

Corrigendum – Tender Reference No.: DGRPG/PSDC_DCO/2024/1					
SN	Tender / ATC Clause No.	Page No.	Tender / ATC Clause	Tender / ATC clause details / specification	Revised Clause
1	5.1.2.4	11	Eligibility / pre-qualification criteria	Bidders should have successfully completed “similar work” in government (departments/ boards/ corporations/ PSUs/ Societies) / Large reputed Enterprise during the last ten years ending 31.12.2023.	Bidders should have successfully completed “similar work” in government (departments/ boards/ corporations/ PSUs/ Societies) / Large reputed Enterprise.
2	5.1.2.5	11	Eligibility / pre-qualification criteria	Blacklisting Self Declaration - The bidder shall submit an undertaking of not being blacklisted, insolvent and convicted of any criminal offense as on bid submission date. Documents/ Information to be provided - Self-Certified letter as per Bid format 12.3	Blacklisting Self Declaration - The bidder shall submit an undertaking of not being blacklisted, insolvent and convicted of any criminal offense as on bid submission date. Documents/ Information to be provided - Self-Certified letter as per Bid format 15.3
3	5.2.2.2	13	Technical bids evaluation	Successful completion of setting up / operation & management of data center in government (departments/ boards/ corporations/ PSUs/ Societies) or Large reputed Enterprise in the last 10 years as on 31.12.2023	Successful completion of setting up / operation & management of data center in government (departments/ boards/ corporations/ PSUs/ Societies) or Large reputed Enterprise.
4	6.3.2.6.9	32	PSDC Website	This website shall adhere to all latest security compliances along with GIGW compliances issued by MeitY and CERT-IN. Service Provider will be responsible for yearly Security Audit of PSDC website from a CERT-IN empanelled auditor till the duration of the contract.	This website shall adhere to all latest security compliances issued by MeitY and CERT-IN. Service Provider will be responsible for yearly Security Audit of PSDC website from a CERT-IN empanelled auditor till the duration of the contract.

5	Annexure B. Technical Specifications - IT Components.A.2	- 145	EMS/NMS Specifications (warranty and AMC support for duration of contract)	Proposed solution should have Out-of-the-Box connectors/ probes/ Rest API's to integrate with multiple EMS solutions, including industry standard solutions from top 10 market leaders or EMS and should also provide mechanisms (XML, APIs etc.) to integrate with other EMS and NMS solutions, to provide an integrated topology and event views and reports to the operator.	Proposed solution should have Out-of-the-Box connectors/ probes/ Rest API's to integrate with multiple EMS solutions and should also provide mechanisms (XML, APIs etc.) to integrate with other EMS and NMS solutions, to provide an integrated topology and event views and reports to the operator.
6	Annexure B. Technical Specifications - IT Components.B.2	- 146	Server & Application Fault, Performance Monitoring Management	Should provide a centralized point of control with out-of-the-box policy-based management intelligence for easy deployment for the servers , operating systems, applications and services for correlating and managing all the IT infrastructure components of a business service.	Should provide a centralized point of control with out-of-the-box policy-based intelligence for monitoring of operating systems, applications and services for correlating and managing all the IT infrastructure components of a business service.
7	Annexure B. Technical Specifications - IT Components.E.5	- 153	Security Incident Management Solution (SIEM)	The solution should provide an integrated SOC dashboard and Incident analysis system that could provide a single view into all the analysis performed across all the different data sources including but not limited to logs and packets . The Tool should have role based access control mechanism and handle the entire security incident lifecycle.	The solution should provide an integrated SOC dashboard and Incident analysis system that could provide a single view into all the analysis performed across all the different data sources including but not limited to logs . The Tool should have role based access control mechanism and handle the entire security incident lifecycle.

