

PRE BID REPLIES FOR NPCI:RFP:2012-13/0035 dated 26.02.2013-RFP for Supply, Installation, Commissioning and Maintenance of Firewall & DDNS Solution

Sr. No	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	NPCI Comment
1	Section-3	10	3.10	Scope of work: Supply, installation & maintenance of comprehensive network security solution which includes upgrade or replacement of existing firewall.	Would this be an AS-IS replacement of firewall & load ballancers in case of BUYBACK option or does NPCI expect any design change/new configuration while integrating the new appliances into the network	The implementation would be discussed with the L1 bidder.
2	Section-3	10	3.10	Scope of work; The bidder should study the existing perimeter security environment for providing the upgrade/replacement (buyback) solution before submitting the bids.	Can NPCI share the details of feature & scenario the firewall & load ballancer solution has been implemented in NPCI's network	The implementation would be discussed with the L1 bidder.
3	Section-3	10	3.10	Requirement of one L2 resource at existing NOC setup at Mumbai/Chennai for management. The L2 engineer will provide on-site services during the Business Hours i.e. 9.30 AM to 5 PM and on call support during Holidays and non- business hours. The L2 resource should have the necessary skillset/expertise with minimum 2 years for managing the devices being supplied through this RFP.	Can this L2 engineer be on contract or should he be a core resource of Bidder?	The Engineer should be a core resource of the bidder. Outsourcing or Contract Employee will not be allowed.
4	Section-2	10	2.20	In order to expand the current infrastructure	What is the current infrastructure? Which applications/systems are planned to host behind this new firewalls?	The details will be shared with the L1 bidder.
5	Section-3	10	3.1	Requirement of one L2 resource at existing NOC setup at Mumbai/Chennai for management	Please clarify whether one L2 Resource is required at existing NOC serup at Mumbai/ Chennai or required at both Locations.	One L2 resource is required. The location will be discussed with the L1 bidder.
6	Section-3	10	3.1(a)	Solution which includes upgrade or replacement of existing firewall. NPCI has Fortigate 310 B Perimeter firewall & LinkProof 108 Link Load Balancers. (2+4)	These 6 devices to be replaced / buyback option --- right?	Please refer to the RFP.

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7	Section-3	10	3.1(a)	Supply, installation & maintenance of comprehensive network security solution	What will be the site of Installation?	Mumbai & Chennai
8	Section-3	10	3.1(b)	Monitoring and Management	What is the Monitoring Window to be considered?	Please refer to the RFP.
9	Section-3	10	3.1	<p>NPCI intends to procure the following devices:</p> <ul style="list-style-type: none"> • Perimeter Firewall - 2 nos. (active-passive appliance needed at each location) • Dynamic Domain Name Server - 2 nos. • Web Application Firewall (WAF) - 2 nos. 	<p>How many total No. of devices to be considered?</p> <p>Does this mean 6 devices at DC & 6 devices at DR?</p>	Please refer to the RFP.
10	Section-3	10	3.1	Study the existing perimeter security environment for providing the upgrade/replacement (buyback) solution	Please provide the complete existing network topology with inventory list of all existing network devices & their details	The details will be discussed with L1 Bidder
11	Section-3	10	3.1	Monitoring and Management (Onsite Resources)	<p>Only 1 No. of Onsite L2 Resource during Business hours & 1 L2 Resource on-call basis during Non-Business hours / Holiday—Right?</p> <p>L2 resource to be considered at what location?</p> <p>Should the L1 resource be also considered for daily operational activity?</p>	Please refer to the scope of work in the RFP.
12	Section-3	10	3.1	The devices should have onsite comprehensive support for a period of 5 years from the date of acceptance from the OEM	Is the Total Project / Contract for 5 Years?	Please refer to the RFP.
13	Section-3	10	3.1	The bidder should migrate to new setup with no/minimum downtime as possible.	Please provide more understanding	The details will be discussed with L1 Bidder
14	Section-3	10	3.1	The bidder should provide OEM product training at NPCI location (minimum 1 week for 10 persons)	Training to be provided at what location?	The details will be shared with the L1 bidder.
15	Section-2	11	2.20	which includes upgrade or replacement of existing firewall.	What is the existing firewall details? Model and make? Is NPCI looking for upgrade or Replacement?	Config sheet will be provided
16	Section-3	11	2.20	The bidder should study the existing perimeter security environment	Is NPCI sharing any diagrams? Can SI check the health of the said devices before replacement?	The details will be shared with the L1 bidder.All the devices are in production environment.

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17	Section-3	11	2.20	Migration to new setup with no/minimum downtime as possible.	To make the Firewall live we require down time? Is this replacement of existing firewall cluster?	No Change in RFP. All the devices are in production environment.
18	Section-4	12	4.2	Pt-6: 'The bidder should have expertise in deploying/configuring all devices mentioned in the RFP with atleast 2 live installations and support.	Do we have to give references of the products proposed in this RFP or will references of similar products work.	Bidder should provide experience letter from 2 customer
19	Section-4	12	4.20	The bidder should not be currently blacklisted by any bank / institution in India or abroad.	The bidder should not be currently blacklisted by any bank / financial institution in India or abroad for corrupt and fraudulent practices.	No change in RFP
20	Section-5	14	5.60	Bid Price: Prices should include all cost including all taxes, duties levies, VAT/Sales Tax and fees whatsoever, except Octroi. Octroi will be paid additionally, at actual on production of receipt. The VAT/Sales Tax should be shown separately in the Price Schedule.	We would request NPCI to consider prices exclusive of taxes , all taxes & duties will be be charged extra as per the current rate of taxation in force.Any increase in taxes and duties will be passed on to customer. Any change in statutory taxes, duties and levies shall be borne by the customer on sufficient documentary proof is submitted by the bidder	No change in RFP
21	Section-5	16	5.15	Pt-10: Service provider credentials	Please elaborate. What documentation NPCI wants against this point	The credentials for the successful implementation as per the RFP eligibilty criteria
22	Section-5	16	5.15	Pt-11:Managed Service and Remote NOC credentials	Please elaborate. What documentation NPCI wants against this point. Will this be in a form of self declaration.	5.15 pt -11 deleted from the RFP
23	Section-5	16	5.15	Pt-11: Managed Service and Remote NOC credentials	What details are required for Managed service and Remote NOC credentials. Will this be in a form of self declaration.	5.15 pt -11 deleted from the RFP
24	Section-7	22	7.50	Scoring Matrix: Architecture and Network Design	Please share the newtork architecture wherein these devices can be plugged in.	The implementation would be discussed with the L1 bidder.

