



भारतीय लघु उद्योग विकास बैंक
Small Industries Development Bank of India

RfP for Procurement of various IT Security Solutions

टेंडर सं. / Tender No.	500/2021/1577/CBO/ITV
टेंडर जारी करने की तिथि / Tender Issue Date	August 03, 2020 / अगस्त 03, 2020
बोली जमा करने की अंतिम तिथि (संशोधित)/ Last date for submission of bids (Revised).	November 12, 2020 / नवम्बर 12, 2020

ADDITIONAL CLARIFICATIONS
(Clarifications Issue Date November 04, 2020)

S.N.	Section	RFP Clause	Bidder Query	Clarification from Bank
1	5.19	5.19 The endpoints deployed at Bank are laptops and desktops, with operating system Windows 7 / 8 /10. The endpoints are installed with Office automation software (Adobe, Microsoft suite, Chrome, 7Zip etc.), Antivirus, NAC etc. The laptops / desktops have memory 4GB/ 8 GB, HDD capacity 512GB/1TB and processor being Intel i5 6th generation or higher. The bank may during period of contract may deploy Mac endpoints also.	Request you to clarify the current Antivirus solution deployed?	The current AV deployed by the Bank is Symantec Endpoint Protection (SEP).
2	7.2.2	7.2.2 Implementation Phases All hardware, software and other components supplied under the scope must be implemented as per project timeline. The deployment of agents to be carried out by the bidder using the APM tool provided as part of solution in revised RfP. The bank has AD deployed in its environment, the bidder can also use the same for deployment, based on feasibility. In case any other tool is required, the same to be provided by the bidder as part	Request you to share us the current software management tool for agent rollout for local and remote?	The bank does not have any tool for agent deployment. Any additional tool for deployment of agents, the same has to be provided by the bidder.

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		of solution. Further, during deployment of agents on databases at DC and servers at DC & DR, the bidder's engineer should be present at respective sites. Necessary approvals, downtime etc., would be provided by the bank.		
3	12.4 Table-2(4)	NETBACKUP ENT Client License (NETBACKUP ENT Server WLS 1 Server Hardware Tier-2 on Premise Standard perpetual License) with ONE YEAR ATS.	Please let me know if the bidder has to factor NBU FETB license based on the solution or any given size will be given by customer, i.e.: Veritas traditional license is getting discontinued, so we have to quote NBU capacity based only.	No Change The bidder may contact Mr Suneet Kopra, from Veritas for further help/assistance in quoting for the Veritas licenses as mentioned in RfP. Mobile No. 9867530662, eMail: suneet.kopra@veritas.com
4	6.4.10	6.4.10 The bidder should use the Bank's existing backup solution (Veritas), as detailed in current setup section, for backup and restoration whenever required by solution's application. Bank's backup team will assist the bidder in configuration and setup. Further, the backup would be taken by the Banks backup team.	Request you to clarify the details about the backup storage target, will that be managed by customer?	The storage target will be managed by the Bank. However, it would be the bidder's responsibility to provide the backup policy (ies) to the Banks backup management team during implementation.
5	11.5.2	11.5.2 The Technical offer will be evaluated based on the Evaluation Matrix given in Section 11.5.3. Only those bidders securing technical score greater than or equal to 75% (cut-off marks) will be eligible for consideration in the subsequent round of commercial evaluation. If less than 3 bidders qualify as per above criteria, SIDBI reserves the right to short list maximum top 3 bidders subject to securing technical score ≥ 70 . The decision of the Bank in this regard shall be final.	In the evaluation overall, we will be able to score greater than 75, when it comes to category wise 1. Compliance Serial No. 1 - We are scoring more than 85% 2. In the Bidder's experience we are scoring only 50% 3. Third category client's assessment part that part SIDBI will evaluate and provide score to us. Do we need to score more than 70 marks overall and first category more than 85% should be enough to get our self-qualified technically- Please clarify?	The bidders have to score at least 85% marks individually for each solution. Refer section 11.5.3.(1) - Compliance of the solutions to meet Functional and Technical requirement. Further, bidders have to secure overall 75% (cut-off marks) under section 11.5.3.
6	10.1(6)	10. Minimum Eligibility	We have requested to consider experience of	No Change

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		<p>10.1(6) The bidder should have experience in managed security / captive SOC for any BFSI /PSU /Government customer in India during last five years from the date of RfP in at least:</p> <p>a) One organization with minimum order value of atleast Rs.10 crore.</p> <p style="text-align: center;">OR</p> <p>b) Two organizations with minimum order value of at least Rs.6 crore each.</p> <p style="text-align: center;">OR</p> <p>c) Three organizations with minimum order value of at least Rs.5 crore each.</p>	<p>supply to private sector organisation.</p> <p>Considering our MSME, start-up status and our "Make in India" compliant products, we request you to consider removing order value criteria so that there is a level playing field for an organisation like ours.</p>	
7	1.1(5)	Last date for bid submission is November 04, 2020; 1530hours.	We request you to kindly consider postponing the tender to next week.	Last date for bid submission extended till November 12, 2020;1530hours.
8			We request extending bid submission date by one week.	
9			Requesting you to kindly provide us 1 week extension for the bid submission	
10			requested to extend the tender submission date for a further period of 2 weeks	

Note: - All other terms and conditions will remain valid as mentioned in revised RFP issued on October 09, 2020.
