



Sno.	Page no.	Point/ Section	Clause as stated in RFP	Comments / Clarification /Amendments
1	2	[A] - Important Dates	Last Date of Submission of RFP Response (Closing Date) 29 May 2018, 3:00 PM	Last Date of Submission of RFP Response (Closing Date) 1 June 2018, 3:00 PM
2	78	Eligibility Criteria - B1 - Financials	1. Must have registered a turnover of Rs. 150 Crores or above (from Indian Operations only) in each year during the last three completed financial years – 2014-15, 2015-16 and 2016-17 (Not inclusive of the turnover of associate companies)	1. Must have registered a turnover of Rs. 150 Crores or above (from Indian Operations only) in each year during the last three completed financial years – 2014-15, 2015-16 and 2016-17 (Not inclusive of the turnover of associate companies). (In case the company is an MNC and does not maintain separate Balance Sheet for Indian operations, an undertaking confirming Turnover of the company is Rs.150 Crore or more from Indian Operations, needs to be furnished by Authorised Signatory/ CA of the Company)
3	79	Eligibility Criteria - B2 - Financials	1. The Bidder must have registered a turnover of Rs. 250 Crores or above (from Indian Operations only) in each year during the last three completed financial years – 2014-15, 2015-16 and 2016-17 (Not inclusive of the turnover of associate companies)	1. The Bidder must have registered a turnover of Rs. 200 Crores or above (from Indian Operations only) in each year during the last three completed financial years – 2014-15, 2015-16 and 2016-17 (Not inclusive of the turnover of associate companies) (In case the company is an MNC and does not maintain separate Balance Sheet for Indian operation confirming Turnover of the company is Rs. 200 Crore or more from Indian Operations, needs to be furnished by Authorised Signatory /CA of the Company)
4	80	Eligibility Criteria - B2 - Financials	3. Bidder must have premium level of partnership with OEM for the past three years (from RFP date)	3. The Bidder should be the Original Equipment Manufacturer (OEM) or authorized partner of OEM for last 3 years for supply, installation & support under the proposed product category in India for past three years (from RFP date).
5	80	Eligibility Criteria - B2 - Financials	5. OEM should have received ISO 9001:2008 & 14001:2004 certifications for manufacturing facility from where the equipments will originate.	5. OEM should have received ISO 9001:2008 or ISO 9001:2015 and 14001:2004 or 14001:2015 certifications for manufacturing facility from where the equipments will originate.
6	81	Eligibility Criteria - C Experience and support Infrastructure	2. The Bidder or the OEM should have supplied and maintained Router and Firewall of the same series in at least three customers in BFSI sector in India during the last 3 years	2. The Bidder or the OEM should have supplied and maintained Router and Firewall of the same series in at least three customers in BFSI sector i.e. Public Sector Banks /Commercial Banks/ Financial Institutions / Government Organizations/ Public Sector Undertakings (PSUs), Telecom Sector in India having network of minimum 1000 domestic branches during the last 3 years



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7	17	2.14 Contract Period	Period of Contract	7 Years (3 years warranty and 4 years AMC)
8	19	3.2 Purpose	Placement of NGFW	Bank will decide about placement of firewall as per its requirement later and would mention the same in its PO.
9	19	3.2 Purpose	The purpose behind issuing this RFP is to invite pre-qualification, technical and commercial bids from the eligible bidders and selection of bidder(s) for supply, installation, commissioning, integration, training and support of next generation enterprise firewalls and Routers for its sponsored RRBs Data Center, Near DR and Disaster Recovery Center located at Navi Mumbai and Hyderabad respectively	We intend to buy new routers as our existing routers are EOSL. Devices to be procured as per the Technical specifications.
10	20	3.3 Project scope	Vendor to provide fiber/Ethernet cables as per the number of SFP/Ethernet ports supplied in the hardware.	Cabling (supply and laying) is part of bidder's scope. The Fibre cables of 12 metres each to be supplied as per the number of ports in all the devices. CAT6 cables (20 in number) also to be supplied (12 metres each).
11	21	3.5 Deployment of Onsite Engineer	8X5 basis for a period of three months, Monday to Friday, excluding Saturdays, Sundays and national holidays.The bidder to deploy engineer for a period of 2 months having experience of at least 2 years on proposed firewall technologies OR Professional Certified engineer on proposed firewall technology with 1 year post certification experience.	Engineer required for Two Months at our site post implementation.
12	23	3.7.8 Support	L1 and L2 on-site support should be from bidder throughout the period of warranty and AMC. The support should be comprehensive 24X7X365, which also includes day to day operational issues as and when arise.	Full time Onsite support not required. However Onsite technical person should be present for any kind of patching/ upgrade or troubleshooting or any kind of outage whenever required.
13	20	3.3 Project scope	Delivery and Implementation Timelines	Delivery Time - Within 6 weeks from the date of issuance of PO. Implementation Time - Within 8 weeks from the date of issuance of PO i.e within 2 weeks post 6 weeks delivery time.
14	21	3.5 Deployment of on site engineer	Acceptance Criteria	Installation done as per technical specification and scope of work would qualify for acceptance.
15	33	5.4 Technical Evaluation	Proof of Concept	POC will be done only If required by Bank.
16	21	3.4 Study of Existing setup	Information about existing architecture	Such information will be shared only with the selected Bidder



