



Small Industries Development Bank of India

Purpose	Request for Proposal for procurement of Secure Web Gateway Solution for Data Center and DR Site.
Tender No.	400/2016/1179/BYO/ITV, Dated June 22, 2016
Pre-bid Meeting	June 28, 2016

Pre-Bid Clarifications

S.N.	Page No.	Clause No.	Original text as per RfP	Bidder Query	Bank Response
1	12	4(3(2.b(ii)))	SIDBI also requires 25 cloud access licenses initially for deploying on laptops /iphone /android/tablet etc, which may scale to more devices during the period of contract.	With cloud licenses do you require mobile phone protection and if yes how many users?	Clarification. It is already mentioned in Section 4.3(2.b(ii)) of RfP.
2	12	4(3(2.c))	Management and Reporting	For the softwares supplied for Management and reporter does the bidder need to factor hardware and OS on his own?	Clarification. All the hardware, software, licenses etc required to complete the solution has to be factored by the bidder.
3	13	4(3.d(iv))	The bidder to note that, the SWG solution may be deployed internally initially and at a later stage based on Banks requirement may shift the appliances to DMZ and configure to act as a reverse proxy.	Request to drop the reverse proxy requirements	No Change
4	15	5(9(iv))	(iv) Replacement of failed hardware should be next business day (NBD).	Both the statements are conflicting. We request to confirm the SLA for replacement of hardware	Clarification. This clause is withdrawn. The requirement is as per Clause 5(10(v)).
5	15	5(10(v))	Support: The bidder should attend the problem rectify/replace within 4 hours of the receipt/notice of the complaint. The hot swappable parts should be replaced immediately for which the selected Bidder should store all the critical and hot swappable spares at the site.		Clarification. This clause holds good i.e. the bidder should attend the problem rectify / replace within 4 hours of the receipt/notice of complaint.
6	22	6.13	Quotation of price for all items.	What if there is no buy back cost.	Clarification. It is already mentioned in Section 6.13 of RfP.
7	26	7(1.vi)	The bidder should have minimum average annual turnover of INR 10 Crore out of Indian Operations during the	Does Average turnover equals to last three years turnover divided by 3.	Clarification. Yes

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			last three (3) Financial years from the date of tender.		
8	31	9.2(1.c)	Submission of performance Bank Guarantee equivalent to 10% of the contract value. The BG shall be valid for a period of 36 MONTHS from the <u>date of acceptance</u> with invocation period of additional THREE months beyond expiry of warranty i.e, 36 months + 3 months. The performance bank guarantee should be as per the format given in Annexure –XIX	Will the 10% bank guarantee be calculated on the total project cost for 6 years or will it be for the first three years and later the BG will be 10% of the subsequent years?	Clarification. It will be 10% of the order value.
9	34	9.5(1.a)	Default in Delivery a) If the vendor fails to deliver the items within stipulated period, Bank will impose a LD of 1% of the order value for the late delivered item for each week delay or part thereof, subject to maximum of 10% of value of the late delivered items.	We request to re-consider the Penalty Cap from 10% to 5% max	No Change
10	34	9.5(2.a)	Non-Performance of Preventive Maintenance a) If the vendor fails to carry out preventive maintenance during Warranty and AMC (including 6th year AMC, if Bank contracts) and submit the reports, Bank will impose a LD of Rs.500/- for each incidence, subject to maximum of 10% of ordered / AMC value of the item.	We request to re-consider the Penalty Cap from 10% to 5% max	No Change
11	35	9.5(3.a)	Shortfall in Performance Compliance Levela) If the bidder fails to maintain guaranteed uptime of 99.95% per month for all the ordered items, during Warranty and AMC (including 6th year AMC, if Bank contracts) the Bank shall impose liquidated damage of Rs.500/- per hour, subject to a maximum of 10% of the total contract value.	We request to re-consider the Penalty Cap from 10% to 5% max	No Change
12	38	10.11	Inspection and Tests.	Who is the inspection agency who will inspect before the delivery.	Clarification. Refer to section 10.11 of RfP.
13	39	10.12(1.a)	The Bidder should deliver the goods within FOUR WEEKS FROM THE DATE OF	The Bidder should deliver the goods within FOUR TO SIX WEEKS FROM THE	Change. "The Bidder should deliver the goods within FIVE WEEKS

