

Corrigendum - Bid Reference No: GEM/2020/B/620271 dated 07.04.2020 and ATC document dated 07.04.2020

(Supply, installation and commissioning of DDoS equipment)

SN	Tender / ATC Clause No.	Page No.	Tender / ATC Clause detail	Revised Clause
1	ATC Clause 8	1	<p>The OEM must ensure 24 * 7 * 365 service support during warranty period. (Document: letter from OEM). The complaints must be resolved (including the cases where the equipment is required to be replaced) within 6 hours of lodging of complaint. In case of noncompliance, a penalty @ Rs. 1,000 per hour of delay beyond 6 hours (or part thereof) shall be applicable. This rate of penalty shall be doubled after every 24 hours incase the equipment is not made functional. These penalties shall be recovered from the pending payment (if any) or from the PBG.</p>	<p>The OEM must ensure 24 * 7 * 365 service support during warranty period. (Document: letter from OEM).</p> <ul style="list-style-type: none"> - All support tickets must be responded within 15 minutes of raising of requests. In case of non-compliance, a penalty @ Rs. 1,000 per hour of delay beyond 15 minutes (or part thereof) shall be applicable. - In case of software failure or hardware issues which do not require hardware replacement, the equipment must be made functional within 1 hour of raising of complaint. In case of non-compliance, a penalty of Rs. 2,500 per hour of delay beyond 1 hour (or part thereof) shall be applicable. - Service requests requiring hardware replacement (part or whole) must be resolved within 24 hours of raising of complaint. In case of non-compliance, a penalty of Rs. 2,500 per hour of delay beyond 24 hours (or part thereof) shall be applicable. - In case of DDoS attack or any security threat which the devices are not able to mitigate, resolution / mitigation must be provided within 1 hour of raising of complaint. In case of non-compliance, a penalty of Rs. 2,500 per hour of delay beyond 1 hour (or part thereof) shall be applicable. <p>All penalties shall be doubled after every 24 hours in case the equipment is not made functional. These penalties shall be recovered from the pending payment (if any) or from the PBG.</p>
2	ATC Clause 12	2	<p>97.5% payment will be made after delivery, installation and commissioning of the equipment. Remaining 2.5% payment will be made on annual basis spread over five years (i.e. 0.5% payment after completion of each year from the date of commissioning).</p>	<p>97.5% payment will be made after generation of CRAC, submission and verification of PBG. Remaining 2.5% payment will be made on annual basis spread over five years (i.e. 0.5% payment after completion of each year from the date of commissioning).</p>

3	ATC Clause 14.1	2	Request per second per web traffic HTTP / HTTPS : 24M	Minimum DDoS Attack Prevention Rate for all type of attack: 24 M
4	ATC Clause 14.4	2	Maximum bandwidth supported: 15 Gbps	Minimum bandwidth supported: 15 Gbps
5	ATC Clause 14.5	2	No. of ports supported: 8 x 1GE SFP+ ports and 12 x 10GE SFP+	No. of ports supported: 8 x 1GE SFP+ ports and 12 x 10GE SFP+ OR 4 x 1GE SFP+ ports, 12 x 10GE SFP+ and 4 x 40GE Should support port bundling
6	ATC Clause 15.a	2	DDoS mitigation solution should be a dedicated appliance (not a part of Router or Application Delivery Controller or Proxy based architecture or Stateful Device).	DDoS mitigation solution should be a dedicated appliance (not a part of Router or Application Delivery Controller or Proxy based architecture or Stateful Device). It should not hold any IP address on its interfaces
7	ATC Clause 15.l.vi	3	DNS server vulnerabilities	All major DNS server vulnerabilities as per industry standards from day 1
8	ATC Clause 15.m.iii	3	Direct “hot-line” access	Response time, resolution time and penalties as per ATC Clause 8
9	Tender Clause “FEATURES & FUNCTIONALITY PARAMETERS (GOLDEN)”	3	Throughput for Appliance: IPS/IDS	Throughput for Appliance: Any value
10	Tender Clause “GENERIC PARAMETERS”	6	Number of User Referance within Government Department email,phone no Of concerned authority: 5	Number of User Referance within Government Department email,phone no Of concerned authority: 3
11	ATC Clause 18	4	Additional Clause	The equipment supplied must be compliant with the racks installed in State Data Centre which are of size 600 mm X 1000 mm and 4.5 KVA power capacity.