Response to Queries (RTQ) – Tender Reference No.: DGRPG/PSDC_DCO/2024/1

SN	Tender / ATC Clause No.	Page No.	Tender / ATC Clause	Tender / ATC clause details/specification	Amendment Sought / Suggestion	Justification	PSeGS response
1	Annexure B. Technical Specifications - IT Components.A.7	145	EMS/NMS Specifications (warranty and AMC support for duration of contract)	Proposed EMS/NMS solution must be ISO 27001:2013/ ISO 27034 certified to ensure security compliances.	<p>1) Our submission is to please remove this clause as this is not relevant from product standpoint.</p> <p>2) Suggested clause: Proposed EMS/NMS solution must be ISO 27001:2013/ ISO 27034 and CIS certified to ensure security compliances.</p>	<p>1) We are one of the esteemed global OEM as well as ISO certified in various geography's across the globe. We follow a streamlined and agile set of focused security and privacy practices which reinforces our commitment to embedding security and privacy into the design of our products and services. Our framework is aligned with the United States National Institute of Standards and Technology (NIST's) Secure Software Development Framework (SSDF). Refer link below: https://csrc.nist.gov/Projects/ssdf</p> <p>The Secure Software Development Framework (SSDF) is a set of fundamental, sound, and secure software development practices based on established secure software development practice documents from organizations such as BSA, OWASP, and SAFECode. Few software development life cycle (SDLC) models explicitly address software security in detail, so practices</p>	As per RFP

2	Annexure B. Technical Specifications - IT Components.A.9	145	EMS/NMS Specifications (warranty and AMC support for duration of contract)	Proposed solution must have at least 3 deployments in Central Government/State Govt./PSU's/Large Enterprise, out of which one should be in a DC environment, monitoring & managing 10,000+ network nodes/servers across these three deployments.	Kindly clarify that can bidder/ OEM also provide a Single Global Reference covering more than 10,000 network devices.	-	Yes
3	Annexure B. Technical Specifications - IT Components.B.4	146	Server & Application Fault, Performance Monitoring Management	The system must support multiple built in discovery mechanisms for e.g. Active Directory/WMI/SSH with capability to discover.	Our understanding towards these Two requirements is that expectation is to integrate with active directory to provide role based access control. Is our understanding correct, kindly confirm.	-	Understanding is correct
4	Annexure B. Technical Specifications - IT Components.B.5	146	Server & Application Fault, Performance Monitoring Management	Each operator should be provided with user roles that should include operational service views enabling operators to quickly determine impact and root cause associated with events.	-		

5	Annexure B. Technical Specifications - IT Components. G. 12	157	Application Performance Management	The solution should monitor any application based on packet capture at network layer.	Our submission is to please remove this clause.	Reason to seek removal of this clause is that ask to monitor application based on packet capture is very old technique and for packet capturing one need to do port mirroring on the switches which pose a very high load on the port and it impacts the switch as well as application performance negatively and basis past experiences packet capture approach fails.	As per RFP
6	Annexure B. Technical Specifications - IT Components. G. 13	157	Application Performance Management	Solution should support store and replay session information for the real user along with snapshots and text pattern events.	Our submission is to please remove this clause.	Store and session replay is favoring specific OEM; moreover this also impose a heavy load on the monitoring side and impact application performance negatively.	As per RFP
7	Annexure B. Technical Specifications - IT Components. E.5	153	Security Incident Management Solution (SIEM)	The solution should provide an integrated SOC dashboard and Incident analysis system that could provide a single view into all the analysis performed across all the different data sources including but not limited to logs and packets. The Tool should have role based access control mechanism and handle the entire security incident.	Please clarify if you expect to collect packet data also ? If yes, request to please provide details of network such as Total bandwidth of network , network utilization and view of total flows perminute/second required to be collected on similar line of the EPS.		Refer corrigendum

