annexure 11 – Project Details and Scope of Work / Delivery	Scope	Vendor will have to pay late delivery charges to the Bank @ 1% of the purchase order value inclusive of all taxes, duties, levies etc., per week or part thereof, for late delivery beyond due date of delivery, to a maximum of 5% of the total purchase order value	Please revise this clause as - Vendor will have to pay late delivery charges to the Bank @ 0.5% of the purchase order value inclusive of all taxes, duties, levies etc., per week or part thereof, for late delivery beyond due date of delivery, to a maximum of 2.5% of the total purchase order value	No change
14	Annexure 11 – Project Details and Scope of Work - Delivery	Scope	Network Switches will be delivered to Bank's RRB DC, DR and NDR locations (in Mumbai and Hyderabad) as per Bank's requirement.	Please confirm , Bidder need to provide Network switches and has to include the cost of swithces in Equipment cost	No, its a typo error.Bank's requirement is only for Load balancers.
15	Annexure 11 – Project Details and Scope of Work - Installation	Scope	Vendor will have to install the Hardware / equipment and hand it over to Bank for acceptance testing within 2 weeks from the date of receipt of the Hardware at our office and Bank's notification for installation of the HW / SW.	Please revise the Installation delivery clause as :Vendor will have to install the Hardware / equipment and hand it over to Bank for acceptance testing within 4 weeks from the date of receipt of the Hardware at our office and Bank's notification for installation of the HW / SW.	No change
16	Annexure 11 – Project Details and Scope of Work / Installation	Scope	Vendor will have to pay late installation charges to the Bank @ 1% of the total Purchase Order Value per day or part thereof subject to maximum of 5% of the total purchase order value, for delay in installation	Please revise this clause as - Vendor will have to pay late installation charges to the Bank @ 0.5% of the total Purchase Order Value per day or part thereof subject to maximum of 2.5% of the total purchase order value, for delay in installation	No change
17	Annexure 11 – Project Details and Scope of Work/ 11.Handover Services	Scope	The bidder should ensure training for all the users at the time of UAT and bidder should be flexible to give training in the form of knowledge transfer to the users as and when required/demanded by the bank at any point contract period	We request to Bank to confirm the no of Training session is seeking during the contract period	Training needs to be conducted during the implementation phase.
18	Annexure 11 – Project Details and Scope of Work - Handover Services	Scope	The Bidder shall provide all other Services as may be agreed by the Parties in connection with the assignment.	Please provide, Details/ clearity on service expectation from Bidder	It involves, timely delivery, installation and service during the contract period.
19	Annexure 11 – Project Details and Scope of Work/ 13.Equipment Movement/Replacement:	Scope	Any Infrastructure component / equipment which is not available or found to be faulty which requires replacement although it is not impacting the service i.e. availability to end users, then such components should be replaced within 4 hours (business/non-business hours) from the time fault is known by logging call in Service Manager and Post 4 hours, irrespective of DC / DR /NDR locations, the penalty / service credit will be computed for every hour delay in replacing such component/equipment. The penalty will be charged as Rs.5000/- cost for every hour of delay post 4 hour time	Please confirm which penalty clause Bidder has to consider, as in Bid document SLA details is mentioned in Annexure 16 – Service Levels and Project scope as well	Annexure 16 - Service Levels shall be applicable in case of any issues are observed with appliance which leads to Damage / Degradation / Non functioning of appliance which will affect availability to users in any form. Mentioned penalty clause is applicable in case when Infrastructure component / equipment is found to be faulty and requires replacement even though it is not impacting the service i.e. availability to end users

20	Annexure 11 – Project Details and Scope of Work/ 13.Equipment Movement/Replacement:	Scope	Component / Equipment replacement in the event of any failure / critical alert / Critical warning necessitating replacement of the equipment without impacting application services to end users (DC / DR / NDR). - Any Infrastructure component / equipment which is not available or found to be faulty which requires replacement although it is not impacting the service i.e. availability to end users, then such components should be replaced within 4 hours (business/non-business hours) from the time fault is known by logging call in Service Manager and Post 4 hours, irrespective of DC / DR /NDR locations,	Please revise this clause as - Component / Equipment replacement in the event of any failure / critical alert / Critical warning necessitating replacement of the equipment without impacting application services to end users (DC / DR / NDR). - Any Infrastructure component / equipment which is not available or found to be faulty which requires replacement although it is not impacting the service i.e. availability to end users, then such components should be **replaced within Next business day from the time fault is known by logging call in Service Manager and Post 4 hours, irrespective of DC / DR /NDR locations,**	No change
21	Annexure 16 – Service Levels	General	Uptime/Availability is considered without High Availability factor. However the failure of High availability equipment should be replaced/rectified within -12- hours of logging the call by the Bank/MSP, Equipment Replacement/ Reactification Within 12 hours - NIL Penalty, Within 24 hours - 1% Penalty of warranty cost, Within 36 hours- 2% penalty of warranty cost, Within 48 hours - 3% penalty of warranty cost and more than 48 hours 5% penalty of warranty cost	Please revise the SLA Impact timeline as - Within 24 hours - NIL Penalty, Within 36 hours - 1% Penalty of warranty cost, Within 48 hours- 2% penalty of warranty cost, Within 60 hours - 3% penalty of warranty cost and more than 60 hours 5% penalty of warranty cost	No change
22	Annexure 02 –Evaluation Terms	A. Eligibility Bid Evaluation	Bidder must have experience in Supply, Installation / Commissioning & Support for similar load balancers in -2- Data Centre in last 5 years (as on RFP date) in BFSI / Government Organizations / PSUs in India out of which one should be a Bank having network of minimum 1000 domestic branches.	We request you to revise this clause as "Bidder must have experience in Supply, Installation / Commissioning & Support for similar load balancers in -2- Data Centre in **last 7 years** (as on RFP date) in BFSI / Government Organizations / PSUs in India out of which one should be a Bank having network of minimum 1000 domestic branches."	Please refer Addendum
23		3. Payment Terms	Balance 10% of the cost of storage array & additional components would be payable on completion of 5 years warranty period or against Bank Guarantee (BG) in the format mentioned under Annexure 22.	We understand that **this remaining 10% payment will be released after submission of Performance Bank Guarantee of Amount which is 10% of contract value.**	Clasue is self explanatory. PBG of 10% contract value is separate and cannot be linked to payment terms.
24		7. Performance Guarantee	The successful Bidder shall provide a Performance Guarantee within 30 days from the date of receipt of the order or signing of the contract whichever is earlier in the format as provided in Annexure 15 to the extent of 10% of the Contract value for the entire period of the contract plus 3 months	Considering recent Government initiatives, we request you to revise this PBG Amount equal to 3% of the contract value valid for 63 months. Please confirm.	No change, Bank's clause is as per latest Govt guidelines.