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25	Section-7	22	7.5	Technical Evaluation Part - A- Managed Service and Remote NOC credentials	Kindly clarify whether NPCI is asking for managed service and NOC of Proposed OEM or Bidder. Also Clarify what credentials NPCI is looking for and what details are expected by NPCI to be provided with technical bid.	The credentials for the successful implementation as per the RFP eligibility criteria
26	Section-7	22	7.5	RFP Presentation Part - C- Q and A	What does NPCI mean by Q &A for in scoring matrix.	No Change in RFP
27	Section-8	23	8.1	Contract	The Contract Agreement entered into between NPCI and Supplier shall be on mutually accepted terms and conditions. As we understand, Contract Agreement will be the final contract to be entered into between the successful bidder and the Customer.	Contract shall be defined based on RFP terms.
28	Section-8	23	8.3	Signing of contract	Bidder wishes to clarify that any Purchase Order raised pursuant to the awarding of the RFP will not be a part of the binding document between Bidder and NPCI.	RFP document is definal and binding to Bidders.
29	Section-8	24	8.7	Insurance of Equipment	Please confirm that each good will be covered by insurance, arranged and paid for by Supplier for Purchaser, covering the period until it is delivered to Purchaser or Purchaser's designated location.	Pls refer RFP term clause-8.7
30	Section-8	25	8.80	Taxes and Duties: Prices should be inclusive of all taxes, duties, charges and levies of State or Central Governments as applicable, VAT/Sales Tax, insurance, service taxes etc. Octroi shall be reimbursed to supplier by NPCI at actual on production of original receipt. The benefits realized by supplier due to lower rates of taxes, duties, charges and levies shall be passed on by the Supplier to NPCI.	We would request NPCI to consider prices exclusive of taxes , all taxes & duties will be be charged extra as per the current rate of taxation in force.Any increase in taxes and duties will be passed on to customer. Any change in statutory taxes, duties and levies shall be borne by the customer on sufficient documentary proof is submitted by the bidder	No change in RFP

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31	Section-8	25	8.10.	Non Delivery of above at NPCI DC & DR Location - at the rate of 0.5% of the total Purchase Order value for 1st year for each week's delay beyond the stipulated delivery period subject to a maximum of 5% In case the delay exceeds two weeks beyond the stipulated delivery period, NPCI reserves the right to impose penalty equal to two times of Purchase order value for 1st year of that particular site and/or cancel the order without prejudice other remedies available to NPCI.	1. We would request NPCI to modify this as "LD/ penalty for delay shall be levied at 0.5% per week for the late delivery/ undelivered portion of the equipment with a maximum of 2.5% of the late delivery / undelivered portion of the equipment value. 2. Not withstanding anything contained in this tender the maximum LD/ Penalty should be capped @ 2.5 % cost of the undelivered/delayed delivered portion of the material.	No change in RFP
32	Section-8	25	8.10	Penalty for default in delivery - Non Delivery of above at NPCI DC & DR Location - at the rate of 0.5% of the total Purchase Order value for 1st year for each week's delay beyond the stipulated delivery period subject to a maximum of 5%	We suggest that LD should to be applicable only on the delayed / undelivered goods or services. Request you to kindly amend the clause accordingly.	No change in RFP
33	Section-8	25	8.8	Taxes and duties	Bidder wishes to clarify that the charges for the services provided under the RFP shall be exclusive of the applicable taxes. The benefit/burden of any statutory variation in taxes/duties or new imposition of taxes/duties post the commercial bid submission date shall be passed on to the Customer's account.	No change in RFP
34	Section-8	25	8.10	Penalty for default in delivery	bidder wishes to clarify that the penalty for default in delivery shall be levied only If the default is solely and directly attributable to Bidder and such penalty shall be the Customer's sole and exclusive remedy for such default. The aggregate penalties for all the defaults under the Contract shall not exceed 5% of the total contract value.	Penailty for default in delivery is applicable only there is delay from bidder end.
35	Section-8	26	8.12	Bidder shall provide warranty for hardware and software for a period of one (01) year from the date of commissioning or acceptance of the entire system, whichever is later	In the existing clause, later date will always be date of acceptance of the entire system. We request NPCI to consider the warranty start date as 12 months from the date of acceptance or 13months from the date of delivery , whichever is earlier since OEM contract with any SI starts from the date of delivery of products	No change in RFP

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36	Section-8	26	8.15	<p>1. 20 % of the equipment cost of Purchase Order will be paid on delivery.</p> <p>2. 70 % of the equipment cost of Purchase Order after installation of hardware and issue of Acceptance. (Refer 8.13).</p> <p>3. 10% of the equipment cost of the Purchase Order will be paid after expiry of the warranty period and against submission of Performance Bank Guarantee for equivalent amount, issued by a scheduled commercial bank, valid till expiry of the warranty period.</p> <p>4. For the purpose of payment, the end of the quarter will be June, Sept, Dec and March. Payment will be released within 30 days of receipt of Invoice, if otherwise in order.</p>	<p>We would request NPCI to consider the below payment terms:</p> <p>1. 80 % of the equipment cost of Purchase Order will be paid on delivery.</p> <p>2. 10 % of the equipment cost of Purchase Order after installation of hardware and issue of Acceptance. (Refer 8.13).</p> <p>3. 10% of the equipment cost of the Purchase Order will be paid after expiry of the warranty period and against submission of Performance Bank Guarantee for equivalent amount, issued by a scheduled commercial bank, valid till expiry of the warranty period.</p> <p>4. For the purpose of payment, the end of the quarter will be June, Sept, Dec and March. Payment will be released within 30 days of receipt of Invoice, if otherwise in order.</p>	No change in RFP
37	Section-8	26	8.15	<p>Payment terms - 10% of the equipment cost of the Purchase Order will be paid after expiry of the warranty period and against submission of Performance Bank Guarantee for equivalent amount</p>	<p>We request NPCI to release the final 10% of the payment at the time of acceptance, on submission of a BG for an equal amount</p>	<p>Pls read as "3. 10% of the equipment cost of the Purchase Order will be paid after expiry of the warranty period or against submission of Performance Bank Guarantee for equivalent amount, issued by a scheduled commercial bank, valid till expiry of the warranty period</p>
38	Section-8	26	8.12	Warranties and Support	<p>Please note and confirm Bidder will provide third party product warranties on a pass-through basis to Customer in accordance with the relevant third party terms and conditions. Further, there are no implied conditions or warranties, including warranties for merchantability and fitness for a particular purpose.</p>	<p>bidder is single point of contract for NPCI.</p>
39	Section-8	26	8.17	Price	<p>Bidder wishes to clarify that the prices are based on Scope of the RFP. In an event of changes to the scope of the RFP, then the prices may be accordingly changed after mutual acceptance by both parties.</p>	<p>Scope of work & deliverable is clearly defined in the RFP</p>

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40	Section-8	27	8.16	In case NPCI wishes to shift system from one place to another, adequate support will be made available by Bidder for the purpose of dismantling, pre-shifting inspection, post-shifting inspection, installation etc. NPCI will bear all expenses for packing, shifting, insurance and other incidentals at actual. NPCI will not be responsible or liable for any losses, damages to the items of equipment"s, tools and machinery while such dismantling, pre-shifting inspection, post-shifting inspection, and re-installation etc. is being carried out. Bidder shall make available adequate alternative arrangement to ensure that the system functioning is neither affected nor dislocated during the shifting process.	Is there any shifting of equipments planned at this stage, if yes kindly share the details of equipments & locations for the migration activity. As per the RFP it would upgrade/replacement of existing perimeter security solution. Kindly clarify	This clause is applicable at the time of migration plan.
41	Section-8	27	8.18.3	A guaranteed uptime of 99.99% per annum for NPCI Datacenter location	Is uptime asked on overall solution or on individual equipment	The service availability would be per location.
42	Section-8	27	8.18.4.b	Critical incidents will be responded immediately and resolved within 45 minutes from the time of occurrence	SLA of 45 minutes will be adhered in location where L2 engineer will be deployed. Pls confirm	The L2 Engineer needs to support the overall solution
43	Section-8	27	8.18.4.b & 8.18.5.a	Critical incidents will be responded immediately and resolved within 45 minutes from the time of occurrence Device or spare parts replacements will be provided within 2 hours - for Critical incidents	Please clarify on the SLAs for critical level incidents. In clause 8.18.4.b, critical incidents are to be resolved in 45 minutes whereas in clause 8.18.5.a, device replacement(in other words resolution) asked is 2 hours	No Change in RFP
44	Section-8	27	8.18	4. Support SLA's: Escalations not resolved by the L2 engineer should be further escalated to L3 Engineer (bidder side/OEM) within 30 minutes from the time of occurrence to resolve the issue.	L3 engineer will work from the remote location of the Vendor. Please clarify.	No Change in RFP
45	Section-8	27	8.16	Migration Activities by NPCI	For Migration activities, we understand that the bidder is expected to support NCPI only with respect to the infrastructure that is being provided for the current requirements. Kindly confirm is our understanding correct?	This clause is applicable at the time of migration of equipment from one place to another after implemetation of project.