Response to Queries - Bid Reference No: GEM/2020/B/620271 dated 07.04.2020 and ATC document dated 07.04.2020

(Supply, installation and commissioning of DDoS equipment)

SN	Firm's Name	Tender / ATC Clause No.	Page No.	Tender / ATC Clause detail	Amendment Sought / Suggestion	Justification	PSeGS response
1	F5, Millenium and Spectra	ATC Clause 4	1	The bidders would be required to provide Proof of Concept (PoC) for the solution being proposed. In the PoC, the technical specifications of the solution would be checked practically. The generation of required network traffic for the PoC would be the responsibility of the OEM	Request to add a separate document which clearly defines the use cases of the POC and clarifies on the states sizing parameters testing and success criteria, in addition to this clause.	We need to define the use cases to be tested for each technology and the success criteria so that it streamlines calibration of OEM for the department against the specifications mentioned.	As per ATC
2	F5, Millenium and Spectra	ATC Clause 14.5	2	No. of ports supported: 8 x 1GE SFP+ ports and 12 x 10GE SFP+	Request to change the clause as: "No. of ports supported: 8 x 1GE SFP+ ports and 12 x 10GE SFP+ and 2*40G ports"	Since The other components which are going to receive traffic from DDOS, like NGFW and SLB have requirement for 40G interfaces hence the same bandwidth needs to be there on DDOS so that it does not become bottleneck.	Refer Corrigendum
3	F5, Millenium and Spectra	ATC Clause 15.I.vi	3	DNS server vulnerabilities	Request to change the clause as:" DNS server vulnerabilities- must provide DNS based DDoS attack protection for individual record type like A, AAAA, CNAME, PTR, MX, NS and DNSSEC support"	Since DNS is the 3rd most attacked protocol, hence its critical to ensure all the types if DNS records vulnerabilities are explicitly mentioned and protected by DDOS solution.	Refer Corrigendum
4	F5, Millenium and Spectra	ATC Clause 15.m	3	The OEM should have provision for specialized security experts who provide 24x7, real time professional services for the network facing DoS attack in order to restore network and service operational status: i. 24/7 monitoring of the customer's service ii. Real-time response to any threat detected iii. Direct "hot-line" access iv. Diverting the traffic when encountering a volumetric attack v. Sending the customer a summary of each real-time attack case vi. Sending the customer a monthly report containing all threats vii. Periodically reviewing the network-security configuration	Clause may read as ""OEM has to provision for knowledgeable and specialized security experts (on call - on remote), who provide 24x7 (SLA defined), Real Time Professional Services/ TAC/ SOC services for the network facing denial-of-service (DoS) attack in order to restore network and service operational status."	Since OEMS use different named services to provide the support hence the nomenclature of services should be generic.	Refer Corrigendum
5	F5, Millenium and Spectra	Additional Clause	NA	New Clause	Request to Add the clause "The solution should be certified -Common Criteria / NDPP / NSS"	To ensure the security and compliance the appliance needs to have at least one of these certifications, since this is also asked in firewall, why not in critical security appliance DDOS?	As per GeM bid / ATC
6	F5, Millenium and Spectra	Tender Clause "FEATURES & FUNCTIONALITY PARAMETERS (GOLDEN)"	3	Throughput for Appliance: IPS/IDS	Need clarification as to what is meant by: "Throughput for Appliance IPS/IDS IPS/IDS"?	Since it's a DDOS appliance so not sure what is meant by reference of IPS/IDS in throughput section, please clarify.	Clause stands deleted. Accordingly, any value will be accepted. Refer Corrigendum