8	Annexure B. Technical Specifications IT Components.E.8	- 153	Security Incident Management Solution (SIEM)	The system should provide for integration with third party ticketing systems for escalated incidents that need escalation.	we support escalation of offense to various ticketing platforms by means of API & emails. Please provide details of your ticket platform in your enviornemnt.	-	Helpdesk ticketing system sought in the current RFP only.
9	Annexure B. Technical Specifications IT Components.E.1 2	- 154	Security Incident Management Solution (SIEM)	The Solution must provide remediation of the incidents by prioritizing incidents based upon the security policies and generating tickets for a quick response to security threats associated with the affected assets. It should also be track these changes.	Please clarify if the expectation to have soar platform being proposed as part of the offering , if yes do provide details on how many authorized user need to be quatoed for the same.	-	SOAR solution is not being sought in this RFP
11	Additional point	-	-	-	Need clarity on number of locations from where logs need to be collected to address accurate hardware for the requirement.	-	As per RFP

12	Annexure B. Technical Specifications - IT Components.A.1	- 145	EMS/NMS Specifications (warranty and AMC support for duration of contract)	The proposed EMS solution should be an integrated, modular and scalable solution to provide comprehensive fault management, performance management, traffic analysis and business service management, IT service desk \helpdesk \trouble ticketing system & SLA monitoring functionality and to meet all requirements mentioned in tender.	1. The proposed EMS solution should be an integrated, containerized, modular and scalable solution to provide comprehensive fault management, performance management, traffic analysis and business service management, IT service desk \helpdesk \trouble ticketing system & SLA monitoring functionality and to meet all requirements mentioned in tender.	To ensure best in class deployment models are in practice by OEMs, a containerized solution must be proposed.	As per RFP
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13	Annexure B. Technical Specifications - IT Components.A.2	- 145	EMS/NMS Specifications (warranty and AMC support for duration of contract)	Proposed solution should have Out-of-the-Box connectors/ probes/ Rest API's to integrate with multiple EMS solutions, including industry standard solutions from top 10 market leaders or EMS and should also provide mechanisms (XML, APIs etc.) to integrate with other EMS and NMS solutions, to provide an integrated topology and event views and reports to the operator.	1) Proposed solution should have Out-of-the-Box connectors/ probes/ Rest API's to integrate with multiple EMS solutions, including industry standard solutions from top 3 market leaders by 2023 Analyst Ranking... 2) Request you to modify the clause as following to make it more generic "Proposed solution should support Rest API's to integrate with multiple EMS solutions".	To ensure a strong solution proposed by bidders and provide level playing field to OEMs holding leadership position, please include the suggestion proposed.	Refer corrigendum
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14	Annexure B. Technical Specifications - IT Components.D.1 .2	150	Helpdesk and IT service Management. General Requirement of IT Service/Helpdesk	The proposed helpdesk tool must be ITIL v3/v4 certified on at least Incident management, problem management, release management, IT Asset management/configuration management, service catalog management and service level management processes. The certification copy must be submitted.	<p>1) The proposed helpdesk tool must be ITIL v3/v4 certified on Monitoring & Event Management, Incident Management, Service Request Management, Problem Management, Service Catalogue Management, Service Level Management, Capacity & Performance Management, Change Enablement, Release Management, Knowledge Management, Service Configuration Management, IT Asset Management. The certification copy must be submitted.</p> <p>2) We request authority to modify the clause as mentioned below: " The proposed helpdesk tool must be ITIL v3/v4 certified on at least 7 Processes. The certification copy must be submitted.</p> <p>3) Request you add change management & knowledge management here also which is must requirement here to have centralized</p>	<p>1) ITIL Certification is the bench mark for proven processes framework are embeded in the solution.</p> <p>2) As the names of the processes which has been asked are OEM specific so we request authority to mention number of processes instead of specfyng Names so that reputed ITIL certified OEMs also can participate in this tender. Due to the specificity of the processes/practices requested, which align with older versions of ITIL and are OEM-specific, we kindly ask for permission to indicate the number of processes rather than explicitly naming them. This adjustment ensures that OEMs can adhere to the relevant processes and practices outlined, allowing reputable ITIL-certified OEMs to participate in this tender.</p>	As per RFP
15	13.1.2	83	Payment Terms - General	Payments for opex shall be made on quarterly basis as per clause – 8.1.2 & 8.1.5 and for capex, payment to be made as per clause – 8.1.3 & 8.1.4	Manpower Payment should be made monthly.	As these are monthly salaried people involved, So this should be considered under different payment terms for AMC and product supply.	As per RFP