25	A - Point 3	Platform	The Proposed Load Balancer Should support minimum 10 virtual instances from day 1, which have full fault isolation and resource reservation between each virtual instance. Hyper visor should not be an open source. The same should be further scalable up to 32 virtual instances.	We recommend to increase scalability ask for virtual instances, because it provides flexibility to scale number of LB instances in future to cater to the requirement of dedicated LB instance for isolated zones. Hence request you to modify this clause as below - **The Proposed Load Balancer Should support minimum 40 virtual instances from day 1, which have full fault isolation and resource reservation between each virtual instance.** **Hyper visor should not be an open source. The same should be further scalable up to 60 virtual instances.**	Kindly refer addendum for revised specifications
26	A - Point 9	Platform	The Proposed Load Balancer hardware/appliance must have 12 x 10/25 Gbps SFP+ optical ports Fully populated from day one with 10G/25G multi-Mode modules without use of any Split out/ Breakout cable. The networks switch support 40Gb/100Gb interface, hence relevant optics, or cables for connecting with the switches needs to be factored. All ports should be populated with required transceivers. Apart from above each appliance should have additional ports for sync, HA, and other functionalities	Usually Load balancer's are deployed in reverse proxy/inline deployment mode in DMZ segment. Such kind of deployment does not require large number of interface support on the box like a firewall. Also the number of interfaces asked is on higher side as compared to the throughput asked in RFP for LB. Also the 40/100G are not asked in specification load balancer, so no 40/100G interface will be required on switch. Hence request you to modify this clause as below - **The Proposed Load Balancer hardware/appliance must have 10 x 10Gbps SFP+ optical ports Fully populated from day one with 10G multi-Mode modules without use of any Split out/ Breakout cable. Relevant optics, or cables for connecting with the switches needs to be factored. All ports should be populated with required transceivers. Apart from above each appliance should have additional ports for sync,** **HA, and other functionalities**	Kindly refer addendum for revised specifications
27	B - Point 1	Performance	The Proposed Load Balancer platform should have "L7" throughput of minimum 64 Gbps L7 throughput from day one	Considering the SSL CPS and concurrent sessions asked in the RFP, the L7 thoughput asked is on higher side. Load balancer is usually placed behind a firewall in DMZ and receives only inbound traffic. Hence overall throughput requirement on LB should be less than what is asked in the RFP. Hence request you to modify this clause as - **The Proposed Load Balancer platform should have "L7" throughput of minimum 35 Gbps L7 throughput from day one**	Kindly refer addendum for revised specifications

28	A - Point 8	Platform	The Proposed Load Balancer should have minimum memory of 128 GB from Day 1	Considering the concurrent sessions and CPS asked in the RFP, memory requirement is on higher side as per our experience. Also the memory is not a sizing parameter in load balancer specifications, sizing is done on L7 throughput, SSL TPS/CPS. **Hence request you to remove this clause.**	No change
29	B - Point 2	Performance	The Proposed Load Balancer hardware/appliance should support minimum 1.5 million Layer 7 RPS (Request Per second)	Considering the SSL CPS and concurrent sessions asked in the RFP, the L7 RPS asked is on higher side. Hence request you to modify this clause as below - **The Proposed Load Balancer hardware/appliance should support minimum 900000 Layer 7 RPS (Request Per second)**	Kindly refer addendum for revised specifications
30	G - Point 9	Device Administration	The Proposed Load Balancer hardware/appliance/solution should provide a service to upload this snapshot and get feedback on the health of the unit & missing Hotfixes and best practices	**This is a vendor specific clause hence request you to remove the same.**	No change
31	I - Point 5	High availability	The Proposed Load Balancer hardware/appliance/solution should support the feature to force the active device to standby and back to active state; or force a device to offline mode	**This is a vendor specific clause hence request you to remove the same.**	No change
32	Minimum Technical Requirement for Load Balancer	Annexure 11 – Project Details and Scope of Work	The Proposed Load Balancer Should support minimum 10 virtual instances from day 1, which have full fault isolation and resource reservation between each virtual instance. Hyper visor should not be an open source. The same should be further scalable up to 32 virtual instances.	The Proposed Load Balancer Should support minimum 20 virtual instances from day 1, which have full fault isolation and resource reservation between each virtual instance. Hyper visor should not be an open source. Further **scalability in Virtual Instances**, restrict other OEMs from participating and creates price monopoloy for Single OEM. Hence our request to bank to consider maximum required instances from day 1 considering the horizon for 7 years.	Kindly refer addendum for revised specifications

