

Prebid Response

Tender ID- 2026_MIDC_1294241_1

Tender Ref- IT Cell/E–Tender/ P260222

**Request for Proposal for Selection of System Integrator for Implementation, Maintenance and Support for ILL (Internet Leased Line)
Connectivity Solution**

Sr no	Page Number	Section Number	Content of the RFP requiring clarification	Clarification Sought	Response to the Queries
1	13		Tender Fee (Non-Refundable): Rs. 3,00,000/- (Rupees Three Lakhs Only) paid ONLINE MODE Only	<p>We note that the Tender Document Fee (TDF) is specified as Rs. 3,00,000/-, which is considerably on the higher side.</p> <p>In view of the above, we kindly request you to reconsider and reduce the Tender Document Fee to Rs. 15,000/-, which would be more reasonable and encourage wider participation</p>	RFP Condition Prevails
2	16		MIDC currently connects its Head Office and over 124 branch locations through an MPLS network, with M/s BSNL as the sole service provider.	<p>Kindly clarify the log collection architecture:</p> <p>-Are there any remote/branch locations from which logs need to be collected?</p> <p>-Will logs be centralized at a single aggregation point, or is it required to collect logs individually from 125+ distributed locations?</p>	<p>Yes, Logs to be collected from Remote Locations / PCs as mentioned in RFP. Solution to discussed with MIDC during implementation phase</p> <p>Yes, Logs to be stored centrally in proposed SIEM solution or SSE Solution. Solution to be discussed with MIDC during implementation phase.</p>

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3	18	3.4	Consortium and Sub-Contracting: No Consortium and Sub-Contracting allowed.	The scope of work heavily combines two distinct and highly specialized industry verticals: Core Internet Service Provision (ILL/RF infrastructure) and Advanced Cybersecurity Integration (SIEM, SOAR, SSE, and SOC Operations). Typically, ISPs do not possess native, advanced cybersecurity deployment expertise, and pure-play cybersecurity integrators do not own last-mile network infrastructure. To ensure MIDC receives the highest quality of service from domain experts in <i>both</i> fields, we strongly request the authority to amend this clause and allow a Consortium of maximum two (2) members (e.g., a Lead Bidder for Security/Integration and a Consortium Partner for ISP Connectivity).	RFP Condition Prevails
4	18	3.6	3.6 Tender Form and Tender Fee :ii. The blank tender forms will be available for download to Bidders from the https://mahatenders.gov.in/nicgep/app only after online payment of tender fee amount of Rs. 3,00,000 (Rupees Three Lakhs only) including GST and tender fee to be furnished in Indian Rupees only and tender fee is non-refundable.	We note that the Tender Document Fee (TDF) is specified as Rs. 3,00,000/-, which is considerably on the higher side. In view of the above, we kindly request you to reconsider and reduce the Tender Document Fee to Rs. 15,000/-, which would be more reasonable and encourage wider participation	RFP Condition Prevails

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5	19	3.7	3.7 Earnest Money Deposit (EMD): EMD, which is Rs.30,00,000/- (Rupees Thirty Lakhs Only) of project value should be deposited online as per the instructions of the e-Tendering website.	<p>In order to ensure fair competition and wider participation in the bidding process, we kindly request you to allow submission of the Earnest Money Deposit (EMD) of Rs. 30 Lakhs in the form of a Bank Guarantee, instead of only through online payment.</p> <p>Allowing EMD submission via Bank Guarantee would ease financial constraints on bidders and encourage greater participation.</p>	RFP Condition Prevails
6	21	3.1	<p>3.10 Conflict of interest</p> <p>i. The bidder should hold Department's interest paramount, strictly avoid conflicts with other assignment(s)/job(s) or their own corporate interests, and act without any expectation/ consideration for award of any future assignment(s) from the Department. Without limitation on the generality of the foregoing, the Bidder and any of their affiliates shall be considered to have a conflict of interest and shall not be engaged, under any of the circumstances set forth below:</p> <p>a. Conflicting Assignment / Job: The Bidder (including their personnel) or any of its affiliates shall not be hired for any assignment/job that, by its nature, may conflict with the Department's project.</p> <p>b. Conflicting relationships: The Bidder (including their personnel) that have a business or family relationship with a member of Department's staff who is directly or indirectly involved in any part of implementation of the proposed solution may not be awarded a contract, unless the</p>	Please note that as telecom service provider, we provide similar or same services to millions of our customers. Therefore, we understand that such transaction shall be outside the purview of this clause where a member of department's staff is subscriber to the services provided by the bidder.	If any Department staff is only a regular subscriber/customer of the bidder's telecom services, this alone will not be treated as a conflict of interest under Clause 3.10, as long as the service is provided in the normal course of business and the staff member is not involved in the bidding or contract process. If there is any actual or possible conflict, the bidder must disclose it as per the RFP

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			<p>conflict stemming from such a relationship has been resolved in a manner acceptable to the Department throughout the selection process and the execution of the contract.</p> <p>c. Hiring of Employees: During the term of agreement, Bidder will not appoint any staff of the Department either as an employee or a consultant. The same would apply to the Department as well.</p> <p>ii. The Bidder has an obligation to disclose any situation of actual or potential conflict that impacts on their capacity to serve in the best interests of the Department, or that may reasonably be perceived as having this effect. If the Bidder fails to disclose such conflicts of interest and if the Department comes to know about any such situation at any time, then the Department reserves the right to disqualify the Bidder during the bidding process or to terminate their contract during execution of the assignment.</p> <p>iii. This contract should not impact on any of the existing relationships of the Department with any of its clients/Bidders/suppliers/customers.</p>		
7	28	3.2	<p>iv. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions relating to indemnity and confidentiality survive termination of the contract</p>	<p>With respect to the survival period of the confidentiality clause. Request the customer to limit the same for 5 years considering that post expiry/termination the CI shall either be returned or destroyed as per the request of the other party. This defeats the purpose of survival period of confidentiality. Therefore, request the survival period to be maximum of 5 years post termination/expiry</p>	RFP Condition Prevails

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8	28	3.22	<p>3.22 Indemnity</p> <p>i. The successful bidder shall indemnify, protect, and save the Department against all claims, losses, costs, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights etc. rendered by the bidder.</p> <p>ii. Bidder shall agree to be responsible for managing the activities of its personnel or the personnel of its partner/subsidiary members (if any) and shall be accountable for both.</p> <p>iii. Bidder shall agree to hold the Department, its employees, agents, representatives, and administrators fully indemnified and harmless against loss or liability, claims actions or proceedings, if any, that may arise from whatsoever nature caused to the Department through the action of its employees, agents, OEM Personnel etc.</p> <p>iv. Bidder shall not disclose any citizen information (email id, phone number, address, property id, payment details etc.)</p>	<p>Request the customer to modify the clause as below:</p> <p>i. The successful bidder shall indemnify, protect, and save the Department against all third-party claims, losses, costs, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights etc. rendered by the bidder with respect to the equipment invoiced to the customer.</p> <p>ii. Bidder shall agree to be responsible for managing the activities of its personnel or the personnel of its partner/subsidiary members (if any) and shall be accountable for both.</p> <p>iii. Bidder shall agree to hold the Department, its employees, agents, representatives, and administrators fully indemnified and harmless against loss or liability, claims actions or proceedings, if any, that may arise from whatsoever nature caused to the Department through the action of its employees, agents, OEM Personnel etc.</p> <p>iv. Bidder shall not disclose any citizen information required to be collected as part of regulatory compliance under unified license (email id, phone number, POI, address, property id, payment details etc.)</p>	RFP Condition Prevails
9	29	3.24	<p>3.24 Contract termination. Department may, without prejudice to any other remedy under this Contract and applicable law, reserves the right to terminate for breach of contract by providing a written notice of 30 days stating</p>	<p>1. We understand that any failure to perform the services on time shall be solely attributable to the bidder and not otherwise due to any customer dependencies not being met.</p> <p>2. In case of termination of the contract,</p>	RFP Condition Prevails