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46	Section-8	27	8.18	Critical incidents will be responded immediately and resolved within 45 minutes from the time of occurrence.	Critical incidents will be responded within specified time, but resolution time should not be committed in case of hardware/software failure. To maintain this SLA does additional spare kit or standalone hardware to be desired by NPCI ?	The bidder has to provide the overall solution.
47	Section-8	27	8.18	3a) A guaranteed uptime of 99.99% per annum for NPCI Datacenter locations.	We assume all the three products are in high availability mode. Request you to please confirm the same. If it is not in high availability we would request you to consider uptime of 99%.	For each location HA has to be built in for all 3 services namely Firewall, DDNS & WAF. Uptime for services per location should be 99.99%.
48	Section-8	27	8.18	Penalty: The following clauses are applicable to critical and non-critical incidents. a. Penalty for critical incidents - Any violation in meeting the above SLA requirements which leads to critical incident, NPCI shall impose a penalty of INR 10,000/- (Indian Rupees Ten Thousand only) for each 15 minutes delay up to 4 hours, beyond 4 hours penalty would be INR 20,000 for each 15 minutes. b. Penalty for non-critical incidents: Any violation in meeting the above SLA requirements which leads to non-critical incident, NPCI shall impose a penalty of INR 1000/- (Indian Rupees One Thousand only) per hour.	Penalty is too high. We recommend you to revise the penalty amounts.	No Change in RFP
49	Section-8	27	8.18	SLA Requirements		No Change in RFP
50	Section-8	27	8.18	3. Uptime of the NPCI change management processes	Is there any existing Change management policy or process in place?	Yes it is in place
51	Section-8	27	8.16	Migration Activities by NPCI	The Migration Activities will be bounded only around the Scope (Devices supplied, configured) under this RFP. Is our understanding correct?	This clause is applicable at the time of migration of equipment from one place to another after implemetation of project.

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52	Section-8	27	8.16	Migration Activities by NPCI	Bidder will be responsible for supporting the migration activity for the devices supplied only as per this RFP during the 5 years of the Project contract . Is our understanding correct?	Yes-This clause is applicable at the time of migration of equipment from one place to another after implemetation of project.
53	Section-8	27	8.18	Penalty	Changes in Clause	No Change in RFP
54	Section-8	27	8.18	SLA requirement -99.99% uptime would be applicable on each compoenet or it would on uptime of network/service availability	Penalty Capping to done at 5% of total AMC	No Change in RFP
55	Section-8	28	8.18.6.a	Any violation in meeting the above SLA requirements which leads to critical incident, NPCI shall impose a penalty of INR 10,000/- (Indian Rupees Ten Thousand only) for each 15 minutes delay up to 4 hours, beyond 4 hours penalty would be INR 20,000 for each 15 minutes	Request NPCI to kindly relax the penalty amount since there is always a depedency on the OEM's to get the RMA/spares. Also if we plan to keep spares onsite to meet the stringent SLA, it will lead to higher commercials	No Change in RFP
56	Section-8	28	8.18.6	Any violation in meeting the above SLA requirements which leads to critical incident, NPCI shall impose a penalty of INR 10,000/- (Indian Rupees Ten Thousand only) for each 15 minutes delay up to 4 hours, beyond 4 hours penalty would be INR 20,000 for each 15 minutes Penalty for non-critical incidents: Any violation in meeting the above SLA requirements which leads to non-critical incident, NPCI shall impose a penalty of INR 1000/- (Indian Rupees One Thousand only) per hour	Request NPCI to cap the penalty at 5% of the AMC or support value	No Change in RFP

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57	Section-8	28	8.18.6	<p>Penalty: The following clauses are applicable to critical and non-critical incidents.</p> <p>a. Penalty for critical incidents - Any violation in meeting the above SLA requirements which leads to critical incident, NPCI shall impose a penalty of INR 10,000/- (Indian Rupees Ten Thousand only) for each 15 minutes delay up to 4 hours, beyond 4 hours penalty would be INR 20,000 for each 15 minutes.</p> <p>b. Penalty for non-critical incidents: Any violation in meeting the above SLA requirements which leads to non-critical incident, NPCI shall impose a penalty of INR 1000/- (Indian Rupees One Thousand only) per hour.</p>	The maximum aggregate liability of the SLA Penalty shall be limited to 5% of the Warranty or AMC value.	No Change in RFP
58	Section-8	28	8.18	<p>SAL Requirements - Penalty</p> <p>a. Penalty for critical incidents - Any violation in meeting the above SLA requirements which leads to critical incident, NPCI shall impose a penalty of INR 10,000/- (Indian Rupees Ten Thousand only) for each 15 minutes delay up to 4 hours, beyond 4 hours penalty would be INR 20,000 for each 15 minutes.</p> <p>b. Penalty for non-critical incidents: Any violation in meeting the above SLA requirements which leads to non-critical incident, NPCI shall impose a penalty of INR 1000/- (Indian Rupees One Thousand only) per hour</p>	We request NPCI that that the SLA penalties be capped at 10% of the contract value	No Change in RFP
59	Section-8	28	8.21	During Warranty period/AMC if any, the Supplier shall provide at no additional cost to NPCI, all new versions, releases, and updates for all standard software.	Any major upgrade from OEM causing the upgrade in the total hardware or software components. Is NPCI ready for the additional expenses at that time?	No change in RFP

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60	Section-8	28	8.18	a) Penalty for critical incidents - Any violation in meeting the above SLA requirements which leads to critical incident, NPCI shall impose a penalty of INR 10,000/- (Indian Rupees Ten Thousand only) for each 15 minutes delay up to 4 hours, beyond 4 hours penalty would be INR 20,000 for each 15 minutes.	The penalty terms specified are very high. Request you to consider penalty of Rs. 1000 per hour upto a maximum cap of 5%.	No Change in RFP
61	Section-8	28	8.18	b) Penalty for non-critical incidents: Any violation in meeting the above SLA requirements which leads to non-critical incident, NPCI shall impose a penalty of INR 1000/- (Indian Rupees One Thousand only) per hour.	The penalty terms specified are very high. Request you to consider penalty of Rs. 1000 per hour upto a maximum cap of 5%.	No Change in RFP
62	Section-8	28	8.22	Confidentiality	Bidder wishes to submit that the confidentiality obligations shall remain in force for a period of two (2) years from the initial date of disclosure of such Confidential Information. Both parties shall comply with all applicable export and import laws and regulations.	No change in terms of RFP/NDA