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17	25	3.11 Shifting of Premises	<p>3.11 Shifting of Premises Bidder will be informed about old and new location/office details as and when the Bank decides to shift the hardware due to operational requirements. Bidder will deploy resource(s) for decommissioning of respective equipments at old location and Commissioning of equipments at new location at no additional cost to the Bank. The bidder should also provide support for un-mounting, mounting and cabling of firewall/Routers and other components from the rack in the event of reallocation of racks or changes made in DC/DR sites based on Banks requirements. No additional cost whatsoever would be paid by the Bank for all the above activities.</p>	<p>3.11 Shifting of Premises: Physical shifting of the equipments will be done by the Bank. Bidder will be informed about old and new location/office details as and when the Bank decides to shift the hardware due to operational requirements. Bidder will deploy resource(s) for decommissioning of respective equipments at old location and Commissioning of equipments at new location at no additional cost to the Bank. The bidder should also provide support for un-mounting, mounting and cabling of firewall/Routers and other components from the rack in the event of reallocation of racks or changes made in DC/DR sites based on Banks requirements. No additional cost whatsoever would be paid by the Bank for all the above activities.</p>
18	52	7.3 Liquidity Damages, Service Level and Uptime Guarantee	<p>Shortfall in Performance Compliance Level If the bidder fails to maintain guaranteed uptime of 99.99% per month for all the ordered equipment/devices, during Warranty and AMC the Bank shall impose LD.</p>	<p>SLA for 99.99% applies on devices in HA mode. In case of single device failure the SLA is not breached. However the replacement of single device should be arranged within 4 hours from the time, call is logged.</p>
19	52	7.3 Liquidity Damages, Service Level and Uptime Guarantee	<p>If the vendor engineer fails to attend the site, Bank will impose LD as follows: Per Man day charges (for the purpose of deduction on account of absence) = Charges per 3 months / (Total number of days in 3 months).</p>	<p>One man day charge will be deducted on absence of engineer for one day.</p>



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20	64	8.8.2 Termination or Order/Contract Cancellation	<p>The Bank reserves its right to cancel the order or terminate the contract (on case to case basis) in the event of one or more of the following situations that are not occasioned due to reasons solely and directly attributable to the Bank alone and it will be considered as a breach of obligations of vendor:</p> <p>1. Delay in delivery of ordered devices/equipments/software etc. and its implementation beyond the specified period that is agreed in the contract that will be signed with the successful vendor. 2. Discrepancy in the quality of supplied items/ service / security expected during the implementation, rollout and subsequent maintenance process. 3. The amount of penalties has exceeded the overall cap of 10% of the yearly contract value in any year during the contract period. Yearly contract value shall be arrived by dividing Total contract value to No. of Years of contract period. 4. Failure of the vendor make good the situation within the remedy period 5. The selected vendor commits a breach of any of the terms and conditions of the RFP / contract. 6. The selected vendor becomes insolvent or goes into liquidation voluntarily or otherwise 7. An attachment is levied or continues to be levied for a period of 7 days upon effects of the tender.</p>	<p>Point no.5 modified as: "5.The selected vendor commits a breach of any of the terms and conditions of the RFP / contract and such breach is not cured within thirty (30) Working Days after Bank gives written notice"</p>
21	65	8.8.4 Termination of order / Contract Cancellation	<p>In case of order / contract cancellation, any payments made by the Bank to the Vendor would necessarily have to be returned to the Bank with interest @ 15% per annum from the date of each such payment. These payments to be returned would refer to those deliverables that will have to be reversed or redone post the termination of the vendor.</p>	<p>In case of order cancellation, any payments made by the Bank to the Vendor for unacceptable deliverables would necessarily have to be returned to the Bank with interest @ 15% per annum from the date of each such payment. These payments to be returned would refer to those deliverables that will have to be reversed or redone post the termination of the vendor.</p>
22	4, 10	Annexure 5 Technical Specifications	<p>IPS should be able to detect and prevent worms, trojan , zero day attacks</p>	<p>Both known and unknown zero day attacks with the in built features and with the help of Sandbox device.</p>
23	12	Annexure 5 Technical Specifications	<p>Management: 3. The management platform must be available in physical appliance or Software and should have dual power supplies.</p>	<p>The management platform must be available in physical appliance only and should have dual power supplies</p>
24	1, 8	Annexure 5 Technical Specifications	<p>Performance & Scalability: 1. All Performance threshold are to be considered in real time and UDP traffic measurements are not Valid</p>	<p>UDP threshold values will not be accepted in Performance Parameter, Bank has not written HTTP traffic only</p>