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			<p>the reason for default to the Agency and terminate the contract either in whole or in part:</p> <p>i. If the Agency fails to deliver any or all the project requirements / operationalization / Operational Acceptance of project within the time frame specified in the contract; or</p> <p>ii. If the Agency fails to perform any other obligation(s) under the contract. Prior to providing a notice of termination to the Selected Agency, department shall provide the Selected Agency with a written notice of 15 days instructing the selected Agency to cure any breach/ default of the Contract, if department is of the view that the breach may be rectified. On failure of the Selected Agency to rectify such breach within 15 days, department may terminate the contract by providing a written notice of 30 days to the Agency, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to department. In such an event the Agency shall be liable for penalty imposed by department.</p> <p>In the event of termination of this contract for any reason whatsoever, department is entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective continuity of the services which the Driver service provider Agency shall be obliged to comply with and take all available steps to minimize the loss resulting from that termination/ breach, and</p>	<p>penalty should not be pre-determined by one party. The same should be subject to adjudication by court of law.</p> <p>3. For clause iv we understand that any service standard shall mean maintenance of 3 consecutive Service levels as per the SLA.</p> <p>3. Any default in performance of any other obligation shall be solely attributable to the bidder and not otherwise.</p>	

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			<p>further allow and provide all such assistance to department and/ or succeeding Bidder, as may be required, to take over the obligations of the Service provider Agency in relation to the execution/ continued execution of the requirements of this contract.</p> <p>iii. Termination for insolvency: The Department may at any time terminate the contract by giving 30 days' written notice to the selected Bidder if the latter becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the selected Bidder, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Department.</p> <p>iv. Default is said to have occurred:</p> <p>a) If the selected Bidder fails to deliver any or all contracted services as per service standards specified in the Contract.</p> <p>b) If the selected Bidder fails to perform any other obligation(s) under the Contract</p> <p>c) If the selected Bidder in the judgment of the Department has engaged in corrupt or fraudulent practices in competing for or in executing the Contract</p> <p>d) If the agency, in either of the above circumstances, does not take remedial steps within a period of 30 days after receiving the default notice from the Department may terminate the contract / work order in whole or in part.</p> <p>In situation of insolvency of the selected bidder, the Department shall recover the due funds from bidder as per the timelines defined in section 9.</p>		

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10	34	4.1	System Integrator will be responsible for supply, installation, commissioning and maintenance of internet connectivity as per list of offices mentioned in proposed List of Offices and any other offices which may require connectivity across Maharashtra.	Please clarify the Supply ,Installation , Commissioning and Maintenance of the Internet Connectivity mean Providing Managed Service of the ILL and Link for the Uptime of the System for the Last mile throughout the Contract Period by the System Integrator "	Yes, System Integrator will be responsible for providing managed service of the ILL and Link (Primary & Secondary) for the Uptime of the System for the Last mile throughout the Contract Period by the System Integrator
11	37	5	Implementation of Internet Link: Payment will be made per location.	Given the heavy initial Capex required for hardware (Routers, Racks, SSE setup) across 124+ locations, we request a 10% mobilization advance against a matching Performance Bank Guarantee.	RFP Condition Prevails
12	39	6	Proposed List of Offices	Request to please share the SPOC details during feasibility of the locations.	Will be provided during Kick-off meeting after LOA is awarded to the bidder
13	44	6	Sr. No. 51, Kalmeshwar Section Office	We request you to kindly share the detail address along with Pin Code of Kalmeshwar Section Office	Please refer Corrigendum for Amended Clause:
14	44	6	Sr. No. 51, Kalmeshwar Section Office	We request you to kindly share the detail address along with Pin Code of Kalmeshwar Section Office	Please refer Corrigendum for Amended Clause:
15	51	6	Sr. No. 117, TTC 'A' Block Fire Station	We request you to kindly share the detail address along with Pin Code of TTC 'A' Block Fire Station	Please refer Corrigendum for Amended Clause:
16	51	6	Sr. No. 117, TTC 'A' Block Fire Station	We request you to kindly share the detail address along with Pin Code of TTC 'A' Block Fire Station	Please refer Corrigendum for Amended Clause:
17	53	7	All the Cybersecurity components (Serial No 18-25)	Requesting the department to either Split the RFP into Bandwidth Requirements and Cyber Security Requirement. Else the Bidder should be given an option to either quote Serial No 1-17 or Serial No 18-25 or Both.	RFP Condition Prevails

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18	55	8.2	Penalties shall not be levied... due to reasons beyond the control of the bidder.	Please explicitly confirm that fiber cuts caused by third-party municipal/road works (frequent in industrial zones) will be treated as events beyond our control and excluded from up-time SLA penalties.	RFP Condition Prevails
19	55	8.3	SLA Matric	To maintain the mentioned SLA 2 different service provider link is required. Please disallow single service provider option.	RFP Condition Prevails
20	57	8.6	Penalty for Dual ILL...	Please confirm that the total monthly penalty for uptime failure is capped at 10% of the Monthly Recurring Charge (MRC) for that <i>specific location</i> , and not the total overall project value.	RFP Condition Prevails
21	58	8.6	Hardware replacement SLA: Within 12 hours	For remote MIDC locations outside major hubs, achieving a 12-hour hardware replacement is logistically challenging. Requesting Next Business Day (NBD) replacement for locations outside Tier-1 cities.	RFP Condition Prevails
22	61	10	10 Pre-Qualification (PQ) Criteria All the bidding entities should fulfil the PQ criteria mentioned below. Only entities fulfilling these criteria, will be considered for the Technical and Financial evaluation of the bid.	We request to add the following clause: A bid submitted by a Bidder who has acquired a Company/ Division of a company shall also be considered for evaluation if the eligibility and technical evaluation criteria are met jointly by the bidder and the Company/ Division acquired	RFP Condition Prevails