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			PURCHASE ORDER.	DATE OF PURCHASE ORDER.	FROM THE DATE OF PURCHASE ORDER".
14	39	10.12(2.a)	The Bidder shall install, integrate and migrate the users within FOUR WEEKS from the date of delivery of the equipment at respective location.	The Bidder shall install, integrate and migrate the users within FIVE WEEKS from the date of delivery of the equipment at respective location.	No Change
15	56	11.3(1.B.2)	The solution must not be declared End of Life during contract period i.e. for next 5 years and end of support for next 6 years from the date of acceptance by the Bank (if Bank desires to extend the AMC for additional one year after expiry of 5 years contract). In case, OEM declares their product's end of life during the contract period, Bidder should provide upgraded version of the products without any additional cost to the Bank.	Appliance End of Life= E O Sale(To be Decided) + 5 years	No Change.
16		11.3(1.C.5)	The solution when deployed in-line mode should support bypass mode in case of appliance failure i.e. traffic flow should not break. There should also be bypass indication to know whether bypass is active or not OR any other mode to achieve the above functionality.	<p>Solution should be proposed in High availability to make sure security and controls are applicable even when primary appliance is down. In case of fail-open/bypass mode full internet access is available to end users without and security policy in place which is not as per industry standard acceptable. Request you to remove the clause.</p> <p>No</p> <p>This is a vendor specific point and request you to remove / modify this. If requirement is for Explicit or Transparent mode, there is no need of Bypass mode. We do support High Availability by configuring the Proxy in Active-Active mode as well as use PAC file deployment to meet the requirement. The solution when deployed in-line mode should support bypass mode in case of</p>	No Change.

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				appliance failure i.e. traffic flow should not break or alternative approach suggested by OEM in case of Appliance failure	
17	57	11.3(1.D.3)	The solution should support Reverse proxy functionalities with web acceleration features including security functionalities and anonymity and it should also support terminal services/Citrix OR any other approach to meet the above requirement including Reverse Proxy functionality.	<p>No</p> <p>Request you to remove / modify this. If requirement is for Explicit or Transparent mode, there is no need of Bypass mode. We do support High Availability by configuring the Proxy in Active-Active mode as well as use PAC file deployment to meet the requirement. The solution when deployed in-line mode should support bypass mode in case of appliance failure i.e. traffic flow should not break or alternative approach suggested by OEM in case of Appliance failure</p> <p>Solution should be proposed in High availability to make sure security and controls are applicable even when primary appliance is down. In case of fail-open/bypass mode full internet access is available to end users without and security policy in place which is not as per industry standard acceptable. Request you to remove the clause.</p>	No Change.
18	57	11.3(1.C.6)	The solution should be available as Virtual Image option at no extra cost to the Bank, if required in future. In such case the VM or server for installing the software would be provided by the Bank.	Virtual image is in roadmap and will be available in next version .	No Change.
19	57	11.3(1.D-3)	The solution should support Reverse proxy functionalities with web acceleration features including security functionalities and anonymity and it should also support terminal services/Citrix OR any other	<p>No</p> <p>Please provide better understanding on use case for reverse proxy. Web Secure Gateway is recommended to be used only as a Forward proxy.</p>	No Change

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			approach to meet the above requirement including Reverse Proxy functionality.	WAF solution could be used to protect internal application.	
20			The solution should have Global web content monitoring services to provide regular and updated caching algorithms and signatures on regular intervals to the on-premises proxy to enable effective caching for popular web 2.0 and video sites.	Request you to modify the point to "The solution should have Global web content monitoring services to provide regular and updated signatures on regular intervals to the on-premises proxy to enable effective filtering for popular web 2.0 and video sites."	No Change
21	57	11.3(1.D.10)	The appliance should have inbuilt caching mechanism. The appliance should have caching capacity of minimum 500GB.	Any specific ask of having 500GB disk space? We provides 147 GB disk space for caching. Considering lack of static content in Web technology overall today,the storage space can be reduced. Reduce to 140GB with caching. The appliance should have inbuilt caching mechanism. The appliance should have caching capacity of minimum 200GB.	No Change.
22	57	11.3(1.D.12)	The solution should provide facilities like Quality of Service (QoS), Bandwidth management based on user/user IP address/category or Group OR any other recommended solution to meet the requirement.	QoS and BW Management is not a Web secure gateway feature. However we can achieve this partially by Using Bandwidth Optimization feature.To be removed/modified	No Change.
23	58	11.3(1.E.4)	The Solution should have facility to multi categorize a single URL or any other recommended solution to achieve the same	NO- What is the use case for multi categorize single URL?	No Change.
24	58	11.3(1.E.10)	The Solution should provide creation of unlimited web access/QOS (Quality of Service) policies, and assign them to a particular user, IP address, or group etc. and Bandwidth Management based on User/Category.	QoS and BW Management is not a Web secure gateway feature. However we can achieve this partially by Using Bandwidth Optimization feature.	No Change.
25	59	11.3(1.E.22)	Allow excluding URLs in the company's owned domain to be forwarded to the reputational service for evaluation	We can exclude the URLs in PAC. SIDBI domains can be excluded in the PAC and we can meet this requirement	No Change.