33	Minimum Technical Requirement for Load Balancer	Annexure 11 – Project Details and Scope of Work	The Proposed Load Balancer hardware/appliance must have 12 x 10/25 Gbps SFP+ optical ports Fully populated from day one with 10G/25G multi-Mode modules without use of any Split out/ Breakout cable. The networks switch support 40Gb/100Gb interface, hence relevant optics, or cables for connecting with the switches needs to be factored. All ports should be populated with required transceivers. Apart from above each appliance should have additional ports for sync, HA, and other functionalities	The Proposed Load Balancer hardware/appliance must have 8 x 10/25 Gbps SFP+ and 4 x 40/100 Gbps optical ports Fully populated from day one The networks switch support 40Gb/100Gb interface, hence relevant optics, or cables for connecting with the switches needs to be factored. All ports should be populated with required transceivers. **As per industry pratice** , most of the Org consolidate the network physical ports more no of physical ports to over come challenges around failure of individual physical ports, cable managment etc.. Futher, considering the next generation port density, 40 /100G is missing in the ask considering the appliances bein planned to purchase for RRB enviornment will be used for 5-7 years minimum.As stated in the clause, bank do have switches supporting 40G and hence to leverage the same, revised clause to be considered.	Kindly refer addendum for revised specifications
34	Minimum Technical Requirement for Load Balancer	Annexure 11 – Project Details and Scope of Work	The Proposed Load Balancer should be a high-performance purpose-built hardware-based solution with a minimal of intel quad core processor or better	The Proposed Load Balancer should be a high-performance purpose-built hardware-based solution with a minimal of 20 Cores or better We believe **there is an conflict of info being stated** in the RFP. On page 48, its being Said **full fault isolation and resource reservation between each virtual instance** whereas in the said **point mentioned says, minimal of intel quad core processor or better**. Asked CPU cores not being inlined to the Virtual Instanes being required. With current Specs, Cores has to be shared across the Virtual instances and will have adverse inpmact on performance as instances consuming high CPU cycle will impact another instances due to shared approached. There is no dedicate Cores for 32 future Scalabale Virtual Instances being mentioned in page 48.	Published specifications are minimum requirement of the Bank, bidder may propose suitably to comply with the requirement of full fault isolation and resource reservation. No change

35	Minimum Technical Requirement for Load Balancer	Annexure 11 – Project Details and Scope of Work	The Proposed Load Balancer hardware/appliance/solution should have application delivery features such as layer 7 load balancing, layer 7 content switch, caching, hardware/software/ firmware-based SSL offload and hardware-based server-side compression	The Proposed Load Balancer hardware/appliance/solution should have application delivery features such as layer 7 load balancing, layer 7 content switch, caching, hardware/software/ firmware-based SSL offload and server-side compression **Compression is required for optimial delivery** of content. We feel, **it should not matter to bank, how internally OEM does** within its code to meet the desired outcome.	No change
36	2. Detailed Scope of work	Annexure 11 – Project Details and Scope of Work	i) Bidder will deploy resource(s) for decommissioning of respective equipment at old location and Commissioning of equipment at new location at no additional cost. No additional cost whatsoever would be paid by the Bank in this regard	We will request bank to de-commission existing devices with the help of existing vendor. We can take up commissioning of our devices	Mentioned clause pertains to scope of bidder during the movement of the device in case Bank decides to move the appliance to other premise. Hence bidder has to deploy resources as per the clause. No change
37	2. Detailed Scope of work	Annexure 11 – Project Details and Scope of Work	aa) The entire load balancer supplied under this RFP must be installed and configured by OEM only. The bidder to make necessary arrangement for the same and Bank will not pay any additional cost for implementation by OEM	We are certified Partners to OEM. If we involve OEM Professional Services it would be huge impact to bank.We request Bank to amend this clause – implementation can be done by partners.	The entire load balancer supplied under this RFP must be installed and configured by OEM or OEM certified partners only. The bidder to make necessary arrangement for the same and Bank will not pay any additional cost for implementation. In case appliance is installed and configured by OEM certified partner, entire setup installation and configuration needs to be validated and certified by OEM without any extra cost to the Bank. This will be part of the final sign-off document signed between Bank & the L1 bidder.
38	**Vendor has to provide the highest level of support available that will cover the following:**	Annexure 11 – Project Details and Scope of Work	iv.) Deliverables such as Spare availability, plan of the proactive activities e.g. firmware upgrades, performance assessments etc. to be covered as part of support	Please clarify. If bank requires spare device of standard RMA SLA is ok	Clause is self explanatory. No change
39	(C) :Experience & Support Infrastructure : (3) :	Annexure 02 –Evaluation Terms	Bidder should have direct support offices in Mumbai and Hyderabad. In case direct support office of the bidder is not available in Mumbai & Hyderabad then an undertaking to be provided by the Bidder stating that direct support office would be established by the bidder at both the locations within 30 days from the date of Purchase Order.	We can give Support to Hyderabad from our Mumbai office whenerver required remote, telephonic, email and onsite if it is critical.	No change
40	[A] Important Dates: 8		Bid Security (Earnest Money Deposit) Rs. 12,00,000/- (Rupees Twelve Lakh Only)	We are submitting NSIC certificate against EMD amount.	Please refer RFP page no. 10