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23	62	10	Bid Security (Earnest Money Deposit) :The Bidder should have submitted an Earnest Money Deposit (EMD) of Rs. 30,00,000/- (Rupees Thirty Lakhs only) EMD payment receipt generated from the e-tendering portal. EMD to be paid through online payment gateway available at the e-tendering portal	In order to ensure fair competition and wider participation in the bidding process, we kindly request you to allow submission of the Earnest Money Deposit (EMD) of Rs. 30 Lakhs in the form of a Bank Guarantee, instead of only through online payment. Allowing EMD submission via Bank Guarantee would ease financial constraints on bidders and encourage greater participation.	RFP Condition Prevails
24	62	10	Bidder Should have established NOC/SOC Infrastructure to demonstrate the service delivery and minimum 3 years of experience	Request removal of this clause for wider participation.	RFP Condition Prevails
25	62	10	10 Pre-Qualification (PQ) Criteria - Sr. no. 4 Description : Bidder should be either located in Maharashtra or having their offices/ branch offices in Maharashtra. Remarks : Proof of Address (Self Attested copy of Telephone bill/Electricity Bill/Property tax bill/Registered Rent Deed supporting the address at Maharashtra) in addition to the documents asked above	Request to modify the clause as : Remarks : Proof of Address (Self Attested copy of Telephone bill/Electricity Bill/Property tax bill/Registered Rent Deed or GST Registration Certificate supporting the address at Maharashtra) in addition to the documents asked above	Please refer Corrigendum for Amended Clause:
26	63	10	Serial No 12- Resources	The department should seek Cybersecurity Certified Engineers rather than total Employee Count.	RFP Condition Prevails

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27	64	10	The Bidder should have been awarded and successfully executed at least one IT/ICT/ITES project for Govt/PSU/Urban local body in last five years as on the date of release of RFP consisting of implementation and O&M of ILL/WAN/MPLS/Fiber networks of at least overall INR 25 Crore in single work order in last 5 years.	Request to modify the clause as number of locations missing and value is not clearly defined considering this kindly modify clause as " The Bidder should have been awarded and successfully executed at least one IT/ICT/ITES project for Govt/PSU/Urban local body in last five years as on the date of release of RFP consisting of implementation and O&M of ILL/WAN/MPLS/Fiber networks at least 250 locations and overall Project value is INR 25 Crore in single work order in last 5 years. "	RFP Condition Prevails
28	64	10	...at least overall INR 25 Crore in single work order in last 5 years.	We request the authority to consider cumulative order values from multiple ILL/OFC projects (e.g., across municipal corporations in Pune and Mumbai) to meet the 25 Cr threshold, rather than restricting it to a single order.	RFP Condition Prevails
29	64	10	10 Pre- Qualification (PQ) Criteria - Sr. no. 8 Description : The Bidder should have been awarded and successfully executed at least one IT/ICT/ITES/ project for Govt/PSU/Urban local body in last five years as on the date of release of RFP consisting of implementation and O&M of ILL/WAN/MPLS/Fiber networks of at least overall INR 25 Crore in single work order in last 5 years.	10 Pre- Qualification (PQ) Criteria - Sr. no. 8 Description : The Bidder should have been awarded and successfully executed at least one IT/ICT/ITES/ Telecom Connectivity project for Govt/PSU/Urban local body in last five years as on the date of release of RFP consisting of implementation and O&M of ILL/WAN/MPLS/Fiber networks of at least overall INR 25 Crore in single work order in last 5 years.	RFP Condition Prevails
30	65	10	The Bidder should have successfully managed 'Operation and Maintenance' of a project for Govt/PSU/Urban local body involving WAN/Fiber/MPLS/ILL network	Request to relax clause for wider participation as "The Bidder should have successfully managed 'Operation and Maintenance' of a project for Govt/PSU/Urban local body	RFP Condition Prevails

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			for minimum 250 outdoor locations for 3 years.	involving WAN/Fiber/MPLS/ILL network for minimum 250 outdoor locations for 1 years.	
31	65	10	...minimum 250 outdoor locations for 3 years.	Requesting relaxation of this clause to 100 locations. High-capacity ILL and SOC implementations often involve fewer, higher-density nodes rather than 250 distributed outdoor locations.	RFP Condition Prevails
32	65	10	At least 500 Full time Employees (FTE) on payroll...	For an ILL and cybersecurity integration project, an FTE requirement of 500 is highly restrictive. We request relaxing this to 150 FTEs to allow specialized technical integrators to participate.	RFP Condition Prevails
33	65	10	MAF	Please remove local ISP with Class A ISP	RFP Condition Prevails
34	66	10	Bidder Should have established NOC/SOC Infrastructure to demonstrate the service delivery and minimum 3 years of experience	Request to relax clause for wider participation as "Bidder Should have established NOC/SOC/ Command Control center Infrastructure to demonstrate the service delivery and minimum 1 years of experience	RFP Condition Prevails
35	68	11	<p>11 Technical Qualifications</p> <p>The evaluation of the technical bids will be done by Bid Evaluation Committee (BEC). Technical evaluation conducted by the BEC shall be final and binding on all the Bidders. Each Technical Proposal shall be assigned a technical score out of a maximum of 100 points.</p> <p>Bidders who have qualified as per the Pre-Qualification Criteria of this RFP document shall be evaluated and scored by the Bid Evaluation Committee (BEC) based on a weighted point system assessing each</p>	<p>We request to add the following clause:</p> <p>A bid submitted by a Bidder who has acquired a Company/ Division of a company shall also be considered for evaluation if the eligibility and technical evaluation criteria are met jointly by the bidder and the Company/ Division acquired</p>	RFP Condition Prevails

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			Bidder's ability to satisfy the requirements set forth in the RFP Document.		
36	69	11	<p>The Bidder should have been awarded and successfully executed/on-going one IT/ICT/ITES project for Govt/PSU/Urban local body in last five years as on the date of release of RFP consisting of implementation and O&M of ILL/WAN/MPLS/Fiber networks with minimum value of INR 25 Cr.</p> <p>(Refer to Annexure IX) Marks shall be allotted as below:</p> <ul style="list-style-type: none"> • One Project – 7 marks • Every additional Project – Additional 4 marks each 	<p>Kindly modify the below clause as "The Bidder should have been awarded and successfully executed/on-going one IT/ICT/ITES project for Govt/PSU/Urban local body in last five years as on the date of release of RFP consisting of implementation and O&M of ILL/WAN/MPLS/Fiber networks at 250 locations with minimum project value of INR 25 Cr.</p> <p>(Refer to Annexure IX) Marks shall be allotted as below:</p> <ul style="list-style-type: none"> • Project value >=25 Crore to <50 Crore = 7 Marks • Project value >=50 Crore to <100 Crore = 11 Marks • Project value >=100 Crore = 15 Marks 	RFP Condition Prevails
37	69	11	<p>Certifications: "Any two of the above certifications - 7 marks [SEI/CMMI Process Level 3 is mandatory]"</p>	<p>1. There is a contradiction in the RFP: PQ Criteria (Pg 66, Sr 16) allows "any two certificates" without making CMMI mandatory.</p> <p>2. The core scope of this project is Internet Connectivity (ILL) and Cybersecurity Integration (SIEM/SOAR). These services are governed by IT Service Management (ISO 20000-1) and Information Security (ISO 27001). CMMI Level 3 is primarily a software development maturity framework and is not the standard indicator for network infrastructure capability.</p> <p>Request: To ensure fair competition among specialized Network and Security Integrators, we strongly request the authority to remove the "mandatory"</p>	RFP Condition Prevails

