

Queries with Details and Changes to RFP			
Clause No	Clause from the RFP	Amendment/ Clarification desired in the clause	GIC Re's Response
Section I.4.a	4.a) Government Community Cloud (GCC): All application VMs must be hosted on the GCC and managed by the Selected Bidder. List of current VMs provided in Annexure XIII. The Selected Bidder shall migrate the listed VMs from current DC to proposed DC and then setup a DR site as per the Annexure. GIC Re must be able to Scale Up/ Down the VMs, compute, storage, etc. on a Pay-as-you-Go Model for this Cloud.	Please clarify GCC hosted environment can it be interpreted as GCC Compliant vendor as per MEITY?	VMs must be hosted on Government Community Cloud in both the proposed DC & DR sites. Bidders and proposed DC & DR sites must be listed and valid under GCC section in the latest Audit Status Tab in below link: https://www.meity.gov.in/content/gi-cloud-meghraj
Section I.4	GIC Re's Data Center (DC) and Disaster Recovery (DR) Sites are presently hosted and managed by an external Professional Service Provider. The DC is in Mumbai and DR is in Bengaluru. The current infrastructure in DC and DR infrastructure is in OPEX model. GIC Re is in requirement of Pay-as-you-Go model services for all its compute, storage, security, and network requirements for its DC and DR sites. This Hybrid Cloud Setup will consist of 3 different Clouds:	Please confirm the bidders understanding on the point "3 different Clouds" means there are 3 different application is running from one single datacenter from in Hybrid Cloud platform mention as below.	"3 different Clouds" mean GCC, Oracle Physical Servers & HANA DB Cloud running from single DC. For uniformity, these 3 combined have been referred to as Hybrid Cloud in the RFP.
Section I.4.a	a) Government Community Cloud (GCC): All application VMs must be hosted on the GCC and managed by the Selected Bidder. List of current VMs provided in Annexure XIII. The Selected Bidder shall migrate the listed VMs from current DC to proposed DC and then setup a DR site as per the Annexure. GIC Re must be able to Scale Up/ Down the VMs, compute, storage, etc. on a Pay -as you-Go Model for this Cloud.	The bidders responsibility of migration of DC and DR Site infrastrcutre, all the application level migration will be taken care by the application vendor / GIC team.	Selected Bidder must migrate entire VMs/ Servers (data, app, DB, everything) and ensure application migration and functioning in coordination with GIC Re's application support teams.
Section I.4.c	Private Cloud for Oracle DB	Assuming Only Two Cloud Pod for Entire Solution. Oracle Servers will be part of the same POD with Dedicated Physical Host. Please clarify	Oracle DB Servers/ Private Cloud for Oracle DB must be interpreted/ read as Physical Oracle Servers (2 for DC & 1 for DR). Selected Bidder must provide Physical Servers for Oracle DB and size as per Annexure XIII.
Section I.4.c	Private Cloud for Oracle DB: The Selected Bidder shall host and manage 2 Physical Servers for Oracle DB at DC site and 1 at DR site (hereinafter referred to as Oracle Cloud or Oracle Private Cloud), as per sizing in Annexure XIII. GIC Re must be able to Scale Up/ Down the compute, storage, etc. on a Pay-as-you-Go Model for this Private Cloud. This setup must be compliant with Oracle's license requirements.	As requirement is for dedicated Hardware for Oracle , hence Scale Up is only possible with Storage , So requesting GIC RE to remove or Change the clause as the applicability with Physical Hardware.	Agreed. Only scale-up of storage can be considered for Physical Oracle DB Servers by Bidders.
Section I.4	The DC is in Mumbai and DR is in Bengaluru	Can the bidder propose Delhi location? As in the pre-qualification criteria GIC has mentioned 'Disaster Recovery Site should be in a different seismic zone other than the Data Center within India.' which should be the requirement and open for bidder to propose.	GIC Re has specified locations of current DC & DR here. Bidders may propose any location for DR as long as PQC is fulfilled.

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Section I.4.h	h) The Selected Bidder shall provide secure remote connectivity for selected GIC Re's roaming users through SASE ZTNA EDS based technology. The Selected Bidder shall migrate the current SASE ZTNA EDS Solution from current DC to new DC & DR and manage the same with fresh licenses as per Commercial. The details of licensing & capacities provided are to be mentioned in the proposal from the Selected Bidder	Please share the total count of roaming users those who are connecting DC and DR Site using SASE ZTNA EDS based technology.	Already mentioned in RFP. Selected Bidder must provide licenses and services for 100 users initially, with provision to scale-up when needed as per rate card in Commercial Bid.
Section I.4.h	h) The Selected Bidder shall provide secure remote connectivity for selected GIC Re's roaming users through SASE ZTNA EDS based technology. The Selected Bidder shall migrate the current SASE ZTNA EDS Solution from current DC to new DC & DR and manage the same with fresh licenses as per Commercial. The details of licensing & capacities provided are to be mentioned in the proposal from the Selected Bidder	Please share the existing details of SASE ZTNA EDS based technology Solution.	Currently Akamai EDS is deployed for GIC Re, with 2 virtual connectors in DC.
Section I.4.j	j) The Selected Bidder shall provide valid licenses from OEMs for all components (Hypervisor, OS, DB, MSS, SD-WAN, etc.) and submit certificates from OEMs for the same.	As per SPLA / Monthly Subscription policy of the OEM there is no separate portal for each entity, we can submit the undertaking for the same, please confirm.	Agreed.
Section I.4.i	BROAD REQUIREMENTS OF RFP The Selected Bidder shall provide IPSEC Site-to-site VPN for GIC Re's foreign office locations at London, and Kuala-Lumpur. The Selected Bidder must enable connection to these locations by making necessary changes at both end Firewalls for the site-to-site VPN configuration as required. The contact details of branch location are provided on GIC Re's website. Selected bidder shall contact the branches and facilitate the entire process of IPSEC Site-to-site VPN configuration	What is the throughput require for firewall & UTM for entire setup of GIC requirement, please confirm	Current Firewall throughput for entire GIC Re is 1 Gbps.
Section I.5.F	Rack Space in DC & DR Selected Bidder shall also assist GIC Re in fulfilling the requirements of the NCCC Project by CERT In. This project involves setting up Honeypot sensors (2U Rack space) in GIC Re's Cloud Infrastructure, collecting SIEM logs from GIC Re's network and sending it to CERT-In through the public domain (4 public IPs).	Please confirm the Selected Bidder has to Provide 2U Rack space at both side DC and DR.	2U Rack space needed only at DC for mentioned NCCC Project by Cert-In.
Section I.4.c	"The proposed solution shall connect all GIC Re's domestic branches over Dual MPLS & Dual ILL links with SD-WAN solution"	Please clarify Dual MPLS/ILL means are you looking for MPLS/ILL from two different service providers OR last-mile should be from two different service providers towards two different PoPs of Sify	Purpose of this clause is to have HA for MPLS and ILL links and load balancing over the links. Bidders may propose accordingly.

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Section I.4.h	"The Selected Bidder shall provide secure remote connectivity for selected GIC Re's roaming users through SASE ZTNA EDS based technology. The Selected Bidder shall migrate the current SASE ZTNA EDS Solution from current DC to new DC & DR and manage the same with fresh licenses as per Commercial. The details of licensing & capacities provided are to be mentioned in the proposal from the Selected Bidder."	Hope the existing hardware will be migrated to new DC/DR, the service provider have to provide only fresh licenses.	There is no hardware for current ZTNA solution; only 2 virtual connectors at current DC. Selected Bidder can migrate current solution and procure fresh licenses or propose a different solution altogether. Solution must be compatible with GIC Re's legacy/ thick/ non-cloud applications.
Section I.4.b	The Selected Bidder shall provide at least 99.95% availability & uptime per month	Bidder can provided 99.9% percent uptime for HA infra and 99.5% for non-HA infra.	Agreed.
Section I.4.c	The proposed solution shall connect all GIC Re's domestic branches over Dual MPLS & Dual ILL links with SD-WAN solution.	Considering the ask of 4 SDWAN CPE at each locations. This type of architecture is not recommended. Suggesting customer to consider dual SDWAN CPE each location with both dual MPLS and Dual ILL to be configured on these dual CPE only	This has been rectified in Corrigendum to RFP which is published on GIC Re Website.
Section I.4.h	The Selected Bidder shall migrate the current SASE ZTNA EDS Solution from current DC to new DC & DR and manage the same with fresh licenses as per Commercial.	Does customer want to shift existing license or new licenses to be purchased. If it is new licenses then why the shifting?	Selected Bidder can migrate current solution and procure fresh licenses for GIC Re or propose and implement a different ZTNA solution altogether. Solution must be compatible with GIC Re's legacy/ thick/ non-cloud applications.
Section I.4.h	The Selected Bidder shall migrate the current SASE ZTNA EDS Solution from current DC to new DC & DR and manage the same with fresh licenses as per Commercial.	Can bidder propose alternative ZTNA solution which is compliant instead of using existing?	Selected Bidder may propose and implement a different ZTNA solution altogether. Solution must be compatible with GIC Re's legacy/ thick/ non-cloud applications.
Section I.4.h	SASE ZTNA h) The Selected Bidder shall provide secure remote connectivity for selected GIC Re's roaming users through SASE ZTNA EDS based technology.	Please confirm the total number of roaming user. Please confirm the total end user of ZTNA. Please confirm the existing vendor (OEM).	Already mentioned in RFP. Selected Bidder must provide licenses and services for 100 users initially, with provision to scale-up when needed as per rate card in Commercial Bid. Currently Akamai EDS is deployed for GIC Re, with 2 virtual connectors in DC.
Section I.4.h	The Selected Bidder shall migrate the current SASE ZTNA EDS Solution from current DC to new DC & DR and manage the same with fresh licenses as per Commercial. The details of licensing & capacities provided are to be mentioned in the proposal from the Selected Bidder.	Please share details of the solution the currently deployed and the deployment architecture along with integrations / interfaces it has with the current systems.	Currently Akamai EDS is deployed for GIC Re, with 2 virtual connectors in DC. This solution is compatible with all applications in GIC Re's environment.
Section I.4.u	u) The Selected Bidder shall be solely responsible for migration & implementation of the data, applications, OS, and DBs at proposed DC & DR sites, as mentioned in Annexures XIII & XIV	The bidders responsibility of migration of DC and DR Site infrastrcutre to new sites, all the application level migration will be taken care by the application vendor / GIC team.	Selected Bidder must migrate entire VMs/ Servers (data, app, DB, etc.) and ensure application migration and functioning in consultation with GIC Re's application support teams.
Section I.5.A	u) The Selected Bidder shall be solely responsible for migration & implementation of the data, applications, OS, and DBs at proposed DC & DR sites, as mentioned in Annexures XIII & XIV.	Request to include DB and application migration in the application managed service providers scope since they would have more visibility into the application and its data and thus guarantee integrity of the application data post migration.	Selected Bidder must migrate entire VMs/ Servers (data, app, DB, etc.) and ensure application migration and functioning in consultation with GIC Re's application support teams.

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Section I.5.A	The Selected Bidder shall ensure that the DC & DR sites are located within India, in separate seismic zones, and the DC is in Mumbai. GIC Re will undertake yearly audits of the provisioned cloud environment; Selected Bidder is required to facilitate such timely audits as decided by GIC Re.	request you to kindly ammend this clause as " The Selected Bidder shall ensure that the DC & DR sites are located within India, in separate seismic zones, and the DC is in Mumbai / Navi Mumbai. GIC Re will undertake yearly audits of the provisioned cloud environment; Selected Bidder is required to facilitate such timely audits as decided by GIC Re."	Agreed. DC must be proposed in Mumbai or Navi Mumbai.
Section I.5.A	The Selected Bidder shall ensure that the proposed solution is working as intended and as per GIC Re's satisfaction post migration and implementation.	What is the definition of solution satisfaction, quantify the satisfactory result ? "Solution Satisfaction need to be quantified"	The selected bidder will be responsible for migrating and delivering the applications in the new environment on as-is basis. GIC Re will confirm in writing that Migration and Implementation has been successfully and satisfactorily completed by Selected Bidder.
Section I.5.A	The Selected Bidder shall carry out the capacity planning in advance to identify & provision, where necessary, the additional capacity to meet the user growth and/ or the peak load requirements to support the scalability and performance requirements of the solution for the Contract Period. There should not be any constraints on the services. The final decision on capacity addition will be taken in consultation with GIC Re.	For advance capacity planning GIC should share 3 months new coming project details. Our cloud can be scale up and scale down on fly but we request the same to client as accordingly documentation and resource alignment needs to be done for specific activity	The selcted bidder must provide the scalability benefit on Existing environment as per the SLA. However for any new projects that have major resource requirement, GIC Re will inform the same 30 days in advance.
Section I.5.A	The Selected Bidder shall carry out hardening of OS (Operating System), patch and other configuration management activity on all OS, DB, private cloud, and its related software, etc., (which is provided under this RFP) as per the requirement of GIC Re VAPT (Vulnerability Assessment & Penetration Testing)/ audit Observations during the Contract Period as per GIC Re's requirement. Selected Bidder shall undertake BIOS, OS, DB, hypervisor, other software, etc. upgrade whenever required by GIC Re or on recommendation from OEM (during Contract Period). GIC Re conducts VAPT and Information Security audit based on GIC Re's audit policy. The Selected Bidder needs to comply with the findings of the VAPT/ audit in terms of the hardware, software, OS, DB & applications provided under this RFP.	GIC should share present policies and new policies for hardening . We follow hardening policies as per standards .How many times in year VA and PT should be done and report should be submitted GIC should clearly define the same	Hardening Policies must be as per Industry best practices/ standards. GIC Re will conduct VAPT and other audits quarterly/ annually. Selected Bidder must comply with the findings and take action as per recommendations.
Section I.5.A	The Selected Bidder shall carry out hardening of OS (Operating System), patch and other configuration management activity on all OS, DB, private cloud, and its related software, etc., (which is provided under this RFP) as per the requirement of GIC Re VAPT (Vulnerability Assessment & Penetration Testing)/ audit Observations during the Contract Period as per GIC Re's requirement.	Please confirm the GIC will be taken care by the VAPT audits and bidder has closed the all the Observations / finding in the VAOT audits.	GIC Re will conduct VAPT and other audits quarterly/ annually. Selected Bidder must comply with the findings and take action as per recommendations.

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Section I.5.B	B. Deployment of VMs on GCC ▪ The GCC shall be hosted on an isolated cloud at the Selected Bidder's DC & DR sites, separate from other clouds.	The GCC environment is virtually isolated from SAP HANA Cloud and Oracle Private Cloud.	The bidder is free to propose SAP HANA and Oracle Private Cloud on GCC wherever possible or a separate infrastructure from GCC.
Section I.5.A	GIC Re VAPT (Vulnerability Assessment & Penetration Testing)/ audit Observations during the Contract Period as per GIC Re's requirement	Will GIC do the VAPT and provide their observation to the bidder? Or does GIC want bidder to do the VAPT? As this requirement is not part of the commercial BOQ.	GIC Re will conduct VAPT and other audits quarterly/ annually. Selected Bidder must comply with the findings and take action as per recommendations.
Section I.5.A	The Selected Bidder must wipe out all data from existing hardware at the current DC & DR sites, after completing migration activity.	Since the management of existing infra responsibility is with existing manage service provider. This responsibility should be with them.	Agreed.
Section I 4.A	Scope of work - Cloud Infrastructure Design The Selected Bidder needs to comply with the findings of the VAPT/ audit in terms of the hardware, software, OS, DB & applications provided under this RFP	Customer shall define the compliance reference point for an audit, audit will be followed by ISO27000, GDPR or on what control basis ? is there any specific framework ask	Selected Bidder must comply with all sorts of Government, regulatory, BFSI Sector audits.
Section I.5.U	Migration Scope	Need more clarity on Sify responsibility / Support require to migrate the SAP Application to HANA S4	Selected Bidder shall migrate current SAP VMs (as per Annexure XIII) as-is to the GCC VMs, hence existing DC service provider will not need to provide HANA DB migration related support. HANA DB Migration not part of scope of work of this RFP. However support for HANA infrastructure during DB migration is required from the selected bidder.
Section I.5.A	The Selected Bidder must wipe out all data from existing hardware at the current DC & DR sites, after completing migration activity. The selected bidder should provide proof/certificate for wiping out all data from existing hardware.	Access to running wiping and audit tools in current DC would be available only with the current service provider, request to have this scope covered by the incumbent.	Agreed.
Section I.5.C	Selected Bidder shall provide Backup solution with different features, like snapshots of VMs, DB backup, incremental and full back up of all data, restoration of data in test environment as and when required. Backup schedule shall be as per GIC Re's IS Policy, which shall be provided to selected bidder.	The backup restoration on the test environment is bidder has to provision the environment or GIC will ask to restore the data on the existing test environment.	GIC Re may ask Selected Bidder to restore backups on existing test VMs/ servers or on to new VMs/ servers.
Section I.5.C	Selected Bidder shall provide dual MPLS connectivity from each of GIC Re's domestic branches to DC and DR (Hub-and-spoke Model). Traffic will be shared among the dual links through SD-WAN services.	Please confirm do we have to provide branch level devices for the MPLS connectivity	Yes. Bandwidth requirement provided in Annexure XII of Corrigendum.
Section I.5.B	Security solutions such as UTM, WAF, Anti-Virus, HIPS, Anti-DDoS, Anti-APT, AV, EDR, PIM/ PAM, DLP, etc. shall be deployed (as shared service) for securing applications and servers on GCC, SAP HANA & Oracle Clouds.	Please confirm the throughput of UTM. Kindly confirm the required throughput of WAF at DC-DR. Also confirm WAF is required in HA.	Current NGFW/ Firewall throughput is 1 Gbps. WAF throughput is 5 Mbps. WAF & NGFW required in HA.

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Section I.5.D	Dynamic Scaling	Dynamic Scaling for Dedicated Oracle instance will not be possible	Agreed. Oracle Physical DB Servers must be scalable in terms of RAM and Storage.
Section I.5.E	Ownership of Data/ VMs/ Software/ Licenses	As the DB versions are not specified and due to change of OS version supported by DB - Oracle , its versions might needs to be upgraded and also have dependencies with SAP applications and its BASIS / ABAP patches etc. to perform any DB upgrade What is the plan of GIC for such required DB or application software upgrades ?	All Application version upgrade will be performed by GIC Re. Selected Bidder must perform OS and DB upgrades. (Annexure XI).
Section I.5.F	Compliances	"Selected Bidder shall also assist GIC Re in fulfilling the requirements of the NCCC Project by CERT-In. This project involves setting up Honeypot sensors (2U Rack space) in GIC Re's Cloud Infrastructure, collecting SIEM logs from GIC Re's network and sending it to CERT-In through the public domain (4 public IPs). " - Need clarity . Is Deception solution required?? Solution & MSE to work with customer and clarify	2U rack space in DC, 4 public IPs and connection to GIC Re's Network required.
Section I.5.I	<ul style="list-style-type: none"> Selected Bidder shall document and perform patch management for entire infrastructure appropriate to the scope of their control and/or provide self-service tools to perform patch management. Any required version/ Software/ Hardware/ OS/ DB upgrades, patch management etc. in the Hybrid Cloud Infrastructure shall be performed by the Selected Bidder for the entire Contract Period at no extra cost to GIC Re. Selected Bidder shall Generate Alerts well in advance on the upcoming patches via email and management portal. 	Bidder has to provision the patch managemnt solution for DC and DR Site Setup for OS and DB, application patch management will be taken care by the application team / GIC team	Application patches will be managed by GIC Re. OS & DB patch/ version management must be done by Selected Bidder in consultation with all relevant stakeholders (As per Annexure XI).
Section I.5.I	<ul style="list-style-type: none"> Selected Bidder shall document and perform patch management for entire infrastructure appropriate to the scope of their control and/or provide self-service tools to perform patch management. Any required version/ Software/ Hardware/ OS/ DB upgrades, patch management etc. in the Hybrid Cloud Infrastructure shall be performed by the Selected Bidder for the entire Contract Period at no extra cost to GIC Re. Selected Bidder shall Generate Alerts well in advance on the upcoming patches via email and management portal. 	Bidder has to provision the patch managemnt solution for end users for Antivirus and DLP only not for OS.	Agreed. Selected Bidder must manage patch/ version upgrade for EDR and endpoint DLP only and not for user endpoint OS. However, Any required version/ Software/ Hardware/ OS/ DB upgrades, patch management etc. in the Hybrid Cloud Infrastructure shall be performed by the Selected Bidder.
Section I.5.K	When the Selected Bidder (with prior approval of GIC Re) scales down the infrastructure services, Selected Bidder is responsible for deleting or otherwise securing GIC Re's Content/ application/ data prior to VM deletion and in case deleted, shall ensure that the data cannot be forensically recovered. Prior to such VM deletion, a VM/ data backup must be taken and retained for 10 years.	The VM data backup policy is yearly once, please confirm.	Yearly full backups of VMs/ Servers must be taken once either on last day of December or first day of January every year and retained for 10 years.