16	6.3.2.6.3	32	PSDC Website	Service Provider must provide access to CCTV footage through PSDC website but only on Intranet.	We request you to modify the clause as following" Service Provider must provide access cross launch to CCTV footage through PSDC website but only on Intranet."	—	Service Provider may choose to provide the same.
17	6.3.2.6.4	32	PSDC Website	The concerned line departments shall initiate their online service request through PSDC website in an automated way without hard copy.	We understand that these requests shall be a service request or Incident or Change Initiative using the Service Catalogue. Please confirm.	—	Understanding is correct
18	6.3.2.6.6	32	PSDC Website	The solution must have a feature of linking end user requirement / pre & post hosting usage with charges displayed automatically on selecting compute / ICT infrastructure.	We request to delete this clause	—	As per RFP
19	6.3.2.6.7	32	PSDC Website	The PSDC portal must have a feature of generating invoices based on the ICT infrastructure consumed by end users at DCO level. The invoice shall be raised after approval through an online workflow to be defined by DGRPG.	We understand PSDC has accounting system in place and the same accounting system shall generate the invoices as per applicable GST laws. The bidder's scope is not to build an accounting system. The scope is to provide Invoice generated by accounting system on PSDC website. Please confirm.	—	There is no accounting system. The requirement is to generate simple invoices based on usage and provided rate list.

20	6.3.2.6.9	32	PSDC Website	This website shall adhere to all latest security compliances along with GIGW compliances issued by MietY and CERT-IN. Service Provider will be responsible for yearly Security Audit of PSDC website from a CERT-IN empanelled auditor till the duration of the contract.	We request to delete this clause	_	Refer corrigendum
21	6.3.2.6.13	33	PSDC Website	DGRPG may ask for any additional requirement during the duration of the contract.	We request to delete this clause or Please be specific to customisation	_	As per RFP
22	6.3.2.6.12	33	PSDC Website	Access to various documentations & reports as detailed in other sections of the Scope.	We understand that website should allow upload functionality for all the documents and reports generated by other solutions. We do not have to develop a full fledged document management system. Kindly confirm.	_	Understanding is correct

23	Annexure B. Technical Specifications - IT Components. B.2	146	Server & Application Fault, Performance Monitoring Management	Should provide a centralized point of control with out-of-the-box policy-based management intelligence for easy deployment for the servers, operating systems, applications and services for correlating and managing all the IT infrastructure components of a business service.	Request you to delete this clause as this clause is not relevant for monitoring. This for server deployment.		Refer corrigendum
24	Annexure B. Technical Specifications - IT Components. C. II I	149	Network Management System (NMS) - Network Traffic Flow Analysis System	Request you to add the following clause. It will help the department to get more visibility into the network traffic.	a. Solution should support advanced SSL/TLS analysis like detecting false certificates, expired, self signed		As per RFP
25	Annexure B. Technical Specifications - IT Components. C. II I	149	Network Management System (NMS) - Network Traffic Flow Analysis System	Request you to add the following clause. It will help the department to get more visibility into the network traffic.	b. Solution should feature threat monitoring by comparing enterprise traffic against known IOC		As per RFP