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				condition for CMMI Level 3 and award the base 7 marks for "Any two valid certifications from the provided list" (e.g., ISO 27001 and ISO 9001).	
38	70	11	<p>The Bidder should have successfully managed 'Operation and Maintenance' of a project for Govt/PSU/Urban local body involving WAN/Fiber/MPLS/ILL network for minimum 250 outdoor locations. (Refer to Annexure IX)</p> <p>Marks shall be allotted as below:</p> <ul style="list-style-type: none"> • For 3 years – 5 marks • For 5 years - 7 marks • For 7 years – 10 marks 	<p>Kindly modify the below clause as The Bidder should have successfully managed 'Operation and Maintenance' of a project for Govt/PSU/Urban local body involving WAN/Fiber/MPLS/ILL network for minimum 250 locations. (Refer to Annexure IX)</p> <p>Marks shall be allotted as below: minimum 250 locations = 5 Marks >250 locations but <=300 locations = 7 Marks >300 locations =10 Marks</p>	RFP Condition Prevails
39	70	11	<p>Bidder Should have established NOC/SOC Infrastructure to demonstrate the service delivery. (Refer to Annexure IX)</p> <p>Marks shall be allocated as below:</p> <ul style="list-style-type: none"> • Last 3 years – 5 Marks • For 5 years – 7 marks • For 7 years – 10 marks 	<p>Kindly modify the below clause as "Bidder Should have established NOC/SOC/Command Control center Infrastructure to demonstrate the service delivery. (Refer to Annexure IX)</p> <p>Marks shall be allocated as below:</p> <ul style="list-style-type: none"> • Last 1 years – 7 Marks • For 2 years – 10 marks 	RFP Condition Prevails

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40	92	14.11.1	<p>The Router solution with 50 users' support should have: 512 MB or higher RAM Capacity 32 MB or higher Flash Capacity Port capacity: 5 x 1G Copper Ports, 2x1G Fiber Port, USB 2.0/3.0 port and 1G RJ-45 Console port Onboard 1 x LTE/4G/5G Cellular Support (Nano SIM) with M2M, Xlat, 13 dight Sim support Operating Temperature ranging from -10 C to 65 C support. Small Form Factor (Rack Mountable) Appliance.</p>	<p>Modern SDWAN architectures often use REST API based / Web socket-based architecture which does not require dedicated Console port. Removal of dedicated console port and local login to device also reduces attack surface and makes the solution more robuts. Thus its recommended to remove console port which is a pure vendor specific management plane requirement makes it vendor agnostic.</p> <p><u>Change</u> <u>Request:</u> The Router solution with 50 users' support should have: 512 MB or higher RAM Capacity 32 MB or higher Flash Capacity Port capacity: 4 x 1G Copper Ports + 2 ports 10G SFP. Onboard 2 x LTE/4G/5G Cellular Support (Nano SIM) with M2M, Xlat, 13 dight Sim support Operating Temperature ranging from -10 C to 65 C support. Small Form Factor (Desktop/Wall Mountable) Appliance.</p>	<p>Please refer Corrigendum for Amended Clause:</p>

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41	92	14.11.1	<p>The Router solution with 50 users' support should have: 512 MB or higher RAM Capacity 32 MB or higher Flash Capacity Port capacity: 5 x 1G Copper Ports, 2x1G Fiber Port, USB 2.0/3.0 port and 1G RJ-45 Console port Onboard 1 x LTE/4G/5G Cellular Support (Nano SIM) with M2M, Xlat, 13 dight Sim support Operating Temperature ranging from -10 C to 65 C support. Small Form Factor (Rack Mountable) Appliance.</p>	<p>Modern SDWAN architectures often use REST API based / Web socket-based architecture which does not require dedicated Console port. Removal of dedicated console port and local login to device also reduces attack surface and makes the solution more robuts. Thus its recommended to remove console port which is a pure vendor specific management plane requirement makes it vendor agnostic.</p> <p><u>Change</u> <u>Request:</u> The Router solution with 50 users' support should have: 512 MB or higher RAM Capacity 32 MB or higher Flash Capacity Port capacity: 4 x 1G Copper Ports + 2 ports 10G SFP. Onboard 2 x LTE/4G/5G Cellular Support (Nano SIM) with M2M, Xlat, 13 dight Sim support Operating Temperature ranging from -10 C to 65 C support. Small Form Factor (Desktop/Wall Mountable) Appliance.</p>	<p>Please refer Corrigendum for Amended Clause:</p>
42	93	14.11.2	<p>1. Proposed OEM must be a "Bootstrapped MII (Make in India) Initiative" with their HQ & RnD centre established exclusively only in India.</p>	<p>Requesting not to restrict the solution proposal to MII vendors. It will restrict the other Industry leading SIEM OEM's from participating in the RFP. Hence requesting to remove this clause for the maximum participation.</p>	<p>RFP Condition Prevails</p>

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43	93	14.11.2	<p>2. Proposed OEM must have their customer presence in sectors such as "PSUs", "Govt", "BFSI", Smart Cities with their projects currently in operational state. Min #2 customer reference in PSUs. Min #2 customer references in Govt. Min #3 customer references required in BFSI sector. Min#1 customer reference required in Smart City projects. Requisite artefacts should be submitted by the bidder as part of their response.</p>	<p>Not all leading OEM's carries the customer reference as per the given ask. Requesting to amend the clause as;</p> <p>Existing Clause: "2. Proposed OEM must have their customer presence in sectors such as "PSUs", "Govt", "BFSI", Smart Cities with their projects currently in operational state. Min #2 customer reference in PSUs. Min #2 customer references in Govt. Min #3 customer references required in BFSI sector. Min#1 customer reference required in Smart City projects. Requisite artefacts should be submitted by the bidder as part of their response."</p> <p>"2. Proposed OEM must have their customer presence in sectors such as "PSUs", "Govt", "BFSI", Smart Cities with their projects currently in operational state. Minimum 5 customer references in PSU, Govt, BFSI etc. Requisite artefacts should be submitted by the bidder as part of their response.</p>	RFP Condition Prevails

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44	93	14.11.1	<p>The Router solution with 200 user's support should have: 8 GB or higher RAM Capacity 8GB eMMC Storage Port Capacity: 4x10 G Port Copper Ports + 2 Ports 10G SFP, USB 2.0/3.0 port and 1G RJ-45 Console port Onboard 1 x LTE/4G/5G Cellular Support (Open Internet /M2M supported) Operating Temperature ranging from -10 C to 65 C support Small Form Factor (Rack Mountable) Appliance</p>	<p>Modern SDWAN architectures often use REST API based / Web socket-based architecture which does not require dedicated Console port. Removal of dedicated console porta and local login to device also reduces attack surface and makes the solution more robust. Thus, its recommended to remove console port which is a pure vendor specific management plane requirement makes it vendor agnostic. X86 architecture required for high throughputs do not come with onboard LTE modules. Also given that CPE are mounted in telco rooms with minimal SIM coverage it is recommended to use ODU to obtain better signal capacity and failover. Thus instead of dedicated LTE ports it is recommended to increase 1G ports for ethernet based ODU link termination on the router.</p> <p><u>Change Request:</u> The Router solution with 200 user's support should have: 4 GB or higher RAM Capacity 8GB eMMC Storage Port Capacity: 8x 1 G Port Copper Ports + 2 Ports 10G SFP Onboard or ODU based 1 x LTE/4G/5G Cellular Support (Open Internet /M2M supported) Operating Temperature ranging from -10 C to 65 C support Small Form Factor (Desktop/Wall Mountable) Appliance</p>	<p>Please refer Corrigendum for Amended Clause:</p>