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Section I.5.O	When the Selected Bidder (with prior approval of GIC Re) scales down the infrastructure services, Selected Bidder is responsible for deleting or otherwise securing GIC Re's Content/ application/ data prior to VM deletion and in case deleted, shall ensure that the data cannot be forensically recovered. Prior to such VM deletion, a VM/ data backup must be taken and retained for 10 years.	Given Backup Policy (given on page 21 of 159 under "Indicative Backup Plan") shows 7 years of retention wherein RFP is asking for 10Years of retention. Can we get confirmation on exact retention policy for VM/data backup?	Yearly full backups must be retained for 10 years.
Section I.5.N.N.1	Server-Hardware having 1:2 Physical Core to vCPU ratio.	In this section it is mentioned as 1:2 requirement but in the compliance section of 'Compute' it is asked as 4:1. Kindly confirm the requirement?	To be read as 1:4
Section I.5.N.N.1	Server-Hardware having 1:2 Physical Core to vCPU ratio.	In this Section, Physical core to VCPU Ratio required is 1:2, whereas in the compliance sheet it has asked for 1:4. Kindly confirm the same. As per the Standard Policy for Core to VCPU ratio Is 1:4.	To be read as 1:4
Section I.5.N.N.2	N.2. Administration, Configuration & Training The Selected Bidder shall arrange training for GIC Re personnel on proposed cloud platforms from OEM and Self-Service portal, with respective certifications.	Please confirm the Number of personnel to who we have to provide training. Also confirm the training will be Virtual/Physical in bidder premise or the Trainer has to visit GIC office to give the training.	Number of Personnel: 10 per year (max). Bidders may take a call on mode of training.
Section I.5.N.N.5	Security of VMs, Servers & Endpoints All Endpoints, of each GIC Re branch, should have EDR (Endpoint Detection & Response) and DLP (Data Leak/ Loss Prevention) features/ solution installed.	Please confirm when you are referring Endpoints means only Laptops & desktop. Also confirm, The EDR Solution is required for DC and DR virtual Machines as well	EDR stands for Endpoint Detection & Response. So only for endpoints, meaning laptops/ desktops. Server Security/ Antivirus is required for VMs/ Servers.
Section I.5.N.N.4.4	The Selected Bidder shall ensure the VMs & Servers provisioned should have minimum 4 no's of 10G vNIC and should be scalable to 25G or 50G each.	With respect to Public Cloud , mentioned Clause is irrelevant . SO requesting GIC to remove this clause.	Bidders may ignore this requirement.
Section I.5.N.N.4	Network Interfaces & Segmentation of VMs & DB Servers	On Target platform do you have a need to keep the IP and Host name same as of source . What other applications outside world GIC system connects , for example BANK data etc.	Yes, Same HostName and IP preferable for new setup. No connection to outside system, except M365.
Section I.5.N.N.4.4	VMs & Servers provisioned should have minimum 4 no's of 10G vNIC and should be scalable to 25G or 50G each	What is the use case of Having 4 vNIC?	Bidders may ignore this requirement.
Section I.5.N.N.4.4	The Selected Bidder shall ensure the VMs & Servers provisioned should have minimum 4 no's of 10G vNIC and should be scalable to 25G or 50G each	Binding the solutions to specifications like these would imply that the entire solution would need to be built on a private stack as per these specifications, thus losing the ability to leverage on cloud economies. Kindly confirm if bidder should consider this and build a private cloud stack.	Bidders may ignore this requirement.
Section I.5.O.O.1	Backup & Restoration Data	1) Kindly Confirm the datasize of SAP, Non-SAP and SAP HANA Env. 2) Please confirm the daily incremental data backup size.	Current Total Backup Size (without HANA) = 50 TB Current Daily Incremental Backup Size (without HANA) = 7 TB
Section I.5.O.O.2.2	O.2. Managed Services – Active Directory & DNS The Selected Bidder shall maintain and manage GIC Re's main domain, sub-domains, Domain Controller, Additional Domain Controllers, etc., current and future. This includes the domains(sub-domains) of GIC Re's foreign branches, which are part of GIC Re's AD forest	Please confirm the total number of Domains and Subdomains	6 Domains/ Sub-domains/ ADCs.

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Section I.5.O.O.6.6	The Selected Bidder shall provide all application and database storage on high-speed disks (minimum 5 IOPS/ GB) for better performance	Please share the overall IOPS requirement as per capacity required to help us plan the infrastructure better. Sizing for 5 IOPS/GB may over size the performance and increase costs drastically	Overall IOPS must be between 3 to 5 IOPS/GB.
Section I.5.O.O.7.8	Load Balancer Point 8 - Syslog server for storage	1) Kindly confirm the required throughput of Loadbalancer. at DC-DR. 2) Kindly confirm the total concurrent users.	1) Bidders must size as per current sizing mentioned in RFP. 2) 300-350.
Section I.5.R.R.1.8	The Selected Bidder shall configure Multi Factor Authentication OR two factor authentications for all the applications listed as per Annexure XI, which would be either Email/ SMS or TOTP (Authentication token) based MFA.	Assuming GIC RE will provide SMS Gateway or email ID to integrate the same for OTP	ZTNA solution must be integrated with M365/ AD via LDAP.
Section I.5.Q.Q.1.3	"Q. SD-WAN with MPLS, ILL & P2P - Implementation & Management Q.1. Network Architecture - MPLS, ILL & SD-WAN 3. The Selected Bidder shall provide self-service capabilities, as part of the solution, which gives access to GIC Re for monitoring and designing policies of the SD-WAN network."	Will GIC Re configure the policies on their own or raise the service request with bidder's NOC for configuring the policies on SDWAN?	Full deployment and management of SD-WAN with MPLS, ILL, P2P, etc. shall be Selected Bidder's responsibility.
Section I.5.Q	Q. SD-WAN with MPLS, ILL & P2P - Implementation & Management These logical connections should create secure paths across multiple WAN connections and carriers, such as MPLS, hybrid Internet leased lines,	As per the BOQ, per location 2 SDWAN is required for MPLS and 2 SDWAN is required for ILL. And as per this statement WAN is required to be configured on SDWAN with both MPL and ILL. Therefore we understand that customer expects the bidder to configured 4 SDWAN CPE per location to utilize 4 links for WAN. This is a technical challenge, as 4 CPEs cannot be configured under single redundant setup. As per SDWAN architecture, only 2 SDWAN CPE should be configured in Active-Active. All 4 links can be configured on these 2 SDWAN CPE. Kindly update the requirement.	This has been rectified in Corrigendum to RFP which is published on GIC Re Website. Please refer to the Annexure IV & XII of Corrigendum.
Section I.5.Q.Q.2.1	Each CPE must be capable of dynamically establishing fully meshed encrypted overlay paths to every other CPE, across multiple different WAN services: MPLS, Internet Leased Line, etc.	Please confirm if you have any P2P links at branch locations, that will be part of SDWAN fabric?	SD-WAN and all links are new requirements as per Scope of Work.
Section I.5.Q.Q.3.7	The solution must be able to monitor application and internet usages of individual users over the network and provide reports for the same, as and when required.	Request you to change this clause to "The solution must be able to monitor application and internet usages of individual users/ Branch over the network and provide reports for the same, as and when required." monitor application and internet usages of individual users over the network is not the functionality of SDWAN solution. User level monitoring required the integration with AAA solution	Agreed.
Section I.5.Q.Q.3.8	CPEs must be able to identify and classify applications, including application encrypted traffic. Identification and classification of all application (both current and future) types must be supported by the solution.	Request you to change this clause to "CPEs must be able to identify and classify applications, including application encrypted traffic. Identification and classification of all application (both current and future) types must be supported by the solution. SSL certificate will be provided by GIC Re." If the SSL certificate install on the SDWAN appliance then SDWAN solution will classify the encrypted traffic.	Agreed.

Clause No	Clause from the RFP	Amendment/ Clarification desired in the clause	GIC Re's Response
Section I.5.Q.Q.2.7	"Q. SD-WAN with MPLS, ILL & P2P - Implementation & Management Q.2. SD-WAN Core Components - Overlay Network 7. During the period of contract GIC Re may add additional MPLS and/ or ILLs at some locations and the Selected Bidder must add all such links to the SD-WAN and suitably configure the CPEs."	If the existing CPE capacity is fully utilized, adding new MPLS or ILL links at sites will need change of hardware & throughput license. How are the commercials for this will be worked out?	Refer to Point #7 in Commercial Bid (Annexure IV).
Section I.5.Q.Q.3.7	The solution must be able to monitor application and internet usages of individual users over the network and provide reports for the same, as and when required.	Can this feature be optional as it will increase the cost of the SDWAN solution being premium feature.	Read as: "The solution must be able to monitor application and internet usages of individual users/ Branches over the network and provide reports for the same, as and when required."
Section I.5.Q.Q.5.1	The Selected Bidder must provide a Centralized management solution which uses unified platform for network service provisioning, monitoring and assurance, change and compliance management.	Please remove " change and compliance management" change and compliance management is not the functionality of SDWAN solution.	Change and Compliance Management shall be responsibility of Selected Bidder.
Section I.5.Q.Q.4.4	The proposed SD-WAN solution should have stateful security features, like L3/ L4 filtering, Zone-Protection for network, DDoS Protection, SSL Inspection, etc., for network isolation in the CPE along with other SD-WAN features. The solution and its features must also be patched and updated by the Selected Bidder at regular intervals.	Request you to change this clause to "The proposed SD-WAN solution should have stateful security features, like L3/ L4 filtering, Zone-Protection for network, DDoS Protection in future using software upgrade, SSL Inspection, etc., for network isolation in the CPE along with other SD-WAN features. The solution and its features must also be patched and updated by the Selected Bidder at regular intervals."	Agreed.
Section I.5.Q.Q.4.5	The solution should have inbuilt Next Generation Firewall (NGFW) features, like L7 Application- level filtering, URL-filtering, SSL Inspection/ decryption, etc. All the features should be enabled on all CPEs without addition of any other separate hardware or licenses.	Request you to change this clause to "The solution should have inbuilt Next Generation Firewall (NGFW) features, like L7 Application- level filtering, URL-filtering in future using software upgrade, SSL Inspection/ decryption (certificate to be provided by GIC), etc. All the features should be enabled on all CPEs without addition of any other separate hardware or licenses." If the SSL certificate install on the SDWAN appliance then SDWAN solution will classify the encrypted traffic	Agreed.
Section I.5.Q.Q.7.4	The solution must provide drilldown support to analyse data instantly for a given time range, detect trends and anomalies, etc.	Please remove " anomaly " anomaly detection is not possible through SDWAN solution. Anomaly detection will be achieve through network or user behaviour analysis tool not through SDWAN solution.	Agreed. Bidders may include this solution under UEBA offering.
Section I.5.Q.Q.6.6	The solution must provide Traffic usage/ protocol anomaly detection reports.	Please remove " protocol anomaly detection " protocol anomaly detection reports is not possible through SDWAN solution. Anomaly detection will be achieve through network or user behaviour analysis tool not through SDWAN solution.	Agreed. Bidders may include this solution under UEBA offering.
Section I.5.Q.Q.6.9	The solution must support report export formats like csv, pdf, xls(x), email notifications, etc. The solution should also have provision to integrate with SMS gateway.	Please remove " The solution should also have provision to integrate with SMS gateway "	Agreed.

Clause No	Clause from the RFP	Amendment/ Clarification desired in the clause	GIC Re's Response
Section I.5.Q.Q.6.11	The solution must provide Firewall reports: top rules, zones, source, destination by IP/ domain name/ geo location, ports, protocols, session duration, QoS, DDoS, NAT events, pool utilization and Flood detection, etc.	Request you to change this clause to "The solution must provide reports: source, destination by IP/ domain name/ geo location, ports, protocols, session duration,.." <p>QoS, DDoS, NAT events, pool utilization and Flood detection, etc report is not be possible through SDWAN Solution.</p>	Agreed, however, QoS/ similar reports must be provided.
Section I.5.Q.Q.6.12	The solution must provide Application reports: Top Applications usages, User wise usage, Top URLs, Top Bandwidth Consuming Applications, Top Sources, Top Destinations, Site based Application usage analysis report, Top sites, Top Sites over time, Site availability over time, Total Availability, etc.	Request you to change this clause to "The solution must provide Application reports: Top Applications usages, User wise usage, Top Bandwidth Consuming Applications, Top Sources, Top Destinations" URL and Site related information report will be achieve through centralised firewall.	Read as: "The solution must provide Application reports: Top Applications usages, User wise usage, Top Bandwidth Consuming Applications, Top Sources, Top Destinations, Site based Application usage analysis report, Total Availability, etc."
Section I.5.Q.Q.6.5	"Q. SD-WAN with MPLS, ILL & P2P - Implementation & Management Q.6. SD-WAN Core Components - Monitoring, Reports & Analytics 5. The solution must provide Real & historical time series log event reporting."	What is the expected retention period for historical time series log events on the bidder's reporting system?	3 months.
Section I.5.Q.Q.6.11	"The solution must provide Firewall reports: top rules, zones, source, destination by IP/ domain name/ geo location, ports, protocols, session duration, QoS, DDoS, NAT events, pool utilization and Flood detection, etc"	Can this feature be optional as it will increase the cost of the SDWAN solution being premium feature.	Read as: "The solution must provide Firewall reports: top rules, zones, source, destination by IP/ domain name/ geo location, ports, protocols, session duration, QoS, etc."
Section I.5.Q.Q.6.12	The solution must provide Application reports: Top Applications usages, User wise usage, Top URLs, Top Bandwidth Consuming Applications, Top Sources, Top Destinations, Site based Application usage analysis report, Top sites, Top Sites over time, Site availability over time, Total Availability, etc.	Can this feature be optional as it will increase the cost of the SDWAN solution being premium feature.	Read as: "The solution must provide Application reports: Top Applications usages, User wise usage, Top Bandwidth Consuming Applications, Top Sources, Top Destinations, Site based Application usage analysis report, Total Availability, etc."
Section I.5.Q.Q.9.13	The Selected Bidder shall assist GIC Re in configuring the local/ private vLANs in each branch/ spoke location and ensure the network connectivity (MPLS & ILL) for all endpoints and servers.	Please remove private vLANs. private vLANs is functionality of Switch not the SDWAN solution	Agreed. However, Selected Bidder must assist GIC Re network team in establishing switch to CPE connectivity.
Section I.5.Q.Q.10.1.iii	"Bidder shall provide 80 Mbps or higher point-to-point (P2P) link between DC & DR for replication for maintaining required RPO (15 minutes) & RTO (1 Hour)."	Please clarify this is single p-to-p link protected on service provider backbone network.	DC-DR Replication P2P links must be redundant and achive RPO & RTO.
Section I.5.Q.Q.9.9	Point 9 : SD-WAN CPE virtual appliance should be compatible with major cloud service providers (e.g., AWS, Azure, Google, etc.).	Do you also have workload hosted in Public cloud providers such as AWS, AZURE and require virtual SDWAN CPE in cloud providers environment, please confirm	Not right now.
Section I.5.Q.Q.10.2	Spoke/Branch locations	Please clarify BW scalability range to be factored for feasibility ?	Max 50% above proposed BW in Annexure XII.

Clause No	Clause from the RFP	Amendment/ Clarification desired in the clause	GIC Re's Response
Section I.5.Q.Q.11.3	"Q. SD-WAN with MPLS, ILL & P2P - Implementation & Management Q.11. SD-WAN Core Components - VPN (for GIC Re Foreign Offices & Roaming Users) 3. The Selected Bidder shall provide necessary licenses required for establishing VPN connectivity to foreign offices (site-to-site/ IPsec) & 50 roaming users (Software VPN with tokens)."	Does the "tokens" refer to MFA / 2FA tokens?	MFA tokens.
Section I.5.R.R.1.2	The Selected Bidder shall migrate the current SASE ZTNA EDS Solution and manage the setup for the Contract Period.	Please help us to understand the current SASE ZTNA EDS solution and the setup.	Akamai EDS with 2 virtual connectors (LDAP integrated) at DC.
Section I.5.R.R.1.4	The Selected Bidder shall ensure that during implementation phase, the performance, security, etc. of the entire network setup is not compromised. The Selected Bidder shall ensure the SASE ZTNA EDS Solution is able to host both thick and thin client Applications of GIC Re.	Kindly help us to understand the details of thick and thin client	Thick Client - legacy/ GUI/ client based. Thin Client - Web/ browser/ cloud based.
Section I.5.R.R.1	ZTNA Solution for Remote Users	What kind of applications need to be accessed by SASE users (work-from-anywhere users) ?? Internal applications hosted in DC/DR only or any applications hosted on Internet also ?	DC-DR Applications only (as per Annexure XI).
Section I.5.R.R.1	ZTNA Solution for Remote Users	What kind of policies and features are enabled on these existing ZTNA solution which they want us to replicate ?	Selected Bidder can study existing setup and propose.
Section I.5.R.R.1	ZTNA Solution for Remote Users	Which SSO solution customer is using today and is it mandatory for integration with proposed SASE? Usually we enable user authentication by integrating with customer's LDAP server or SAML.	Integration with LDAP is required.
Section I.5.R.R.1.4	The Selected Bidder shall deploy Security Connector pair in the GIC Re's DC & DR sites, which act as hub for all spoke/ branch locations (including foreign branch users). Enterprise Security Connector pair will be VMs that must be deployed to block malicious traffic and record information about machines in GIC Re network.	Our Assumption is We will deploy connector in DC and DC in HA mode	Virtual connectors (VMs) to be deployed in HA mode at both DC & DR.
Section I.5.R.R.1.28	Currently, SASE ZTNA EDS Solution is already deployed in GIC Re environment with 2 connectors (VMs) and all applications/ VMs configured. The Selected Bidder shall migrate the solution with these connectors and shall continue to manage the setup post migration (with license for 100 users).	Kindly help us to understand the deployed solution and applications in detail.	Akamai EDS with 2 virtual connectors (LDAP integrated) at DC.
Section I.5.T	SOC	How many users do you predict will need access to the system for the various functions such as system administration, content (rules, filters) authoring, incident handling, reporting and compliance auditing?	Approximately 10 users from GIC Re (plus admins at Selected Bidder end).