26	Annexure B. Technical Specifications - IT Components. C. II I	149	Network Management System (NMS) - Network Traffic Flow Analysis System	Request you to add the following clause. It will help the department to get more visibility into the network traffic.	c. Solution should also feature signature based detection techniques and allow drilldown to packets from alerts	-	As per RFP
27	Annexure B. Technical Specifications - IT Components. C. II I	149	Network Management System (NMS) - Network Traffic Flow Analysis System	Request you to add the following clause. It will help the department to get more visibility into the network traffic.	d. Solution should feature real time views of traffic, flows, and alerts. This is to support network operators gain understanding of current network conditions such as bandwidth or flows. Maximum delay of 5 seconds	-	As per RFP
28	Annexure B. Technical Specifications - IT Components. C. II I	149	Network Management System (NMS) - Network Traffic Flow Analysis System	Request you to add the following clause. It will help the department to get more visibility into the network traffic.	e. Solution feature sophisticated techniques to optimize packet storage such as eliminating certain types of well known traffic such as backups, known production traffic, from being stored	-	As per RFP
29	8.1.3	65	Project Implementation and Payment Schedule - SDC Upgradation:	Payable - 90% of cost of the delivered, installed & commissioned material on pro-rata basis. OR Payable - 60% of physically verifiable delivered material on Pro rata Basis	Request department to consider 1. 4 Stage Payment for Capex Items- Mobilization Advance, On Delievery, On Installation and On FAT. 2. Additionally Payment realization of Non IT items to be done component wise.	-	As per RFP

30	6.4.13.1.14	38	Section: Scope of work Sub Section: System Administration, Maintenance & Management Services	DR services are being provided by separate vendor. DCO to ensure monitoring, coordination for successful DR operation during duration of contract. Required details will be shared with DCO by DGRPG.	Kindly clarify where the requested Security Information and Event Management (SIEM) solution should be proposed in DR as well.	This helps in designing the high level architectural diagram designing of the solution to be deployed and also for evaluating the system requirements of the solution.	Security incidents during disaster recovery are to be managed by the DR service provider.
31				Kindly requesting to provide the details if the required SIEM solution in DR is at High availability.	Evaluating high availability in SIEM solution for DR ensures continuous security monitoring and minimizes downtime during disasters, safeguarding logs from loss, business continuity, compliance, and data integrity.		
32				Kindly requesting you to provide the details regarding the location of the DR.	Knowing the location of the Disaster Center will help in knowing how can we bring the replication sync between the DC and DR.		
33	6.3.2.5.2	30	Enterprise Management System (EMS)	Proposed solution should support following: - i. Asset Management. ii. Monitor the availability of Services. iii. Fault Management. iv. Performance Management (Server, Network, Security, SAN etc). v. Security information management (analyze logs of servers, network devices).	Modules 1 to 4 recommended to be from single OEM for better integration and management	-	As per RFP

34	5.2.1	13	Technical bids evaluation	The evaluation of the bidders will be carried out by the committee as per the technical evaluation criteria. Only the bidders who fulfill the given technical criteria shall be eligible for the financial bid opening.	It is recommended to use QCBS system for ensuring better quality of bids technically get desired weightage in evaluation and decision is not pure L1	–	As per RFP
35	Additional point	–	–	UPS and Batteries	As per National Fire protection Agency (NFPA) Incident ARC energy in front of product with TOP cover bolted and power module inserted or removed is <1.2 cal/Cm2 and the same will be certified by any third party agency like UL or TUV	–	As per RFP
36	Additional point	–	–	Critical component UPS, PAC , DCIM , Rack PDU , BBT	Critical component namely UPS, PAC , DCIM , Rack PDU , BBT should be from same and single OEM .	–	As per RFP
37	8.1.2	65	Project Implementation and Payment Schedule - Existing SDC	Payable - 50% of the price quoted for O&M before FAT in the Financial bid post T+6 & T+9 each. (In case of delay in FAT, the O&M cost will be paid on proportional basis for the delay period subject to SLA).	We request make the payment terms as 80%	–	As per RFP