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63	Section-8	29	8.23	<p>indemnity. The bidder hereby indemnifies, protects and saves NPCI (including its employees, directors or representatives) and holds NPCI harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from,</p> <p>1. an act of omission or commission of the bidder, its employees, its agents, or employees of its sub-contractors in the performance of the services provided by this Agreement,</p> <p>2. breach of any of the terms of this Agreement or breach of any representation or false statement or false representation or inaccurate statement or assurance or covenant by the bidder,</p> <p>3. bonafide use of the deliverables and or services provided by the bidder,</p> <p>4. misappropriation of any third party trade secrets or infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfill the scope of this project,</p> <p>5. claims made by the employees, sub-contractor, sub-contractor"s employees, who are deployed by the bidder, under this contract,</p> <p>6. breach of confidentiality obligations of the</p>	<p>The bidder hereby indemnifies, protects and saves NPCI (including its employees, directors or representatives) and holds NPCI harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from,</p> <p>1. an act of omission or commission of the bidder, its employees, its agents, or employees of its sub-contractors in the performance of the services provided by this Agreement,</p> <p>2. breach of any of the terms of this Agreement or breach of any representation or false statement or false representation or inaccurate statement or assurance or covenant by the bidder,</p> <p>3. bonafide use of the deliverables and or services provided by the bidder,</p> <p>4. misappropriation of any third party trade secrets or infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfill the scope of this project,</p> <p>5. claims made by the employees, sub-contractor, sub-contractor"s employees, who are deployed by the bidder, under this contract,</p> <p>6. breach of confidentiality obligations of the bidder,</p> <p>7. Gross negligence or gross misconduct solely attributable to the bidder or by any agency, contractor, sub-contractor or any of their employees by the bidder for the purpose of any or all of the obligations under this agreement. The bidder shall</p>	No change in terms of RFP
64	Section-8	29	8.23	Loss of Data	<p>What kind of data loss is considered here? SI will not guarantee any data loss from any other sources. Is Data loss protection to be considered as part of this solution? Please remove this.</p>	No Change in RFP

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65	Section-8	29	8.23	Indemnity	Bidder wishes to submit that the indemnity shall be payable only against third party claims arising from infringement of patents or copyright by manufactured or logoed Products or from death or any bodily injury or damage to real tangible property for which Bidder is legally liable. In such cases, Bidder shall be liable to pay only the damages, costs, etc as finally awarded by the court.	No change in terms of RFP
66	Section-8	30	8.24	Liability; The selected bidder shall indemnify the NPCI and be liable for loss due to malfunctioning of the equipment or any software as supplied by them. The total liability of the selected bidder under the contract shall not exceed the total order value placed on the said vendor.	<p>We would request NPCI to consider the below clause: The maximum aggregate liability of the Vendor shall not exceed the PO value.</p> <p>All indirect and consequential damages under this Agreement are excluded. Except for the warranties and representations expressly stated herein, Vendor hereby excludes all implied and statutory warranties</p>	No change in terms of RFP
67	Section-8	30	8.25	As Per Draft: Termination of Contract	<p>In the event of termination Customer shall pay bidder for goods delivered and services rendered till the date of termination.</p> <p>The Goods that are complete and ready for shipment within 30 days after the Supplier's receipt of notice of termination, the goods shall be accepted by the Purchaser at the Contract terms and prices. For the remaining Goods, the Purchaser may elect: (a) To have any portion completed and delivered at the Contract terms and prices ; or (b) To cancel the remainder and pay to the Supplier an agreed amount as per the Terms & conditions of the contract for partially completed Goods and for materials and parts previously procured or services rendered by the Supplier.</p>	No change in terms of RFP

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68	Section-8	30	8.26	The selected bidder shall indemnify NPCI and be liable for loss due to malfunctioning of the equipment or any software as supplied and installed by them. The total liability of the selected bidder under the contract shall not exceed the total order value placed on the said vendor.	<p>We propose alternate clause: The maximum aggregate liability of the Vendor shall not exceed the PO value.</p> <p>All indirect and consequential damages under this Agreement are excluded. Except for the warranties and representations expressly stated herein, Vendor hereby excludes all implied and statutory warranties</p>	No change in terms of RFP
69	Section-8	30	8.25	Termination for convenience - NPCI by written notice sent to the bidder may terminate the contract in whole or in part at any time for its convenience giving six months prior notice. The notice of termination shall specify that the termination is for convenience the extent to which performance of the bidder under the contract is terminated and the date upon which such termination become effective	<p>We request NPCI to make payment for the Goods duly supplied and / or Service(s) performed, including also the work in progress, up to the date of termination.</p> <p>The term “work in progress” shall include but not limited to the value of deliverables meant for delivery to the Purchaser</p> <p>(i) for which manufacturing/ service delivery process was initiated by the Supplier or its vendor prior to the date of notice of termination of Contract; or</p> <p>(ii) order was placed by the Supplier on its vendors, prior to the date of notice of termination.</p>	No change in terms of RFP
70	Section-8	30	8.24	Liability	Please clarify that the following is applicable: regardless of the nature of claim, Bidder's aggregate liability for direct damages under this Contract shall not exceed the charges paid by Customer to the Bidder for the individual product or service that is the subject of claim (if recurring, twelve months charges apply)(For instance- AMS portion). Bidder shall in no event be liable for indirect, consequential, incidental or special damages, loss of/damage to, data and third party claims, even if Bidder has been advised of possibility of such damages.	No change in terms of RFP
71	Section-8	30	8.25	Termination of Contract (For convenience)	Bidder requests the deletion of this clause.	No change in terms of RFP
72	Section-8	30	8.25	Termination of Contract (For insolvency)	Bidder requests the deletion of this clause.	No change in terms of RFP

Sr. No	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	NPCI Comment
73	Section-8	30	8.25	Termination of Contract (For non performance)	Please confirm the understanding that either party may terminate the contract, with thirty days prior written notice, if the other party has committed a material breach of the Agreement and if such breach has not been cured during the notice period. Purchaser shall pay Supplier for all products and services provided up to the effective date of termination.	No change in terms of RFP
74	Section-8	31	8.26	Liquidated damages - The selected bidder shall indemnify NPCI and be liable for loss due to malfunctioning of the equipment or any software as supplied and installed by them. The total liability of the selected bidder under the contract shall not exceed the total order value placed on the said vendor.	We request NCPI to amend the clause to cap the maximim liability of the selected bidder at 10% of the contract value	No change in terms of RFP
75	Section-8	31	8.26	The selected bidder shall indemnify NPCI and be liable for loss due to malfunctioning of the equipment or any software as supplied and installed by them. The total liability of the selected bidder under the contract shall not exceed the total order value placed on the said vendor.	We would request you to cap the Liquidated Damages upto 10% of the project value	No change in terms of RFP
76	Section-8	31	8.26	Liquidated Damages	Bidder would like to clarify that no indemnity can be provided for loss due to malfunctioning of the equipment or any software as supplied and installed by them.	No change in terms of RFP
77	Section-9	34	9.1.1	The Firewall should be Hardware based, purpose-built security appliance with hardened operating system	1). What is the OEM selection Criteria. NPCI should consider OEM in Gartner Leaders Quadrant and with "Recommended Rating" by NSS Labs Report 2). Is NPCI looking to consider OEM in Gartner Leaders Quadrant ?	No Change in RFP