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26	59	11.3(1.E.23)	The time at which the update is downloaded during the day should be configurable.	No-We can specify the time interval for checking the updates. Request you to modify the clause to "Updates should be downloaded automatically when the new update is available."	Change. "The time or time interval at which the update is downloaded duringt the day should be configurable."
27	59	11.3(1.E.26)	The solution should have facility to configure the total time of browsing for an user or group (Active Directory)	No	No Change.
28	59	11.3(1.E.27)	The solution should provide Selective Authentication where different types of authentication can be enforced based on incoming IP range	With realm authentication we support this feature	No Change.
29	60	11.3(1.F.2)	The solution should have provision for handling SSL bumping. The bidder should ensure that the appliance based solution is sized for 50 % users (i.e. 1000 users) access SSL Traffic concurrently.	We doesn't have Acceleration card, however our appliance is tuned to handle SSL traffic without any performance degradation. We keep these considerations in mind while sizing the solutions. Appliances are sized considering SSL traffic as well.	No Change.
30	60	11.3(1.F.5)	The SSL proxy shall support IPv4 and IPv6 in a dual stack arrangement.	Yes	No Change.
31	60	11.3(1.F.6)	The solution shall decrypt inbound web traffic to SIDBI's external facing web servers.	NO-This is a functionality of a gateway firewall. Secure Web Gateway is ideally deployed in explicit Web Proxy mode to scan outbound traffic. To be removed	No Change.
32	60	11.3(1.F.8)	The solution shall decrypt other traffic (SSL, FTPS) traffic.	No The solution shall decrypt other traffic (SSL or FTPS) traffic.	No Change.
33	60	11.3(1.F.11)	The solution should support following cipher suite in both the SSL client and reverse proxy service-: a.Encryption TLS 1.0, TLS 1.1, TLS 1.2 Public Key b.Algorithms RSA, DHE, ECDHE • ECDHE-RSA-AES128-SHA256 • ECDHE-RSA-AES128-GCM-	NO-Reverse proxy service is not currently supported. Request you to remove the clause	No Change.