38	5.1.2.4	11	Eligibility / pre-qualification criteria	Bidders should have successfully completed "similar work" in government (departments/ boards/ corporations/ PSUs/ Societies) / Large reputed Enterprise during the last ten years ending 31.12.2023.	Bidders should have successfully completed "similar work" in government (departments/ boards/ corporations/ PSUs/ Societies) / Large reputed Enterprise during the last ten years ending 31.03.2023.	RailTel being PSU (Govt. Organization) needs to get the revised documents which take time. Accordingly, it is requested to keep the clause same as previous tender.	Refer corrigendum
39	5.2.2.2	13	Technical bids evaluation	Successful completion of setting up / operation & management of data center in government (departments/ boards/ corporations/ PSUs/ Societies) or Large reputed Enterprise in the last 10 years as on 31.12.2023	Successful completion of "similar work" (minimum 10 racks) in government (departments/ boards/ corporations/ PSUs/ Societies) or Large reputed Enterprise in the last 10 years as on 31.03.2023.	RailTel being PSU (Govt. Organization) needs to get the revised documents which take time. Accordingly, it is requested to keep the clause same as previous tender.	Refer corrigendum
40	Additional point	_	_	Fire protection	Power Module replacement	As per National Fire protection Agency (NFPA) Incident ARC energy in front of product with TOP cover bolted and power module inserted or removed is <1.2 cal/Cm2 and the same will be certified by any third party agency like UL or TUV, Please add this point to reassure the safety	As per RFP
41	Additional point	_	_	Installation base	UPS and Lithium Battery	OEM must submit their installation base of minimum 100units of the offered Model along with LIB battery	As per RFP

42	6.4.40.1.5	54	AMC of IT infrastructure in PSDC	DGRPG may remove any component from AMC (expect for the components in Annexure A1 which can be removed by mutual discussion) by giving notice of 3 months. As and when a particular component is removed from PSDC, the Service Provider shall raise the quarterly O&M bill after deducting the AMC cost of the component as quoted in the financial bid.	DGRPG may remove any component from AMC (expect for the components/devices in Annexure A1) by giving notice of 3 months. As and when a particular component is removed from PSDC, the Service Provider shall raise the quarterly O&M bill after deducting the AMC cost of the component as quoted in the financial bid.	We request this clause Shall not valid for Equipment AMC Covered in Annexure - 1A (OEM Supported Equiement) as Service provider have to upfort Payment to OEM for AMC Support for overall Contract Tenure Period. Request for Confirmation on same.	As per RFP. Components in Annexure A1 can be removed only by mutual discussion.
43	8.2	66	Project Implementation and Payment Schedule	Payments will be made subject to verification and clearance from the Third Party Agency (TPA) as and when appointed.	Payments will be made subject to verification and clearance from the Third Party Agency (TPA) in case of any delay Payment will be paid as per Milestone. In case of any verification gap identified by TPA the payment for the same component will be deducted base the guidance given by TPA.	We request to TPA confirm timelines for Appointing of TPA as Payment are link and any delay on Appoint of TPA Will Delay Services provider Payment and Cost. Please confirm change as suggested?	As per RFP