Sr. No	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	NPCI Comment
78	Section-9	34	9.1.2	The proposed firewall must allow policy rule creation for application identification, user identification, threat prevention, URL filtering, QOS and scheduling in a single rule and not in multiple locations in the management console.	This is vendor specific as multiple vendors does this via single dashboard from same console	Changed 9.1.2 : The proposed firewall must allow policy rule creation for application identification, user identification, threat prevention, URL filtering, QOS and scheduling in a single rule or dashboard and not in multiple locations in the management console.
79	Section-9	34	9.1.3	The Firewall should support IPSec and SSL VPN technologies	1). What is the SSL performance NPCI looking for. Ideally SSL throughput should be 500 Mbps 2). What is the SSL performance NPCI looking for?	Added 9.1.3: The Firewall should support IPSec and SSL VPN technologies with a minimum throughput of 1 Gbps.
80	Section-9	34	9.1.4	The firewall should support minimum 15 Gbps Firewall Throughput	1). This is Large Packet or Internet MIX. Ideally this should be IMIX throughput 2). This is Large Packet or Internet MIX?	Changed 9.1.4:The firewall should support minimum 15 Gbps Firewall IMIX Throughput
81	Section-9	34	9.1.6	The proposed IPS should support minimum throughput of 3 Gbps	NPCI should consider inspection of full data stream rather than only initial 20K packets. NPCI should consider inspection of full data stream. Also NSS Report for IPS evaluation.	Added 9.1.6: The proposed IPS should support minimum throughput of 3 Gbps. The IPS should inspect entire data stream rather than only initial 20K packets.
82	Section-9	35	9.1.10	The proposed firewall should have atleast 12x10/100/1000 interfaces and minimum of 8x1 Gig SFP interfaces and 4x10 Gig SFP with option to expand number of Ethernet ports.	1). It is assumed that 8x1 Gig SFP Interfaces required are copper only ? Pls confirm if ok. 2). In the current environment how many ports are in use and why do we require so many ports. Would suggest 8x10/100/1000 interfaces, 8x1 Gig SFP interfaces and 4x10 Gig SFP interfaces 3). It is assumed that 8x1 Gig SFP Interfaces required are copper only. Pls confirm if ok. 4). In the current environment how many ports are in use and why do we require so many ports. ?	No Change in RFP
83	Section-9	35	9.1.13	The proposed firewall should support at least 25 Virtual Systems	Are we planning to use Virtualization or non-virtualization environment. Virtual Systems will make sense only in Virtualized Environment.	Virtualization should be supported.

Sr. No	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	NPCI Comment
84	Section-9	35	9.1.21	The firewall should support the following functionality - Application Detection, IPS, Anti-Virus, Anti-Spyware, Botnet detection, URL-Filtering, Data Content Filtering, IPSec VPN, SSL-VPN, HA, VS and QOS (marking and /or traffic shaping	What is the granularity in terms of Application Control e.g. more than 3500 Application and 200,000 Social Networking Widgets along with Web 2.0. More than 200+ pre-defined Data Types and 600+ File Types etc.	The details will be shared with the L1 bidder.
85	Section-9	36	9.1.33	The proposed firewall must support tap mode (via mirrored, taped, or SPAN port)	1). What is requirement of TAP mode in Firewall when running in Production Environment. If not required then should be deleted 2). It is not recommended TAP mode in Firewall when running in Production Environment. Please clarify.	No Change in RFP
86	Section-9	36	9.1.34	The proposed firewall must support transparent mode (layer 1, or bump on the wire)	Pl elaborate, is it similar to 9.1.33 and should be deleted.	No Change in RFP
87	Section-9	36	9.1.38	The Firewall should support Layer 2-7 firewall security services in L2 mode	Does NPCI wants Firewall to run in L2 mode. If not then this should be deleted	9.1.38 deleted from RFP
88	Section-9	37	9.1.48	The proposed firewall must have IPv6 Routing Support even for virtual routers.	Are we planning to use Virtualization or non-virtualization environment. This features is relevant only for Virtualized environment and should be removed in case Virtualization is not in use.	No Change in RFP
89	Section-9	37	9.1.58	The Firewall should support RFC 3377 - Lightweight Directory Access Protocol (v3)	There were multiple RFC's standards for LDAP and NPCI should ask LADP support. Specific RFC part not be mandatory or deleted as it seems Vendor specific	Changed 9.1.58: The Firewall should support LDAP
90	Section-9	38	9.1.59	The Firewall should support RFC 4347 - Datagram Transport Layer Security (DTLS)	1). Request you to please remove this clause 2). There were multiple RFC's standards for TLS and Datagram and NPCI should ask for TLS support. Specific RFC part should not be mandatory or deleted as it seems Vendor specific 3). Kindly clarify why this is required. 4). There were multiple RFC's standards for TLS and Datagram and NPCI should ask for TLS support. Specific RFC part seems to be Vendor specific. 5). There were multiple RFC's standards for TLS and Datagram and NPCI should ask for TLS support. Request NPCI to change the requirement as Firewall should support DTLS and remove any support for any particular RFCs.	Changed 9.1.59: The Firewall should support TLS

Sr. No	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	NPCI Comment
91	Section-9	38	9.1.70	The Firewall should support for stub multicast routing	Please change the requiremet to should support Multicast forwarding and Routing.	No Change in RFP
92	Section-9	38	9.1.61	The proposed firewall shall support DHCPv6 relay	Are we planning to roll out IPv6 in LAN. If not then this point should be deleted.	Changed 9.1.61: The proposed firewall support for DHCPv6 relay is desired.
93	Section-9	38	9.1.62	The Firewall should support SSL and IPsec encryption performed by dedicated hardware processors	1). This is Vendor specific as multiple vendors use Software based acceleration which provides more flexibility and scalability. Dedicated hardware processors part should be deleted or made optional 2). Multiple vendors use Software based acceleration . Is hardware processors mandatory or optional.	Changed 9.1.62: The Firewall should support SSL and IPsec encryption performed by dedicated hardware processors or software.
94	Section-9	39	9.1.86	The Firewall should support for dynamically addressed appliances via a central Management Server	1). Does this mean that the Mangement Server would need to connect to a Firewall System with Dynamically assigned IP address. Kindly clarify. 2). Are we supposed to quote seperate management appliance for each setup or centralized management which can manage the no of appliance in scope should suffice.	Changed 9.1.86. The firewall should have a central Management Server in active/passive configuration with reporting framework.
95	Section-9	39	9.1.91	The Firewall should support sending accounting information to multiple AAA servers simultaneously	Authorization and Authentication is Supported.	No Change in RFP
96	Section-9	39	9.1.92	The Firewall should support ability to dynamically fall back to the local user database in case of external AAA server outages	1). Multiple remote servers can be configured on the Fortigate appliance. Also Local user account can be Kindly update if this would meet the security requirement of NPCI. Please remove this point. 2). Should have a flexibility for dynamic and manual fall back as integration with 3rd party AAA not necessarily provides dynamic fall back. NPCI should ask for the support of Automatic or Manual fall back.	Fall back should be supported between AAA server and local database
97	Section-9	39	9.1.18	E-Management	Are we supposed to quote seperate management appliance for each setup or centralized management which can manage the no of appliance in scope should suffice.	The bidder should offer all the devices required as part of the overall solution.