41	**RFP cum Additional Terms**	**A. Eligibility Bid Evaluation-C_Experience & Support Infrastructure**	Bidder must have experience in Supply, Installation / Commissioning & Support for similar load balancers in -2- Data Centre in last 5 years (as on RFP date) in BFSI / Government Organizations / PSUs in India out of which one should be a Bank having network of minimum 1000 domestic branches. (In case the bidder has experience in DC & DR separately for any one organization, then the experience shall be taken as two numbers)	We would request you please keep this clause as "bidder must have experience in Supply, Installation / Commissioning & Support for similar load balancers in -2- Data Centre in last 5 years (as on RFP date) in BFSI / Government Organizations / PSUs in India out of which one should **be BFSI customer**. (In case the bidder has experience in DC & DR separately for any one organization, then the experience shall be taken as two numbers) **OR** Bidder/OEM must have experience in Supply, Installation / Commissioning & Support for similar load balancers in -2- Data Centre in last 5 years (as on RFP date) in BFSI /Government Organizations / PSUs in India out of which one should be a Bank having network of minimum 1000 domestic branches. (In case the bidder has experience in DC & DR separately for any one organization, then the experience shall be taken as two numbers)	Please refer Addendum
42	**RFP cum Additional Terms**	**Payment Terms**	Balance 10% of the cost of storage array & additional components would be payable on completion of 5 years warranty period or against Bank Guarantee (BG) in the format mentioned under Annexure 22. The BG should be of an equivalent amount issued by a scheduled commercial bank in India other than Bank of Baroda with validity of 63 months period.	We agree to give you 10% PBG against warranty period. Another 10% PBG as against early release retention money should be waived off.	No change
43	Scope -E point 7		The Proposed Load Balancer hardware/appliance/solution should support 1K DNS QPS (Query Per Second)	**Requesting you to please add below point:** The Proposed Load Balancer hardware/appliance/solution should support QPS (Query Per Second)	Clause is self explanatory. No change

44	Additional points			**Suggestion:** EAL mean that the claimed security assurance of the TOE (Target of Evaluation) has been more extensively verified. EAL2 certification is the highest assurance level that can be used without imposing other than minimal additional tasks on the developer. If the developer applies reasonable standards of care, EAL2 maybe feasible with no developer involvement other than support for security functional testing. EAL2 is structurally tested and it is applicable where developers or users require low to moderate level of independently assured security but complete development record is not readily available. Common Criteria is a framework in which computer system users can specify their security functional and assurance requirements .Common Criteria is used as the basis for a Government driven certification scheme and typically evaluations are conducted for the use of Federal Government agencies and critical infrastructure. the numerical rating describing the depth and rigor of an evaluation. Each EAL corresponds to a package of security assurance requirements which covers the complete development of a product, with a given level of strictness. **Hence request to add below point in the specs:** Proposed ADC Device should be Common criteria	No change

45	Additional points			**Suggestion:** The solution should support specialized ADC hypervisor that runs multiple virtual ADC instances on dedicated ADC hardware. This specialized hypervisor should run fully functional virtual ADC instances, each of which delivers ADC functionality just like a dedicated physical ADC. Each virtual ADC instance contains a complete and separated environment of resources, configurations and management. Application images are used by Virtual ADC and Standalone ADC. This virtualised mode should not have ability to run third party OS (This will make sure that KVM like Hypervisor not used on LB, and will remove possilbity of installing malacious OS) **Hence requesting you to please add below point:** Resource reservation between each virtual load balancer instances with capability to run in Virtualized as well as Standalone mode. Such that these (Virtualized as well as Standalone) mode should be interchangeable via CLI and GUI with click of button (Bidder may be asked to demonstrate this feature during Technical Evaluation).	No change
46	GeM-Bidding- 5178824-2-14-15 (Document)	Disclaimer	Incorporating any clause against the MSME policy and Preference to Make in India Policy.	Is Make in India mandate?	Pls refer Clause no. 6 at Page no. 10 & 11 of RFP document
47	RFP (Document)	6. Preference to make in India initiative	In case of two or more than two bidders complying with Preference to Make in India initiative are found technically eligible as per Technical Specifications mentioned in Annexure-11 of the RFP, then Commercial bids of only these bidders will be opened.	Is Make in India mandate?	Clause is self explanatory
48	RFP (Document) Annexure 02 – Evaluation Terms Stage 1	A. Eligibility Bid Evaluation C. Experience & Support Infrastructure	3. Bidder should have direct support offices in Mumbai and Hyderabad. In case direct support office of the bidder is not available in Mumbai & Hyderabad then an undertaking to be provided by the Bidder stating that direct support office would be established by the bidder at both the locations within 30 days from the date of Purchase Order.	We have an office in Mumbai but not in Hyderabad. But our presence is in all major cities and our engineers are deployed in every state of India.	No change