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25	2, 8	Annexure 5 Technical Specifications	Firewall: 1. The Firewall should support all routing Protocols like Static, Policy Based, Identity based , Dynamic routing like RIP1 & 2, OSPF, OSPFv3, BGP4, MPLS routing	'Identity based Routing' is removed from the clause
26	2, 9	Annexure 5 Technical Specifications	Firewall: 17. The firewall shall be able to handle VoIP traffic securely with " pinhole opening " and support SIP, SCCP, MGCP and H.323 ALGs	'Pinhole opening' is removed from the clause
27	3, 9	Annexure 5 Technical Specifications	Next Generation IPS and URL Filtering: Should have the capability of passively gathering information about network hosts and their activities, such as operating system, services, open ports, client applications, and vulnerabilities, to assist with multiple activities, such as intrusion event data correlation, elimination of false positives, and policy compliance.	This specification is removed
28	3, 9	Annexure 5 Technical Specifications	Next Generation IPS and URL Filtering: Solution should support full-featured NBA capability to detect threats emerging from inside the network. This includes the ability to establish "normal" traffic baselines through flowanalysis techniques (e.g., NetFlow) and the abilityto detect deviations from normal baselines.	This specification is removed
29	5, 11	Annexure 5 Technical Specifications	Advance Malware Protection: The solution should be capable to analysis & block TCP and UDP protocols to identify attacks and malware communications. At a minimum, the following protocols are supported for real-time inspection, blocking and control of downloaded files: HTTP, HTTP(s),POP3 , IMAP, Netbios , FTP SMTP, SMB, CIFS etc.	'Netbios ' is removed from the clause.
30	5, 11	Annexure 5 Technical Specifications	Advance Malware Protection: The proposed solution must Detect, control access and inspect for malware at least the following file types: Microsoft Office files, executables, multimedia , compressed documents, Windows dump files, pdf, jarpack, install shield.	'Multimedia' is removed from the clause.
31	6, 12	Annexure 5 Technical Specifications	Management: The management platform must support 10 million of IPS events	This specification is removed



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32	15, 20	Annexure 5 Technical Specification- Core & VPN Router	Physical Parameters: The Router should have the following interface as defined in the IEEE, ITU-T: 10 x 1 /10 GbE Copper ports from day one and support for atleast 2 more Slots including 2 nos. of 10GbE SFP+ of ports in future	10 x 1/10 GbE is replaced by 10 x 1 GbE port in this clause. 10 Gbps ethernet ports not required.
33	2	Annexure 5 Technical Specifications - NGFW OEM 1	Firewall: Firewall should be capable of QoS configuration .QoS Support Guaranteed bandwidth, Maximum bandwidth, Priority bandwidth utilization, QOS weighted priorities, QOS guarantees, QOS limits and QOS VPN] in both IPv4/IPv6	This specification is removed
34	6	Annexure 5 Technical Specification - NGFW OEM 1	Anti Virus and Anti Bot: AV should scan the links in mails and protect the user accordingly	AV should scan the attachment in the mails and protect the user accordingly
35	14, 19	Annexure 5 Technical Specification- Core & VPN Router	Router Performance Parameters: The Router or system must have support for Application level Visibility using Deep Packet Inspection Technology to identify the non-critical traffic and set the lowest priority or drop the traffic and prioritize the legitimate critical applications traffic using QOS from day one	This specification is removed
36	14, 19	Annexure 5 Technical Specification- Core & VPN Router	Router Performance Parameters: The Router should support of granularly identify applications in the enterprise (For e.g. Oracle, SAP, WebEx etc.) from day one	This specification is removed
37	14, 19	Annexure 5 Technical Specification- Core & VPN Router	Router Performance Parameters: The Router should support of identify L3, L4 and L7 applications from day one	This specification is removed
38	14, 19	Annexure 5 Technical Specification- Core & VPN Router	Router Performance Parameters: The Router should identify encrypted applications (for e.g. SSL/TLS based)	This specification is removed
39	15, 20	Annexure 5 Technical Specification- Core & VPN Router	Router Performance Parameters: The Router should classify applications based on the category they belong to (For e.g. file sharing, voice, video- conferencing, business-tools etc.) from day one	This specification is removed
40	15, 20	Annexure 5 Technical Specification- Core & VPN Router	Router Performance Parameters: The Router should support of a custom application be defined based on multiple criteria: Port numbers, payload analysis or URL/URI from day one	This specification is removed