Sr no	Page Number	Section Number	Content of the RFP requiring clarification	Clarification Sought	Response to the Queries
45	93	14.11.1	<p>The Router solution with 200 user's support should have: 8 GB or higher RAM Capacity 8GB eMMC Storage Port Capacity: 4x10 G Port Copper Ports + 2 Ports 10G SFP, USB 2.0/3.0 port and 1G RJ-45 Console port Onboard 1 x LTE/4G/5G Cellular Support (Open Internet /M2M supported) Operating Temperature ranging from -10 C to 65 C support Small Form Factor (Rack Mountable) Appliance</p>	<p>Modern SDWAN architectures often use REST API based / Web socket-based architecture which does not require dedicated Console port. Removal of dedicated console porta and local login to device also reduces attack surface and makes the solution more robust. Thus, its recommended to remove console port which is a pure vendor specific management plane requirement makes it vendor agnostic. X86 architecture required for high throughputs do not come with onboard LTE modules. Also given that CPE are mounted in telco rooms with minimal SIM coverage it is recommended to use ODU to obtain better signal capacity and failover. Thus instead of dedicated LTE ports it is recommended to increase 1G ports for ethernet based ODU link termination on the router.</p> <p><u>Change Request:</u> The Router solution with 200 user's support should have: 4 GB or higher RAM Capacity 8GB eMMC Storage Port Capacity: 8x 1 G Port Copper Ports + 2 Ports 10G SFP Onboard or ODU based 1 x LTE/4G/5G Cellular Support (Open Internet /M2M supported) Operating Temperature ranging from -10 C to 65 C support Small Form Factor (Desktop/Wall Mountable) Appliance</p>	<p>Please refer Corrigendum for Amended Clause:</p>

Sr no	Page Number	Section Number	Content of the RFP requiring clarification	Clarification Sought	Response to the Queries
46	93	14.11.2	Min#1 customer reference required in Smart City projects.	<p>We request you to kindly amend the clause as follows to ensure wider participation and fair competition: “Min#1 customer reference from a Smart City project or a critical organization(<u>Railway/Airport/Power</u>) in India.”</p> <p>We have also successfully implemented similar solutions across multiple locations and sites, including the deployment of over 100,000 EPS in critical organizations, as well as several successful implementations within the BFSI/ Private/ PSU sectors.</p>	RFP Condition Prevails
47	94	14.11.2	8. Proposed OEM must be a Make in India initiative with HQ and R&D in India; primary technical support presence in Maharashtra, with additional regional or remote support for redundancy and scalability.	Requesting to remove this clause for the maximum participation	RFP Condition Prevails
48	94	14.11.2	11. Proposed OEM should take end-to-end responsibility of the project with respect to One-Time implementation inclusive of requirement analysis, deployment of receivers/collectors, agents & other SIEM components deemed applicable, onboarding of log sources, integration, training, documentation & L3 support must be provided directly by the proposed OEM instead of any 3rd party SI/Partner of the OEM.	<p>Requesting to amend the clause as;</p> <p>"11. Proposed OEM/SI should take end-to-end responsibility of the project with respect to One-Time implementation inclusive of requirement analysis, deployment of receivers/collectors, agents & other SIEM components deemed applicable, onboarding of log sources, integration, training, documentation & L3 support must be provided directly by the proposed OEM/SI"</p>	RFP Condition Prevails

Sr no	Page Number	Section Number	Content of the RFP requiring clarification	Clarification Sought	Response to the Queries
49	94	14.11.2	Proposed OEM must be a "focused product company only into Cyber Security space" offering diverse solutions & services catering only to cyber security needs	<p>We request you to kindly elaborate on your interpretation and expectation of this clause.</p> <p>-What is meant by “focused product company only into Cyber Security space”</p> <p>-How this requirement should be assessed while evaluating OEM eligibility</p> <p>-We request you to please clarify what supporting documents or credentials are required from the OEM to demonstrate compliance with this requirement during evaluation.</p> <p>This will help us ensure proper alignment with your requirement.</p>	It means the OEM should be mainly engaged in cyber security products/services. Compliance will be checked from the bid documents submitted by the bidder
50	95	14.11.2	15. Proposed OEM must have out-of-box features in their SIEM platform which may/may not be licensed separately and not limited to the following components: SOAR, UEBA, AI/ML, Threat Hunting, Log Mgt, Event Correlation, File Integrity Monitoring, Vulnerability Detection, Asset Inventory, Integrated Case Management, NTA/NBAD, Threat Intel support from 100+ External/Open Sources, Customized Dashboard & Reporting. Above features should be available from 1st day of the project without depending on any 3rd party OEMs & their solutions for its integration. All above listed modules/features should be from the same OEM offering.	<p>File integrity monitoring and vulnerability detection is part of Endpoint Security solution and NBAD is part of network security solutions and not SIEM technology, hence requesting to amend the clause as;</p> <p>"15. Proposed OEM must have out-of-box features in their SIEM platform which may/may not be licensed separately and not limited to the following components: SOAR, UEBA, AI/ML, Threat Hunting, Log Mgt, Event Correlation, Asset Inventory, Integrated Case Management, Threat Intel support from 100+ External/Open Sources, Customized Dashboard & Reporting. Above features should be available from 1st day of the project without depending on any 3rd party OEMs & their solutions for its integration. All above listed modules/features should be from the same OEM offering."</p>	RFP Condition Prevails

Sr no	Page Number	Section Number	Content of the RFP requiring clarification	Clarification Sought	Response to the Queries
51	95	14.11.2	16. Proposed OEM must have the capability to address Critical security fixes within 72 hours; high-priority enhancements within 4 weeks of time frame	It will be highly difficult for most of the OEMs to offer 72 hours and 4 weeks fix commitment to the security fixes as major OEM follows developments, testing and QA cycle. Hence requesting to remove this clause for the maximum participation.	RFP Condition Prevails
52	95	14.11.2	18. Proposed OEM should provide product re-deployment support in case of changes in the product architecture needs whenever deemed necessary by customer team with no additional cost across the contract period	The OEM, who offers SIEM solution and well known in the industry, does not require product architecture change. The given terminology seems to be proprietary to the specific OEM, hence requesting to remove this clause for the maximum participation.	RFP Condition Prevails
53	95	14.11.2	15 . Proposed OEM must have out-of-box features in their SIEM platform which may/may not be licensed separately and not limited to the following components: SOAR, UEBA, AI/ML, Threat Hunting, Log Mgt, Event Correlation, File Integrity Monitoring, Vulnerability Detection, Asset Inventory, Integrated Case Management, NTA/NBAD, Threat Intel support from 100+ External/Open Sources, Customized Dashboard & Reporting. Above features should be available from 1st day of the project without depending on any 3rd party OEMs & their solutions for its integration. All above listed modules/features should be from the same OEM offering.	<p>"Kindly requesting to remove this clause to allow flexibly in selecting solutions from different OEMs ensures optimal integration and cost effective solution enabling wide range of options with your existing infrastructure".</p> <p>We propose the following change in clause:</p> <p>"Proposed OEM must have out-of-box features in their SIEM platform which may/may not be licensed separately and not limited to the following components: SOAR, UEBA, AI/ML, Threat Hunting, Log Mgt, Event Correlation, File Integrity Monitoring, Vulnerability Detection, Asset Inventory, Integrated Case Management, NTA/NBAD, Threat Intel support from 100+ External/Open Sources, Customized Dashboard & Reporting. Above features should be available from 1st day of the project without depending on any 3rd party OEMs & their solutions for its integration.</p>	RFP Condition Prevails