49	RFP (Document) Annexure 11 – Project Details and Scope of Work	2. Detailed Scope of work:	y) The bidder shall provide perpetual licenses for all load balancer components proposed in the solution and should be in name of Bank.	This is as per the license model, if licenses are perpetual; it is okay otherwise, we will provide licenses on a subscription basis.	No change
50	C - Experience & Support Infrastructure Point - 1	Annexure 02 –Evaluation Terms Eligibility Criteria	Bidder must have experience in Supply, Installation / Commissioning & Support for similar load balancers in -2- Data Centre in last 5 years (as on RFP date) in BFSI / Government Organizations / PSUs in India out of which one should be a Bank having network of minimum 1000 domestic branches. (In case the bidder has experience in DC & DR separately for any one organization, then the experience shall be taken as two numbers)	Bidder **/ OEM** must have experience in Supply, Installation / Commissioning & Support for similar load balancers in -2- Data Centre in last 5 years (as on RFP date) in BFSI / Government Organizations / PSUs in India out of which one should be a Bank having network of minimum 1000 domestic branches. (In case the bidder has experience in DC & DR separately for any one organization, then the experience shall be taken as two numbers)	Please refer Addendum
51	3. Payment Terms	Annexure 11 – Project Details	(i) Cost of Load Balancers with 5 years warranty (4-DC , 4 - DR). 70% of the total cost of Equipment on delivery plus 100% of GST at actuals. 20% of total cost after one month of successful installation and satisfactory functioning or after two month post-delivery in the case of Site Not Ready (SNR).	Request the department to amend the clause as below: 80% of the total cost of Equipment on delivery plus 100% of GST at actuals. 20% of total cost after one month of successful installation and satisfactory functioning or after two month post-delivery in the case of Site Not Ready (SNR).	Please refer Addendum
52	Delivery		The devices must be delivered and installed as per project scope within a period of 6 weeks in totality from the date of placing of purchase order by the Bank. The delivery and installation of hardware as per the required scope needs to be completed as per the timelines mentioned above.	Request to Bank to consider the devices must be delivered within 8 weeks and installed as per project scope within a period of 4 weeks in totality from the date of placing of purchase order by the Bank.	No change
53	A. 3	Minimum Technical Requirement for Load Balancer	The Proposed Load Balancer Should support minimum 10 virtual instances from day 1, which have full fault isolation and resource reservation between each virtual instance. Hyper visor should not be an open source. The same should be further scalable up to 32 virtual instances.	We request BOB to reconsider the virtual instance requirment,each vADc created has to have a minimum of 4-6vCPU for it to function as expected. Hence looking at the overall SSL TPS and other requirments, we feel this ask is not inline. We request the bank to Modify the clause as below "The Proposed Load Balancer Should support minimum 2 virtual instances from day 1, but scalable to 4 instances in future with add on license, and each instance should support VRF like technology upto 1000 instances to have a full Layer 2 to layer 7 segregation"	Kindly refer addendum for revised specifications

54	A. 9	Minimum Technical Requirement for Load Balancer	The Proposed Load Balancer hardware/appliance must have 12 x 10/25 Gbps SFP+ optical ports Fully populated from day one with 10G/25G multi-Mode modules without use of any Split out/ Breakout cable. The networks switch support 40Gb/100Gb interface, hence relevant optics, or cables for connecting with the switches needs to be factored. All ports should be populated with required transceivers. Apart from above each appliance should have additional ports for sync, HA, and other functionalities	We request BOB to reconsider the port density, as Load balancers are usually low on port counts due to one-arm mode or even routed mode of deployments. Further we recommend BOB to utilise technolghoies like LACP and Trunk VLANS to segregate the various zone while keeping the cabling and physical conenctivity simple. This is industry standard way of implemenation of LBs. Hence we request the bank to change the clause as below. "The proposed load balancer hardware / appliance must have minimum 4 x 10G/1G RJ45 Ports & 4 x 25G/10G/1G SFP+/SFP28/SFP ports"	Kindly refer addendum for revised specifications
55	B.1	Minimum Technical Requirement for Load Balancer	The Proposed Load Balancer platform should have "L7" throughput of minimum 64 Gbps L7 throughput from day one	We request BOB to reconsider the throughput requirement, Load balancers are mean to perform load balancing and require minimum throughput. Hence we request bank to change the clause as below. "The Proposed Load Balancer platform should have "L7" throughput of minimum 30 Gbps L7 throughput from day one scalable upto 40 Gbps with addon license on same hardware.	Kindly refer addendum for revised specifications
56	B. 2	Minimum Technical Requirement for Load Balancer	The Proposed Load Balancer hardware/appliance should support minimum 1.5 million Layer 7 RPS (Request Per second)	We request BOB to reconsider and relax the L7 RPS requirement, Hence we request bank to change the clause as below. "The Proposed Load Balancer platform should have "L7" TPS of minimum 1.8 M from day one and scalable upto 1.8 M with addon license on same hardware.	Kindly refer addendum for revised specifications
57	B .3	Minimum Technical Requirement for Load Balancer	The Proposed Load Balancer hardware/appliance should support minimum 1 million Layer 4 CPS (Connection Per second)	We request BOB to reconsider and relax the L4 CPS requirement. Hence we request bank to change the clause as below. "The Proposed Load Balancer platform should have "L4" CPS of minimum 500 K from day one and scalable upto 750 K with addon license on same hardware.	No change