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Section I.5.T.T.2.6	Support 5.Audit Trail Provide Audit Trail of the account activity to enable security analysis, resource change tracking, and compliance auditing	The following customization is available with very few CSP (hyperscalers) hence might cause many Indian CSPs to back out in the process. To promote a healthy competition we request authority not to make the following feature mandatory. or revise the clause as Provide Audit Trail of the account activity to enable security analysis ,resource change tracking and compliance auditing with minimal human intervention	Agreed. Read as: "Provide Audit Trail of the account activity to enable security analysis, resource change tracking and compliance auditing with minimal human intervention."
Section I.5.T.T.5.5	MSS Components Cloud WAF	What is the WAF throughput require, please confirm	Current WAF throughput is 5 Mbps.
Section I.5.T.T.5.3	MSS Components NGFW	Please confirm the required NGFW Throughput	Current NGFW/ Firewall throughput is 1 Gbps.
Section I.5.T.T.5.4	PIM/ PAM Privilege & identity Access management solution	Kindly confirm the number of user of PIM/PAM	25-30.
Section I.5.T.T.5.1	SIEM	How long must the event logs be kept online(in days) & offline (days) for retentiona reasons?	90 & 180 days.
Section I.5.T.T.5.1	SIEM	What is the total number of log generating devices to be monitored with the solution?	Number of Servers/ VMs + Network and security devices.
Section I.5.T.T.5.1	SIEM	What is the estimated consolidated log volume from all devices (events per second (eps) or Gigabytes per day)?	Peak EPS is 3500, average EPS is approx 2000.
Section I.5.T.T.5.1	SIEM	What is the number of monitored assets considered critical / high-priority for security or compliance reasons?	100 Approx.
Section I.5.T.T.5.5	MSS Components 5: Cloud WAF Currently needed for 5 Public Applications only and provide rate card for scaling up/ out.	Q1: Kindly confirm the total number of public facing web Applications/APIs to be secured through cloud WAF solution.	4 public facing applications must be secured through WAF. Provide rate card for future growth. Licenses/ sizing can be sized by bidders accordingly.
Section I.5.T.T.5.5	MSS Components 5: Cloud WAF Currently needed for 5 Public Applications only and provide rate card for scaling up/ out.	Q2: Kindly confirm the cumulative bandwidth consumption on monthly bases for web Applications/APIs to be secured through cloud WAF solution. If Bandwidth is not known, can we quote for Pay-as-you-go model.	Yes, quote pay-as-you-go Model.
Section I.5.T.T.5.5	MSS Components 5: Cloud WAF Currently needed for 5 Public Applications only and provide rate card for scaling up/ out.	Q3: In Sr. No 1, it is mentioned 5 Public Applications and in Sr. No 2, it is mentioned 4 Licenses. Please clarify.	4 public facing applications must be secured through WAF. Provide rate card for future growth. Licenses/ sizing can be considered by bidders accordingly.
Section I.5.U.U.1.1	U. Migration Approach U.1. Migration Pre-Requisites 1 The Selected Bidder shall support end-to-end migration from existing environment to the new environment.	During migration to New Environment, whether existing SAP Application landscape OS migration can be considered ?	Existing SAP ECC landscape will be migrated as-is. So Bidders may consider VM or block level migration for current SAP ECC landscape.
Section I.5.T.T.5.9	EDR for Endpoints	Existing McFee Licenses need to be renewed or need to be deployed fresh . Please clarify.	Fresh EDR deployment. OEM can be Bidder's choice and as per scope of work.
Section I.5.T.T.5	MSS Components - IPM / PAM , EDR , DLP, Software VPN	Requesting GIC Re to Clarify the Growth as this licenses comes with Bundle of licenses. Hence we have to consider according to the growth.	Bidders must size as per RFP and provide rate card for future growth.

Clause No	Clause from the RFP	Amendment/ Clarification desired in the clause	GIC Re's Response
Section I.5.T.T.5.12	DDoS Protection for entire Network, with pooled mitigation for DC & DR	Requesting GIC RE to please change this clause with Internet DDoS protected Internet Bandwidth with 1 Gig Protection.	Agreed.
Section I.5.T.T.5.8	Cloud Proxy for all outgoing traffic	As GIC RE has included SDWAN in the solution with Local Internet Breakout. So clarify whether Bidder has to consider separate Proxy in DC and DR or the same functionality can be achieve through SDWAN Solution.	Same must be achieved through SD-WAN at each spoke location as internet break-out is happening locally through SD-WAN.
Section I.5.T.T.5.6	DLP (Servers) - What is the use case for server DLP?	DLP solution are mainly for end users not servers. Please remove this from the requirement	Some servers are used by users for accessing internet. Hence, for the purpose of DLP, servers may also be considered as endpoints and Bidders may size the DLP deployment accordingly.
Section I.5.T.T.5.6	DLP (Network)	What is the use case for server Network DLP?	Please read as "Web DLP" (instead of Network).
Section I.5.T.T.5.6	DLP (Network)	As per the architecture of decentralized network is asked for, therefore centralized network DLP wont work. Customer should seek for Web DLP on cloud proxy or the SDWAN equipment itself.	Agreed. Bidders to propose Web DLP on SD-WAN.
Section I.5.T.T.5.2	General Query	IPS - As here is specific requirement for IPS, is GIC required Dedicated IPS or will be ok to propose from Network IPS from NGFW ? or only dedicated NW IPS is required ?	Bidders may propose IPS on NGFW.
Section I.5.T.T.5.8	General Query	Cloud Proxy - Is the specific requirement from centralized cloud proxy ? will it be ok to propose Cloud Proxy, ZTNA by single solution ?	Bidders may propose Cloud Proxy, ZTNA by single solution.
Section I.5.T.T.5.6	General Query	Is there any specific solution apart from DLP where Data Classification is required to integrate	No. Only needed for DLP.
Section I.5.T.T.5.6	General Query	Email DLP - is Email DLP required as part of DLP stack solution ?	No. Only Endpoint & Web DLP required.
Section I.5.T.T.5	General Query	Email Security - as per previous ask, is Email security Antispam solution required ?	No.
Section I.5.T.T.5.12	General Query	Will it be ok to propose L7 DDOS over HTTP and HTTPS attack only ?	Bidders may propose.
Section I.5.T.T.5.12	General Query	GOC looking for L7 Cloud DDOS only or will it be ok for On Prem solution for L7 DDOS ?	Bidders may propose either Cloud DDoS or on-prem DDoS.
Section I.5.V	Help Desk The Selected Bidder must have Fire-proof space (with Lock & Key). If required Selected Bidder shall allow to store GIC Re's items, equipment, etc. Fireproof space should be under 24 x 7 under CCTV monitoring	Request to add separate commercial line item for given requirement & also mention the dimension of fire proof vault	Bidders may ignore this requirement.
Section I.5.V	Help Desk The Selected Bidder shall ensure availability of at least one dedicated support person having 5+ years of experience in Coordinating & Managing services (NOC+SOC+TELECOM) for the Hybrid Cloud Infrastructure in GIC Re's premises during the entire duration of the contract.	Request to add separate commercial line item for given requirement	No. This should be part of project cost in OTC. Single point of contact must be provided by the selected bidder.
Section I.5.V	Help Desk GIC Re performs VAPT Audit every quarter through third-party Auditors. The Selected Bidder must update/ patch the system in response to any adverse findings in the report, without any additional cost to GIC Re	Any specifi report of VAPT require by GIC	GIC Re will conduct VAPT and other audits quarterly/ annually. Selected Bidder must comply with the findings.

Clause No	Clause from the RFP	Amendment/ Clarification desired in the clause	GIC Re's Response
Section II.3.h	Clause 3 h:- A self-signed and stamped scanned copy of EMD deposit through NEFT/RTGS or Bank Guarantee from any of the commercial bank as stipulated in Section-II Point 3 below should be uploaded on the E-procurement portal.	Please provide Bank gurantee format for submitting EMD.	Uploaded on website as part of response to this query as an annexure.
Section II.4	Earnest Money Deposit Every Bidder, except those eligible for EMD waiver as mentioned in Section-II Point 4, shallsubmit non-interest bearing EMD of ₹ 2,00,00,000/- (Rupees Two Crores only).	Request you to do EMD exemption for MSME also.	MSMEs are exempted from EMD payment as per Section II Clause 4 of RFP.
Section II.16	COMPLIANCE WITH INFORMATION SECURITY POLICY	Please share the Policy doc for review.	Will be shared with Selected Bidder.
Section II.24	The successful Bidder is expected to manage DR Site at GIC Re in the System Landscape with fail over provision to servers at GIC Re's Disaster Recovery site.	Please clarify if the DR site mentioned here is the one that is currently live or bidder to propose a new site.	RFP is for both DC & DR Sites, hosted and managed by Selected Bidder.
Section II.36	RIGHT TO AUDIT	Customer shall define the Audit Framework in case of any specific ask from bidder to be compliant.	Audits will be conducted as per GOI and GIC Re guidelines.
Annexure II.7.b	7.b) The Bidder should also have hosted SAP HANA-certified solution for at least 1 customer.	Please confirm can it be any segment/Vertical based or only Central Govt/ State Govt/ Semi- Govt/ PSU organization?	Bidders must have deployed and hosted SAP HANA envrionment for at least 1 customer from either private or public sector.
Annexure II.2	The Bidder should have had an average annual turnover of Rs. 50 Crores in the last three financial years i.e., 2018-19, 2019-20 & 2020-21 from Data center services. This must be the individual company turnover and not that of any group of companies.	Since we have undergone restructuring within the company resulting in formation of 100% owned subsidiary focusing on this specific line of business. Such formation has been in effect from Feb 2021 and the new entity will not have its past Credentials to comply with the eligibility and technical evaluation clauses. Hence request you to modify the clause as: The Bidder or bidder's parent company (incase bidder is wholly owned subsidiary of the parent company) should have had an average annual turnover of Rs. 50 Crores in the last three financial years i.e., 2018-19, 2019-20 & 2020-21 from Data center services. This must be the individual company turnover and not that of any group of companies.	The Bidder or bidder's parent company (incase bidder is wholly owned subsidiary of the parent company)should have had an average annual turnover of Rs. 50 Crores in the last three financial years i.e., 2018-19, 2019-20 & 2020-21 from Data center services. This must be the individual company turnover and not that of any group of companies..
Annexure II.3	The Bidder should have positive Net Worth as per the last audited financial report.	Since we have undergone restructuring within the company resulting in formation of 100% owned subsidiary focusing on this specific line of business. Such formation has been in effect from Feb 2021 and the new entity will not have its past Credentials to comply with the eligibility and technical evaluation clauses. Hence request you to modify the clause as: The Bidder or bidder's parent company (incase bidder is wholly owned subsidiary of the parent company) should have positive Net Worth as per the last audited financial report.	The Bidder or bidder's parent company (incase bidder is wholly owned subsidiary of the parent company) should have positive Net Worth as per the last audited financial report.
Annexure II	General	In case of business transfer where bidder has acquired a Business or fromed an entity ("Seller"), work experience credentials of the parent company in relation to the acquired Business may be considered.	The Bidder or bidder's parent company (incase bidder is wholly owned subsidiary of the parent company) should have the required work experience credentials.

Clause No	Clause from the RFP	Amendment/ Clarification desired in the clause	GIC Re's Response
Annexure II.4	The bidder should have earned profit in at least 2 of the last 3 audited financial years (2018-19, 2019-20 & 2020-21)	Since we have undergone restructuring within the company resulting in formation of 100% owned subsidiary focusing on this specific line of business. Such formation has been in effect from Feb 2021 and the new entity will not have its past Credentials to comply with the eligibility and technical evaluation clauses. Hence request you to modify the clause as:The Bidder or bidder's parent company (incase bidder is wholly owned subsidiary of the parent company) should have earned profit in at least 2 of the last 3 audited financial years (2018-19, 2019-20 & 2020-21)	The Bidder or bidder's parent company (incase bidder is wholly owned subsidiary of the parent company) should have earned profit in at least 2 of the last 3 audited financial years (2018-19, 2019-20 & 2020-21)
Annexure II.5	The Bidder should be an established Data Center Services provider and should have been in the business of Co-location and managed-Hosting services and Managing DCs for a period of at least 5 years as on 31.03.2021.	Since we have undergone restructuring within the company resulting in formation of 100% owned subsidiary focusing on this specific line of business. Such formation has been in effect from Feb 2021 and the new entity will not have its past Credentials to comply with the eligibility and technical evaluation clauses. Hence request you to modify the clause as:The Bidder or bidder's parent company (incase bidder is wholly owned subsidiary of the parent company) should be an established Data Center Services provider and should have been in the business of Co-location and managed-Hosting services and Managing DCs for a period of at least 5 years as on 31.03.2021.	The Bidder or bidder's parent company (incase bidder is wholly owned subsidiary of the parent company) should be an established Data Center Services provider and should have been in the business of Co-location and managed-Hosting services and Managing DCs for a period of at least 5 years as on 31.03.2021.
Annexure II.6	<p>a) The Bidder should have provided DC or DR Managed or co-hosting facility to at least 5 Companies at their DC sites in India.</p> <p>b) The Bidder should have at least 1 operational Government Community Cloud client from Central/ State/ PSU departments during the time of bid submission.</p> <p>c) The Bidder must have experience of providing DC or DR Managed or co-hosting facility in their data center for at least 2 clients from any Central Govt/ State Govt/ Semi-Govt/ PSU organization.</p>	<p>Since we have undergone restructuring within the company resulting in formation of 100% owned subsidiary focusing on this specific line of business. Such formation has been in effect from Feb 2021 and the new entity will not have its past Credentials to comply with the eligibility and technical evaluation clauses.</p> <p>Hence we request to consider credentials of Bidder's parent company as Bidder is wholly owned subsidiary of its parent company functioning under same management committee.</p>	<p>a)The Bidder or bidder's parent company (incase bidder is wholly owned subsidiary of the parent company) should have provided DC or DR Managed or co-hosting facility to at least 5 Companies at their DC sites in India.</p> <p>b)The Bidder or bidder's parent company (incase bidder is wholly owned subsidiary of the parent company) should have at least 1 operational Government Community Cloud client from Central/ State/ PSU departments during the time of bid submission.</p> <p>c) The Bidder or bidder's parent company (incase bidder is wholly owned subsidiary of the parent company) must have experience of providing DC or DR Managed or co-hosting facility in their data center for at least 2 clients from any Central Govt/ State Govt/ Semi-Govt/ PSU organization.</p>
Annexure II.7	<p>a) The Bidder's Data Center must have at least 3 customers hosting SAP primary or DR landscapes.</p> <p>b) The Bidder should also have hosted SAP HANA-certified solution for at least 1 customer.</p>	<p>Since we have undergone restructuring within the company resulting in formation of 100% owned subsidiary focusing on this specific line of business. Such formation has been in effect from Feb 2021 and the new entity will not have its past Credentials to comply with the eligibility and technical evaluation clauses.</p> <p>Hence we request to consider credentials of Bidder's parent company as Bidder is wholly owned subsidiary of its parent company functioning under same management committee.</p>	<p>a) The Bidder or bidder's parent company's (incase bidder is wholly owned subsidiary of the parent company) Data Center must have at least 3 customers hosting SAP primary or DR landscapes.</p> <p>b) The Bidder or bidder's parent company (incase bidder is wholly owned subsidiary of the parent company) should also have hosted SAP HANA-certified solution for at least 1 customer.</p>
Annexure II.7	b) The Bidder should also have hosted SAP HANA-certified solution for at least 1 customer.	Kindly clarify SAP HANA Certified Solution? What kinda certificate is expected and from whom?	Read as: The Bidder should also have hosted SAP HANA solution for at least 1 customer (Customer Reference).

Clause No	Clause from the RFP	Amendment/ Clarification desired in the clause	GIC Re's Response
Annexure II.8	The proposed DC & DR sites must be Tier III or Higher certified from uptime institute/ Rated 3 or higher certified from TIA 942. Copy of certification from the bidder for the proposed DC & DR sites.	Certificates can be provided by Bidder of the entity who will be providing DC/ DR facility. The certificates will not be in name of the bidder. Kindly clarify.	The proposed DC & DR sites must be Tier III or Higher certified from uptime institute/ Rated 3 or higher certified from TIA 942. Copy of certification from the Bidder or bidder's parent company (incase bidder is wholly owned subsidiary of the parent company) for the proposed DC & DR sites.
Annexure II.9	The proposed DC & DR sites must be certified for below: 1. ISO 27001 2. ISO 20000-1 3. IS 1893:1984	Certificates can be provided by Bidder of the entity who will be providing DC/ DR facility. The certificates will not be in name of the bidder. Kindly clarify.	The Bidder or bidder's parent company's (incase bidder is wholly owned subsidiary of the parent company) proposed DC & DR sites must be certified for below: 1. ISO 27001 2. ISO 20000-1 3. IS 1893:1984
Annexure II.10	The proposed DC & DR sites must be owned by the bidder. No Partnership/ Consortium bidding is allowed. In the case of leased premises, the unexpired lease period must be available for at least another 7 years from the date of the RFP.	The ownership of the DC/DR is not with the bidder but with sister/parent company managed by the same management committee. Kindly clarify if it will comply with the criteria.	The proposed DC & DR sites must be owned by the The Bidder or bidder's parent company (incase bidder is wholly owned subsidiary of the parent company). No Partnership/ Consortium/group company bidding is allowed. In the case of leased premises, the unexpired lease period must be available for at least another 7 years from the date of the RFP.
Annexure II.2	The Bidder should have had an average annual turnover of Rs. 50 Crores in the last three financial years i.e., 2018-19, 2019-20 & 2020-21 from Data center services. This must be the individual company turnover and not that of any group of companies. Supporting Document - Copy of Audited Balance sheet for the financial years i.e., 2018-19, 2019-20 & 2020-21 should be submitted	The annual report will not have the turnover from data centre services separately so can we submit CA certificate along with Audited Balance sheet for the financial years i.e., 2018-19, 2019-20 & 2020-21	Agreed.
Annexure II.8	Whether bidder has own carrier neutral DC built and operated complying with Tier III or higher standards. Ref.: Pre-qualification - 8	Suggested Clause - Whether bidder should provide services from a carrier neutral DC complying with Tier III or higher standards.	The PQC Criteria 8 of Annexure II is as follows: "The proposed DC & DR sites must be Tier III or Higher certified from uptime institute/ Rated 3 or higher certified from TIA 942." There is no change in crietria .
Annexure II.1	1. The Bidder should be a company registered under the Companies Act, 1956/ 2013	Request to include companies registered under the Limited Liability Partnership Act, 2008 and update the clause as: "The Bidder should be a company registered under the Companies Act, 1956/ 2013 or Limited Liability Partnership Act, 2008 "	The Bidder should be a company registered under the Companies Act, 1956/ 2013 or Limited Liability Partnership Act, 2008.

Clause No	Clause from the RFP	Amendment/ Clarification desired in the clause	GIC Re's Response
Annexure II.2	2. The Bidder should have had an average annual turnover of Rs. 50 Crores in the last three financial years i.e., 2018-19, 2019-20 & 2020-21 from Data center services. This must be the individual company turnover and not that of any group of companies.	<p>The Government of India has announced 'Startup India' initiative for creating a conducive environment for Startups in India (Ref: Policy circular No. 1(2)(1)/2016-MA dated 10th March 2016)</p> <p>All Central Ministries/ Departments may relax conditions of prior turnover and prior experience in public procurement to all Start-ups [whether Micro & Small Enterprises (MSEs) or otherwise] subject to meeting of quality and technical specifications in accordance with the relevant provisions of GFR, 2005. (Ref: Office Memorandum dated 20th September 2016).</p> <p>So request you to exempt the Turnover criteria for Startups, or consider group company credentials subject to meeting the quality and technical specifications.</p>	Agreed as long as Section II Clause 6 is satisfied with proper proofs submitted by Bidder.
Annexure II.3	3. The Bidder should have positive Net Worth as per the last audited financial report.	<p>Yotta had conceived the development of Data Center parks in March 2019 and has made operational its first colocation facility in July 2020 with subsequent Uptime Tier IV Construction certification.</p> <p>Data Center Startups being Capex intensive businesses, having positive net worth in the initial years of operations is not envisaged.</p> <p>So request you to exempt the Net Worth criteria for Startups, or consider group company credentials for positive network.</p>	As per Section II Clause 6, Startups will only get relaxation in Turnover and prior experience criteria of PQC. Hence, No Change in RFP.
Annexure II.4	4. The bidder should have earned profit in at least 2 of the last 3 audited financial years (2018-19, 2019-20 & 2020-21)	<p>Yotta had conceived the development of Data Center parks in March 2019 and has made operational its first colocation facility in July 2020 with subsequent Uptime Tier IV Construction certification.</p> <p>Data Center Startups being Capex intensive businesses, having profit in the initial years of operations is not envisaged.</p> <p>So request you to exempt the Profit criteria for Startups.</p>	As per Section II Clause 6, Startups will only get relaxation in Turnover and prior experience criteria of PQC. Hence, No Change in RFP.
Annexure II.5	5. The Bidder should be an established Data Center Services provider and should have been in the business of Co-location and managed-Hosting services and Managing DCs for a period of at least 5 years as on 31.03.2021.	<p>The Government of India has announced 'Startup India' initiative for creating a conducive environment for Startups in India (Ref: Policy circular No. 1(2)(1)/2016-MA dated 10th March 2016)</p> <p>All Central Ministries/ Departments may relax conditions of prior turnover and prior experience in public procurement to all Start-ups [whether Micro & Small Enterprises (MSEs) or otherwise] subject to meeting of quality and technical specifications in accordance with the relevant provisions of GFR, 2005. (Ref: Office Memorandum dated 20th September 2016).</p> <p>So request to Exempt the period of 5 years for Startups subject to meeting the quality and technical specifications.</p>	Agreed as long as Section II Clause 6 is satisfied with proper proofs submitted by Bidder.
Annexure III.A	Technical bid evaluation	Can we get sub division of marks for multiple points in each clause	Overall markings have been provided in RFP.