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			SHA256 • ECDHE-RSA-AES128-SHA • ECDHE-RSA-AES256-SHA • ECDHE-RSA-RC4-SHA		
34	60	11.3(1.G.1)	The solution should provide malware scanning for inbound and outbound traffic. The solution should have Zero Day Malware protection (Both Inbound and Outbound) and should be able to integrate with various third party Sandboxing/APT solutions.	Please clarify details about the integration with third party APT solutions.	Clarification. The solution should support integration with various third party sandboxes(zero day dynamic malware analysis) and security analytics which Bank proposes to deploy at later stage.
35	60	11.3(1.G.2)	The solution should be capable of scanning inbound web traffic to SIDBI's external facing web servers for any kind of malicious traffic and uploads.	This is a functionality of a gateway firewall of WAF. Need more clarification on this. If it for internal web server then would recommend to have WAF solution.	No Change.
36	61	11.3(1.G.6)	The solution should have multiple anti-virus engines (minimum Dual antimalware engines mentioned in the Gartner's Magic Quadrant for End Point Protection 2016 under Leaders quadrant) for scanning AV and other malware on the web traffic. Enabling AV should not degrade the performance of proxy solutions.	The solution must provide multiple antivirus engine i.e Gartner (Leaders quadrant) or proprietary to address Internet Web Threats. The proposed SWG solution must be accessed by third party vendors for its security effectiveness The solution should have multiple antivirus engine (minimum one engine mentioned in the Gartner's Magic Quadrant for End Point Protection 2016 under Leaders quadrant) for scanning AV and other malware on the web traffic. Enabling AV solution should not degrade the performance of proxy solution.	Change. "The solution should have multiple anti-virus engines, minimum Dual anti-malware engines for scanning AV and other malware on the web traffic. One engine can be proprietary and the other should be mentioned in the Gartner's Magic Quadrant for End Point Protection 2016 under Leaders quadrant. Enabling AV should not degrade the performance of proxy solutions.
37	61	11.3(1.G.15)	The solution must be updated automatically with the new signatures from the web at customized user defined interval:	Request you to modify the clause to "The solution must update automatically with the new signatures from the web."	No Change.
38	61	11.3(1.G.17)	The solution should provide standard report templates, able to generate dynamically build a custom web-based report, able to generate report by predefined report templates for viewing and	Not all listed formats output are supported. Reports are not generated in .rtf or doc formats as per industry standards.	Change. "The solution should provide standard report templates, able to generate dynamically build a custom web-based report, able to generate

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			reporting historical internet and application access by employees with customizable parameters, able to create and store custom reports that can be automatically generated at schedule times and Emailed to specified recipient or accessed ad hoc. Output should be available in multiple formats (.xls,.pdf, .html, .rft and .doc)		report by predefined report templates for viewing and reporting historical internet and application access by employees with customizable parameters, able to create and store custom reports that can be automatically generated at schedule times and Emailed to specified recipient or accessed ad hoc. Output should be available in multiple formats (at least .xls,.pdf and .html)
39	62	11.3(1.G.18)	The solution should also support user self-reporting features that would allow the employees to view their browsed sites. This should be integrated with directory structure, hence allowing the employee to login into the portal via their directory credentials	NO End user credentials for reporting tool is not advisable. Only admins should have access to reporting tool.	No Change.
40	62	11.3(1.H.5)	The solution should have base lining capabilities. Abnormal usage should generate alerts	Internet Usage varies depending on different days and time. Baselining usage activity may generate lot of false positive alerts. Appliance threshold levels should be checked for better coverage of load and alerts should generate for the levels. Request to remove the clause.	No Change.
41	62	11.3(1.H.11)	List the event report capabilities for the following: <ul style="list-style-type: none"> • user • Group • IP Statistics • Malware • Content • URL triggers and events 	Request you to modify the point to: "List the event report capabilities for the following:User, IP statistic, Malware.	No Change.
42	63	11.3(1.I.7)	The Solution should be able to scan real time downloads and show the status page to end user. In case infection found, should be restrict user to download the file.	NO	No Change.
43	63	11.3(1.I.13)	The solution should support SFTP over HTTP and HTTPS	Request you to remove the clause	Change. "The solution should support SFTP over

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				SFTP traffic cannot be inspected, filtered or logged by WCG, this is a characteristic of the protocol. SFTP traffic over HTTP traffic can only be tunneled NO-Part of the roadmap.	HTTP and HTTPS or FTPS over HTTP"
44	63	11.3(1.I.14)	The solution should support Integrations with proxies like ISA, Squid and it also should have capabilities to work on its own without Integration.	No.	No Change.
45	63	11.3(1.I.16)	The solution should provide for termination of open session based on inactivity	No.	No Change.
46	63	11.3(1.I.18)	The solution should have Real Time content classifiers that can be trained by machine learning and expert systems automatically without human intervention	Request you to modify the clause to "The solution should have Real Time content classifiers that update classification of uncategorized URLs without admin intervention"	No Change.
47	64	11.3(1.J.1)	The appliance management console should have a single control mechanism in form of master button to deny all traffic control to deactivate all internet services. (This specific option to be used only in case of an outbreak, hacking attempt, etc.) or any other recommended solution to achieve the same.	No. Request you to remove the clause	No Change.
48	64	11.3(1.J.4)	Support capability for the authentication sources mentioned below: HTTP headers, Open LDAP, Radius / ACS , Local Password , Transparent authentication.	Request you to modify the clause to :Support capability for any of the authentication sources mentioned below: HTTP headers, Open LDAP, Radius / ACS , Local Password , Transparent authentication.	No Change.
49	64	11.3(1.J.12)	Policies based on Geo locations as destination (Irrespective of any locations user policies should be enforced).	NO This can be achieved using Hybrid /Remote Filtering capabilities.. Users accessing from any location will be filtered with same policies. We need number of Roaming users count	Clarification. Refer to Section 4.3(2.b(ii)).
50	64	11.3(1.J.14)	The solutions should be able to generate reports based on IP	Request you to modify the clause to "The solutions	No Change.