Sr. No	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	NPCI Comment
98	Section-9	40	9.1.94	The Firewall should support automatic wiping flash memory contents if an asset recovery or password reset procedure occurs	1). Password recovery process is initiated with a reboot of the Firewall, hence only Authorized personnel can carry out this activity. FLASH on the fortigate appliances are used for storing signature updates. Kindly update if would meet the security requirement of NPCI. 2). Compact Flash is Vendor Specific as contents can be stored on Hard Disk also. Should have an option of HDD and Compact flash or optional	Added 9.1.94: The Firewall should support automatic wiping flash memory contents/ HDD if an asset recovery or password reset procedure occurs
99	Section-9	40	9.1.93	The Firewall should enable administrators to perform configuration rollback, store multiple configurations and software images in compact flash memory	Hard Disk provide more storage for configuration and software images and its advisable to have HDD. Compact Flash needs to be removed or should have an option of Hard Disk and/or Compact Flash with optional	Added 9.1.93 : The Firewall should enable administrators to perform configuration rollback, store multiple configurations and software images in compact flash memory/HDD
100	Section-9	40	9.1.111	The IPS should support at least Six 10/100/1000BASE-TX.	1). In case of integrated IPS any all the ports can detect the traffic and have IPS functionality 2). It is assumed this is part of clause 9.1.10. Kindly clarify.	1). Accepted 2). yes it is part of 9.1.10
101	Section-9	41	9.1.120	Must be able to identify Layer 2 Address Resolution Protocol (ARP) attacks and man-in-the-middle attacks.	ARP's insecurities can't be exploited remotely,only local attackers can exploit ARP's insecurities. IP mac bindings on the firewall appliance as well as switch's "Port Security can be configured to mitiagte ARP Cache Poisoning techniques.	No Change in RFP
102	Section-9	41	9.1.115	The device should have full virtualization support. Each virtual sensor must be configurable with unique signatures, rules and anomaly detection.	1).No hardware or logging specification mentioned . Need to also know if a VM based solution can be quoted. 2). Are we planning to use Virtualization or non-virtualization environment. This features is relevant only for Virtualized environment and can be removed in case Virtualization is not in use	1). The bidder should offer all the devices required as part of the overall solution. 2). Virtualization should be supported.
103	Section-9	41	9.1.116	Virtualized sensor can be managed through CLI and GUI security management tool	Are we planning to use Virtualization or non-virtualization environment. This features is relevant only for Virtualized environment and can be removed in case Virtualization is not in use	Virtualization should be supported.
104	Section-9	41	9.1.117	Support creation of baseline of normal network traffic and then uses baseline to detect worm-infected hosts	Solution should start working in detect and prevent mode from the day one instead on establishing baseline and then detected as baseline might get deviated in case already infection is there	The firewall should start building the baseline from day 1 by activating in detect or prevent mode.

Sr. No	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	NPCI Comment
105	Section-9	42	9.1.124	Device should have features to prioritize alerts after an alert action is taken place e.g. - if a high priority attack is dropped, the alert should be logged, however if an high priority attack is allowed, the alert should be an email.	All Attack notification will be sent on e-mail. This would provide a fail-safe method of being intemidated of suspicious/attack activity. Would br kind if NPCI calrifies on the same.	The attack notification should provide logging & email alert option.
106	Section-9	42	9.1.125	The ability to define a default operating system that will be used in the attack relevance calculation - e.g. if a Linux based attack is targeted towards a windows server, the alert severity of the attack should be lowered.	1). Separate IPS sensors based on Severity, OS,Application can be configures, so if a Sensor based on Serverity "Critical and high" , target OS "Microsoft"and applicaton "IIS" then only signatures pertaining to Severity high and critical and target OS Microsoft and application IIS would be enabled. Would be kind if NPCI clarifies on the same. 2). This is OEM specific as every OEM has a different way to handle and address the threat. NPCI should consider the solution which address max. vulnerability coverage for OS and applications like Microsoft, Oracle, IBM, Adobe etc. and have the best catch rate and provide out of the box protection and have "Recommended" rating from NSS. IPS Reports for NSS should be referred.	The signature should have the severity levels defined.
107	Section-9	42	9.1.126	Device should have the ability to dynamically understand the risk posed by an attack to the network so as to best adjust the rating of the alert. This risk should be assessed via various parameters like - relevancy of an attack (Linux vs. windows) and value of target (printer vs. server)	1).The OEM Threat and Response team carries out extensive research on the threats that are prevelant in todays environment. The criticality of each signature is based on the target OS, Application, Protocol etc. would be kind if NPCI suggest that this approach would meet the security requirement. 2). The criticality of each signature is based on the target OS, Application, Protocol etc. would be kind if NPCI suggest that this approach would meet the security requirement.	The signature should have the severity levels defined.

Sr. No	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	NPCI Comment
108	Section-9	42	9.1.127	The sensors should be able to detect attacks running inside of these tunnelling protocols - GRE, IP-in-IP, MPLS, and IPv6	1). MPLS will not be terminating on the firewall so there would not be any requirement for detecting attacks in MPLS traffic. 2). NPCI should ask for tunneling support in IPS and proposed solution should understand tunneling protocols but GRE and MPLS should be removed as they are generally terminated at Router and will not make provide any value add here. 3). Tunneling support in IPS and proposed solution should understand tunneling protocols but GRE and MPLS should be removed as they are generally terminated at Router and will not make provide any value add here.	MPLS is desired.
109	Section-9	42	9.1.133	G-Reporting	No hardware or logging specification mentioned . Need to also know if a VM based solution can be quoted.	The bidder should offer all the devices required as part of the overall solution.
110	Section-9	44	9.1.155	The proposed firewall shall include a searchable list of currently identified applications with explanation and links to external sites for further clarification	NPCI should look for Application and explanation for that application which can be provided on the same pop-up window and not necessarily link to external sites. This should be set as optional.	Accepted 9.1.155: The proposed firewall shall include a searchable list of currently identified applications with explanation on the same pop-up window or links to external sites for further clarification
111	Section-9	47	9.1.213	Unknown Applications	Kindly elaborate, as this can be specific for specific packet captures and will not be a a part of standard TCP Dump or Wireshark capture	9.1.213 deleted from RFP
112	Section-9	47	9.1.215	any threat	Kindly elaborate, as this can be specific for specific packet captures and will not be a a part of standard TCP Dump or Wireshark capture	9.1.215 deleted from RFP
113	Section-9	48	9.1.240	The proposed firewall shall support the same signature packages across all platforms and models	Please change to "Same Signature set should be supported across all platforms and models".	Added 9.1.240: The proposed firewall shall support the same signature packages/sets across all platforms and models

Sr. No	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	NPCI Comment
114	Section-9	49	9.2.1/9.2.2	Augments and optimizes the DNS infrastructure by taking over the domain resolution process for content requests and delivery for all types of static and dynamic Web content, and processes the request-responses at thousands of requests per second.	All these specifications mention DC / DR Failover and BCP scenario's. However point 9.2.4 also mention GSLB should be a scalable solution. Clarification is required on whether GSLB is required from day1.	The GSLB feature is required on the device, however it is not required from day 1.
115	Section-9	49	9.2.2	Ensure application availability across different sites		The GSLB feature is required on the device, however it is not required from day 1.
116	Section-9	49	9.2.4	Ensure global load balancing across data centres and should be scalable too.		The GSLB feature is required on the device, however it is not required from day 1.
117	Section-9	49	9.2.5	Geographic load balancing.		The GSLB feature is required on the device, however it is not required from day 1.
118	Section-9	49	9.2.7	DR / BCP planning	Should support Topology map as mandatory so all the DNS Appliance will have visibility of application running in DC and DR for BCP Drills and DR Failover	No Change in RFP
119	Section-9	49	9.2.3	Scale DNS performance up to 10x in throughput	1). RFP asks for solution that should be scalable to 4Gbps throughput. However, this clause mentions performance up to 10x throughgput. Pls clarify this point. 2). What is current throughput and scalability NPCI is looking for	The solution that should be scalable to 4Gbps throughput
120	Section-9	49	9.2.14	Should support 150 + load balancers and 1000 DNS rules	1). Pls clarify this point. What is 150+ load balancers. 2). Should mandatory support scripting customize DNS rules based upon business requirement.	Changed 9.2.14: Should support 150+ servers and 1000 DNS rules and support scripting customize DNS rules, based upon business requirement.