Sr no	Page Number	Section Number	Content of the RFP requiring clarification	Clarification Sought	Response to the Queries
				The above listed modules/features can be from <u>Same/ Different OEM</u> "	
54	95	14.11.2	15 . Proposed OEM must have out-of-box features in their SIEM platform which may/may not be licensed separately and not limited to the following components: SOAR, UEBA, AI/ML, Threat Hunting, Log Mgt, Event Correlation, File Integrity Monitoring, Vulnerability Detection, Asset Inventory, Integrated Case Management, NTA/NBAD, Threat Intel support from 100+ External/Open Sources, Customized Dashboard & Reporting. Above features should be available from 1st day of the project without depending on any 3rd party OEMs & their solutions for its integration. All above listed modules/features should be from the same OEM offering.	Kindly provide Throughput or Flows per second for licensing of NBAD/NTA	The bidder is advised to size and propose the required NBAD/NTA licensing as part of the overall solution to meet the RFP requirements.
55	96	14.11.2	19. Proposed OEMs technical resource/specialist must make him/her available for an onsite governance meeting to be held every 4th week of the month for initial #6 months from the commencement of the project. Onsite presence for such governance meeting will be further required every quarter till the end of the contract period after completion of the initial #6 months of the project.	Requesting to amend the clause as; "19. Proposed OEMs/SI technical resource/specialist must make him/her available for an onsite governance meeting to be held every 4th week of the month for initial #6 months from the commencement of the project. Onsite presence for such governance meeting will be further required every quarter till the end of the contract period after completion of the initial #6 months of the project."	RFP Condition Prevails

Sr no	Page Number	Section Number	Content of the RFP requiring clarification	Clarification Sought	Response to the Queries
56	96	14.11.2	"20. Proposed OEMs technical resource/specialist must make him/her available for an Onsite presence at project milestones (kickoff, go-live, quarterly reviews), with remote weekly cadences. Additional onsite visits by exception per SLA."	Requesting to amend the clause as; "20. Proposed OEMs/SI technical resource/specialist must make him/her available for an Onsite presence at project milestones (kickoff, go-live, quarterly reviews), with remote weekly cadences. Additional onsite visits by exception per SLA."	RFP Condition Prevails
57	96	14.11.2	21. Proposed OEM should undertake annual Health check activity of their proposed product/s commissioned across customer's infrastructure. OEMs physical presence is a must for this assignment	Requesting to amend the clause as; "21. Proposed OEM/SI should undertake annual Health check activity of their proposed product/s commissioned across customer's infrastructure. OEMs physical presence is a must for this assignment"	RFP Condition Prevails
58	96	14.11.2	22. OEM should provide monthly security advisory reports which could be in their format or available as public blogs or articles for customer to remain updated about current threat and attack landscape.	Requesting to amend the clause as; "22. OEM/SI should provide monthly security advisory reports which could be in their format or available as public blogs or articles for customer to remain updated about current threat and attack landscape."	RFP Condition Prevails
59	97	14.11.2	38. Solution should support agent installation across various OS platforms but not limited to Windows, Linux, Solaris, MAC, AIX, HP-UX.	Requesting to amend the clause as; "38. Solution should support agent installation across various OS platforms but not limited to Windows/Linux/Solaris/MAC/AIX/HP-UX"	RFP Condition Prevails

Sr no	Page Number	Section Number	Content of the RFP requiring clarification	Clarification Sought	Response to the Queries
60	98	14.11.2	47. The proposed solution should have Standard connectors/integrations should be supported to onboard log sources; For log sources which doesn't support integrations/connectors, custom parsers should be made available within min 2-4 weeks' time frame at no extra cost	It will be difficult to give commitment on the custom parser as few custom parser requires more than the required time. Hence requesting to amend the clause as; "47. The proposed solution should have Standard connectors/integrations should be supported to onboard log sources; For log sources which doesn't support integrations/connectors, custom parsers should be made available"	RFP Condition Prevails
61	103	14.11.3	SOAR Specs: "OEM to recommend the sizing for the hardware/VM for the proposed solution" & BoQ: "One Time Implementation with Hardware"	The centralized NOC and SOC applications (NMS, SIEM, SOAR, and UEBA) require substantial compute, memory, and storage infrastructure to operate effectively for 2000+ users and 10,000+ EPS. Please confirm if MIDC will provide the necessary underlying server/VM and storage infrastructure in its Data Center to host these applications, or if the bidder is expected to supply the physical servers/appliances. If the bidder must supply them, please provide the expected hardware specifications to ensure all bidders quote on a level playing field.	The bidder is required to propose and supply the necessary hardware/VM sizing as part of the solution, in line with the RFP and BoQ requirements
62	104	14.11.3	36. Solution should support standard languages like Python, JS, Ruby SDKs, etc. to create and customize scripts	Requesting to amend the clause for the maximum participation "Solution should support standard languages like Python, JS etc. to create and customize scripts"	RFP Condition Prevails

Sr no	Page Number	Section Number	Content of the RFP requiring clarification	Clarification Sought	Response to the Queries
63	104	14.11.3	39. Solution should have min 50+ built in reusable playbooks for well-known Incident types (Phishing, Malware, Authentication, IOC Hunt, User Disabling, etc.)	Requesting to amend the clause for the solution betterment; "39. Solution should have min 500+ built in reusable playbooks for well-known Incident types (Phishing, Malware, Authentication, IOC Hunt, User Disabling, etc.)"	RFP Condition Prevails
64	106	14.11.3	67. Proposed OEM must be a "Bootstrapped MII (Make in India) Initiative" with their HQ & RnD center established exclusively only in India.	Requesting not to restrict the solution proposal to MII vendors. It will restrict the other industry leading SOAR OEM's from participating in the RFP. Hence requesting to remove this clause for the maximum participation.	RFP Condition Prevails
65	106	14.11.3	68. Proposed OEM must have their customer presence in sectors such as "PSUs", "Govt", "BFSI", Smart Cities with their projects currently in operational state. Min #2 customer reference in PSUs. Min #2 customer references in Govt. Min #3 customer references required in BFSI sector. Min#1 customer reference required in Smart City projects. Requisite artifacts should be submitted by the bidder as part of their response.	Not all leading OEM's carries the customer reference as per the given ask. Requesting to amend the clause as; Existing Clause: "68. Proposed OEM must have their customer presence in sectors such as "PSUs", "Govt", "BFSI", Smart Cities with their projects currently in operational state. Min #2 customer reference in PSUs. Min #2 customer references in Govt. Min #3 customer references required in BFSI sector. Min#1 customer reference required in Smart City projects. Requisite artefacts should be submitted by the bidder as part of their response." "68. Proposed OEM must have their customer presence in sectors such as "PSUs", "Govt", "BFSI", Smart Cities with their projects currently in operational state. <u>Minimum 5 customer references in PSU, Govt, BFSI etc.</u> Requisite artefacts should	RFP Condition Prevails