7	F5, Millenium and Spectra	Tender Clause "FEATURES & FUNCTIONALITY PARAMETERS (GENERIC)"	4	Anti-malware feature: *	Request to delete this clause:" Anti-malware feature: Yes"	Since this feature is integrated with Firewall and not part of DDOS solution.	This clause is not required. Accordingly, any value will be accepted.
8	F5, Millenium and Spectra	Tender Clause "FEATURES & FUNCTIONALITY PARAMETERS (GENERIC)"	4	Intrusion Detection / Prevention System (IDS/IPS): *	Request to delete this clause:" Intrusion Detection / Prevention System (IDS/IPS): Yes"	Since it's a dedicated DDOS appliance and hence IPS/IDS would be part of NGFW functionality and not required in DDOS.	This clause is not required. Accordingly, any value will be accepted.
9	F5, Millenium and Spectra	Tender Clause "GENERIC PARAMETERS"	6	Number of User Referance within Government Department email,phone no Of concerned authority: 5	Request to change the clause as:" Number of User Referance within Government Department or PSU or private sector in India and Saarc or alternatively a letter from authorized signatory from the OEM stating the same should be allowed, email, phone no of concerned authority: 5."	Please widen this so that we can share across department references. Government customer mostly do not share details for public reference due to confidentiality, as it's a perimeter security device hence considering this restriction , and for leading OEMs to participate, this clause needs to ensure that the scope of reference is increased or alternatively OEM signing authority signed letter stating the same should be allowed.	Refer Corrigendum
10	Electro Photo Equipments Pvt. Ltd	ATC Clause 15.a	2	DDoS mitigation solution should be a dedicated appliance (not a part of Router or Application Delivery Controller or Proxy based architecture or Stateful Device).	DDoS mitigation solution should be a dedicated appliance (not a part of Router or Application Delivery Controller or Proxy based architecture or Stateful Device). It should not hold any IP address on its interfaces	DDoS appliance should be invisible to the attackers and it should not hold any ip address on its interfaces	Refer Corrigendum
11	Electro Photo Equipments Pvt. Ltd	ATC Clause 15.b	2	Latency should be less than 100 microseconds	Latency should be less than 80 microseconds	The appliance should not create more latency and it should be able to handle attacks efficiently	As per ATC
12	M/s Haltdos.com Pvt Ltd	Tender Clause "Bid Details"	1	MSE Exemption For Years Of Experience And Turnover: No	Our OEM is registered under MSE and solution is Make in India Cyber Security Productin that case MSE should be exempted for years of experience and Turnover. kindly confirm. We also request you to refer latest order copy((attched) of Department for promotion of Industry and Internal Trade , Ministry of Commerce and Industry, Govt. Of India dated June dated 29th May 2019 para no 10 (b) page no 5 that says Procuring entities shall endeavor to see that eligibility conditions , including on matters like turnover , production capability and financial strength do not result in unreasonable exclusion of local suppliers who would otherwise be eligible beyond what is essential for ensuring quality or creditworthiness of the supplier " .		As per GeM bid / ATC

13	M/s Haltdos.com Pvt Ltd	Tender Clause "Bid Details"	1	Startup Exemption For Years Of Experience And Turnover: No	The OEM is a startup under DIPP, Govt. of India and solution is Make in India Cyber Security Product. In that case our OEM being a startup should be exempted for this turnover clause and preference should be given to make in India Cyber Security Product as per order copy File No.1(10)/2017-CLES Government of India Ministry of Electronics and Information Technology dated 2nd July 2018 which notifies under Para no 2,Page no. 1 that In furtherance of the Public Procurement (Preference to Make in India) Order 2017 notified vide reference cited above, hereby notifies that Cyber Security being a strategic sector, preference shall be provided by all procuring entities to domestically manufactured/produced Cyber Security Products as per the aforesaid Order.		As per GeM bid / ATC
14	M/s Haltdos.com Pvt Ltd	ATC Clause 1	1	All bidders including MSEs and startups are required to submit EMD / PBG.	We are MSME who happens to be Manufacturer of Goods so we request that to be exempted from submission of EMD. Kindly confirm		As per GeM bid / ATC
15	M/s Haltdos.com Pvt Ltd	ATC Clause 14.4	2	Maximum bandwidth supported: 15 Gbps	Please clarify that whether you need DDOS Mitigation solution with 15 Gbps Bandwidth support or higher		Refer Corrigendum
16	M/s Haltdos.com Pvt Ltd	ATC Clause 15.b	2	Mitigation capacity: 60 Gbps	Please clarify that whether you need DDOS Mitigation solution of 15 Gbps bandwidth that can be upgraded to 60 Gbps with software update.		As per GeM bid / ATC
17	Array Networks	ATC Clause 14.5	2	No. of ports supported: 8 x 1GE SFP+ ports and 12 x 10GE SFP+	No of Ports required : 4 x 1GE SFP , 12 x 10G SFP+ (SR Populated) with scalable to 4 X 40G SFP+ for future on the same appliance."	The Anti-DDoS Device can be deployed in line with multiple segments to protect. More than the throughput of ports, the number of ports supported in the device becomes the main qualification factor for this reason. We request to add the number of 40G ports in appliance rather than asking for a higher no of 1G Ports intererfaces in the DDOS appliance (As network is growing rapidly hence requirement of 40Gig connectivity in near future)	Refer Corrigendum