Clause No	Clause from the RFP	Amendment/ Clarification desired in the clause	GIC Re's Response
Annexure III.A.1	Experience of the bidder in providing Data Center services with requirements like SOW of this RFP and including managed hosting services to large clients. Specific experience in managing or hosting mission critical applications or SAP/ SAP HANA application landscape.	Since we have undergone restructuring within the company resulting in formation of 100% owned subsidiary focusing on this specific line of business. Such formation has been in effect from Feb 2021 and the new entity will not have its past Credentials to comply with the eligibility and technical evaluation clauses. Hence we request to consider credentials of Bidder's parent company as Bidder is wholly owned subsidiary of its parent company functioning under same management committee.	The work orders, client certificates/ testimonials, POs, etc., must be in the name of the Bidder or Bidder's Parent Company (only in case where Bidder is wholly owned subsidiary of its parent company functioning under same management committee).
Annexure III.A.2	"Testimonials on Satisfactory Service from at least 5 Customers/ Clients are to be provided. Marks will be given based on: • customer satisfaction level • penalties invoked for failure to meet RPO / RTO • ability to meet change in resources/ requirements on time and satisfactorily. GIC Re will contact the customers/ clients to ascertain the above parameters. Client contact details must be provided."	"Since we have undergone restructuring within the company resulting in formation of 100% owned subsidiary focusing on this specific line of business. Such formation has been in effect from Feb 2021 and the new entity will not have its past Credentials to comply with the eligibility and technical evaluation clauses. Hence we request to consider credentials of Bidder's parent company as Bidder is wholly owned subsidiary of its parent company functioning under same management committee. Also, The testimonials not the Po copies may not have details of Penalties invoked etc ascertaining the parameters mentioned in the clause. This can be verified only through client communication/ verification. Kindly clarify."	The work orders, client certificates/ testimonials, POs, etc., must be in the name of the Bidder or Bidder's Parent Company (only in case where Bidder is wholly owned subsidiary of its parent company functioning under same management committee). GIC Re will get in touch with clients to verify.
Annexure III.B	DC DR Site Rating	Request you to provide Sub division of marks for each of the 58 criteria	Cannot be shared with Bidders.
Annexure III B.3	8) Freight Lift - The data center should have high-capacity freight lift for ease of movement of servers and high-density network devices.	We have other measure to lift and shift heavy components to DC and DR Sites with the complete responsibility of ESDS, hence we request authority not to make this clause mandatory.	Agreed.
Annexure XV.A.16	The solution must support back up of all Virtual machines, so that the same can be recovered in case of data loss, all licenses to enable the same must be part of overall solution.	Backup licenses are based on front end data. Kindly confirm how much front end data should be licensee for?	Current Total Backup Size (excluding SAP HANA) is 50 TB
Annexure IV.5	Backup size for current setup (Annexure XIII) provided. Bidder must size and quote for GCC, HANA, etc.	Do we need to consider backup as per backup storage asked or as per expected backup of GCC/Oracle and Hana workload ?	Current Total Backup Size (without HANA) = 50 TB Current Daily Incremental Backup Size (without HANA) = 7 TB
Annexure IV.B.1	Storage at Backup at DC & DR	Pls confirm on below that How backup storage size arrived for 30 TB for complete work load basis on r backup policy given as it should be higher depending on vendor's data reduction technology (a) Size of each workloads like VM images, Oracle, SQL data sizes individually to size backup solution properly. (b) Size of Archive / Transactional logs backup size not given in storage table. (c) Daily transaction /Annual increment size of data	Current Total Backup Size (without HANA) = 50 TB Current Daily Incremental Backup Size (without HANA) = 7 TB
Annexure IV.C.1.6	Storage and Backup at DC & CPU & RAM at DC	As per standard Practice - SAP Hana Storage should be at least 4 Times of the RAM size but here we see as Hana RAM size 12 TB and Storage size for Hana 18 TB . Hope This is correct sizing which has been considered.	Yes, this is correct. Sizing may be scaled-up later using rate cards.

Clause No	Clause from the RFP	Amendment/ Clarification desired in the clause	GIC Re's Response
Annexure IV.C.1.1	CPU & RAM at DC	As per calculation of Sizing of DC GCC workload Total core is 492 vCore RAM -2176 GB and but ask is 512 Core and 3 TB - Is this Including Buffer or additional capacity for on going operation and same we see difference for GCC -vcore and RAM at DR . Pls provide correct sizing or we need to consider as per Commercial format which is being asked . It is also visible with some difference for Oracle and HANA work load - vCPU , RAM Capacity.	Sizing provided is considering buffer. Consider Sizing as per Annexure IV.
Annexure IV.B.1	Storage and Backup at DC	As above - we see difference on Storage at DC & DR for GCC workload vs given Server specification on Page 122-126. Do we need to consider what has been asked in commercial format on Page 76 or As per Computing sizing given for GCC , Oracle and Hana Workload.	Sizing provided is considering buffer. Consider Sizing as per Annexure IV.
Annexure IV.B.1	Storage and Backup at DC	Please confirm the Logs & Archival policy as per Meity Guidelines for SOC servcies and other Servcies.	Yes, as per MEITY and internal guidelines. Retention as mentioned in RFP.
Annexure IV.B.1.6	Logs and archives	The quantity of Logs and archives is not provided. Please share	Currently there isn't a dedicated setup for this. So Sizing could not be provided. Bidders to size based on details provided in RFP.
Annexure IV.B.1.6	Logs and archives	Kindly confirm if NAS (Network File sharing Protocol) space is required for this requirement. If yes, please confirm if SMB, NFS or CIFS is required.	Bidders may propose as per Industry standards and best practices.
Annexure IV.E.1.12	Management of Middleware,load balancer and other tools/ software	Specify the sizing and number of load balancers required to be provided and managed	Bidders may size and propose.
Annexure IV.G	Managed Security Services Sizing	Only Two NGFW with UTM is being asked in Commercial format , pls confirm whether we need to deploy only single firewall at DC & DR or this need to be deployed equivalent to Cloud WAF which is 4 (Four) in Quantity to give services in HA.	HA is mandatory for NGFW with UTM at DC. Bidders may propose single NGFW with UTM at DR. So, 3 total.
Annexure IV.G	Managed Security Services Sizing	SOC services - SIEM /SOAR/PIM-PAM/DLP is required to be deployed at DC & DR both if yes then required quantities is good enough in commercial sizing or need to consider Equivalent services at DC & DR at both side . It will be good if required SOC services can be bifurcated with exact quantities for DC & DR.	DR will be in passive/ stand-by mode. SOC Services will be required at DR only when DR is invoked. Bidders may size accordingly.

Clause No	Clause from the RFP	Amendment/ Clarification desired in the clause	GIC Re's Response
Annexure IV.G	MSS sizing 3. IPS & IDS (Host & Network) MSS sizing 4. NGFW (with UTM) MSS sizing 14. Software VPN MSS sizing 12. Cloud Sandboxing	<p>Please specify the IPS throughput and whether it is OK to have IPS/IDS embedded into Network Firewall devices</p> <p>1) Please specify the IPS throughput and whether it is OK to have IPS/IDS embedded into Network Firewall devices</p> <p>2) Please specify the throughput per firewall device. Only 2 Qty is mentioned. Is it the High Availability pair for DC only and nothing mentioned for DR site.</p> <p>3) Please specify the total no. of TCP connections/sessions to be supported per device as well as concurrent sessions per device</p> <p>4) Please confirm whether can also provide option of virtual firewall device or physical firewall devices are to be quoted only</p> <p>5) Please confirm if remote user VPN (SSL VPN) is required. If so, for how many users</p> <p>6) Please confirm Data Traffic Mix that will traverse the firewalls. Will there be https traffic more than 50%? And will HTTPS traffic need to be decrypted?</p> <p>Please clarify with details what is required here</p> <p>Please specify no. of files per month and file types that will require malware analysis</p>	<p>1) Yes, IPS/ IDS may be embedded into Network Firewall Devices. Bidders must size for environment.</p> <p>2) Current Firewall Throughput is 1 Gbps. 2 required at DC and 1 in DR.</p> <p>3) Concurrent users 300-350 max at any time during business hours.</p> <p>4) Yes, bidders may propose virtual NGFW with UTM.</p> <p>5) 50 VPN licenses (MFA based tokens) for roaming users.</p> <p>6) Bidders must size.</p>
ANNEXURE IV.F	ANNEXURE IV SD-WAN with MPLS, ILL & P2P	Please provide the address of GIC office for feasibility of MPLS / P2P / ILL & SD-WAN	Addresses can be obtained from GIC Re Website. Locations provided in RFP.
Annexure IV.G.2	Managed Security Services Sizing and Price - SOAR	SOAR sizing is based on the number of use cases to be configured. As per the BOQ it mentions '1', does it mean we need to configure 1 use case?	No, it means SOAR must be deployed for entire GIC Re setup. Bidders may size use cases accordingly and quote.
Annexure IV.G.3	IPS & IDS (Host & Network)	Does customer want dedicated IPS & IDS solution or these services to be bundled with the UTM firewall? If yes, Please provide the quantity and sizing parameters.	IPS/ IDS may be embedded into Network Firewall (NGFW) Devices. Bidders must size for environment.
Annexure IV.G.4	NGFW (with UTM)	Qty/ Size/Throughput/ License (X) is mentioned as 2. Does this 2 mean quantity or 2 Gbps throughput? If this means quantity, then what is the sizing parameter for the bidder?	Current NGFW Throughput is 1 Gbps. 2 required at DC (in HA) and 1 in DR.
Annexure IV.G.6	Cloud WAF	Qty/ Size/Throughput/ License (X) is mentioned as 4. Does this 4 mean quantity of service or 4 Gbps throughput? If this means quantity, then what is the sizing parameter for the bidder?	This means 4 applications are currently routed through WAF. Bidders may size accordingly.
Annexure IV.G.14	Software VPN - Qty 50	As per RFP there is a requirement of Software VPN and SASE ZTNA? Why is both required?	100 SASE ZTNA (with rate card). 50 software VPN with MFA tokens (with rate card). Bidders must provide.

Clause No	Clause from the RFP	Amendment/ Clarification desired in the clause	GIC Re's Response
Annexure IV.G.5	PIM/ PAM	Quantity provided is 30. Please confirm this is the total list of users? What is the total list of devices/ named IPs this is required to connect ?	Approx. count of privileged users is 30. This may increase over time.
Annexure IV.G	Infra for MSS	For the solution requirement of MSS. Few solutions will require virtual infra. Should the bidder consider additional VM in the GCC setup for this requirement? If yes, in the commercial sheet. There is no option to quote for this additional requirement.	Any VM/ infra required by Bidders to manage the proposed environment can be sized and included as part of the Implementation Cost in OTC. Bidders must provide breakdown of the same.
Annexure IV.G.3	IPS & IDS (Host & Network)	Network IPS/IDC can be provided in the NGFW firewall. But Host based IPS/IDS is a different solution, which depend on the number of servers? Please updated the compliance and commercial sheet based on your requirement for Host IPS/IDS.	IPS/ IDS may be embedded into Network Firewall (NGFW) Devices. Bidders must size for environment.
Annexure IV.G.12	Cloud Sandboxing	No compliance available & also sizing parameters. Please share the same	Bidders must size for environment.
Annexure IV.F	ANNEXURE IV-- COMMERCIAL BID- Table F	In Table F- SD-WAN with MPLS, ILL & P2P it is mentioned as "Unit Price(₹ per Mbps per year) but in the next column it is mentioned as X*Y i.e. qty of 2* Price per Mbps then it would not result in total price for 2 links. Can we input "Per link per year price" under column "Unit Price?"	Unit price means Cost of 1 Mbps per year. Bidders may consider Bandwidth column to be X. Cost per year will be = 2*X*Y.
Annexure V.13	RIGHT OF MONITORING, INSPECTION AND PERIODIC AUDIT	Only one annual audit with 30 days prior written notice and at the cost of GIC is acceptable.	Audits will be as per GIC Re's guidelines and policies. GIC Re/ third parties will conduct the audits. Selected Bidder must comply.
Annexure V.24	LIQUIDATED DAMAGES	For LD calculation it is mentioned as MRC, since the RFP covers MHS, MSS, ILL, MPLS, P2P & SD-WAN request GIC to confirm on the components for which the respective LD will be applicable since LD as % of total MRC is not justifiable.	For this purpose, the components will be broadly categorized as follows: MHS, MSS & Telecom (includes ILL, MPLS, SD-WAN, P2P). LD will be calculated on MRC for respective categories.
Annexure V.41	Is TCL is engaging any subcontractor for the execution of this agreement	Since it is a large RFP with detailed Support we request you to consider subcontracting	As per clause, Bidder may sub-contract certain parts of the RFP with prior written approval from GIC Re.
ANNEXURE XII	MPLS, ILL & P2P Bandwidth Details: GIC Address Details	Please provide the addresses of GIC offices for feasibility of MPLS / P2P / ILL & SD-WAN	Addresses can be obtained from GIC Re Website. Locations provided in RFP.
ANNEXURE XII	MPLS, ILL & P2P Bandwidth Details: Mumbai Oriental	Please consider the tri party agreement between the ISP, Bidder & the client	GIC Re will sign contract with Selected Bidder only. Bidders may have back-to-back arrangements with its partners/ ISPs.
ANNEXURE XII	Endpoints	Please confirm the Endpoints devices OS ex(Linux, Windows).	Windows 10 & 11.
Annexure XI	Application Landscape	Windows 2008 & 2012 are end of support. For providing manage services with SLA we require valid support from OEM. These OS can be supported on best effort bases without any SLA. Kindly suggest the way ahead	Selected Bidder must upgrade such Old OS & DBs post/ during migration. Application related support, wherever applicable/ needed, will be provided by GIC Re.
Annexure XIII	Existing GCC cloud sizing on VMware Hypervisor	Since Hypervisor Compliance details are given so hypervisor other than VMware hypervisor solution can be quoted.	Agreed.
Annexure XII	Network Bandwidth & Endpoint Details	Complete address along with local contact details to be provided to conduct feasibility	Same can be found on GIC Re Website.
Annexure XII	Network Bandwidth & Endpoint Details	All MPLS links shows link to DC & to DR from branch location with a specific bandwidth. What is the the bandwidth required at DC & DR?	Bidders may calculate cumulative bandwidth at DC and size and quote accordingly.

Clause No	Clause from the RFP	Amendment/ Clarification desired in the clause	GIC Re's Response
Annexure XII	Network Bandwidth & Endpoint Details	As per the requirement, each branch will have 4 SDWAN CPEs. 2 for MPLS and 2 for ILL. As in section 5.Q it is mentioned that only the MPLS link will be used as WAN and ILL link will be used as web/ internet. What is the use case of SDWAN technology on ILL links?	This has been rectified in Corrigendum to RFP which is published on GIC Re Website.
Annexure XII	Network Bandwidth & Endpoint Details	Kindly confirm the HA MPLS link and HA ILL links are required in Active-Active or Active-Backup	Active-Active, for Load Balancing.
Annexure XII	NETWORK BANDWIDTH & ENDPOINT DETAILS	SDWAN boxes at each location to be installed in same rack or different rack ? How the distribution of hardware is planned by GIC ?	Same Rack.
Annexure XII	NETWORK BANDWIDTH & ENDPOINT DETAILS	What would be the parallel running period between GIC's existing setup and bidders new setup ?	Will be decided later on by GIC Re.
ANNEXURE XIV.H.iii	The Solution must be agent-less.	Please change the clause as this will limit participation, hence requesting to change the clause "The Solutions must be with agent/agent less."	Agreed. Read as: "The Solutions must be with agent/agent less."
Annexure XIII	Annexure XIII	MSSQL 2008 is currently end of support. For providing manage services with SLA we require valid support from OEM. These OS can be supported on best effort bases without any SLA. Kindly suggest the way ahead	Selected Bidder must upgrade such Old OS & DBs post/ during migration. Application related support, wherever applicable/ needed, will be provided by GIC Re.
Annexure XIII	Annexure XIII	End of sales licenses cannot be purchased. Kindly update the requirement.	Selected Bidder must upgrade such Old OS & DBs post/ during migration. Application related support, wherever applicable/ needed, will be provided by GIC Re.
Annexure XIII	ANNEXURE XIII CURRENT DC & DR SIZING (VIRTUAL AND ORACLE PHYSICAL SERVERS)	SAP systems presently running on RHEL older versions ... What is your plan for the OS upgrade ? Would you like to go with better controlled OS by SAP i.e. "SUSE Linux for SAP" for better maintenance and support point of view as supported by SAP and SUSE together	Selected Bidder must upgrade such Old OS & DBs post/ during migration. Application related support, wherever applicable/ needed, will be provided by GIC Re.
Annexure XIII	Database Version	Database Version Details missing for Instance BASCONVERGE , LIFERERATING	These Servers are running MYSQL. Refer to Annexure XI.
Annexure XIII	Oracle Physical Servers	For this server RFP mentions REHL 6.3, Oracle Database 11g Enterprise Edition & Oracle Database 12c Enterprise Edition. - All of these versions are end of support. For providing manage services with SLA we require valid support from OEM. These OS/DB can be supported on best effort bases without any SLA. Kindly suggest the way ahead	For the Oracle Physical Servers, Bidders may implement upgraded environment in proposed setup and then just migrate (export/ import) Data from DB in current servers.
Annexure XIV	Annexure XIV Proposed SAP Hana DB Sizing	We are unable to see S4 Application instances , pls confirm if S4 application & Hana DB's are installed on the same server.	SAP HANA DBs are being setup for future migration to SOH from ECC (separate project). Currently there is no S4 environment in GIC Re.
Annexure XIII	Oracle Physical Servers	Please confirm the Oracle Database license bidder has to provision core based or Socket based	Core Based, since these are physical servers. 2 Physical servers in DC and 1 in DR. 8 Cores per server, total of 24 Cores. Bidders must size license accordingly.
Annexure XIV	Annexure XIV Sizing	HANA storage not as per the SAP standard . The storage and RAM ratio should br 1:4	Sizing was done by SAP. GIC Re is taking rate cards from Bidders as part of Commercial Bid for future scaling.