Sr. No	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	NPCI Comment
121	Section-9	49	9.2.1	Augments and optimizes the DNS infrastructure by taking over the domain resolution process for content requests and delivery for all types of static and dynamic Web content, and processes the request-responses at thousands of requests per second.	All these specifications mention DC / DR Failover and BCP scenario's. However point 9.2.4 also mention GSLB should be a scalable solution. Clarification is required on whether GSLB is required from day1.	The GSLB feature is required on the device, however it is not required from day 1.
122	Section-9	49	9.2.14	Should support 150 + load balancers and 1000 DNS rules	Need information on DNS rules. What type of DNS rules customer want to use	The details will be provided to L1 Bidder
123	Section-9	49	9.2.17	8 x 1000/100/10 BASE-T Ethernet ports	Can 6*10/100/1000 ports and 2*SFP (Copper / Fiber) ports can be acceptable to NPCI	No Change in RFP
124	Section-9	50	9.2.24	Should support load balance traffic based on DNS query types	Need additional information as traffic will land on different IP address for different type of query	The details will be shared with the L1 bidder.
125	Section-9	50	9.2.25	Should support load balance traffic based on DNS versus DNSSEC queries.	Need additional information. What is meaning of DNSEC queries based load balancing	The details will be shared with the L1 bidder.
126	Section-9	51	9.3.16	The WAF should decrypt the encrypted traffic to get access to the HTTP data.	1). - How many Applications (Web + Thick Client based) been considered under the scope? - How many Web Site/Applications would be Intranet-based Internet facing? - How many Web Applications enabled with PKI (SSL or Digital Certificate) 2). The WAF shouldn't rely on other networking equipments like load balancers etc for SSL encryption and decryption. WAF should take SSL offloading and should suport both SSL on backend servers and HTTP on backend servers.	1). The details would be shared with the L1 bidder. 2). No Change in RFP
127	Section-9	51	9.3.14		Fail - Open Features is not recommended in production environment as application security will be compromised if web application firewall is down or if it is in Fail Open mode. Example : If an attacker initiates a DDOS Attack on your site which brings down your network firewall and Web Application Firewall the next target in Fail Open will be application servers. Hence it would be recommended to have appliance in HA for application availability if one of the WAF appliances goes down.	Fail- Open feature is desired

Sr. No	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	NPCI Comment
128	Section-9	51	9.3.1	Should support minimum 1 Gbps throughput	Web Application Firewall is sized based on the HTTP/HTTPS through put which it needs to inspect and protect. So, instead of minimum throughput, please mention the minimum http/https throughput which needs to be protected.	Changed 9.3.1: Should support minimum 1 Gbps HTTP throughput
129	Section-9	51	9.3.10	should mitigate zero day attack with script engine	Different OEMs protect "zero day attack" in different ways. Clarification should say "Solution should mitigate zero day attack"	Changed 9.3.10: Solution should mitigate zero day attack
130	Section-9	52	9.3.39	should support integration with Third Party Vulnerabilities Scanners like Whitehat , Cenzic etc	WAF should be advanced and capable to indentify vulnerabilities in application by itself and not dependent on 3rd party tools for optimal performance.	Changed 9.3.39: should support integration with Third Party Vulnerabilities Scanners like Whitehat , Cenzic etc in case if the WAF cannot identify vulnerabilities in application by itself
131	Section-9	52	9.3.41	Should support configuration and reporting on same appliance	There are limitations to having reporting on same appliance. Thus for historic logs and reports, the WAF must be integrated to an external hardware/ monitoring tool.	No Change in RFP
132	Section-9	52	9.3.27	WAF should not just depend on manual configuration but should support auto learning of application paths and associated vulnerabilities by itself without depending on external vulnerability scanners.	Typically Vulnerability scanning is a separate solution and vulnerabilities are detected by vulnerability scanners. If WAF just find out only few vulnerabilities, then it may loose or miss other vulnerabilities. Hence WAF should have the option to interegerate with other vulnerability scanners. Kindly change the specifications as " WAF should not just depend on manual configuration but should support auto learning of application paths and associated vulnerabilities by itself or by interegerating with external vulnerability scanners.	No Change in RFP
133	Section-9	52	9.3.36	WAF should support Parameter signing.	This is an OEM specific "Term". Currently elaborate the required feature.	No Change in RFP

Sr. No	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	NPCI Comment
134	Section-9	53	9.3.74	WAF should support automatically analyze the security threats residing in the application	<ul style="list-style-type: none"> - Do NPCI has conducted any Web application security related activities? If Yes then do they have any specific Risk Assessment Reports as per OWASP framework? - Do NPCI have conducted any Application Threat Modeling kind of activities? 	The details would be shared with the L1 bidder.
135	Section-9	53	9.3.68	WAF should support user tracking and authentication to provide accurate policies to prevent fraud.	What do you mean by WAF should support user tracking and authentication to provide accurate policies to prevent fraud? Kindly Elaborate	Deleted 9.3.68 from RFP
136	Section-9	53	9.3.65	ICAP integration with DLP server	WAF is not required to be integrated with DLP solution for Data leakage. Most of the WAF solution support "DLP" by default. Hence the clause should be "Solution should have built in web DLP feature or should integrate with DLP server"	Changed 9.3.65: Solution should have built in web DLP feature or should integrate with DLP server
137	Section-9	54	9.3.88	detailed PCI compliance report with action plan to achieve compliance	Does NPCI required any specific Regulatory and Compliance reports apart from PCI?	ISO 27001 and ISO 9001
138	Section-9	54	9.3.92	WAF should support policy distribution from one device to another	What do you mean by "WAF should support policy distribution from one device to another"?	Changed 9.3.92 : WAF should be able to do configuration and policy synchronisation.
139	Section-9	54	9.3.85	Selectable report formats: HTML, PDF & XML.	Industry standard is "pdf" and "csv" format. Kindly suggest that report format should be pdf/xml/email/	Changed 9.3.85: Selectable report formats: PDF, XML & HTML or Email.
140	Section-9	54	9.3.91	System Management	As Logging will need a lot of storage space, We recommend that NPCI should ask vendors to allow customize logs which can reduce syslog server space	The bidder should offer all the devices required as part of the overall solution.
141	Section-9	55	9.40	Component Requirements: Cat6 Patch Panel & Accessories	Do we need to consider low side components like cable tray, PVC conduit etc.	The bidder has to consider all the accessories needed for the devices. Rackspace for the devices would be provided by NPCI.
142	Section-9	55	9.40	Cat6 Patch Panel & Accessories	How many nodes of copper/fiber drops. we need to consider	The bidder has to consider all the accessories needed for the devices. Rackspace for the devices would be provided by NPCI.