44	12.7	69	SLA for Upgradation of PSDC	<p>0.5% of upgradation cost shall be deducted per week of delay or part thereof.</p> <p>If the work is not completed within 20 weeks of proposed completion, DGRPG at its sole discretion may forfeit the PBG / terminate the contract.</p> <p>(Maximum amount of penalty shall be 10% of upgradation cost)</p>	<p>Please include: Delivery delay and liquidated damages shall limited to the undelivered portion and penalties will be caluclated on the undelivered Portion value only.</p>		As per RFP
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45	Additional point	-	-	-	<p>We request ITDA to kindly consider and add the following clause: "In case of corporate restructuring involving Business Transfer, all the Qualifying Criteria / Technical Scoring Criteria (or any other criteria pertaining to bidder's credentials) can be met by the bidding entity itself, or by the bidding entity's parent company (if the bidding entity is 100% owned subsidiary of the parent company) or by fellow subsidiary company (which is 100% owned by the parent company). Supporting documents of the parent company's / fellow subsidiary company's credentials shall also be acceptable for all the Eligibility Criteria/Technical Scoring and any other criteria requiring bidder's credentials to qualify."</p>	-	Refer 5.1.2 (Notes section) & 5.2.7
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46	5.2.2.TQ 5	15	Technical bids evaluation	<p>Experience with the Government No. of successfully completed "Similar Work" awarded to the bidder by Centre Government / State Government / Semi Government/ PSU in the last five years' till bid submission date:</p> <p>☐ 2 project: 5 marks ☐ > 2 projects but <= 3 projects: 7 marks ☐ > 3 projects: 10 marks</p> <p>☐ 3 project: 5 marks ☐ > 3 projects but <= 5 projects: 7 marks ☐ > 5 projects: 10 marks</p>	<p>Kindly change as: Experience with the Government No. of successfully completed "Similar Work" awarded to the bidder by Centre Government / State Government / Semi Government/ PSU in the last five years' till bid submission date:</p> <p>☐ 2 project: 5 marks ☐ > 2 projects but <= 3 projects: 7 marks ☐ > 3 projects: 10 marks</p>	-	As pe RFP
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47	5.2.2.TQ 6	16	Technical bids evaluation	<p>The bidder must have on its roll at least 100 technically qualified professionals in the area of networking, systems integration and prior experience in providing the Data Centre Infrastructure maintenance services as on 31.12.2023.</p> <p>☐ 100 Professionals = 7 Marks ☐ >100 and <=300 Professionals = 14 Marks ☐ >300 Professionals = 20 Marks</p>	<p>Kindly change as: The bidder must have on its roll at least 100 technically qualified professionals in the area of networking, systems integration and prior experience in providing the Data Centre Infrastructure maintenance services as on 31.12.2023.</p> <p>☐ 100 Professionals = 7 Marks ☐ >100 and <=200 Professionals = 14 Marks ☐ >200 Professionals = 20 Marks</p>	-	As per RFP
48	5.2.2.TQ 4	15	Technical bids evaluation	<p>Largest 'Similar Work' executed by the bidder in terms of racks/value.</p> <ul style="list-style-type: none"> ▪ 36 Racks and above: 20 Marks ▪ 24 to 35 Racks: 14 Marks ▪ 12 to 23 Racks: 7 Marks <p>OR</p> <ul style="list-style-type: none"> ▪ >=50 cr.: 20 Marks ▪ >=40 cr. to <50 cr.: 14 Marks ▪ >=30 cr. to <40 cr.: 7 Marks. 	<p>Largest 'Similar Work' executed by the bidder in terms of racks/value.</p> <ul style="list-style-type: none"> ▪ 36 Racks and above: 20 Marks ▪ 24 to 35 Racks: 14 Marks ▪ 12 to 23 Racks: 7 Marks <p>OR</p> <ul style="list-style-type: none"> ▪ >=40 cr.: 20 Marks ▪ >=30 cr. to <40 cr.: 14 Marks ▪ >=20 cr. to <30 cr.: 7 Marks 	Requesting to please change this clause for Better Participation	As per RFP

49	5.14.1	22	Performance security	The Service Provider would be required to furnish a performance security @5% of the contract capex value to DGRPG within 15 days of Issuance of LOI.	The Service Provider would be required to furnish a performance security @3% of the contract capex value to DGRPG within 15 days of Issuance of LOI.	Please reduce PBG to 3%, as now a days in most of tenders it is followed as standard.	As per RFP
50	5.1.2.5	11	Eligibility / pre-qualification criteria	Blacklisting Self Declaration - The bidder shall submit an undertaking of not being blacklisted, insolvent and convicted of any criminal offense as on bid submission date. Self-Certified letter as per Bid format 12.3	Please provide Format for Blacklisting Self Declaration, As there seems to be a Typo Error		Refer corrigendum
51	13.2.1	84	Prices	The rates quoted in the financial bid shall be inclusive of all taxes. However, the taxes shall be paid as applicable from time to time	13.2.1 The rates quoted in the financial bid shall be inclusive of all taxes. However, in the event of changes in taxes, duties or any other regulatory requirements resulting in a change in law, all relevant parties shall be entitled to receive the benefits arising from such changes, in addition to the contracted value.		As per RFP
52	12.3	68	SLA and Penalty	Penalty if any shall be deducted from EMD / PBG / pending payments	Penalty if any shall be deducted from pending payments/EMD/PBG	Please change the Sequence	As per RFP