58	A. 9	Minimum Technical Requirement for Load Balancer	The Proposed Load Balancer hardware/appliance should have and support 40,000 SSL CPS of RSA 2048-bit key strength and up to 20,000 SSL CPS of ECDSA-P256 bit key strength. (1TPS =1CPS)	We request BOB to reconsider the requirement for SSL CPS of RSA 2048-bit key strength and SSL CPS of ECDSA-P256 bit key strength. Hence we request bank to change the clause as below. "The proposed load balancer should have 14K SSL CPS of 2K bit key strength and SSL CPS of ECDSA-P256 bit key strength which should bee scalable to 20K each with addon license and , must be mentioned in public facing Datasheet"	No change
59	C. 4	Minimum Technical Requirement for Load Balancer	The Proposed Load Balancer hardware/appliance/solution should have Advance Denial of Service protection	We request BOB team to relax this clause or make it optional, ADC devices are not meant for DDOS protections, we recommend bank to look at dedicated DDOS solutions. Hence pl relax or make this clause as optional	No change
60	A.5 (a,b,c)	Minimum Technical Requirement for Load Balancer	5. The Proposed Load Balancer should have full support IPv6. It should support all IPv6 scenarios: a. IPv4 on the inside and IPv6 on the outside (Phase – II certified) b. IPv6 on the inside and IPv4 on the outside c. IPv6 on the inside and outside	We request BOB to remove the Phase-2 certification as thi s is OEM specific clause. We do support all the features mentioned and can be proven via POC or Documentation	No change
61	A. 8	Minimum Technical Requirement for Load Balancer	The Proposed Load Balancer should have minimum memory of 128 GB from Day 1	We request BOB to reconsider the and relax requirement of 128 GB memory. Hence we request bank to modify the clause as below. "The proposed solution should have minimum 64 Gbps of memory from day one."	No change
62	F.1	Minimum Technical Requirement for Load Balancer	The Proposed Load Balancer hardware/appliance/solution should support Application Performance Monitoring for advanced end to end reporting for every application transaction for all Virtual Service without any limitation with below details a. Session Anomaly b. Client-Side Latency, Server-Side Latency c. SSL Ciphers used d. End Device used to access the application e. End-to-End Latency for particular session	We request BOB to remove the points as these are OEM specific	No change
63	C			Proposed solution also should also support SSL VPN Feature on the same appliance for a secure access	No change

64	Annexure 02 –Evaluation Terms	Scope	1.Bidder must be a Government Organization / PSU / PSE / partnership firm / LLP or private / public limited company in India at least for the last 5 years.	Request to modify the clause as: 1.Bidder or bidder's Parent company (Incase Bidder is wholly owned subsidary of its parent company) must be a Government Organization / PSU / PSE / partnership firm / LLP or private / public limited company in India at least for the last 5 years.	Please refer Addendum
65	Annexure 02 –Evaluation Terms	Eligibility	2.Bidder must be in the business of supplying and implementing Network Hardware in India for a period of last 3 years (As on RFP date).	Request to modify the clause as: 2.Bidder or bidder's Parent company (Incase Bidder is wholly owned subsidary of its parent company) must be in the business of supplying and implementing Network Hardware in India for a period of last 3 years (As on RFP date).	Please refer Addendum
66	Annexure 02 –Evaluation Terms	Eligibility	B Financial 1. The Bidder must have registered average annual turnover of Rs. 15 Crore or above during the last three completed financial years – 2020-21, 2021-22 and 2022-23* (Not inclusive of the turnover of associate companies) from Indian operations.	Request to modify the clause as: B Financial 1. The Bidder or bidder's Parent company (Incase Bidder is wholly owned subsidary of its parent company) must have registered average annual turnover of Rs. 100 Crore or above during the last three completed financial years – 2020-21, 2021-22 and 2022-23* (Not inclusive of the turnover of associate companies) from Indian operations.	Please refer Addendum
67	Annexure 02 –Evaluation Terms	Eligibility	B Financial 2. The Bidder must be Net profit making entity continuously for the last three years i.e. financial years –2020-21, 2021-22 and 2022-23*	Request to modify the clause as: B Financial 2. The Bidder or bidder's Parent company (Incase Bidder is wholly owned subsidary of its parent company) must be Net profit making entity continuously for the last three years i.e. financial years –2020-21, 2021-22 and 2022-23*	Please refer Addendum
68	Annexure 02 –Evaluation Terms	Eligibility	C. Experience & Support Infrastructure Bidder must have experience in Supply, Installation / Commissioning & Support for similar load balancers in -2- Data Centre in last 5 years (as on RFP date) in BFSI / Government Organizations / PSUs in India out of which one should be a Bank having network of minimum 1000 domestic branches.	Request to modify the clause as: C. Experience & Support Infrastructure Bidder or bidder's Parent company (Incase Bidder is wholly owned subsidary of its parent company) must have experience in Supply, Installation / Commissioning & Support for similar load balancers in -2- Data Centre in last **7 years** (as on RFP date) in BFSI / Government Organizations / PSUs in India out of which one should be a Bank having network of minimum 1000 domestic branches.	Please refer Addendum