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41	15, 20	Annexure 5 Technical Specification- Core & VPN Router	Router Performance Parameters: The Router should support the export of the learnt application information to third party management The Routers from day one	This specification is removed
42	15, 20, 23	Annexure 5 Technical Specification- Core & VPN & Other Router	Physical Parameters: The Router card must support following interface:Fast Ethernet, Gigabit Ethernet, Channelized STM1, Channelized STM16, STM 64 , 10G Ethernet, POS, ATM, V.35,Serial Ports, E1, Chn E1 Ports.	'10 GbE' Port, in this specification is not required
43	23	Annexure 5 Technical Specification- Other Router	Router Architecture requirements: The router card should support following interfaces :LAN/WAN/Voice interface cards - Ethernet, V.35, ISDN, E1, FXS/FXO, 3G Module etc.The Router shall provide a traditional link with E1, T1, ADSL, ADSL2, ADSL2+, G.SHDSL,Serial, ISDN/AM backup	ISDN support' in this specification is been removed
44	23	Annexure 5 Technical Specification- Other Router	Router Architecture requirements: The Router DRAM should be minimum 2GB from day one and scalable to 10GB	The Router DRAM should be minimum 2GB from day one. Scalability not required.
45	25	Annexure 5 Technical Specification- Other Router	Multicasting: The Router should support traffic distribution using powerful scheduling algorithms, including Layer 4 to 7 services and monitor the health status of servers and firewalls	This specification is removed



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46	17, 22, 25	Annexure 5 Technical Specification- Core & VPN & Other Router	The Router should support Application layer protocol inspection, Transport layer protocol inspection, ICMP error message check, and TCP SYN check. Support more L4 and L7 protocols like TCP, UDP, UDP-Lite, ICMPv4/ICMPv6, SCTP, DCCP, RAWIP, HTTP, FTP, SMTP, DNS, SIP, H.323, SCC	This specification is removed
47	2, 9	Annexure 5 Technical Specifications - NGFW OEM 1 & OEM 2	Firewall should support access-rules with IPv4 & IPv6 objects simultaneously	Firewall should support access-rules with IPv4 & IPv6 objects.
48	6, 12	Annexure 5 Technical Specification NGFW OEM 1 & 2	Management: The management appliance/software should be able to manage the Sandbox server also , or provide management of the same with the features as defined without any additional purchase	A separate dedicated console required for Sandbox with reporting features like monitoring , files analysis report etc, the reporting features though may be integrated with the NGFW management, if it can not be provided in Sandbox management.
49	6, 12	Annexure 5 Technical Specification NGFW OEM 1 & 2	Advance Malware Protection: 18. The proposed should be able to detect and prevent the malware by scanning 50 different file types per day	The proposed physical Sandbox device should be able to detect and prevent the malware by scanning at least 50 different file types per day
50	New Clause	Annexure 5 Technical Specification NGFW OEM 1 & 2	Additional Specification added for NGFW - OEM1 and OEM2	The NGFW should have more than 40+ Categories based on Application types, Security Risk level etc
51	New Clause	Annexure 5 Technical Specification NGFW OEM 1 & 2	Additional Specification added for NGFW - OEM1 and OEM2	The upgrade of Firewall and IPS HA pair should be seamless without any downtime.
52	New Clause	Annexure 5 Technical Specification NGFW OEM 1 & 2	Additional Specification added for NGFW - OEM1 and OEM2	Signature updates and intelligence database update on Firewall and IPS should be automatic without any reboot on the appliance.
53	New Clause	Annexure 5 Technical Specification NGFW OEM 1 & 2	Additional Specification added for NGFW - OEM1 and OEM2	Sandbox device should be able to scan 500 unknown files expandable to 1500 files per day. licensing cost if any pertaining to sandbox to be mentioned under "Any Other Charges – To be clearly specified by Bidder" table -7 commercial sheet.

N.B. All other terms and conditions and the technical specifications remains the same as per RFP BCC/IT/RRB-DC/PROJ/110:57 dated 05-05-2018 for Seelction of Service Provider for Supply, Installation, Integration and Maintenance of Information Security and Network Devices at Bank of Baroda sponsored RRB's Data Center, Disaster Recovery Center & NDR.