SN	Tender / ATC Clause No.	Page No.	Tender / ATC Clause detail	Revised Clause
	Corrigendum - Bid Reference No: GEM/2020/B/620252 dated 07.04.2020 and ATC document dated 07.04.2020			
	(Supply, installation and commissioning of Server Load Balancer equipment)			
1	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). **- 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.** **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.
2	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).	**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).
3	ATC Clause 15.j.i	3	**The Global Administrator** creates, initially configures, and monitors Virtual Instances. **The Global Administrator** should be able to dynamically allocate **CPU and throughput** resources by assigning capacity units and adjusting throughput limits to a Virtual Instances	**The administrator** creates, initially configures, and monitors Virtual Instances. **The administrator** should be able to dynamically allocate **CPU or throughput** resources by assigning capacity units and adjusting throughput limits to a Virtual Instances

4	ATC Clause 15.j.ii	3	The Virtual Instances Administrator is responsible for the day-to-day configuration and maintenance of virtual instances using the same tasks as with traditional ADCs**, except for those Virtual Instances tasks that only the Global Administrator performs.**	The Virtual Instances Administrator is responsible for the day-to-day configuration and maintenance of virtual instances using the same tasks as with traditional ADCs
5	ATC Clause 15.p	3	DNS capability	Support for all major DNS services and records as per industry standards from day 1
6	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/620252 dated 07.04.2020 and ATC document dated 07.04.2020			
				(Supply, installation and commissioning of Server Load Balancer equipment)			
SN	**Firm's Name**	**Tender / ATC Clause No.**	**Page No.**	**Tender / ATC Clause detail**	**Amendment Sought / Suggestion**	**Justification**	**PSeGS response**
1	Radware	ATC Clause 15.c	2	Traffic ports: 8 x 10GbE SFP+ and 4 x 40GbE QSFP+ ports	The proposed products should have the following facilities: c) Traffic ports: 10 x 10GbE SFP+ and 6 x 40GbE QSFP+ ports	RFP requirement of Virtualization features is to create separate virtual environments from application and management perspective. The appliance should have sufficient ports in order to meet true virtulization and all current and future requirements, Ports should not become bottleneck for any current and future needs	Minimum specifications have been given. The bidders may provide equipment with higher specification.
2	Radware	ATC Clause 15.i	3	10 virtual instances from day 1	The proposed products should have the following facilities: i) 10 virtual instances from day 1 and scalable upto 40 virtual instances	Department of Governance Reforms is a nodel body for technology drive in state and many department would come to host their applications. To manage and monitize it department would need dedicated virtual appliances. Current number of virtulization is quite less, please increase it to atleast 40 in order to cater these kind of requirements.	Minimum specifications have been given. The bidders may provide equipment with higher specification.
3	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
4	F5, Millenium and Spectra	ATC Clause 14.1	2	Ram (GB) = 128	Request to change the clause as: "Ram (GB) = 256"	Since the other components like number of l4 connections & L7 request is on higher side in Millions, to support that the appliance needs to have adequate RAM and not run into memory performance issues, hence the sizing of RAM needs to be increased.	Minimum specifications have been given. The bidders may provide equipment with higher specification.
5	F5, Millenium and Spectra	ATC Clause 14.3	2	SSL Transaction (TPS) = 40K (2K), 25K (ECDSA P256)	Request to change the clause as: "SSL Transaction (TPS) = 75K (2K), 45K (ECDSA P256)"	Since the L7 request required is 3.5 million, and as we understand the SSL traffic is increasing, SSL TPS needs to be increased to be in proportion to the L7 request.	Minimum specifications have been given. The bidders may provide equipment with higher specification.
6	F5, Millenium and Spectra	ATC Clause 15.j.i	3	The Global Administrator creates, initially configures, and monitors Virtual Instances. The Global Administrator should be able to dynamically allocate CPU and throughput resources by assigning capacity units and adjusting throughput limits to a Virtual Instances	Request to change the clause as:" The Administrator creates, initially configures, and monitors Virtual Instances. The Administrator should be able to dynamically or statically allocate resources by assigning capacity units and adjusting limits to a Virtual Instances"	Since different OEMs use different terminology for User Roles, hence should be changed to Administrator and resources can be allocated statically or dynamically based on requirement and should have flexibility.	Refer Corrigendum
7	F5, Millenium and Spectra	ATC Clause 15.j.ii	3	The Virtual Instances Administrator is responsible for the day-to-day configuration and maintenance of virtual instances using the same tasks as with traditional ADCs, except for those Virtual Instances tasks that only the Global Administrator performs.	Request to change the clause as:" The Virtual Instances Administrator is responsible for the day-to-day configuration and maintenance of virtual instances using the same tasks as with traditional ADCs. Separate user creation for Virtual instance tasks and creation to be supported"	Since the terms like Global Administrator are not same across different OEMs hence need to make it generic.	Refer Corrigendum
8	F5, Millenium and Spectra	ATC Clause 15.p	3	DNS capability	Request to change the clause as: "DNS Capability must support following DNS Record type - All (A, AAAA, A6, CNAME, DNAME, HINFO, KEY, MX, NS, NXT, PTR, SIG, SOA, SRV, TXR)"	We need to define the DNS records to include all types of records as just DNS capability itself may not clearly states the multiple types of DNS records which are required in Data center essential services like mail (MX) records etc.	Refer Corrigendum