Clause No	Clause from the RFP	Amendment/ Clarification desired in the clause	GIC Re's Response
Annexure XIV	Annexure XIV Sizing	Application Storage sizing is not mention in document . Request to please share SAP App sizing with SAPS count.	SAP ECC Environment sizing mentioned in Annexure XIII. Annexure XIV contains SAP HANA DB Sizing only.
Annexure XIV	Annexure XIV Sizing	Application Sizing details is missing in RFP	SAP ECC Environment sizing mentioned in Annexure XIII. Annexure XIV contains SAP HANA DB Sizing only.
Annexure XIII	Oracle Physical Servers	For this server RFP mentions RHEL 6.3, Oracle Database 11g Enterprise Edition & Oracle Database 12c Enterprise Edition. - All of these versions are end of sales. RFP mentions bidder to provide these licenses. Since they are end of sale, they cannot be purchased from the OEM.	For the Oracle Physical Servers, Bidders may implement upgraded environment in proposed setup and then just migrate (export/ import) Data from DB in current servers.
Annexure XIV	ANNEXURE XIV PROPOSED SAP HANA DB CLOUD SIZING	Please confirm after the SAP ECC migration on SAP HANA, the SAP ECC landscape will be remove.	Yes, Post successful Go-Live of SOH Migration Project, ECC environment will be decommissioned by GIC Re.
Annexure XV.A.1	OEM Make& Model	Request you to approve to provide multiple equivalent brands for products based on asked Compliance to meet.	Bidders may propose any OEM/ Brands which complies with requirement in RFP.
Annexure XV.A.27	Cloud Setup 27: The solution must ensure the ability to map private IP address of VMs to public IP address as and when required through WAF.	Q4: As the requirement is of Cloud WAF, the WAF would be hosted outside the GIC cloud and hence mapping of public IP to private IP should be internal inside GIC cloud and will not be performed via cloud WAF. Hope our understanding is correct. Please confirm.	Agreed.
Annexure XV.D .7	The Virtualized Infrastructure must be able to consume Storage across various protocols like DAS, NAS, and SAN.	Since the requirement is to be considered on Cloud Platform, DAS connectivity is not required	Agreed.
Annexure XV.G.1.v	(G)- SIEM and SOAR; (1) Point (v) The Selected Bidder shall provide Next Generation SIEM solution offering that's in the Gartner's Leader/ Visionary segments in the magic quadrant for at least 3 consecutive years.	As gartner magic quadrant only takes recognised tools so restricting it only too one quadrant will bar from fair and maximum tender participation. Request to change the clause as: " The Selected Bidder shall provide Next Generation SIEM solution offering that's in the Gartner's magic quadrant for at least 3 consecutive years."	Read as: "The Selected Bidder shall provide Next Generation SIEM solution offering that's in the latest Gartner's Leader/ Visionary segments."
Annexure XV.G.1.iii	The Solution must be scalable by adding additional receivers and log sources and still be managed through a single, unified security control panel	SIEM and SOAR integration solution is asked in RFP. There are players who are dedicated into SOAR solution & are market leaders. So requesting you to accept separate SOAR solution with integration capability with SIEM. So pls remove single control panel clause. Pls change statement to - "The Solution must be scalable by adding additional receivers and log sources"	Agreed. Read as: "The Solution must be scalable by adding additional receivers and log sources. Selected Bidder must integrate SOAR with SIEM."
Annexure XV.G.1.v	The Selected Bidder shall provide Next Generation SIEM solution offering that's in the Gartner's Leader/ Visionary segments in the magic quadrant for at least 3 consecutive years.	Request to Change to The Selected Bidder shall provide Next Generation SIEM solution offering that's in the latest Gartner's Leader/ Visionary segments.	Read as: "The Selected Bidder shall provide Next Generation SIEM solution offering that's in the latest Gartner's Leader/ Visionary segments."
Annexure XV.G.1.viii	The Solution must support Network Threat Behavior Analytics (both Flow based analytics and Deep packet inspection (PCAP) capabilities).	Language used is here is favoring to a specific OEM. Pls change it to - "The Solution must support PCAP analysis.	Read as: "The Solution must support PCAP analysis."
Annexure XV.G.1.viii	The Solution must support Network Threat Behaviour Analytics (both Flow based analytics and Deep packet inspection (PCAP) capabilities).	Can we provide this feature as part of proposal ?	Read as: "The Solution must support PCAP analysis."

Clause No	Clause from the RFP	Amendment/ Clarification desired in the clause	GIC Re's Response
Annexure XV.G.1.xvii	The Solution must provide remediation guidance for identified security incidents and SOC must immediately act on them.	We provide the Remediation Framework for taking action but not Remediation Guidance or suggestion. Pls change statement to - "The Solution must provide remediation guidance or framework for identified security incidents and SOC must immediately act on them."	Agreed. Read as: "The Solution must provide remediation guidance or framework for identified security incidents and SOC must immediately act on them."
Annexure XV.G.1.xiii	Fraud Detection Module built in SIEM	Fraud Detection is a different solution. Please consider as a separate Solution .	Must be provided as part of setup. Even if it is separate solution, Bidder must size and propose.
Annexure XV.G.1.xxii	The Solution must have capability of displaying of filtered events based on event priority, event start time, end time, attacker address, target address etc.	There is nothing called Event End time so please change it to - The Solution must have capability of displaying of filtered events based on event priority, event start time, event received time, attacker address, target address etc.	Agreed. Read as: "The Solution must have capability of displaying of filtered events based on event priority, event start time, event received time, attacker address, target address etc. Selected Bidder must document end-time for each event once event has ended and action taken."
Annexure XV.G.1.xxv	The Solution must have capability for log purging and retrieval of logs from offline storage.	If logs are offline, how can a solution interact with it? It looks like typo with "Offline", Online and archival logs can be purged. so please change it to - The Solution must have capability for log purging and retrieval of logs from online archived storage.	Agreed. Read as: "The Solution must have capability for log purging and retrieval of logs from online archived storage."
Annexure XV.G.2.ii	The Solution must correct event time for machine data from systems with incorrect timestamps. Also, describe how the platform handles the machine data are configured with different time zones.	It will not correct the incorrect timestamps please remove it	Agreed.
Annexure XV.G.2.iii	The Solution must support the options for scheduling delivery, compressing, and/or encrypting remotely collected machine/ network (flows and packets)/ user data (behavioral data) logs.	Sending the logs is real time and that was the ask in point xix and this is contrary to it so please change it to - The Solution must support the options for almost real time delivery, compressing, and/or encrypting remotely collected machine/ network (flows and packets)/ user data (behavioral data) logs.	Agreed.

Clause No	Clause from the RFP	Amendment/ Clarification desired in the clause	GIC Re's Response
Annexure XV.G.2.iv	The data collector/ agent must be able to collect data through different methods, including but not limited to:	<p>no native support for iSeries, no RPC (support wmi/Omi/Agent), for compressed flat files need the decoder or uncompressor, NetAPP storage supported thru ONTAP API, eEye Retina, Tripwire. However as long it is from the supported log protocols, we can write the parser for it. Please change it to --</p> <p>The data collector/ agent must be able to collect data through different methods or custom parsers including but not limited to: The data collector/ agent must be able to collect data through different methods, including but not limited to:</p> <ul style="list-style-type: none"> o UDP/TCP o SNMP o Cisco SDEE o NetFlow o JFlow o Sflow o AIX, iSeries (via 3rd party integration) o Windows Event Logs (RPC) - this includes custom Event Logs (by using RPC not WMI). o Windows Event Logs (local) – this includes custom Event logs o Single-line Flat Files o Multi-line Flat Files o Compressed Flat Files (single and multi-line) o NetApp CIFS o eStreamer o Metasploit o Nexpose o Nessus o eEye Retina o Tripwire 	<p>Agreed.</p> <p>Read as:</p> <p>"The data collector/ agent must be able to collect data through different methods or custom parsers including but not limited to:"</p>
Annexure XV.G.3.vi	The U.E.B.A must use the heuristic baseline to detect unusual behaviors in real time, so it must continuously analyze current activity against baselines established for each identity and peer group. Detect behavioral deviations from user and peer group baselines.	We don't have peer group concept but achieve this requirement using other mechanism. So please change it to - U.E.B.A must use the heuristic baseline to detect unusual behaviors in real time, so it must continuously analyze current activity against baselines established for each identity. Detect behavioral deviations from user baselines.	<p>Agreed.</p> <p>Read as:</p> <p>"The U.E.B.A must use the heuristic baseline to detect unusual behaviors in real time, so it must continuously analyze current activity against baselines established for each identity/ peer group. Detect behavioral deviations from user/ peer group baselines."</p>
Annexure XV.G.3.viii	The U.E.B.A must provide case management, incident investigation, and extensive reporting, so it must Accelerate investigation and response with embedded security orchestration and automation functionality.	There is no orchestration and automation functionality so please change it to - The U.E.B.A must provide case management, incident investigation, and extensive reporting, so it must Accelerate investigation and response with integrated SOAR or Remediation functionality	<p>Agreed.</p> <p>Read as:</p> <p>"The U.E.B.A must provide case management, incident investigation, and extensive reporting, so it must Accelerate investigation and response with integrated SOAR/ embedded security orchestration or automation/ Remediation functionality."</p>

Clause No	Clause from the RFP	Amendment/ Clarification desired in the clause	GIC Re's Response
Annexure XV.G.3.ix	The U.E.B.A must use pre-staged Smart Response actions to rapidly collect forensic data and invoke targeted countermeasures. Report on the results of your security program, including detection and response times.	Response is the functionality of SOAR. Requesting to change statement to - "The U.E.B.A or SOAR must use pre-staged Smart Response actions to rapidly collect forensic data and invoke targeted countermeasures. Report on the results of your security program, including detection and response times."	Agreed. Read as: "The U.E.B.A or SOAR must use pre-staged Smart Response actions to rapidly collect forensic data and invoke targeted countermeasures. Report on the results of your security program, including detection and response times."
Annexure XV.G.4.ii	The Solution must support 4 layer of log data classifications by default out of the box: o Layer 1: Audit – Operation Security.	MPE terminology is of specific vendor. Pls change statement to - "The Solution must support 4 layer of log data classifications by default out of the box: o Layer 1: Audit – Operation Security. o Layer 2: Classification. o Layer 3: Common Event. o Layer 4: log type."	Agreed. Read as: "The Solution must support 4 layer of log data classifications by default out of the box: o Layer 1: Audit – Operation Security. o Layer 2: Classification. o Layer 3: Common Event. o Layer 4: log type."
Annexure XV.G.4.viii	The Solution must contextualize the user information with a detailed information about the user attributes from the domain such as username, title, department, last time to log on, last time he/ she failed in the password, email address, etc.	Contextualize is vendor specific. Pls change statement to - "The Solution must give the user information with a detailed information about the user attributes from the domain such as username, title, department, last time to log on, last time he/ she failed in the password, email address, etc."	Agreed. Read as: "The Solution must provide the user information with a detailed information about the user attributes from the domain such as username, title, department, last time to log on, last time he/ she failed in the password, email address, etc."
Annexure XV.G.5.ii	The Solution must support the below out-of-the-box analytics rules (but not limited to): o 3 Classification types o 39 Sub Classifications o 30,000+ Common Events (Sub Classification) o 600,000+ Message Processing Engine Rules o 1000+ Predefined Use Cases o 1250+ Predefined Reports	Message Processing Engine rule is specific to Logirithm OEM and evey SIEM process the logs in different ways. So please change statement to - "The Solution must support the below out-of-the-box analytics rules (but not limited to): o 3 Classification types o 39 Sub Classifications o 30,000+ Common Events (Sub Classification) o 600,000+ Rules o 1000+ Predefined rules o 1250+ Predefined Reports"	Agreed. Read as: "The Solution must support the below out-of-the-box analytics rules (but not limited to): o 3 Classification types o 39 Sub Classifications o 30,000+ Common Events (Sub Classification) o 600,000+ Rules o 1000+ Predefined rules o 1250+ Predefined Reports"

Clause No	Clause from the RFP	Amendment/ Clarification desired in the clause	GIC Re's Response
Annexure XV.G.6.v	<p>The Solution must be able to perform the actions below (but not limited to):</p> <ul style="list-style-type: none"> o Disable user account o Remove user from domain group o Quarantine an infected machine o Add IP to Firewall block list o Prevent the user from running non-authorized process or application o Enforce service to start o Enforce service to stop o Enforce service to be disabled o Add item to a watch list o Remove item from watch list o Disable local user account o Enforce the user to be logged off from a machine o Extract the pcap file and open the leaked attachment o Execute remote command o Delete file o Take memory dump 	<p>Extract the pcap files & Take Memory Dump are not functionalities of SOAR. Pls change statement to - "The Solution must be able to perform the actions below (but not limited to):</p> <ul style="list-style-type: none"> o Disable user account o Remove user from domain group o Quarantine an infected machine o Add IP to Firewall block list o Prevent the user from running non-authorized process or application o Enforce service to start o Enforce service to stop o Enforce service to be disabled o Add item to a watch list o Remove item from watch list o Disable local user account o Enforce the user to be logged off from a machine o Execute remote command o Delete file 	<p>Agreed. Read as: "The Solution must be able to perform the actions below (but not limited to):</p> <ul style="list-style-type: none"> o Disable user account o Remove user from domain group o Quarantine an infected machine o Add IP to Firewall block list o Prevent the user from running non-authorized process or application o Enforce service to start o Enforce service to stop o Enforce service to be disabled o Add item to a watch list o Remove item from watch list o Disable local user account o Enforce the user to be logged off from a machine o Execute remote command o Delete file"
Annexure XV.G.6.xiii	<p>The Solution must have the compliance packages such as ISO, PCI, HIPAA, GPG, etc., as correlation rules, saved searches, saved reports out of the box with no additional cost.</p>	<p>This is functionality of our SIEM, pls accept the same. Also rules are generic in nature (i.e trigger when there are changes), this is used by any regulation, not a specific one. What is important is if the device belongs to a Compliance business service, then you can see which rules triggered that would affect PCI, GPG, HIPAA, etc.. So pls change statement to - "The Solution (SIEM or SOAR or combined) must have the compliance packages such as ISO, PCI, HIPAA, GPG, etc., as reports out of the box with no additional cost."</p>	<p>Agreed. Read as: "The Solution (SIEM or SOAR or combined) must have the compliance packages such as ISO, PCI, HIPAA, GPG, etc., as correlation rules, saved searches, saved reports out of the box with no additional cost."</p>
Annexure XV.G.6.xix	<p>The Solution must be there in the platform out of the box at no additional cost.</p>	<p>SIEM and SOAR integration solution is asked in RFP. There are players who are dedicated into SOAR solution & are market leaders. So requesting you to accept separate SOAR solution with integration capability with SIEM. So pls remove single control panel clause. Pls change statement to - "The overall Solution must include SOAR with or without additional cost"</p>	<p>Agreed.</p>
Annexure XV.G.6.ix	<p>The Solution must provide incident tracking through an integrated security incident response platform.</p>	<p>This clause is favoring to a specific OEM. Pls remove this clause.</p>	<p>Agreed. Bidders may ignore this clause.</p>
Annexure XV.G.6.x	<p>The security incident response platform must be fully integrated with analysis functions not through a separate Web UI or solution.</p>	<p>SIEM and SOAR integration solution is asked in RFP. There are players who are dedicated into SOAR solution & are market leaders. So requesting you to accept separate SOAR solution with integration capability with SIEM. So pls remove single control panel clause. Pls change statement to - "The security incident response platform must be fully integrated with analysis functions"</p>	<p>Agreed. Read as: "The security incident response platform must be fully integrated with analysis functions."</p>
Annexure XV.I	<p>Cloud WAF Section - I:- This section mentions the requirement as a Cloud WAF</p>	<p>Please clarify if this is a requirement for SaaS based WAF service or a WAF hosted in bidder's infrastructure (i.e. private cloud).</p>	<p>Bidder's may propose solution which best complements the requirement of this RFP.</p>

Clause No	Clause from the RFP	Amendment/ Clarification desired in the clause	GIC Re's Response
Annexure XV.I.25	Point 27:- The Solution must offer Load Balancing	There is a ask for load balancing in WAF solution and also separate ask for a dedicated load balancer. As WAF also operates on L7 and does most of the task done by a LB like reverse proxy, SSL offloading etc, it makes sense to combine WAF and LB functionalities. This also helps customers to reduce number of hops (reduced latency) and improve application performance. Also reduces number of devices in traffic flow, hence operational and troubleshooting overhead is minimized. Hence we will recommend to do LB and WAF functionalities on same virtual appliance.	Agreed.
Annexure XV.I.15	The Solution must be able to configure Page Access Rules (Forceful browsing to follow an order).	Manually writing a Page Order was a very older way. We are using latest mechanism where we co-relation of Client ID & cookies etc to track Pagee Access. Clause to be modifies as "The solution must be able to configure Page Access Rules or alternate mechanism".	Agreed. Read as: "The solution must be able to configure Page Access Rules or alternate mechanism."
Annexure XV.I.8	The Solution must provide Support for applications that uses HTTP but listen on Non- Standard Ports.	Requesting GIC Re to share which non-standard HTTP ports are in-use currently.	Will be shared with Selected Bidder.
Annexure XV.I.26	The Solution must support BCP (DC-DR failover).	Need clarification for what DC-DR failover is desired here - Is it for Application Server or Cloud WAF infrastructure level?	Cloud WAF Infrastructure level.
Annexure XV.I.27	Point 27:- The Solution must be protected from the Volumetric Network Level DDoS.	Please clarify whether the ask is that, the infrastructure on which WAF is hosted should be protected with volumetric DDOS solution or Volumetric DDOS solution should be part of WAF itself?	Read as: "The infrastructure on which WAF is hosted should be protected with volumetric DDOS solution."
Annexure XV.K.16	The Solution must be able to analyze anomalies on the following endpoint clients: o Windows 7 (32 & 64 bits) o Windows 8 (32 & 64 bits) o Windows 10 (32 & 64 bits) o Windows 11 (32 & 64 bits)	The Windows 7 & Windows 8 are end-of-life Operating System.	Agreed. Bidders may ignore Windows 7 & 8.
Annexure XV.K.19	Agents Removal The Solution must allow remote removal of the agents running on the endpoint clients.	Requesting to remove this clause. It is not advisable to remove the agents remotely.	Agreed. Bidders may ignore this requirement.
Annexure XV.J.6	The Solution must cover all components/ devices of GIC Re Infrastructure including (but not limited to) - Endpoints (desktops, Laptops, Removable storage, Remote computers), File shares (SAN), Databases (HANA, MSSQL and Oracle), Operating systems (Windows, Mac, Linux, Unix), websites, Portable storage including USB, CD/DVD, Home storage, smartphones, and tablets. It must support All File Types (Bidders to provide a list of those supported).	Linux and Unix based systems are not supported from DLP Endpoint usage by all DLP OEMs. All DLP OEMs will be able to only scan/monitor these OS for data leakage perspective. We understand that this is requirement from GIC also. Please clarify whether our understanding is correct?	Agreed.
Annexure XV.J.13	Solution must be capable to enforce client level resource throttling.	This seems to OEM Specific clause. We request yourself to provide us functionality of this clause, which will enable us to understand the functionality required by GIC and provide a solution.	Agreed. Bidders may ignore this requirement.
Annexure XV.J	Minimum Requirement Specifications	It is coming out from different statements that GIC is looking for SAP / DB support throughout ... As these are a part of SAP BASIS support , so would you like to have SAP BASIS support from the service providers side , if yes then what is the mode of such support needed e.g. 8x5, 24x5 etc..	SAP BASIS support is not part of Scope of Work. DB (SAP & Non-SAP) support is part of Scope of Work.

Clause No	Clause from the RFP	Amendment/ Clarification desired in the clause	GIC Re's Response
Annexure XV.K.22	Communication between Agent & Mngt, Console The Solution must be able to change the communication port between the management console and the management server.	Requesting to remove this clause. Since, the entire solution is hosted on the cloud, the communication between the agent and the management console happens on port 443 (HTTPS).	Agreed. Bidders may ignore this requirement.
Annexure XV.J.11	Solution must be able to identify Malware threats (i.e., Malware communications or malware data theft, etc.).	We understand from this clause that a malicious program is trying to send the sensitive data out of GIC. We request to clarify whether our understanding is correct?	Agreed.
Annexure XV.J.20	The Solution must be capable to identify and store data from all TCP Protocols .	All DLP solutions are data centric or/and application centric. All DLP solutions will monitor data (at rest, in motion, in use) based on classification/policies implemented by GIC and it does not matter which channel it is used, DLP will prevent it from leaking based on the policies implemented. The clause therefore does not match the functionality of DLP and this is case will all DLP OEMs. It is therefore requested to amend this statement to : " The Solution must be capable to identify and store data from channels (web, email, endpoint) "	Agreed. Read as: The Solution must be capable to identify and store data from channels (web, endpoint, etc.).
Annexure XV.J.42	Solution must be capable to search any traffic sent out based on: IP Address, URL, Ports & Protocols, document types, keywords, hashes, and time stamp.	All DLP solutions are data centric or/and application centric. All DLP solutions will monitor data (at rest, in motion, in use) based on classification/policies implemented by GIC and it does not matter which channel it is used, DLP will prevent it from leaking based on the policies implemented. The clause therefore does not match the functionality of DLP and this is case will all DLP OEMs. DLP solution can provide information on IP Address, URLs, Channle (web,mail, endpoint etc), policy violations (document types, keywords etc). It is therefore requested to amend this statement to : " Solution must be capable to search any traffic (web, mail, endpoint) sent out based on: IP Address, URL, Ports & Protocols, document types, keywords, hashes, and time stamp. "	Agreed. Read as: Solution must be capable to search any traffic (web, mail, endpoint) sent out based on: IP Address, URL, Ports & Protocols, document types, keywords, hashes, and time stamp.
Annexure XV.J.78	Solution must provide/ support Manual classification of data at endpoints through HDLP agent .	This an OEM specific terminology. We would request you to make it neutral by amending the clause to " Solution must provide/ support Manual classification of data at endpoints through endpoint agent."	Agreed. Read as: Solution must provide/ support Manual classification of data at endpoints through endpoint agent.
Annexure XV.K.2	The Solution must, at minimum, perform the following checks on client/ endpoints: o Hooking o SSDT hooks o Alternate SSDT hook (KTHREAD Service Table) o IDT Hooks (interrupt descriptor table) o System drivers IO hooks o System entry (SYSENTER and int2E) hooks o Local and global Windows hooks (SetWindowsHookEx) o User mode hooks (IAT, EAT, Inline) for processes and DLLs o Model Specific Registers hooks o Kernel Object hooks o Metasploit detection	Most listed hooks were relevant 10 years ago under rootkit context, today with hyperv and patchguard these are not relevant. Request you to remove the clause. EDR defined as tools that are primarily focused on detecting and investigating suspicious activities (and traces of such) on end user devices (hosts/endpoints) and prevent the same to safeguard the endpoint.	Agreed. Bidders may ignore this clause.