Sr no	Page Number	Section Number	Content of the RFP requiring clarification	Clarification Sought	Response to the Queries
				be submitted by the bidder as part of their response.	
66	107	14.11.3	73. Proposed OEM must be a Make In India initiative with HQ and R&D in India, with the major support center in Maharashtra for strategic advantages; however, distributed locations for support ensure better service level scalability.	Requesting not to restrict the solution proposal to MII vendors. It will restrict the other industry leading SOAR OEM's from participating in the RFP. Hence requesting to remove this clause for the maximum participation.	RFP Condition Prevails
67	107	14.11.3	74. Proposed OEM must exhibit current & future feature/s dev in pipeline as well as new versions inclusive of their GA timelines across the contract period with requisite official artifacts and this artifact should be part of their bid response.	Its not possible for most of the leading OEM's to exhibit the future features and roadmap due to own company policy and competitions perspective, hence requesting to remove this clause for the maximum participation in the RFP.	RFP Condition Prevails
68	107	14.11.3	75. Proposed OEM should have the capability to take end-to-end responsibility of the project with respect to One-Time implementation inclusive of requirement analysis, deployment of receivers/collectors, agents & other components deemed applicable for the project, onboarding of log sources, integration, training, documentation & L3 support must be provided directly by the proposed OEM instead of any 3rd party SI/Partner of the OEM.	Requesting to amend the clause as; "75. Proposed OEM/SI should have the capability to take end-to-end responsibility of the project with respect to One-Time implementation inclusive of requirement analysis, deployment of receivers/collectors, agents & other components deemed applicable for the project, onboarding of log sources, integration, training, documentation & L3 support must be provided directly by the proposed OEM/SI"	RFP Condition Prevails
69	107	14.11.3	76. Proposed OEM must ensure compliance with cutting-edge technologies like virtualization and containerization as alternatives to traditional purpose-built hardware solutions. Documentation of appliance success stories should accompany this.	The given technical specification is not relevant for the SOAR solutions, hence requesting to remove this clause for the maximum participation.	RFP Condition Prevails

Sr no	Page Number	Section Number	Content of the RFP requiring clarification	Clarification Sought	Response to the Queries
70	108	14.11.3	79. Proposed OEM must have the capability to address feature enhancement requests within max #2 weeks of time frame.	It will be highly difficult for most of the OEMs to offer 2 weeks of feature enhancement coverage as, major OEM follows developments, testing and QA cycle. Hence requesting to remove this clause for the maximum participation.	RFP Condition Prevails
71	108	14.11.3	80. Proposed OEM must be able to address min 40% of feature enhancement requests initiated throughout the contract period for SIEM solution with no additional cost	It is difficult for the major OEM's to commit on the feature enhancement without knowing the efforts and the investment. The given clause seems to be the proprietary to the specific OEM, hence requesting to remove the clause for the maximum participation in the RFP.	RFP Condition Prevails
72	108	14.11.3	81. Proposed OEM should provide product re-deployment support in case of changes in the product architecture needs whenever deemed necessary by customer team with no additional cost across the contract period	The OEM, who offers SIEM solution and well known in the industry, does not require product architecture change. The given terminology seems to be proprietary to the specific OEM, hence requesting to remove this clause for the maximum participation.	RFP Condition Prevails
73	108	14.11.3	82. Proposed OEMs technical resource/specialist must make him/her available for an onsite governance meeting to be held every 4th week of the month for initial #6 months from the commencement of the project. Onside that a presence for such governance meeting will be further required every quarter till the end of the contract period after completion of the initial #6 months of the project.	Requesting to amend the clause for the maximum participation " 82. Proposed OEMs/SI technical resource/specialist must make him/her available for an onsite governance meeting to be held every 4th week of the month for initial #6 months from the commencement of the project. Onside that a presence for such governance meeting will be further required every quarter till the end of the contract period after completion of the initial #6 months of the project"	RFP Condition Prevails

Sr no	Page Number	Section Number	Content of the RFP requiring clarification	Clarification Sought	Response to the Queries
74	108	14.11.3	83. Proposed OEMs technical resources are required to be onsite for a day every fortnightly, right from project inception till its official closure to coordinate and expedite project related activities with designated official.	Requesting to amend this clause as; "83. Proposed OEMs/SI technical resources are required to be onsite for a day every fortnightly, right from project inception till its official closure to coordinate and expedite project related activities with designated official."	RFP Condition Prevails
75	109	14.11.4	1.4 The authentication server provider (OEM) should preferably be Made in India	Requesting not to restrict the solution proposal to MII vendors. It will restrict the other industry leading SOAR OEM's from participating in the RFP. Hence requesting to remove this clause for the maximum participation.	RFP Condition Prevails
76	109	14.11.4	2.1 The solution must have Time based OTP, Session based, hardware identity-based tokens, assuring its applicability for the right device of origin, session and time window	Requesting to amend the clause for the maximum participation; "2.1 The solution must have Time based OTP, Session based, session and time window"	RFP Condition Prevails
77	110	14.11.4	The soft token must be VPAT 2.0 and WCAG (Windows) compliant	Product uses equivalent cryptographic modules for data-in-transit and encryption. But not specified certification.	RFP Condition Prevails
78	110	14.11.4	The solution must have DSKPP-secured provisioning for soft tokens	We do not implement Dynamic Symmetric Key Provisioning Protocol as a formal standard. However, Accops HyID use secure, encrypted key provisioning mechanisms aligned with the same security principles (confidentiality, integrity, and mutual authentication). Not DSKPP-compliant, but functionally equivalent in security posture.	RFP Condition Prevails

Sr no	Page Number	Section Number	Content of the RFP requiring clarification	Clarification Sought	Response to the Queries
79	110	14.11.4	The solution should be secure from phishing & social engineering attacks	Authentication minimizes account compromise risk by enforcing multi-factor verification and secure tokens, ensuring passwords alone are insufficient and preventing misuse of stolen credentials through dynamic, time-bound OTPs	RFP Condition Prevails
80	110	14.11.4	2.6 The solution must be FIPS 140-2 compliant	Requesting to remove the clause for the maximum participation.	RFP Condition Prevails
81	110	14.11.4	2.8 The solution must have DSKPP-secured provisioning for soft tokens	Requesting to remove the clause for the maximum participation.	RFP Condition Prevails
82	110	14.11.4	The soft token must be VPAT 2.0 and WCAG (Windows) compliant	Product uses equivalent cryptographic modules for data-in-transit and encryption. But not specified certification.	RFP Condition Prevails
83	110	14.11.4	The solution must have DSKPP-secured provisioning for soft tokens	We do not implement Dynamic Symmetric Key Provisioning Protocol as a formal standard. However, Accops HyID use secure, encrypted key provisioning mechanisms aligned with the same security principles (confidentiality, integrity, and mutual authentication). Not DSKPP-compliant, but functionally equivalent in security posture.	RFP Condition Prevails
84	110	14.11.4	The solution should be secure from phishing & social engineering attacks	Authentication minimizes account compromise risk by enforcing multi-factor verification and secure tokens, ensuring passwords alone are insufficient and preventing misuse of stolen credentials through dynamic, time-bound OTPs	RFP Condition Prevails
85	112	14.11.4	6.4 Should be able to integrate with user repositories like Active Directory, LDAP, MS SQL, MySQL, PostgreSQL	Requesting to amend the clause as; "6.4 Should be able to integrate with user repositories like Active Directory, LDAP, MS SQL"	RFP Condition Prevails