53	5.14.3	23	Performance security	In case the successful bidder fails to submit performance security within the time stipulated, DGRPG at its discretion may cancel the Letter of Intent (LoI) to the successful bidder without giving any notice and the EMD of the concerned bidder will be forfeited.	In case the successful bidder fails to submit the required performance security within the stipulated timeframe, the parties may mutually agree to extend the submission deadline. However, if the successful bidder still fails to comply after the extended period, DGRPG reserves the right to cancel the Letter of Intent (LoI) issued to the successful bidder by giving written notice and the EMD of the concerned bidder will be forfeited.	Please amend this Clause	Refer 12.5 (1)
54	16. Annexures- A1, A2, A3	99.10 2. 108	-	-	We understand that Annual Maintenance Contract (AMC) for the items outlined in Annexure A1, A2, and A3 needs to be extended. However, certain products may not be eligible for warranty/AMC extension. In such cases, it is imperative to replace these products with equivalent or superior specifications.	Please clarify	Refer 6.3.2.8 to 6.3.2.10

55	16. Annexures- A1, A2	99, 102	-	-	<p>To facilitate a comprehensive assessment of the proposed solution, we kindly request additional details. For the servers, please provide specifications such as the number of cores, RAM capacity (in GB), and the capacity of hard drives. Additionally, we seek information on the total storage capacity of the Storage Area Network (SAN) storages, along with details about the various types of disks employed.</p>	<p>without this Information it would be difficult to get the AMC Quotes / Replacement for the Hardware,</p>	<p>Required information for OEM support / AMC already provided in Annexure A1, A2.</p>
56	16. Annexures- A1, A2	99, 102	-	-	<p>Furthermore, we would appreciate detailed specifications for network components, specifically the number of ports with type (Ethernet/Fiber). This information will enable us to thoroughly evaluate the proposed solution and make informed decisions regarding the extension of warranty/AMC and potential replacements.</p>	<p>without this Information it would be difficult to get the AMC Quotes / Replacement for the Hardware,</p>	
57	Additional point	-	-	-	<p>We have not found information regarding software licenses like operating systems, databases, and virtualization solutions in the RFP. This information is crucial for the accurate preparation of our bid. We kindly request you to provide the necessary details to facilitate our bid preparation process.</p>	<p>This information will help us in preparing viable techno commercial Bid</p>	<p>Bidder is only responsible for software licenses which are part of solution to be provided as per scope of tender.</p>

58	6.3.2.4	29-30	_	Proposed PSDC high level architecture	<p>In the previous architecture, there were two NIPS, but in the proposed architecture, there's a request for four NIPS. Could you please provide the technical specifications for these additional NIPS since they were not specified in the RFP?</p> <p>Additionally, it's important to note that in the previous setup, the NIPS appliance came from the same vendor as the firewall. This, however, violating cybersecurity guidelines from NCIIPC, Cert-In, NIST, and DSCI. They advise using a defense-in-depth security approach to avoid potential vulnerabilities, especially considering the current threat landscape with respect to State Data Centers.</p>	_	Not being sought in RFP. Please go through SoW.
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59	6.3.2.4	29-30	_	Proposed PSDC high level architecture	<p>While reviewing the proposed architecture, we've noticed there are four Anti-APT appliances—two for DMZ, one for Internal DMZ and one for Department Users. whereas, In the previous architecture, there was only one Anti-APT, and we haven't received the technical specifications for the additional Anti-APT Appliances. Could you please provide the technical specifications for the additional Anti-APT Appliances ?</p> <p>Also, we would like to highlight that in the previous setup, the Anti-APT appliance came from the same vendor as the firewall. However, this approach violates the cybersecurity guidelines set forth by NCIIPC, Cert-In, NIST, and DSCI. These authorities recommend adopting a defense-in-depth layered security architecture to mitigate single points of failure, especially in light of the current threat landscape with respect to State Data Centers.</p> <p>Since there are server operating</p>	_	Not being sought in RFP. Please go through SoW.
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