Clause No	Clause from the RFP	Amendment/ Clarification desired in the clause	GIC Re's Response
Annexure XV.K.15	The Solution must allow baseline scans of hosts/ clients/ endpoints and use this information to build a database of all unique files found that can be used for comparison on future scans.	This is not the functionality of an EDR solution. This is because the EDR does not need to scan the file and it identifies the threat based on the telemetry data of the file activities. Request you to remove this point.	Agreed. Bidders may ignore this clause.
Annexure XV.K.3	The Solution must gather security information from the host/ clients/ endpoints including its network shares, patch level, and running Windows tasks.	Normally, the installed EDR agent gathers security information from the endpoint, thus re-gathering the same information is not relevant. We request you to update the clause as follows: "The Solution must gather security information from the host/ clients/ endpoints including its Network Actions, Process Actions, File Actions, Registry actions, patch level, and running Windows tasks."	Agreed. Read as: The Solution must gather security information from the host/ clients/ endpoints including its Network Actions, Process Actions, File Actions, Registry actions, patch level, and running Windows tasks.
Annexure XV.K.26	The Solution must be able to remotely cleanup the infected clients through integration with 3rd party solutions.	Requesting more more explanation and an example of such 3rd party solution.	Bidders may propose.
Annexure XV.K.29	The Solution must be able to report on the preliminary status of analyzed host machines/ clients/ endpoints with below classification: o Compromised o Suspected Compromised o Clean o No Data	Every vendor has their own terminology for classification. We request you to update the clause as follows: "The Solution must be able to report on the preliminary status of analyzed host machines/ clients/ endpoints with different classification categories"	Agreed. Read as: The Solution must be able to report on the preliminary status of analyzed host machines/ clients/ endpoints with different classification categories.
Annexure XV.K.30	The Solution must be able to export reports as HTML, PDF, and Excel, etc..	We request you to update the clause as follows: "The Solution must be able to export reports as HTML or PDF or Excel, etc."	Agreed. Read as: The Solution must be able to export reports as HTML/ PDF/ Excel, etc.
Annexure XV.K.31	The scan report must provide a preliminary assessment of the state of the client at the end of the scan, accompanied with supporting detail to support the result.	As part of our architecture, we perform continuous recording of events via the sensor and do not require a scan to be performed on the endpoint for data collection. Any ongoing malicious activity will automatically be captured and alerted on.	Agreed.
Annexure XV.K.32	The solution must support agent capping for CPU and memory utilization.	The capping and utilization varies by vendor to vendor. Some vendors have light weight client which doesn't require capping. We request you to rephrase the point as below: "The solution must support agent capping or should utilize minimum system resources"	Agreed. Read as: The solution must support agent capping or utilize minimum system resources.
Annexure XV.K.33	Solution must provide utility to deploy agents.	We request you to rephrase the point as below: "Solution must provide utility to deploy agents or support 3rd party SCCM tool for deployment."	Agreed. Read as: Solution must provide utility to deploy agents or support 3rd party SCCM tool for deployment.
Annexure XV.K.23	The Solution must be able to set scan priority on the host to prevent performance degradation on the client (low priority scan option).	We request you to update the clause as follows: "The Solution must be able to set the periodic scan for group of hosts to set the scan in non peak hours."	Read as: The Solution must be able to set scan priority on the host to prevent performance degradation on the client (low priority scan option) or set periodic scan for group of hosts to set the scan in non peak hours.

Clause No	Clause from the RFP	Amendment/ Clarification desired in the clause	GIC Re's Response
Annexure XV.K.27	The Solution must be able to report on the client status: o Scan in progress o Offline o Idle	Our solution can provide a scheduled scan. However, this is done in background with no visibility to the user or administrator. Request you to update the point as below: "The Solution must be able to report on the client status: o Offline o Idle"	Agreed. Read as: The Solution must be able to report on the client status: o Offline o Idle"
Annexure XV.L.8.xi Annexure XV.L.8.xii Annexure XV.L.8.xiii	The Solution must be able to enforce a server system in a "gold image" as decided by the Selected Bidder's team. The Solution must allow Selected Bidder's team to remote view the constituents of a system image and hence compare the image with a well-defined gold image. In the absence of a gold image, the Solution must provide for the capability to enforce a current good state as decided by the Selected Bidder's team.	Requesting to remove this clause. These points are not applicable in Server Security.	Read as: The Solution must provide for the capability to enforce a current good state as decided by the Selected Bidder's team.
Annexure XV.L.8.xvi	The Solution must restrict physical or remote access to the machine to override protection.	Requesting to remove this clause. This point is applicable to PIM application.	Agreed. Bidders must consider this clause for PIM component.
Annexure XV.N	DDoS Detection & Mitigation	Q5: This service is required at the GIC cloud level or even the Cloud WAF providers providing DDoS protection of Web Applications/APIs can quote this section.	Bidders may propose Cloud DDoS.
Annexure XV.N.2.i	The Solution must detect attacks in: o Volumetric Layer 3 and layer 4 o Application Layer 7	Hope, Application layer 7 DDoS is not applicable for WAN DDoS functionality and will be taken care at DC/DR level using different mechanism such inhouse device/appliance to support Layer-7 DDoS at DC/DR.	Agreed.
Annexure XV.N.2.iii	The Solution must have ability to support full proxy of traffic when using DNS re-direction.	Our mitigation is an ALWAYS Monitoring, ON DEMAND mitigation with BGP redirection of traffic when attack is detected by our Detection engine or SOC Engineer, Not DNS redirection which takes in all traffic at all times ALWAYS	Agreed.
Annexure XV.N.iv	On demand during or after a mitigation event, GIC Re must be able to request and receive screen shots/ details from the intelligent mitigation system being used to perform the mitigation.	Not clear as to what is needed here, Customer will be given read access to the alert and mitigation reports, we would need to understand what screenshots might be needed here. Also, after Mitigation, detailed reports will be shared	Agreed.
Annexure XV.O.4.viii	The Solution must have minimum 6 months of Data/ log retention.	Request to revise minimum period of Data/ log retention to 1-months.	Minimum 3 months.
Annexure XII	Mumbai HO to DC => 200 Mbps, SDWAN QTY -2 , SDWAN Bandwidth - 400 Mbps Mumbai HO to Internet => 300 Mbps, SDWAN QTY - 2 , SDWAN Bandwidth - 600 Mbps	Please clarify Does it mean that MPLS links would be terminating on one SDWAN CPE and ILL links would be terminating on another SDWAN CPE.	Each CPE will have 1 MPLS and 1 ILL terminating on them respectively.
Annexure XII	MPLS bandwidth required at DC and DR is not mentioned anywhere.	Please clarify, this will require to size bandwidth required for DC and DR for MPLS.	Bidders may calculate cumulative bandwidth at DC and size and quote accordingly.

Clause No	Clause from the RFP	Amendment/ Clarification desired in the clause	GIC Re's Response
Annexure XIII	Infrastructure Details	<p>HA: How HA will be configured (OS Level, Application level, DB Level) DB Details: Kindly share the inventory of all DB instance Total of DB Server, DB Instance, DB Schema, Size of DB, Frequency of Indexing</p> <p>DB Version DB HA type (Active - Passive), (Active - Active), Cluster Type for all DB Servers.</p> <p>SAP: Kindly provided SAPs Count required for each instance in SAP Environment Details of any File Server with Total Number of File. How the Authentication is happening for Fileserver</p>	<p>Host level HA for GCC setup will suffice. For example, if 1 host/ node fails, the VMs hosted in that Host must automatically migrate/ come up in the next available host.</p> <p>As mentioned in RFP.</p>
Annexure XIII	Infrastructure Details	Details of VM if any, wherein RAW or NFS/CIFS/Network volumes are mounted	Selected Bidder may check during migration.
Annexure XIII	Migration	<p>List of server, application which need to migrate with Phrase Approach Migration approach (online over the wire or offline over the some media) Domain or workgroup environment? Lift and shift or New OS build. Will Hostname & Private IP of the OS will be change?</p> <p>AD integrated application reachability should be there with AD server & it should be part of prerequisite.</p> <p>Details of Data that is going to migrated to new setup</p> <p>Any Challenges ,Highlighted by Application team while moving data/Application to Cloud</p>	Best Migration approach/ plan, suitable for current setup, must be proposed by Bidders.
Section I.5	OS Hardening	OS Hardening policy should be as per customer or bidder?	Bidder. The same must be shared with GIC Re during audits.
Annexure XIII	Hypervisor Details	Details of current Hypervisor with Version details	Will be shared with Selected Bidder.
Annexure XIII	Backup	<p>How Backup is been configured. D2D or D2D2D or D2D2T in current Environment Storage details where Backup are been taken in current Environment</p> <p>For long retention backup Policy do we need to consider Tape Backup or Disk Storage will work</p> <p>Details of VM that are require to be considered for VM Image/Snapshot backup</p>	<p>1) Backup as a Service being used from current service provider.</p> <p>2) Current Total Backup Size (without HANA) is 50 TB.</p> <p>3) Disk Based Backup Only.</p> <p>4) Will be shared with Selected Bidder.</p>
Section I.5.P	DRM	Will RTO and RPO would be same for the all APP/DB hosted in DR?	Yes.
Section I.5	Software/Tools	Is GIC using any centralized tool, portal, technologies to manage life cycle management of AD, O365 etc for (Licenses Management, User Management)	No.
Section II	General Query	Clarification Requested - By when GIC Re is planning to release PO for the said opportunity? Please confirm	Bidders will be notified through Call/ Email/ Website.
Section I.7	General Query	When is the presentation is scheduled for? and on what date DC /DR visit is scheduled for ? Request you to please confirm	Bidders will be notified through Call/ Email/ Website.
Section I.5.T	IPS/ IDS	What is throughput require for IPS IDs	Bidders may size for proposed setup.

Clause No	Clause from the RFP	Amendment/ Clarification desired in the clause	GIC Re's Response
Section I.5.T	DDOS	Please confirm the DDOS mitigation throughpot.	Cloud DDoS may be proposed of at least 1 Gbps. Bidders may size for setup.
Section I.5.T	DLP	We understand to have robust DLP policy, GIC needs to see which all channels data leakage is possible. One of the main channels is take a screen shot of sensitive data using print screen of the device. It is highly recommended to have print screen blocking functionality provided by a DLP solution. We therefore recommend to add support for blocking print screen on endpoint for a list of specific application that are running and should not matter whether it is in the foreground or background with actual print screen capture save as forensic evidence.	Agreed. Bidders may propose as part of setup.
Section I.5.T	DLP	As GIC fall under Indian regulation and we suggest that DLP solution should provide comprehensive list of pre-defined policies and templates to identify and classify information based insurance like Aadar Card, PAN Card and Indian IT Act.	Agreed. Bidders may propose as part of setup.
Section II.21	Acceptance Criteria	As soon as SDWAN and underlay setup ready to test other than MSS / MHS scope, can GIC consider for site wise billing sign off to activate 24*7 support.	As per Section II Clause 21.
Section I.4	BROAD REQUIREMENTS OF RFP	In the RFP it is mentioned Oracle Private Cloud and at the same time there is a mention to deploy Physical servers for Oracle Database (DMS application) at many places in the RFP. Please confirm whether bidders should consider Physical servers or Virtualized servers for the Oracle Database deployment for DMS application.	"3 different Clouds" mean GCC, Oracle Physical Servers & HANA DB Cloud running from single DC. For uniformity, these 3 combined have been referred to as Hybrid Cloud in the RFP. Oracle DB Servers/ Private Cloud for Oracle DB must be interpreted/ read as Physical Oracle Servers (2 for DC & 1 for DR). Hence, Selected Bidder must provide Physical Servers for Oracle DB and size as per Annexure XIII.
Annexure XIII	Current DC Sizing	In the RFP server sizing for Oracle Database (DMS application) for Prod and UAT servers in DC is mentioned as 8 vcpu. If the bidders have to deploy physical servers for Oracle DB deployment , server sizing needs to be mentioned in physical cores and not vcpu. Kindly specify physical cores required for Oracle DB deployment for each of the type of servers (Prod-DC , DR , UAT). This is required for correct Oracle DB software license estimation.	To be read as: 8 cores for Oracle servers. 2 Oracle Physical Servers at DC (8 cores each). 1 Oracle Physical Server at DR (8 cores). Hence, 3 servers with total 24 Cores. Bidders must size accordingly.
Annexure IV.D Annexure IV.E	Commercial Bid	Diagnostics Pack (must for troubleshooting Oracle Database issues and finding root cause analysis - RCA of the issues) which comes as a licensed Database option along with the Enterprise Edition License and needs to be considered along with Database License. Kindly confirm on this as running AWR reports for troubleshooting DB issues in absence of Diagnostics pack will lead to Non-compliance and can be an Audit issue later. Suggestion is to include the same in the Oracle DB License BOQ.	Bidders must include as part of Management & Licensing elements.
Annexure IV.E.5	Commercial Bid	On page number 78 , Table Number E - Management elements at DC - You have mentioned about Oracle Management for SAP and Non-SAP servers - Qty 18 , Can you please specify / elaborate on this ..? Also, if the sizing can be explained here and how has the qty of 18 numbers been arrived...?	Bidders must manage these Oracle DB instances (16 for SAP servers and 2 for Physical Oracle Servers). License for Oracle running on SAP servers are part of SAP licenses owned by GIC Re (Runtime Environment). Please refer to Annexure XI for such details.

Clause No	Clause from the RFP	Amendment/ Clarification desired in the clause	GIC Re's Response
Section I.5.E	Licenses	Also, there is a mention of SPLA licensing model to be considered while quoting for Oracle Database Licenses. Let me bring to your notice that Oracle doesn't have SPLA licensing policy/model in place and this deal will be treated as Specified end user deal wherein the bidder will procure and deploy the Oracle licenses in his Data Center (dedicated physical servers) and the end user of these Licenses will be GIC RE.	Bidders must SPLA model of licensing for components which support the same. For other components, Bidders may propose as per OEM prescribed licensing model.

Queries with references to RFP & Section/ Clauses/ Annexures in RFP

Clause No	Clause from the RFP	Amendment/ Clarification desired in the clause	GIC Re's Response
Section I.4.c	4. BROAD REQUIREMENTS OF RFP The proposed solution shall connect all GIC Re's domestic branches over Dual MPLS & Dual ILL links with SD-WAN solution. Bandwidth details mentioned in Annexure XII.	As SD-Wan solution is going to be deployed between Branches and DC (Hub location) And the traffic will be routed over both the medium (Mpls, ILL) So instead of considering both the medium in Dual we could consider it as single-link for Mpls.	As per Corrigendum to RFP.
Section I.4.i.	IPSEC & Firewall i) The Selected Bidder shall provide IPSEC Site-to-site VPN for GIC Re's foreign office locations at London, and Kuala-Lumpur. The Selected Bidder must enable connection to these locations by making necessary changes at both end Firewalls for the site-to-site VPN configuration as required.	Please confirm the Selected bidder has to provide the new firewall in the foreign location or configuration needs to be done on existing GIC-Re's firewalls. Also confirm the throughput of the firewall and the IPSec throughput in it.	As per Scope of Work.
Section I.5.A	A. Cloud Infrastructure Design: ▪ The Selected Bidder shall migrate GIC Re's complete setup from existing Service Provider's premises to their own DC and DR premises. All necessary installations and configurations are to be done by the Selected Bidder and the bidder must propose a solution strategy to migrate within a specified downtime.	Request you to please share the complete landscape along with data size which needs to migrate from existing site to new sites.	As per Annexure XIII.
Section I.4.v	v) The Selected Bidder shall provide the complete Hosting & Managed Services for Government Community Cloud (GCC), SAP HANA Certified Cloud and Private Cloud for Oracle DB. The proposed Setup must be a Hybrid Cloud environment comprising of these 3 components on Pay -as you-Go Model	What is the minimum billing periodicity envisaged in the pay-as-you-go model? For example OS licenses may be allowed to be billed for a minimum of a month as per SPLA agreements but there could be certain other service providers who have preferential agreement with ISVs / OEMs to be able to bill for shorter durations thus giving them an advantage over all other bidders. Request to normalize billing / subscription cycles to 1 month for components like licensing, links and other dedicated bought out components / private cloud components.	As per RFP.
Section I.5.A	5. SCOPE OF WORK - The Applications for Business Partners in the public domain must be hosted in DMZ and database MZ with WAF.	Assuming All security component will be provided from same Cloud Infra . Please Clarify.	As per Scope of Work.

Clause No	Clause from the RFP	Amendment/ Clarification desired in the clause	GIC Re's Response
Section I.5.A	5. SCOPE OF WORK The Cloud services shall be available on pay as per usage model. The billing shall be done monthly/quarterly irrespective of Fixed, On-Demand or mixed model of the Cloud Service Provider. Selected Bidder to provide unit wise Rate Card for all Cloud service components (Compute, Storage, RAM, VMs, Backup, Security, etc.) for this purpose.	Billing for GCC can be provided on pay per usage model, As GCC will be a public cloud dedicated for other departement as well. Where as SAP HANA Private Cloud and Oracle Private Cloud will be dedicated only for GCC and it will have a fixed billing per month model.	As per RFP.
Section I.5.F	Compliances Selected Bidder shall adhere to the standards/ audit requirements/ regulation published	Customer shall define the compliance reference point for an audit. Is there any specific ask framework like ISO27K1, GDPR, HIPPA, HITRUST etc.	As per Scope of Work.
Section I.5.F	<ul style="list-style-type: none"> Selected Bidder shall also assist GIC Re in fulfilling the requirements of the NCCC Project by CERT In. This project involves setting up Honeypot sensors (2U Rack space) in GIC Re's Cloud Infrastructure, collecting SIEM logs from GIC Re's network and sending it to CERT-In through the public domain (4 public IPs) 	The bidder has to provision the Space, Power and Colling for Honeypot solution, also please confirm is there any integartion is require to connect the bidders cloud.	As per Scope of Work.
Section I.5.I	<ul style="list-style-type: none"> Selected Bidder is required to provision additional VMs/ compute/ storage/ network when the correspondng component utilization exceeds 80% in any Server/ VM/ Network. 	If the load is increased bidder has to provision the additional resources and GIC will pay for the additaional users on pay per consumption model.	As per Scope of Work.
Section I.5.F	Selected Bidder shall also assist GIC Re in fulfilling the requirements of the NCCC Project by CERT In. This project involves setting up Honeypot sensors (2U Rack space) in GIC Re's Cloud Infrastructure, collecting SIEM logs from GIC Re's network and sending it to CERT-In through the public domain (4 public IPs).	Kindly share more details about this requirement	As per Scope of Work.
Section I.5.I	Selected Bidder shall provide all administrative support for user registration, User ID creation, maintaining user profiles, granting user access, authorization, user password support, domain creation, domain management, OU & Group creation & maintenance, etc., for Active Directory & DNS services.	Request you to please share the total number of users count for to bidder has to manged the active directory setup / daomain controller.	As per Annexure XII.
Section I.5.J	The Selected Bidder shall provide Trouble Ticketing via online portal/ interface (tools). All such tickets shall be visible and manageable from the monitoring tool/ dashboard."	ITSM related features and Tickets and Monitoring related details will be deployed on the respective tools and its dashboard. Please clarify.	As per Scope of Work.
Section I.5.J	Self Service Management/ Provisioning	Kindly elaborate on the self-service requirement, Since Basic Monitoring and Dashboard would be available to GIC	As per Scope of Work.