#	Bidder	Clause		Existing Clause	Requested Change	Justification	Remarks
9	F5, Millenium and Spectra	Additional Clause	3	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 Load balancer?	As per GeM bid / ATC
10	Array, Dell and Spectra	ATC Clause 15.c	2	Traffic ports: 8 x 10GbE SFP+ and 4 x 40GbE QSFP+ ports	load balancer should be proposed with min 02x40G QSFP+ ports & min 8x10G SFP+ ports from day 1."	The number of ports requirement in RFP is favouring to an OEM. Typically the LB deployed in datacentre either on DMZ or MZ zone. Only these zones will be connected to LB on 10 G/40 G even if we create Port channel to achieve the required throughput, 8x10G ports will be sufficient with 2x40G. It is suggested to amend the clause to have fair competition.	Minimum specifications have been given. The bidders may provide equipment with higher specification.
11	Array, Dell and Spectra	ATC Clause 15.g	2	Virtualization feature that virtualises the device resources - including CPU, memory, network, operating system and acceleration resources.	Virtualization feature that virtualises the device resources - including CPU, memory, network, operating system and acceleration resources with 128GB RAM with 2 TB HDD	It has been asked in specifications of ATC Load Balancer clause that The proposed device should have at least 10 virtual instance from day-1. For any virtualization/Hypervisor based architecture the required HDD is also very critical to host multiple VM & logs for each VM, so it is suggested to specify the HDD capacity as well so amend the clause.	As per GeM bid / ATC
12	Array, Dell and Spectra	ATC		New Clause Addition Request	The solution should have license upgrade feature on same appliance to support machine authentication based on combination of HDD ID, CPU info and OS related parameters i.e. mac address to provide secure access/authentication to corporate resources	There should be a provision to securely access internal resources, if need be, in a secured manner from the outside world. Due to the current threat landscape, multiple factors should be used to secure the inbound connections to ensure that only the authorized personnels with the assigned device is able to access. We request to add the mentioned clause in specification.	As per GeM bid / ATC
13	Electro Photo Equipments	ATC Clause 14.2	2	Concurrent sessions support (million): 60	The specifications mentioned in the bid are amended as under: 2. Concurrent sessions support (million): 100	The appliance should have sufficient resources to meet all current and future requirements, It should not become bottleneck for any current and future needs	Minimum specifications have been given. The bidders may provide equipment with higher specification.
14	Electro Photo Equipments	ATC Clause 14.3	2	SSL Transaction (TPS): 40K (2K), 25K (ECDSA P256)	SSL Transaction (TPS): 40K (2K) and should be scalable to 80K (2K) for RSA and 25K (ECDSA P256) and should be scalable upto 40K	Almost 70% of traffics now a days are SSL, hence proposed appliance should have capability to handle all current and future needs and It should also be scalable	Minimum specifications have been given. The bidders may provide equipment with higher specification.
15	SISL Infotech Pvt. Ltd.	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
16	SISL Infotech Pvt. Ltd.	ATC Clause 15.c	2	Traffic ports: 8 x 10GbE SFP+ and 4 x 40GbE QSFP+ ports	Traffic ports: 8 x 10GbE SFP+ and 6 x 40GbE QSFP+ ports	The appliance should have sufficient ports to meet all current and future requirements, It should not become bottleneck for any current and future needs	Minimum specifications have been given. The bidders may provide equipment with higher specification.
17	SISL Infotech Pvt. Ltd.	GeM tender Clause "Specification"	2	Throughput (Maximum) (Gbps): 80	Throughput (Maximum) (Gbps): 80Gbps and scalable upto 160Gbps	The appliance should have sufficient resources and should be scalable to meet all current and future requirements, It should not become bottleneck for any current and future needs	Minimum specifications have been given. The bidders may provide equipment with higher specification.
18	SISL Infotech Pvt. Ltd.	Tender Clause "Delivery Days"	5	45 days	It is requested to allow delievery 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

| 19 | SISL Infotech Pvt. Ltd. | 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 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. | Kindly consider next business day as load balancer is installed with HA. | Refer Corrigendum |