69	3. Payment Terms	Scope	(i) Cost of Load Balancers with 5 years warranty (4-DC , 4 - DR). □ 70% of the total cost of Equipment on delivery plus 100% of GST at actuals. □ 20% of total cost after one month of successful installation and satisfactory functioning or after two month post-delivery in the case of Site Not Ready (SNR).	Request to modify the clause as: (i) Cost of Load Balancers with 5 years warranty (4-DC , 4 - DR). □ 70% of the total cost of Equipment on delivery plus 100% of GST at actuals. □ 20% of total cost after ~~one month of~~ successful installation and satisfactory functioning or after two month post-delivery in the case of Site Not Ready (SNR).	Please refer Addendum
70	3. Payment Terms	Scope	(ii) Implementation – One Time Cost (OTC): a) Installation & Implementation Charges – Payment will be release after one month of successful installation and satisfactory functioning on submission of invoice & signoff report from vendor's and Bank's project manager.	Since Bidder is tendering PBG, Request to modify the clause as: (ii) Implementation – One Time Cost (OTC): a) Installation & Implementation Charges – Payment will be release after ~~one month of~~ successful installation and satisfactory functioning on submission of invoice & signoff report from vendor's and Bank's project manager.	No change
71	3. Payment Terms	Scope	Balance 10% of the cost of storage array & additional components would be payable on completion of 5 years warranty period or against Bank Guarantee (BG) in the format mentioned under Annexure 22. The BG should be of an equivalent amount issued by a scheduled commercial bank in India other than Bank of Baroda with validity of 63 months period.	Kindly clarify "Storage Array & additional Component". Also since we are providing PBG for the entire project period there is no need to provide additional BG. Request to modify the clause as: Balance 10% of the cost of storage array & additional components would be payable on signoff ~~completion of 5 years warranty period or against Bank Guarantee (BG) in the format mentioned under Annexure 22~~. The BG should be of an equivalent amount issued by a scheduled commercial bank in India other than Bank of Baroda with validity of 63 months period.	"Storage Array & additional Component" is a typo error. Bank's requirement are only for Load balancers. There is no change on the basis of other part of query.

72	4. Delivery	Scope	The devices must be delivered and installed as per project scope within a period of 6 weeks in totality from the date of placing of purchase order by the Bank. The delivery and installation of hardware as per the required scope needs to be completed as per the timelines mentioned above. Vendor will have to pay late delivery charges to the Bank @ 1% of the purchase order value inclusive of all taxes, duties, levies etc., per week or part thereof, for late delivery beyond due date of delivery, to a maximum of 5% of the total purchase order value inclusive of all taxes, duties, levies etc. If delay exceeds the maximum percentage of 5%, Bank reserves the right to cancel the respective purchase order.	Request to modify the clause as: The devices must be delivered and installed as per project scope within a period of 10 weeks in totality from the date of placing of purchase order by the Bank. The delivery and installation of hardware as per the required scope needs to be completed as per the timelines mentioned above. Vendor will have to pay late delivery charges to the Bank @ 1% of the undelivered order value ~~purchase order value~~ inclusive of all taxes, duties, levies etc., per week or part thereof, for late delivery beyond due date of delivery, to a maximum of 5% of the total purchase order value inclusive of all taxes, duties, levies etc. If delay exceeds the maximum percentage of 5%, Bank reserves the right to cancel the respective purchase order.	No change
73	4. Delivery	Scope	The devices must be delivered and installed as per project scope within a period of 6 weeks in totality from the date of placing of purchase order by the Bank. The delivery and installation of hardware as per the required scope needs to be completed as per the timelines mentioned above. Vendor will have to pay late delivery charges to the Bank @ 1% of the purchase order value inclusive of all taxes, duties, levies etc., per week or part thereof, for late delivery beyond due date of delivery, to a maximum of 5% of the total purchase order value inclusive of all taxes, duties, levies etc. If delay exceeds the maximum percentage of 5%, Bank reserves the right to cancel the respective purchase order.	There is no separate delivery timelines to understand late delivery period. Kindly clarify.	No change