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			address ,user credentials ,groups, categories.	should be able to generate reports based on IP address ,user credentials, categories. "	
51	65	11.3(I.J.18)	The solution must provide real time monitor to view user activities, System alerts: Notification regarding subscription status, Database activity, or administrator lockouts, etc. by Email, Popup Screen or SMS.	Yes-Popup screen and SMS are currently not supported for notifications. Request you to modify the clause to "The solution must provide monitor to view user activities, system alerts, subscription status, database activity or administrator lockouts etc by Email, Popup screen, Dashboard or SMS."	No Change.
52	65	11.3(1.J.19)	The solution should support multi-session management.	NO	No Change.
53	65	11.3(1.J.24)	The solution should generate alerts to designated administrator and senior management via email, and SMS	Yes-SMS not a supported and feasible medium for the reports. Request you to modify the clause to "The solution should generate alerts to designated administrator and senior management via email and/or SMS."	Change. "The solution should generate alerts to designated administrator and senior management via email and/or SMS".
54	56	11.3(1.C.4)	All components of the solution (Proxy, web / URL filtering, Antivirus, Antimalware etc) must be deployed in Active-Active and HA Mode.	All components of the solution (Proxy, web / URL filtering, Antivirus, Antimalware etc) must be deployed in Active-Active or HA Mode.	No Change
55	N/a	N/a	Clause not present in RFP	Customer hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. Customer agrees that vendor shall not be in any manner be liable for any delay arising out of Customer's failure to make the site ready within the stipulated period, including but not limited to levy of liquidated damages for any delay in performance of Services under the terms of this Agreement. In case the SITE is not ready for a continuous period of 30 days, milestone payment	Not acceptable.

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				related to installation will be released to vendor based on the SNR report, also if there is any additional warranty cost due to continuous site not readiness for 30 days, same will be borne by the customer	
56	N/a	N/a	Clause not present in RFP	"It is agreed that the price quoted is arrived at based on the exchange rate of 1 USD = INR ____ ("Base Exchange Rate"). In the event the Base Exchange Rate either increases or decreases by percentage points greater than two per cent [2%], the prices shall be charged as per the then current exchange rate."	Not acceptable.
57	N/a	N/a	Clause not present in RFP	The risk, title and ownership of the products shall be transferred to the customer upon delivery of such products to the customer	
58	N/a	N/a	Clause not present in RFP	Any increase or decrease in the rates of the applicable taxes, duties or any new levy on account of changes in law shall be to the account of Customer.	
59	N/a	N/a	Clause not present in RFP	Vendors failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent Vendor performance is effected, delayed or causes non-performance due to Customer's omissions or actions whatsoever.	Not acceptable.
60	N/a	N/a	Clause not present in RFP	Services and/or deliverables shall be deemed to be fully and finally accepted by Customer in the event when Customer has not submitted its acceptance or rejection response in writing	Not acceptable.

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				to Vendor within 15 days from the date of installation/commissioning or when Customer uses the Deliverable in its business, whichever occurs earlier. Parties agree that vendor shall have 15 days time to correct in case of any rejection by Customer.	
61	N/a	N/a	Clause not present in RFP	Either Party shall have the right to terminate this Agreement at any time in the event that the other party commits a material breach of the Agreement and fails to cure such default to the non-defaulting party's reasonable satisfaction within thirty (30) days. In the event of termination Customer shall pay us for goods delivered and services rendered till the date of termination.	Not acceptable.
62	N/a	N/a	Clause not present in RFP	what is the internet bandwidth requirement at DC and DR respectively	Clarification. "The Internet bandwidth at DC would be 100Mbps."

Note: ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.