Clause No	Clause from the RFP	Amendment/ Clarification desired in the clause	GIC Re's Response
Section I.5.J	Self Service management/ provisioning focuses on capabilities required to assign services to users, allocate resources, and services and the monitoring and management of these resources	Are these limited to compute and storage resources or extends to security and WAN solutions too?	As per Scope of Work.
Section I.5.L	L. User Administration (PIM/ PAM) ▪ The Selected Bidder shall implement Privilege Identity and Access Management (PIM/ PAM) that properly separates users by their identified roles and responsibilities, thereby establishing least privilege principles and ensuring that users have only those permissions necessary to perform their assigned tasks. Only admins designated by GIC Re are to be given privileged access.	Bidder can consider the 25 Users Admin license of PIM /PAM, please confirm.	As per Scope of Work.
Section I.5.N.N.2	9. The Selected Bidder shall ensure that VMs & Servers receive OS patching, health checking, Systematic Attack Detection, and backup functions.	Is centralised web based tool required for OS patch/package management, security patch compliance reporting, real-time monitoring including OS node metrics, High Availability cluster metrics and SAP HANA and Application metrics ?	As per Scope of Work.
Section I.5.N.N.5	Network End Points	Please confirm the Inside and Oustside Endpoints.	As per Annexure XII.
Section I.5.O.O.1.17	Managed Services The Selected Bidder shall make provisions, if required, to shift the backup to GIC Re's required location on HDD/ USB in retrievable form.	Please provision seperate line item in commercial for Data migration as one time cost.	As per Annexure IV.
Section I.5.O.O.1	Backup Policy	Transaction/ Archive logs Every 1 Hour for Production, 3 Hours for Others 1 Week	As per Scope of Work.
Section I.5.O.O.10	There shall be a Long-Term Storage option of enforcing WORM (Write Once, Read Many) policy for sections of data that requires the same.	Kindly share the baseline capacity, daily incremental data generated and retention policy planned over the contract period for the data expected to be stored in this WORM storage	As per Scope of Work.
Section I.5.O.O.1	Backup & Restoration	Backup Services is being asked with Backup & restoration but unable to see backup software compliance for SAP Hana & Oracle , GCC Data & VM Backup. Restoration policy is not defined if we need to show case restoration as per required policy .	As per Scope of Work. Detailed Backup policy will be shared with Selected Bidder.
Section I.5.O.O.3.5	Windows OS Automated scripts	Request you to give more clarity on the Automated Scripts part.	As per Scope of Work.
Section I.5.O.O.6.5	The Selected Bidder shall provide consistent near-zero latency performance between 2.5-7.5 milliseconds at any scale.	Kindly specify which components are these latencies measured between	As per Scope of Work.
Section I.5.P.P.5.12	The solution must be able to perform application-level recovery scalable to site level recovery based on the impact of the disaster.	Please share the HA architecture currently in place and the applications behaviour in case of fail-overs (HA / DR)	As per Scope of Work.
Section I.5.Q.Q.2.1	SD-WAN Core Components - Overlay Network Each CPE must be capable of dynamically establishing fully meshed encrypted overlay paths to every other CPE, across multiple different WAN services: MPLS, Internet Leased Line, etc	What is the throughput require for SDWAN, Please confirm	As per Annexure XII.

Clause No	Clause from the RFP	Amendment/ Clarification desired in the clause	GIC Re's Response
Section I.5.Q.Q.1.1	The Selected Bidder shall design the underlying network with Dual MPLS HUB-&-SPOKE Model, with DC and DR Sites as Hubs and GIC Re Branches as Spokes. All these Spoke locations must communicate with each other and with DC & DR via different Private VLANs. Furthermore, the Selected Bidder must provide Dual ILL connectivity for local internet break-out at each branch of GIC Re. The application traffic shall flow through the dual MPLS links and web/ internet traffic shall flow through the dual ILLs at each location. The SD-WAN solution shall be an overlay/ orchestration layer on this and manage the entire network architecture. The Bandwidth details per branch are mentioned in Annexure XII	Q1 : Do you required Dual MPLS underlay in Active-Active mode or Active-Passive mode, please confirm Q2 : Do you required Dual Internet underlay in Active-Active mode or Active-Passive mode, please confirm	As per Scope of Work.
Section I.5.Q.Q.3.8	CPEs must be able to identify and classify applications, including application encrypted traffic. Identification and classification of all application (both current and future) types must be supported by the solution.	Hope this is applicable for traffic coming from LAN, once the traffic is encrypted and put it on WAN, it can't be decrypted.	As per Scope of Work. SSL certificates, if required, will be provided by GIC Re.
Section I.5.R.R.1.7	Selected Bidder to assist GIC Re team for deployment of SSL/ Wildcard Certificates for Application/ IdP URLs.	Kindly help us to understand " Selected Bidder to assist GIC Re team for deployment of SSL/ Wildcard Certificates for Application/ IdP URLs."	As per Scope of Work.
Section I.5.T	SOC Managed Security Services (MSS) & Security Operations Centre (SOC)	Need more clarity on the SOC solution / SOC Third Party	As per Scope of Work.
Section I.5.T	SOC	How many reports would you like the solution to generate on an automated basis? Please provide details on the types of reports you require from the solution.	As per Scope of Work.
Section I.5.T	SOC	Will reports that are automatically generated be delivered to a number of people via email? If so, please specify the estimated number of users receiving reports.	As per Scope of Work.
Section I.5.T	SOC	If you are planning on monitoring in-house custom applications, please provide details of what threats or use cases you would like the system to monitor the applications for.	As per Scope of Work.
Section I.5.T.T.1	The Selected Bidder shall implement and manage complete end-to-end security solutions, as part of SOC as a service, for GIC Re's environment. The solution and its components must cover GIC Re's Network, VMs, Servers, systems, and endpoints at every branch/ spoke location.	Please share a list of spoke locations and inventory that needs to be covered for these security solutions at all such locations. We presume, local hands and feet support / FMS would be provided by your team.	As per Scope of Work.

Clause No	Clause from the RFP	Amendment/ Clarification desired in the clause	GIC Re's Response
Section I.5.T.T.1.9	SOC SOC as a Service shall cover all GIC Re systems, servers, VMs, etc. at DC & DR and all endpoints at GIC Re Branch/ spoke locations. The Selected Bidder shall monitor and manage all SOC components (as mentioned in Table T.4) and cover below aspects (but not limited to): o Correlation and security monitoring o Analytics o Alerting o Dashboards o Compliance o Log Retention o Incident response o Threat Intelligence o User and Entity Behaviour Analytics (UEBA) o Artificial Intelligence & Machine Learning (AI & ML) o Real time Threat Hunting & detection	For the purposes of contextual alerting and reporting intelligence, do you have a named list of all networks in your environment and all assets you plan on monitoring? Do you currently have a log management server(s) deployed providing alerts or reports? If so, please specify how many and what it is used for. Would you like to integrate any of the existing log management solutions with the HP ArcSight environment? Please list or provide examples of the types of alerts you would like to receive from the product and what method of deliver you'd prefer (i.e. syslog, SMTP, SMS, SNMP).	As per Scope of Work.
Section I.5.T.T.5.1	SIEM	If you answered the previous question, how many times per day does event load PEAK beyond the sustained average?	As per Scope of Work
Section I.5.T.T.5.1	SIEM	Do you plan on pulling logs directly from workstations? If so, what is the reason?	As per Scope of Work
Section I.5.U.U.1.1	Migration Pre-Requisites The Selected Bidder shall support end-to-end migration from existing environment to the new environment	Kindly confirm total data size for migration including Database/Logs/Flat files in (GB/TB) (Ex: 600GB OR 1TB) Existing Servers and infra details of Oracle ? Existing hypervisor name and version,edition if any ? Existing Physical to virtual CPU ratio ? Please confirm the existing SAP Implementation partner and also confirm the scope of partner. Existing servers maker and model ? 1) Please share the SAP Landscape details. 2) Which SAP Module are implemented kindly confirm. 3) Also share the SAP count of instanse according to the SAP landscape.	As per RFP.
Section I.5.T.T.5	General Query	GIC is having ADFS to integrate with proxy for Authentication or please let us know if any other mechanism to be integrated	As per Scope of Work.
Annexure III.A.1	Experience in DC services	What information is required by customer to be provided for this rating?	As mentioned in RFP.
Annexure IV.E.1.12	Management of Middleware,load balancer and other tools/ software	Specify the type and number of Middleware required to be managed	As mentioned in RFP.
Annexure IV.F	SD WAN with ILL, P2P, MPLS	Pls confirm if understanding is correct on DC & DR bandwidth required with replication Bandwidth Internet Bandwidth at DC - 100 Mbps Internet Bandwidth at DR - 50 Mbps Replication Bandwidth between DC & DR with Two ISP -80 Mbp s	As mentioned in Corrigendum to RFP.
Annexure XII	NETWORK BANDWIDTH & ENDPOINT DETAILS	Last miles needs from different route inside building (subject to GIC gets permission from landlord and path available)	As per Scope of Work.
Annexure XV	Storage should be sized as per Annexures XIII & XIV. If there is any overhead, then selected bidder shall size accordingly to meet the minimum requirement in the RFP.	What is meant by Overhead, Does it refer to stg Performance. As per our offering we would be considering Storage as a service to GCC & HANA Grid.	As mentioned in RFP.
Annexure XV	The solution must offer provision to analyse amount of data transferred among each VMs.	What is the use case of Monitoring this? Since traffic Between VM's are consider as LAN Traffic	As mentioned in RFP.

Clause No	Clause from the RFP	Amendment/ Clarification desired in the clause	GIC Re's Response
Annexure XV.E.4	The Solution must be able to dynamically allocate and balance computing capacity across collections of hardware resources of one physical box aggregated into one unified resource pool.	Kindly elaborate the same	As mentioned in RFP.
Annexure XV.G.6.iii	The Solution must have an end-to-end case management feature and must be able to integrate to Selected Bidder's service desk tool to initiate and close a service/incident ticket in bidirectional mode.	If we don't support natively, we need to write the custom connectors. We need to know Service Desk tool being used by bidder to check integration possibility". Pls confirm the same.	As mentioned in RFP.
Annexure XV.J.4	" The Solution must have the capability to integrate with the following: o Cloud Proxy o M365 o Active Directory o SIEM o Other SOC components"	We would appreciate your help to understand what "Other SOC components" will include. This will enable us to provide solution and pricing in accordance to the clause.	As per Scope of Work.
Annexure XV.O	SD-WAN	Please confirm the required SD-WAN Throughput	As mentioned in RFP.
Annexure XIII	Infrastructure Details	Apart from the List of VM/Application details provided in RFP, will there be any VM/applications retained on-prem/other DC/third-party Cloud?	As mentioned in RFP.
Annexure XIII	Storage	Kindly specific IOPS Details, If required for any specific Instance/Application Detail of current storage and Protocol configured Block size if any need refer for any specific instance, server, application, DB Kindly Specific Throughput required YoY Growth Expected for Oracle/SAP/GCC Environment Kindly share the current SAN Architecture	As mentioned in RFP.
Section I.5.J	Self Service Management/ Provisioning	Does the customer require this feature for Security Service as well. Need Clarity	As mentioned in RFP.
Queries with No Changes in RFP			
Clause No	Clause from the RFP	Amendment/ Clarification desired in the clause	GIC Re's Response
Section I.4.a	4.a) Government Community Cloud (GCC): All application VMs must be hosted on the GCC and managed by the Selected Bidder. List of current VMs provided in Annexure XIII. The Selected Bidder shall migrate the listed VMs from current DC to proposed DC and then setup a DR site as per the Annexure. GIC Re must be able to Scale Up/ Down the VMs, compute, storage, etc. on a Pay-as-you-Go Model for this Cloud.	Request GIC to consider VPC (Virtual Private cloud) instead of GCC to ensure full hyperscale functionality of cloud and to ensure fair participation without any blockers for the same. With GSS AWS cloud platform which is the leading cloud platform is unable to participate in this RFP to provide our cloud platform.	No Change in RFP.
Section I.4.a	All application VMs must be hosted on the GCC and managed by the Selected Bidder.	Requesting to please change the clause and replace the GCC with Meity Empowered Public Cloud by considering flexibility on Scaleup and Down.	No Change in RFP.
Section I.5.B	5. B) Deployment of VMs on GCC	Please clarify if in place of Dedicated GCC we can propose VPC on GCC compliant (as per approved CSP MEITY list) environment ?	No Change in RFP.

Clause No	Clause from the RFP	Amendment/ Clarification desired in the clause	GIC Re's Response
Section I.5.C	Selected Bidder shall provide dual MPLS connectivity from each of GIC Re's domestic branches to DC and DR (Hub-and-spoke Model). Traffic will be shared among the dual links through SD-WAN services. DC & DR will be Hub locations and GIC Re domestic Branches will be spoke locations. All application traffic should flow through these MPLS links	What would be the compelling reason for change in the MPLS provider, would it be ok if the current provider and deployment remain as is and we liaison with them rather than replace them in totality.	No Change in RFP.
Section I.5.L	The Selected Bidder shall implement multi-factor authentication (MFA) for the root account, as well as any Privileged Identity and Access Management accounts associated with it for cloud portal.	Requesting to change the clause and limit the MFA for root accounts only , not for Cloud Portal.	No Change in RFP.
Section I.5.K	When the Selected Bidder (with prior approval of GIC Re) scales down the infrastructure services, Selected Bidder is responsible for deleting or otherwise securing GIC Re's Content/ application/ data prior to VM deletion and in case deleted, shall ensure that the data cannot be forensically recovered. Prior to such VM deletion, a VM/ data backup must be taken and retained for 10 years.	Requesting GIC Re to remove this clause . As a Meity empanelled CSP , we are bound to adhere the guideline provided by Meity and audited by STQC.	No Change in RFP.
Section I.5.P.P.2.2	Recovery Time Object (RTO) The Recovery Time Objective (RTO) shall be less than or equal to 60 minutes(1 Hour) to enable business operations & The Recovery Point Objective (RPO) should be less than or equal to 15 minutes.	Request you to amend the clause as: <p style="text-align: center;">The</p> The Recovery Time Objective (RTO) shall be less than or equal to 120 minutes(2 Hour) to enable business operations & The Recovery Point Objective (RPO) should be less than or equal to 30 minutes.	No Change in RFP.
Section I.5.P.P.2.2	The Recovery Time Objective (RTO) shall be less than or equal to 60 minutes (1 Hour) to enable business operations & The Recovery Point Objective (RPO) should be less than or equal to 15 minutes.	Requesting to amend the clause and change the RPO and RTO according to the application Classification.	No Change in RFP.
Section I.5.P.P.2.2	The Recovery Time Objective (RTO) shall be less than or equal to 60 minutes (1 Hour) to enable business operations & The Recovery Point Objective (RPO) should be less than or equal to 15 minutes.	RTO should be 4 hrs and RPO should be 30min for SLA.	No Change in RFP.
Section I.5.Q.Q.1.1	"Q. SD-WAN with MPLS, ILL & P2P - Implementation & Management Q.1. Network Architecture - MPLS, ILL & SD-WAN 1. The Selected Bidder shall design the underlying network with Dual MPLS HUB-&-SPOKE Model, with DC and DR Sites as Hubs and GIC Re Branches as Spokes. All these Spoke locations must communicate with each other and with DC & DR via different Private VLANs."	Will the branch sites communicate directly between themselves? If yes, please change the topology tp any-to-any as hub & spoke topology will route all branch to branch traffic through DC or DR.	No Change in RFP.
Section I.5.Q.Q.1.5	Application visibility and Analytics	Can this feature be optional as it will increase the cost of the SDWAN solution being premium feature.	No Change in RFP.

Clause No	Clause from the RFP	Amendment/ Clarification desired in the clause	GIC Re's Response
Section I.5.Q.Q.2.1	Each CPE must be capable of dynamically establishing fully meshed encrypted overlay paths every other CPE, across multiple different WAN services: MPLS, Internet Leased Line, etc.	Can this feature be optional as it will increase the cost of the SDWAN solution being premium feature.	No Change in RFP.
Section I.5.Q.Q.5.7	The centralized management solution shall have NMS capabilities and must support network wide visibility for all the CPEs, networks and GIC Re endpoints. The NMS should be configured to monitor all the links terminated on the CPEs irrespective of the type of link (internet leased line,MPLS, etc).	Please remove GIC Re endpoints. Request you to change this clause to "The centralized management solution shall have NMS capabilities and must support network wide visibility for all the CPEs, networks. The NMS should be configured to monitor all the links terminated on the CPEs irrespective of the type of link (internet leased line,MPLS, etc)." Endpoints visibility is possible when SDWAN solution will integrate AAA solution. Tender should ask for AAA solution should require for end-user visibility and AAA should be implemented in current GIC setup for end user/device connectivity.	No Change in RFP. Bidders must provide whatever tools are necessary to fulfill Scope of Work.
Section I.5.Q.Q.10.2.vii	The Selected Bidder shall ensure that major security features (including those mentioned above) against attacks as mentioned below are implemented in their network: Protection against all kinds of attacks including DDOS attacks, SYN attacks, smurf attacks etc. Protection against all kinds of spoofing like VPN spoofing/ IP spoofing etc.	Please remove this point. Protection against all kinds of attacks including DDOS attacks, SYN attacks, smurf attacks etc. will be achieve through security device integration with SDWAN solution.	No Change in RFP.
Section I.5.Q.Q.13.6	All network equipment shall support Packet Filtering, TCP spoofing, IPv4 & IPv6 both and other industry standard protocols and security features (as mentioned above).	Please remove TCP Spoofing.	No Change in RFP.
Section I.6	"Emergency/Very High/ Critical - Resolution time - 1 hour High - Resolution time - 90 minutes Medium - Resolution time - 4 hours Low - Resolution time - 8 hours"	"Request to revise it as follows as current resolution time is too aggressive and may not be able to achieve practically. Emergency/Very High/ Critical - Resolution time - 2 hour High - Resolution time - 4 minutes Medium - Resolution time - 6 hours Low - Resolution time - 8 hours"	No Change in RFP.
Section I.6	The Severity, Response & Resolution Time will be monitored as per the Proposed Service Level Matrix given below:	As the SLA is very stringent and not possible to achieve for Non HA VMs. Hence requesting to please change the SAL as per market standard.	No Change in RFP.
Section I.7	Important Dates Last Date for Submission of e-Tender Bids - 22nd April 2022 at 1.00 PM	Request you to kindly extend the Submission Date of Tender by 16 May 2022.	No Change in RFP.
Section II.5.d	d) A purchase preference of 100% of the project will be awarded to any MSE bidder quoting within price band of L1+15 (fifteen) percent by bringing down their price to L1 price.	Please relax this clause as the L1 should be decided on Technical and commercial merit. And it should be uniform to all bidders.	No Change in RFP.