74	5. Installation	Scope	Installation at our Office, including unpacking of cartons/ boxes, will be the responsibility of the Vendor. Vendor will have to install the Hardware / equipment and hand it over to Bank for acceptance testing within 2 weeks from the date of receipt of the Hardware at our office and Bank's notification for installation of the HW / SW. Vendor will have to pay late installation charges to the Bank @ 1% of the total Purchase Order Value per day or part thereof subject to maximum of 5% of the total purchase order value, for delay in installation, if the delay is caused owing to reasons attributable to the Vendor.	Request to modify the clause as: Installation at our Office, including unpacking of cartons/ boxes, will be the responsibility of the Vendor. Vendor will have to install the Hardware / equipment and hand it over to Bank for acceptance testing within 4 weeks from the date of receipt of the Hardware at our office and Bank's notification for installation of the HW / SW. Vendor will have to pay late installation charges to the Bank @ 1% of the total ~~Purchase~~ uninstalled Order Value per day or part thereof subject to maximum of 5% of the total purchase order value, for delay in installation, if the delay is caused owing to reasons attributable to the Vendor.	No change
75	2. Detailed Scope of work:	Scope	d) The successful vendor will configure, install, de-install, re-install, re-configure (in case required by Bank) at no extra cost during the entire contract period.	Please clarify that install, de-install, re-install, re-configure will be at same location or different location. If different location then provision for relocation charges mutually agreed.	No change. Tranportation will be managed by Bank
76	2. Detailed Scope of work:	Scope	g) The successful vendor shall provide patches/ upgrades of firmware and/or software during warranty and AMC period without any extra cost to Bank. The successful vendor will provide timely proactive deployment of latest firmware versions / security patches (if applicable) in coordination with Bank's identified team.	If any hardware upgrade require for patches/ upgrades of firmware and/or software then bank will provision the same.	Proposed hardware needs to be supported for at least 5 years, so in case any hardware upgrade during the contract period is required for patches/ upgrades of firmware and/or software, it needs to be provisioned by bidder without any extra cost to the Bank.
77	2. Detailed Scope of work:	Scope	i) Bidder will deploy resource(s) for decommissioning of respective equipment at old location and Commissioning of equipment at new location at no additional cost. No additional cost whatsoever would be paid by the Bank in this regard.	Request to consider relocation charges as mutually agreed.	No change. Tranportation will be managed by Bank
78	2. Detailed Scope of work:	Scope	j) The resolution/replacement time in case of any issue with the supplied solution shall be 6 hours. There should be 24x7x365 support for any technical issue for all the supplied products through this RFP directly from the OEM and the vendor.	Request to consider " resolution/replacement time in case of any issue with the supplied solution shall be 24 hours".	No change
79	2. Detailed Scope of work:	Scope	r) Vendor is expected to provide post installation support to the Bank. The successful vendor will provide the assistance whenever required. Warranty and AMC support will be provided by the successful vendor.	Please clarify that if bidder need to provide dedicated manpower at site.	No dedicated resource is required on site except during the installation activity

80	C.2	Experience & Support Infrastructure	The Bidder must have valid ISO 9001:2008 / 2015 certification	Since this tender is for Cybersecurity Related, kindly include ISO 27001:2013 also for eligibility	No change
81	C.1	Experience & Support Infrastructure	Bidder must have experience in Supply, Installation / Commissioning & Support for similar load balancers in -2- Data Centre in last 5 years (as on RFP date) in BFSI / Government Organizations / PSUs in India out of which one should be a Bank having network of minimum 1000 domestic branches.	Since the proposed solution is for DC and DR, is there any possible to get the relaxation on ("Which one should be a bank having a network minimum 1000 domestic branches")	Please refer Addendum
82	5	Annexure 11 – Project Details and Scope of Work/ Platform	The Proposed Load Balancer should have full support IPv6. It should support all IPv6 scenarios: a. IPv4 on the inside and IPv6 on the outside.(Phase – II certified)	The solution shall be dual stack ready with Ipv4 and IPv6. Not all OEM are Phase-2 certified. This will restrict OEMs to bid inspite being IPv6 capable. Request you to remove Phase-II certification clause.	No change
83	8	Annexure 11 – Project Details and Scope of Work/ Platform	The Proposed Load Balancer should have minimum memory of 128 GB from Day 1	RAM and Storage does not decide performance of the device at all . Different architecture have different hardware requirement which cannot be generalised for performance. Request you to reconsider/remove the RAM & Storage numbers.	No change
84	2	Annexure 11 – Project Details and Scope of Work/ Performance	The Proposed Load Balancer hardware/appliance should support minimum 1.5 million Layer 7 RPS (Request Per second)	The Proposed Load Balancer hardware/appliance should support minimum 1 million Layer 7 RPS (Request Per second)	Kindly refer addendum for revised specifications
85	6	Annexure 11 – Project Details and Scope of Work/Performance	The Proposed Load Balancer hardware/appliance should have Compression throughput of minimum 10 Gbps	Compression throughput is on higher side request you to modify it to 7 Gbps	No change
86	2	Annexure 02 –Evaluation Terms, A. Eligibility Bid Evaluation	Anx.02 A-2 : Bidder must be in the business of supplying and implementing Network Hardware in India for a period of last 3 years (As on RFP date).	This can be consider **OEM/Bidder** have implementing Network Hardware in India for a period of last 3 years.	No change
87	Scope of Work	Annexure 11 – Project Details and Scope of Work	The bidder has to ensure support of the proposed solution as and when required for resolving all load balancer related issues and other required features procured in this RFP during contract period (or such other extended period as per the contract terms)	We assume that issues related to OS/Hardware relted after hand over, please specify if any	As a part of comprehensive warranty, successful bidder must support Bank in case of all issues during the entire duration of contract.