18	Array Networks	Tender Clause "Bid Details"	1	Item Category: Network / web security software appliances	Request for Extension in bid Time Lines under the said category(web security software appliancesNetwork)	Array Networks have already applied for the registraton of Ddos product under category web security software appliancesNetwork in GEM ,Due to Lock down the things are on hold , Hence request to kindly get the DDos BidPublished under the Category of Load Balancer so that there would have been a fare Competition	As per GeM bid
19	Radware and SISL	ATC Clause 14.1	2	Request per second per web traffic HTTP / HTTPS : 24M	The specifications mentioned in the bid are amended as under: 1. Max DDoS Attack Prevention Rate : 24 Mpps and not limited to only SYN protection 2. Max Attack Concurrent Sessions: Unlimited	DDoS appliance is not sized based on Request per second per for web traffic HTTP / HTTPS, most of the leading OEMs don't publish these figures. In case of attack it cutomer doesn't know about the number of sessions hence attck session handling by device should also handle unlimited concurrent sessions. All the leading OEMs for Anti DDoS soluiotn provider have this functionality. The other important parameter is flood prevention rate in Packet per Second, Which should be around 24 Mpps and this not limited to only one type of attack i.e. SYN, ACK, PUT, FYN etc. Hence Request to ammdend this clause.	Refer Corrigendum
20	Radware and SISL	Tender Clause "FEATURES & FUNCTIONALITY PARAMETERS (GOLDEN)"	3	SSL Decryption Throughput: upto 30Gbps, NA	Kindly delete the clause	As per the industry standard, DDoS appliance should be sized based on SSL connection per second but not on SSL thoughut, which has already been asked in RFP. SSL throuhput parameters is generally not published by leading DDoS OEMs. Hence Request to delete this clause	This clause is not required. Bidders may select NA from the allowed values.
21	SISL	ATC Clause 8	1	The OEM must ensure 24 * 7 * 365 service support during warranty period. (Document: letter from OEM). The complaints must be resolved (including the cases where the equipment is required to be replaced) within 6 hours of lodging of complaint. In case of noncompliance, a penalty @ Rs. 1,000 per hour of delay beyond 6 hours (or part thereof) shall be applicable. This rate of penalty shall be doubled after every 24 hours incase the equipment is not made functional. These penalties shall be recovered from the pending payment (if any) or from the PBG.	The OEM must ensure 24 * 7 * 365 service support during warranty period. (Document: letter from OEM). The complaints must be addressed within an hour after login the same, In case of hardware failure new hardware should be delivered in one business day at site after approving RMA. In case of noncompliance, a penalty @ Rs. 1,000 per hour of delay shall be applicable. This rate of penalty shall be doubled after every 24 hours incase the equipment is not made functional. These penalties shall be recovered from the pending payment (if any) or from the PBG.	There are multiple factors involved in technical issue resolution and new hardware delivery.Hence parameters like Response Time for technical issue resolution and Next Business day support for new hardware delivery should be asked in RFP	Refer Corrigendum

22	SISL	ATC Clause 14.4	2	Maximum bandwidth supported: 15Gbps	Maximum bandwidth supported: 15Gbps and scalable upto 30Gbps	The appliance should have sufficient resources and should be scalable to meet all current and future requirements.	Refer Corrigendum
23	SISL	ATC Clause 14.5	2	No. of ports supported: 8 x 1GE SFP+ ports and 12 x 10GE SFP+	No. of ports supported: 10 x 1GE SFP+ ports and 12 x 10GE SFP+	The appliance should have sufficient resources and should be scalable to meet all current and future requirements.	Refer Corrigendum
24	SISL	ATC Clause 12	2	97.5% payment will be made after delivery, installation and commissioning of the equipment. Remaining 2.5% payment will be made on annual basis spread over five years (i.e. 0.5% payment after completion of each year from the date of commissioning).	80% payment should be against delivery and balance after Sign-Off. Please note bidder is also submitting PBG after getting PO.		Refer Corrigendum
25	SISL	Tender Clause "Delivery Days"	6	45 days	It is requested to allow delivery period of 10 weeks and Commissioning of 6 weeks.	Request you to consider current condition of COVID-19. If delivery dates gets varried it should not attract any penalty	In case the delivery is delayed due to Covid-19, appropriate relaxation in penalty may be considered