Sr. No	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	NPCI Comment
143	Section-9	55	9.40	Cat6 Patch Panel & Accessories	How many numbers of server & network rack we need to consider	The bidder has to consider all the accessories needed for the devices. Rackspace for the devices would be provided by NPCI.
144	Section-9	55	9.40	Component requirements	Request the authority to kindly mention the specifications and quantities that are required for Patch Panel, CAT 6 patch cables and accessories	The bidder has to consider all the accessories needed for the devices. Rackspace for the devices would be provided by NPCI.
145	Annexure-B	58	10.30	Bid Offer Forms : Until a formal contract is prepared and executed with the selected bidder, this offer will be binding on us. We also certify that the information/data/particulars furnished in our bid are factually correct. We also accept that in the event of any information / data / particulars are found to be incorrect, NPCI will have the right to disqualify /blacklist us and forfeit bid security.	Until a formal contract is prepared and executed with the selected bidder, this offer will be binding on us. We also certify that the information/data/particulars furnished in our bid are factually correct. We also accept that in the event of any information / data / particulars are found to be incorrect, NPCI will have the right to disqualify /blacklist us and forfeit bid security.	No change in terms of RFP
146	Annexure-I	66	10.10	Eligibility Criteria Matrix: The bidder should have expertise in deploying/configuring all devices mentioned in the RFP with atleast 2 live installations and support-Letter from the customers in this regard, to be attached.	Will PO suffice for this criteria. Do the vendor have to do implementation/installation of both the solutions at one customer place ? Can we submit individual reference for firewall and DDNS solution.	The bidder can submit proof for individual products and OEM undertaking for implementation, suuport & post implementation.
147	Annexure-I	66	10.10	Eligibility Criteria	"The proposed firewall must have featured in the latest Gartner Report of 2013 for Enterprise Network firewalls in the Challenger's or Leader's quadrant".	No Change in RFP
148	Format B	70		DDNS Solution firewall (replacement with buyback option)	Is this optional? If the Firewall solution provides this facility as separate blade but on same platform. Is NPCI going to consider it or they want the dedicated hardware for the same. Please specify in detail.	No, it is not an optional item.Dedicated device is needed.

Sr. No	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	NPCI Comment
149	Format B	70		Web Application firewall(optional)	Is this optional? If the Firewall solution provides this facility as separate blade but on same platform. Is NPCI going to consider it or they want the dedicated hardware for the same. Please specify in detail.	This is optional item
150	Table-3	72	TABLE 3	Facilities Management for L2 support for 1 engineer to maintain the General shift (cost per year)	Only one L2 resource has to be considered? What about shadow resources cost ? Please specify it clearly.	The TCO mentions only 1 L2 Engineer
151	Table-4	72	TABLE 4	Buyback of devices.	Are these devices running in NPCI environment or kept as standby? If these devices are not carrying any value still NPCI want to replace them? Please specify it clearly.	The devices mentioned in the buyback are production devices.
152	General				The specifications mentioned are that of Load Balancer then why it has been named as DDNS?	No Change in RFP
153	General				Where are the DNS servers hosted? Both A DNS and CDNS?	The details would be shared with the L1 bidder.
154	General				Is there any expectation for this box is work as CDNS?	The details would be shared with the L1 bidder.
155	General			Clause not present in RFP	Customer hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. Customer agrees that Bidder shall not be in any manner be liable for any delay arising out of Customer's failure to make the site ready within the stipulated period, including but not limited to levy of liquidated damages for any delay in performance of Services under the terms of this Agreement.	No change in terms of RFP
156	General			Clause not present in RFP	Any Deliverable(s) / Work Product(s) provided to the Customer shall be deemed to have been accepted if the customer puts such Deliverable(s) / Work Product(s) to use in its business or does not communicate its disapproval of such Deliverable(s) / Work Product(s) together with reasons for such disapproval within 10 days from the date of receipt of such Deliverable(s) / Work Product(s).	No change in terms of RFP
157	General			Clause not present in RFP	The risk, title and ownership of the products shall be transferred to the customer upon dispatch of such products to the customer	No change in terms of RFP

Sr. No	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	NPCI Comment
158	General			Clause not present in RFP	Since Bidder is acting as a reseller of completed products, Bidder shall “pass-through” any and all warranties and indemnities received from the manufacturer or licensor of the products and, to the extent, granted by such manufacturer or licensor, the Customer shall be the beneficiary of such manufacturer’s or licensor’s warranties and indemnities. Further, it is clarified that Bidder shall not provide any additional warranties and indemnities with respect such products.	No change in terms of RFP
159	Section-9				As Logging will need a lot of storage space , We recommend that NPCI should ask vendors to allow customize logs which can reduce syslog server space	All the proposed devices should be integrated with the SIEM solution.
160	General			Proposed clause - interst on delayed payments	We suggest PNCI that payments that are due to the Supplier be released on or before the due date. In the event of non payment, Interest at an annual rate equal to 18% shall be applicable for the relevant delayed period, calculated from the date due until date of full payment.	No change in RFP
161	General			Proposed clause - Site Not Ready	<p>In order to enable the Supplier to commence work and meet its obligations under the contract, we request NPCI to provide physical possession of the site and access thereto, and making the site ready complete in all respect.</p> <p>We suggest that the Supplier should not in any manner be liable for any delay under the terms of this contract, if such delay is attributable to Purchaser’s failure to make the site ready within seven (7) days of Supplier’s direction in this regard.</p>	No change in terms of RFP

Sr. No	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	NPCI Comment
162	General			Proposed clause - Deemed Acceptance	<p>We suggest that the goods / software which require acceptance test shall be deemed accepted for the purpose of release of payment and for start of the warranty period and otherwise, on occurrence of any one of following events, whichever occurs earliest:</p> <p>a. if Purchaser fails to conduct or does not provide a written notice of any rejection / confirmation of acceptance test, within seven (7) days from the date of Test readiness notification by the Supplier, or</p> <p>b. if Purchaser puts the material into operational / productive/ normal use prior to acceptance test.</p> <p>c. if goods / software have been installed but, due to reasons beyond the control of the Supplier, it has not been possible during a period of three (3) days from the date of notice by the Supplier, to proceed with the acceptance tests.</p>	No change in terms of RFP
163	Section-8			<p>1. 20 % of the equipment cost of Purchase Order will be paid on delivery.</p> <p>2. 70 % of the equipment cost of Purchase Order after installation of hardware and issue of Acceptance. (Refer 8.13).</p> <p>3. 10% of the equipment cost of the Purchase Order will be paid after expiry of the warranty period and against submission of Performance Bank Guarantee for equivalent amount, issued by a scheduled commercial bank, valid till expiry of the warranty period.</p> <p>4. For the purpose of payment, the end of the quarter will be June, Sept, Dec and March. Payment will be released within 30 days of receipt of Invoice, if otherwise in order.</p>	<p>We recommend NPCI to consider following payment terms as any end up paying 100% payment in advance or max on delivery.</p> <p>1) 70% on delivery of the material</p> <p>2) 20% on installation & commissioning</p> <p>3) 10% against submission of Performance Bank Guarantee</p>	No change in RFP