Clause No	Clause from the RFP	Amendment/ Clarification desired in the clause	GIC Re's Response
Section II.10	10. Bid Validity Period	Bid Validity should be reduced from 90 to 30 days due to Dollar fluctuations.	No Change in RFP.
Section II.19.f	GIC Re reserves the right to - <ul style="list-style-type: none"> • Add, modify, relax, or waive any of the conditions stipulated in this RFP whenever deemed necessary. • To reissue the RFP • Cancel/ withdraw the RFP process at any stage without assigning any reasons thereof 	Post award of rfp any change will be subject to mutual agreement with bidder	No Change in RFP.
Section II.21	21. SCHEDULE & PAYMENT TERMS - DC & DR sites within 16 weeks	Currently there is delay of hardware delivery across all OEM due to chip shortage. Delivery of hardware vary from 12 weeks to 25 week. Kindly provide relaxation of the delivery timelines	No Change in RFP.
Section II.21	21. Schedule & Payment Term	Delivery timeline from OEMs are crossing 7-10 months, so 16 weeks with in PO acceptance is not practically possible.	No Change in RFP.
Section II.23	TERMINATION OF CONTRACT	Customer shall state the reason (to be mutually agreed by both the parties) and annual recurring charges shall be recovered	No Change in RFP.
Section II.21.c	Recurring charges would be paid at the end of each quarter, on receipt of invoice, thereafter for the duration of the Contract Period	Request GIC to change the payment terms to Quarterly in advance for Recurring charges	No Change in RFP.
Section II.23	GIC Re shall have the unilateral right to terminate any agreement/contract(s) formed between GIC Re and the successful Bidder(s) as per "Termination Clause" of annexed Service Level agreement.	Please make termination for both cause & convenience mutual	No Change in RFP.
Section II.34	CONTRACT VARIATIONS	Any variation to the contract must be subject to mutual agreement between the parties.	No Change in RFP.
Section I.5	Connectivity	Kindly note that the Connectivity for on Premises has to be taken care by TSP and it will not be under CSP scope, Internet required at DC site will be under CSP scope.	No Change in RFP.
Section II.39	CANCELLATION OF TENDER PROCESS	Customer shall state the reason and com	No Change in RFP.
Annexure II.6.b	6.b) The Bidder should have at least 1 operational Government Community Cloud client from Central/ State/ PSU departments during the time of bid submission.	Please confirm that can this be read as GCC compliant Provider environment.	No Change in RFP.
Annexure II.6.c	6.c) The Bidder must have experience of providing DC or DR Managed or co-hosting facility in their data center for at least 2 clients from any Central Govt/ State Govt/ Semi-Govt/ PSU organization.	Please clarify if same can be in Data Centre/Regions or specific GCC environment.	No Change in RFP.
Annexure II.9	9) The proposed DC & DR sites must be certified for below: 1. ISO 27001 2. ISO 20000-1 3. IS 1893:1984	Is it only ISO 27001 or compliance to multiple other Global standard compliances can also be considered in place of IS 1893:1984	No Change in RFP.

Clause No	Clause from the RFP	Amendment/ Clarification desired in the clause	GIC Re's Response
Annexure II.10	10) The proposed DC & DR sites must be owned by the bidder. No Partnership/ Consortium bidding is allowed. In the case of leased premises, the unexpired lease period must be available for at least another 7 years from the date of the RFP.	Cloud/Hypervisor services are owned by different companies while Manged Services etc are provided via Partner eco system in that case can any one be the Prime Bidder	No Change in RFP.
Annexure II.7.a	7 a) The Bidder's Data Center must have at least 3 customers hosting SAP primary or DR landscapes.	As Govt/PSU customer's footprint in India is not very much in Cloud Data Center so kindly consider Corporate exp as well for the Data Centre for 7 a) as "The Bidder's Data Center must have at least 02 customers hosting SAP primary or DR landscapes from	No Change in RFP.
Annexure II.10	10. The proposed DC & DR sites must be owned by the bidder. No Partnership/ Consortium bidding is allowed.	Please allow the Consortium for this RFP.	No Change in RFP.
Annexure II.12	12. The Bidder must be empaneled with MEITY for GCC. The Bidder shall provide documents of evaluation by MEITY/ audit by STQC, and the bidder should be certified for hosting Government Community Cloud (GCC).	Meity list of empaneled Vendors is due under renewal for 2022 and the new list will be proposed in financial Year April - 2022. The renewal of the MEity empanelment will have a new list released which will have a completely new spec and classification on technology which needs to be considered availing latest technology developments. There are possibility of some of the service providers in the empanel list to be reconsidered and new applications are going to be added which will be with better tech features and better infrastructure. The current GCC – "Government Community Cloud" available under MEity is 3+ years old technology setup by existing empanel vendors and on base Tier II to Tier III data-center hosted cloud setup. We have applied at MEity empanelment for GCC on India's 1st and Only Tier uptime IV Datacenter Park for Design and Facility certified, with a world class Datacenter which is world 2nd largest infrastructure hosting the cloud infra. The empanelment is expected in couple of months and have submitted the 100% compliance which is going to be valid for 2022- onwards with a new list getting released. So request you to provide relaxation for this clause, to be able to submit the relevant documents before going live if the contract is awarded to such bidder.	No Change in RFP.
Annexure II.6	6. b) The Bidder should have at least 1 operational Government Community Cloud client from Central/ State/ PSU departments during the time of bid submission. c) The Bidder must have experience of providing DC or DR Managed or co-hosting facility in their data center for at least 2 clients from any Central Govt/ State Govt/ Semi-Govt/ PSU organization.	Request to include Private Cloud in addition to Government Community Cloud and also include private organizations as part of the criteria and update the clause as follows: 6. b) The Bidder should have at least 1 operational Government Community Cloud/ Private Cloud client from Central/ State/ PSU departments/ Private Organizations during the time of bid submission. c) The Bidder must have experience of providing DC or DR Managed or co-hosting facility in their data center for at least 2 clients from any Central Govt/ State Govt/ Semi-Govt/ PSU organization/ Private Organizations .	No Change in RFP.
Annexure II.9	9. IS 1893:1984	Yotta NM1 DC facility is located in Safe Seismic zone III. Request you to consider TVRA report as a supporting document to meet this criteria	No Change in RFP.

Clause No	Clause from the RFP	Amendment/ Clarification desired in the clause	GIC Re's Response
Annexure II.2	The Bidder should have had an average annual turnover of Rs. 50 Crores in the last three financial years i.e., 2018-19, 2019-20 & 2020-21 from Data center services. This must be the individual company turnover and not that of any group of companies.	The Bidder should have had an average annual turnover of Rs. 250 Crores in the last three financial years i.e., 2018-19, 2019-20 & 2020-21 from Data center services. This must be the individual company turnover and not that of any group of companies.	No Change in RFP.
Annexure II.3	The Bidder should have positive Net Worth as per the last audited financial report.	The Bidder should have positive Net Worth of 50Cr. as per the last audited financial report.	No Change in RFP.
Annexure II	No inclusion of Certifications in the GIC Re RFP which is required to run SAP workload	Please include the following criteria as it is key for this RFP: SAP HANA Operations, Cloud and Infrastructure Operations.	No Change in RFP.
Annexure II.12	12) The Bidder must be empaneled with MEITY for GCC. The Bidder shall provide documents of evaluation by MEITY/ audit by STQC, and the bidder should be certified for hosting Government Community Cloud (GCC).	Please clarify if among the Meity Empaneled CSP's Basic Cloud Services offering with approved Data Center Locations for Public Cloud, VPC and GCC deployment models at these locations but not having physical dedicated GCC environment, can we still qualify under same considerations.	No Change in RFP.
Annexure II.12	12) The Bidder must be empaneled with MEITY for GCC. The Bidder shall provide documents of evaluation by MEITY/ audit by STQC, and the bidder should be certified for hosting Government Community Cloud (GCC).	Please clarify we are among the Meity Empanel CSP's Basic Cloud Services offering with approved Data Centre Locations for Public Cloud, VPC and GCC deployment models at these locations however not having physical dedicated GCC environment, can we qualify under same considerations.	No Change in RFP.
Annexure II.11	11. Location of the facility and setup (Primary Data Center and Disaster Site): a) Primary Data Center setup location for Managed Hosting facility should be in Mumbai/ Navi Mumbai only. b) Disaster Recovery Site should be in a different seismic zone other than the Data Center within India.	Kindly relax the geography of DC and DR, it should not be specific/ restricted to any such locations. Rather, anywhere in India in lower and different seismic zone.	No Change in RFP.
Annexure XV.A.15	The solution should support VM based replication. All licenses to enable the same must be part of overall solution.	As these replication tools are additional licenses. This should be explicitly called in the commercial BOQ	No Change in RFP.
Annexure XV.A.16	The solution must support back up of all Virtual machines, so that the same can be recovered in case of data loss, all licenses to enable the same must be part of overall solution.	As these replication tools are additional licenses. This should be explicitly called in the commercial BOQ.	No Change in RFP.
Annexure IV.A.7	OTC Migration costs	Request you to please remove this from evaluation of L1 bidders for existing Service provider because if they will have undue advantage of the same	No Change in RFP.
Annexure IV	Commercial sheet	As we offer standard VM flavour configuration (fixed vCPU, RAM, storage, OS & management for VM) bundled in VM commercials itself. Therefore, kind update your commercial sheet based on the VM sizing required.	No Change in RFP.
Annexure IV	The columns for Unit Price from Tables B to I will be used by GIC Re as rate card for commissioning/ addition or decommissioning/ removal of components for future needs	Since the price of license etc keeps on increasing every year, request GIC that the prices inputted under "Unit Price" should not be considered as rate card	No Change in RFP.
Annexure V.8	Clause 8:- TERM OF THE CONTRACT	Upon completion of the term of Contract Period, the Agreement shall be automatically terminated. However, the Parties shall have an option to mutually decide to extend.	No Change in RFP.

Clause No	Clause from the RFP	Amendment/ Clarification desired in the clause	GIC Re's Response
Annexure V.19.c	Point 19 c. Terms & Extension	In the event of extension of Service, The parties agree and understand that the revised rates as decided by the parties shall be made applicable for the extended term.	No Change in RFP.
Annexure VIII	17. INDEMNITY & Annexure VIII Deed of Indemnity	All the grounds mentioned in the deed of indemnity under which bidder shall be liable to indemnify is too broad and exposes bidder to a great extent, we seek modification of this clause to narrow the scope of indemnity to make it reasonable.	No Change in RFP.
Annexure V.19.b	Further GIC Re reserves the right to grant any extension to the term above mentioned and shall notify in writing to the Selected Bidder, at least 30 days before the expiration of the Term hereof, whether it will grant the Selected Bidder an extension of the term.	Extension of contract needs to be mutually agreed between GIC & Bidder	No Change in RFP.
Annexure V.19.c	In the event of extension of Service, GIC Re will continue payment for this extended period as per the terms and condition already agreed in this Agreement	Price applicable in case of extension of contract post 5 years will be mutually discussed & agreed between GIC & Bidder	No Change in RFP.
Annexure V.24	LIQUIDATED DAMAGES	Request GIC to limit the total monthly penalty to 5% of respective component MRC for which SLA is not met	No Change in RFP.
Annexure V.24	Liquidated Damages	As an essential part of the Agreement, the liquidated damages payable under the SLA(s) shall be the credits stated in any applicable SLA(s) which are GIC's sole and exclusive remedy for Selective Bidder's failure to meet those guarantees for which credits are provided; and the parties agree that the credits are not a penalty, are fair and reasonable and represent a reasonable estimate of loss that may reasonably be anticipated from any breach. The maximum credit(s) for failures to meet any applicable SLA(s) for any calendar month shall not exceed 50% of the then current monthly recurring Fee for the Services. GIC is not entitled to a credit if GIC is in breach of the Agreement at the time of the occurrence of the event giving rise to the credit, until such time as GIC has remedied the breach. No credit shall be due if the credit would not have accrued but for GIC's action or omission. A >= 99.995% No Credits A in between 99.994% to 99.000% 2 days equivalent service credit for the Service period affected calculated on a prorate basis. A in between 98.999% to 98.000% 7 days equivalent service credit for the Service period affected calculated on a prorate basis. A is < 98% 15days equivalent service credit for the Service period affected calculated on a prorate basis	No Change in RFP.
ANNEXURE V.24	LD/ Hosting Service Unavailability Credit Calculation Matrix for Incidents (IRs)	Request to revise the penalty percentage provide in RFP and Kindly reduce it to 50%.	No Change in RFP.
Annexure V.27	Clause 27. Payment Terms	OTC along with PO and recurring payment qtrly in advance	No Change in RFP.

Clause No	Clause from the RFP	Amendment/ Clarification desired in the clause	GIC Re's Response
Annexure V.25	RECOVERY OF LIQUIDATED DAMAGES:GIC Re has the right to recover Liquidated Damages amount from any dues that may be payable to the Successful Bidder under any previous contract with GIC Re under the right of set off. Any such recovery of Liquidated Damages shall not in any way relieve the Service Provider from any of its obligations to complete the work or from any other obligations and liabilities under this Agreement.	Request to remove set off rights	No Change in RFP.
Annexure V.26	NON-ACCEPTANCE/ NON-EXECUTION OF ORDER	We seek removal of cost replacement clause.	No Change in RFP.
Annexure V.26	In case the Successful Bidder refuses to accept/ execute the order, GIC Re will procure the same from the respective OEM as per terms & conditions and rate accepted by OEM. The Successful Bidder shall bear the difference in cost of the items/ products (GIC Re is having all the rights to recover the difference/ liquidated damages amount from PBG as well as any amount payable to the Bidder). If required, GIC Re may also act against the Successful Bidder and blacklist them without any correspondence in this regard.	Request GIC to limit the cost under this clause to maximum 1 year's recurring charges	No Change in RFP.
Annexure V.30	TERMINATION	Request GIC to consider below points:- 1. Notice period in case of termination to be 90 days 2. Termination for Convenience is not agreeable. In case GIC terminates contract then Early Termination Charges (ETC) equal to remaining contract term will be applicable	No Change in RFP.
Annexure V.24	LIQUIDATED DAMAGES	Request to limit to 5% per Month MRC	No Change in RFP.
Annexure V.33	Clause 33. Limitation Of Liability	OUR STANDARD CLAUSE FOR L0L: the maximum aggregate monetary liability of either Party and any of its representatives in connection with the Services or this Agreement under any theory of law shall not exceed the actual damages incurred up to the greater of: (i) an amount equal to six times the Fees payable by Customer for the Services in the first month of the Initial Term, or (ii) the total amount paid by Customer to the Service Provider for the Services that are the subject of the claim in the 12 months immediately preceding the event(s) that first gave rise to the claim.	No Change in RFP.
Annexure V.33.e	Clause 33e. indemnification provisions in this Agreement.	Phrase to be Deleted	No Change in RFP.

Clause No	Clause from the RFP	Amendment/ Clarification desired in the clause	GIC Re's Response
Annexure IX	I/ We certify that the facts mentioned in our response to the RFP are true, complete, and correct to the best of my/our knowledge and belief. It is also certified that we are not blacklisted by any Government Department/ any State Governments or any undertaking of the Government of India/State Governments nor any criminal case is registered/pending against us or our owner/partner anywhere in India. I/We have no objection if enquiries are made about my work/clients listed by me/us.	We suggest to modify the clause as mentioned below: "I/ We certify that the facts mentioned in our response to the RFP are true, complete, and correct to the best of my/our knowledge and belief. It is also certified that we are not blacklisted by any Government Department/ any State Governments or any undertaking of the Government of India/State Governments nor any criminal case is registered pending against us or our owner/partner which will materially affect the services under this RFP anywhere in India. I/We have no objection if enquiries are made about my work/clients listed by me/us"	No Change in RFP.
Annexure XII	Network Bandwidth & Endpoint Details	As mentioned in SDWAN requirement - both MPLS and ILL should be used for SDWAN traffic and internet for local internet breakout. As best SDWAN deployment practices separate Internet should be provided for hosting servers at IDC, SDWAN traffic can choke the link bandwidth which can effect the bandwidth for hosting servers. Since SDWAN and Firewall will have to use the same ILL in parallel. Bidder's suggestion is to have separate ILL for server hosting and for SDWAN	No Change in RFP.
Annexure XII	NETWORK BANDWIDTH & ENDPOINT DETAILS	Can GIC consider additional time for SDWAN HW procurement due to global chip shortage (20 weeks approx.. for deployment on top of the procurement time)	No Change in RFP.
Annexure XIV	ANNEXURE XIV PROPOSED SAP HANA DB CLOUD SIZING	Only RHEL OS option has been mentioned in the below table. 1. SAP HANA Cloud/ Grid DC 2. SAP HANA Cloud/ Grid DR Requesting please include SLES for SAP Applications OS option also.	No Change in RFP.
Annexure XIV	Annexure XIV Sizing	Please condiser deployment of SAP App and DB from SAP Grid for better performance and for better SAPs Sizng.	No Change in RFP.
Annexure XV.G.3.i	The U.E.B.A must be offered out of the box at no additional cost or license.	Different vendors have different licensing policy. We do provide U.E.B.A with additional license which will be part of overall BOQ. So we can achieve GIC Re functional requirement, pls change statement to - "The U.E.B.A must be offered out of the box or if any additional license is required then it must be included in submitted proposal."	No Change in RFP.
Annexure XV.G.3	User & Entity Behavioural Analytics (UEBA)	Is this a requirement of customer or it is just for compliance. If yes, please put this requirement in the commercial sheet. As this requirement is considered additional to SIEM and SOAR. There should be a separate commercial line item.	No Change in RFP.
Annexure XV.J.3	"The Solution must be capable to support the following use cases: o Network (web only) o Discover (Data in motion for web only) o Endpoints o Cloud (any current or future SaaS applications, without any additional licenses)"	Licensing models for on-premise and Cloud platforms are very different. It is difficult to propose a solution or licensing model for fuuture. We ould request your provide us your understanding of the clause "Cloud (any current or future SaaS applications, without any additional licenses)" and it would highly appreciated if this clause is removed.	No Change in RFP.

Clause No	Clause from the RFP	Amendment/ Clarification desired in the clause	GIC Re's Response
Annexure XV.K.28	The Solution must be able to provide a detailed report of individual client/ endpoints and must contain the following information, at minimum: o Hostname o Last Scan o Any pending scan request o IP Address o Username logged in o Agent installed date	Since samples are detected in real-time and reported by EDR the last scan is not relevant. We request you to update the clause as follows: "The Solution must be able to provide a detailed report of individual client/ endpoints and must contain the following information, at minimum: o Hostname o Any pending scan request o IP Address o Username logged in"	Necessary for Audit compliance. No Change in RFP.
Annexure XV.M.7.iii	Logs must also show real-time per user statistics which must include sent/ received bytes, no. of sessions, threat score, bandwidth usage, sent/ received packets & source IP of user, destination country detail, etc.	Can this feature be optional as it will increase the cost of the SDWAN solution being premium feature.	No Change in RFP.
Annexure V.33	LIMITATION OF THE SELECTED BIDDER'S LIABILITY TOWARDS GIC RE	Please remove the exclusion grounds from the liability cap, we seek a universal liability cap which applies to all sorts of liability & should be capped the charges received by bidder in last 12 months	No Change in RFP.

BANK GUARANTEE FORMAT FOR EARNEST MONEY DEPOSIT

To

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WHEREAS _____(Name of Bidder) (hereinafter called "the Bidder" has submitted its Bid dated _____ (Date) for the execution of (Name of Contract)_____ (hereinafter called "the Bid") in favour of _____ hereinafter called the "Employer";

KNOW ALL MEN by these presents that we, _____(name of the issuing Bank), a body corporate constituted under the _____having its Head Office at _____amongst others a branch/office at _____ (hereinafter called "the Bank" are bound unto the employer for the sum of Rs_____ (Rupees_____only) for which payment well and truly to be made to the said Employer, the Bank binds itself, its successors and assigns by these presents;

THE CONDITION of this obligation is:

If the bidder withdraws or amends their offer of empanelment before finalization of empanelment by the employer,

We undertake to pay to the Employer up to the above amount upon receipt of his first written demand without the Employer having to substantiate his demand, provided that in his demand the Employer will note that the amount claimed by him is due to him owing to the occurrence the above condition.

Notwithstanding anything contained herein

- i) Our liability under this Bank Guarantee shall not exceed Rs._____ (Rupees _____only)
- ii) This Bank Guarantee is valid up to _____ and
- iii) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before _____(mention period of guarantee as found under clause (ii) above plus claim period)

Dated _____ day of _____ 20_____

SIGNATURE OF THE BANK