Sr no	Page Number	Section Number	Content of the RFP requiring clarification	Clarification Sought	Response to the Queries
86	113	14.11.4	Proposed OEM of password less solution must be a Breach resilient product that's built to withstands insider attacks, outages & worst threats. Bidders must submit necessary artifacts as part of their response	We can submit Secure to Host Certificate and relevant authorized letter when required	RFP Condition Prevails
87	113	14.11.4	Proposed OEM of password less solution must be "Patented Technology". Their patented technology must use smart cryptography & must not use any PII (Personally Identifiable Information), Biometrics or user Surveillance Data. Bidders must submit necessary artifacts as part of their response.	We can submit Secure to Host Certificate and relevant authorized letter when required	RFP Condition Prevails
88	113	14.11.4	Proposed OEM of password less solution must be a Breach resilient product that's built to withstands insider attacks, outages & worst threats. Bidders must submit necessary artifacts as part of their response	We can submit Secure to Host Certificate and relevant authorized letter when required	RFP Condition Prevails
89	113	14.11.4	Proposed OEM of password less solution must be "Patented Technology". Their patented technology must use smart cryptography & must not use any PII (Personally Identifiable Information), Biometrics or user Surveillance Data. Bidders must submit necessary artifacts as part of their response.	We can submit Secure to Host Certificate and relevant authorized letter when required	RFP Condition Prevails
90	114	14.11.4	Proposed password less solution must save cost of MFA/2FA, Password Vaults & SSO (Single Sign on) service	MFA & SSO	RFP Condition Prevails
91	114	14.11.4	Proposed OEM must be SOC 2 & ISO 27001 certified inclusive of CSA Star certification (Anyone)	ISO 27001	RFP Condition Prevails

Sr no	Page Number	Section Number	Content of the RFP requiring clarification	Clarification Sought	Response to the Queries
92	114	14.11.4	Proposed OEM of password less solution must be "Patented Technology" by offering a pure 'password less' experience for the users right from their first access. Their patented technology must use smart cryptography & must not use any PII (Personally Identifiable Information), Biometrics or user Surveillance Data in order for the solution to work as a Breach resilient product that's built to withstand insider attacks, outages & worst threats. Bidders must submit necessary artifacts as part of their response	We can submit Secure to Host Certificate and relevant authorized letter when required	RFP Condition Prevails
93	114	14.11.4	Proposed password less solution must save cost of MFA/2FA, Password Vaults & SSO (Single Sign on) service	MFA & SSO	RFP Condition Prevails
94	114	14.11.4	Proposed OEM must be SOC 2 & ISO 27001 certified inclusive of CSA Star certification (Anyone)	ISO 27001	RFP Condition Prevails
95	114	14.11.4	Proposed OEM of password less solution must be "Patented Technology" by offering a pure 'password less' experience for the users right from their first access. Their patented technology must use smart cryptography & must not use any PII (Personally Identifiable Information), Biometrics or user Surveillance Data in order for the solution to work as a Breach resilient product that's built to withstand insider attacks, outages & worst threats. Bidders must submit necessary artifacts as part of their response	We can submit Secure to Host Certificate and relevant authorized letter when required	RFP Condition Prevails

Sr no	Page Number	Section Number	Content of the RFP requiring clarification	Clarification Sought	Response to the Queries
96	124	14.11.6	Proposed solution should have all DNS controls including request and response categorizations, tunnel detection, resolved IP based countries etc. extended for all DNS over HTTPS (DoH) regardless of DoH resolver used (no bypass)	<p>"Tunnel Detection" word is specific to OEM specific and DNS Tunneling is technically a specific category of DNS traffic. By using the broader term "request and response security categorizations," you are already implying that the system identifies and blocks various threats, including tunneling, DGA (Domain Generation Algorithms), and unauthorized communication channels.</p> <p>Request Modification as below: Proposed solution should have all DNS controls, including request and response security categorizations, resolved IP-based country identification, and policy enforcement extended to all DNS over HTTPS (DoH) traffic, regardless of the DoH resolver used, ensuring no bypass of security inspection.</p>	<p>Please refer Corrigendum for Amended Clause: Proposed solution should have all DNS controls, including request and response security categorizations, resolved IP-based country identification, and policy enforcement extended to all DNS over HTTPS (DoH) traffic, regardless of the DoH resolver used, ensuring no security inspection.</p>
97	124	14.11.6	Proposed solution should have all DNS controls including request and response categorizations, tunnel detection, resolved IP based countries etc. extended for all DNS over HTTPS (DoH) regardless of DoH resolver used (no bypass)	<p>"Tunnel Detection" word is specific to OEM specific and DNS Tunneling is technically a specific category of DNS traffic. By using the broader term "request and response security categorizations," you are already implying that the system identifies and blocks various threats, including tunneling, DGA (Domain Generation Algorithms), and unauthorized communication channels.</p> <p>Request Modification as below: Proposed solution should have all DNS controls, including request and response security categorizations, resolved IP-based country identification, and policy enforcement extended to all DNS over HTTPS (DoH) traffic, regardless of the DoH</p>	<p>Please refer Corrigendum for Amended Clause: Proposed solution should have all DNS controls, including request and response security categorizations, resolved IP-based country identification, and policy enforcement extended to all DNS over HTTPS (DoH) traffic, regardless of the DoH resolver used, ensuring no bypass of security inspection.</p>

Sr no	Page Number	Section Number	Content of the RFP requiring clarification	Clarification Sought	Response to the Queries
				resolver used, ensuring no bypass of security inspection.	
98	18 & 63	3.4 10	3.4 Consortium and Sub-Contracting and b) No Joint Venture/Consortium is allowed for this tender.	Considering vast scope kindly allow consortium members, maximum two consortium including lead bidder.	RFP Condition Prevails
99			Additional	Requesting customer to cap over liability of bidder to annual charges received by Bidder under this RFP. Neither party shall be liable to the other under these terms for indirect, special, incidental, consequential, exemplary or punitive damages even if the parties are aware of such possibilities	RFP Condition Prevails
100				Kindly requesting you to provide the details of the online and offline log retention. Details of online and offline log retention ensures that we have a comprehensive understanding of the solution's data storage and retention capabilities, which is crucial for compliance, incident investigation, and operational planning	No separate online/offline log retention period is specified in the RFP. Bidder to propose accordingly.