

Queries from CCS Computer					
Clause No.	Clause	Modification needed	Justification	Response	Action
1.2	The proposed appliance should Support Different Role Based Access from day one. eg should have an Administrator, Manager, SSL Certificate Manager, Operator, Guest & Auditor roles.	The proposed appliance should Support different role based access from Day 1. eg should have an Administrator/Manager/SSL Certificate Manager/Read only roles etc...	NIL	As per RFP clause is self explanatory	No Change
1.3	Should have integrtion with TACACS+ , Radius or Microsoft AD for Appliance Access from day one	Should have integration with LDAP and RADIUS/Microsoft AD for Appliance access from Day one	NIL	Clause may read as Should have integrtion with LDAP , Radius and Microsoft AD for Appliance Access from	Corrigendum-I
1.7	The proposed appliance should have separate and dedicated management physical Port, with a strict restriction that the management IP cannot be in the same subnet as the SSLVPN (data)	The proposed Appliance should have the functionality to place strict resrictions that the management IP and VPN traffic use different subnets	NIL	As per RFP clause is self explanatory	No Change
1.8	Should have Geo-Location Database supporting IPv4 and IPv6 Address from day one	Request Deletion. Not relevant to SSL VPN	NIL	As per RFP clause is self explanatory	No Change
1.11	Should have support for configuring SSL VPN solution using Ansible from day one	Request deletion. Favouring a single OEM	NIL	Clause may read as Should have support for configuring SSL VPN solution using Ansible or open source REST API from day one	Corrigendum-I
1.13	In the proposed solution the administrator should be able to configure the policy through a visual flow based from day one	In the proposed solution the administrator should be able to configure the policy through GUI and CLI both from Day one	NIL	As per RFP clause is self explanatory	No Change
2.4	Should support L3 isolation using VRF for department/customer wise isolation & overlapping IP addresses across different VRFs	Request deletion. Favouring a single OEM	NIL	as per RFP clause is self explanatory	No Change
2.6	The proposed solution Should have Debugging Tools like TCPDUMP, PING, NSLOOKUP and othere for Troubleshooting	The proposed solution Should have Debugging Tools like TCPDUMP, PING, Traceroute and othere for Troubleshooting	NIL	As per RFP clause is self explanatory	No Change
2.9	The proposed solution should Support Syn Cookie Protection as a default without any add on license	The proposed solution should Support Syn Flood Protection as a default without any add on license	NIL	Clause may be read as The proposed solution should Support Syn Cookie Protection / syn flood Protection as a default without any add on license	Corrigendum-I
2.10	The proposed solution should have a support for bandwidth Rate limiting per customer	Request Deletion. Not relevant to SSL VPN	NIL	As per RFP clause is self explanatory	No Change
2.11	The proposed solution should support network loop Detection and Mitigation from day one	Request Deletion. Not relevant to SSL VPN	NIL	As per RFP clause is self explanatory	No Change
4.3	Portal Access/Rewrite - Should support complete application rewrite including URL, payloads & content from day one	Portal Access/Rewrite - Should support complete application rewrite including URL/payloads/content from day one	NIL	Clause may be read as Portal Access/Rewrite - Should support complete application rewrite including URL from	Corrigendum-I
4.8	Should support integration AAA server authentication for client authentication before giving application access. Eg. Microsoft AD, LDAP, OAM, TACACS, Radius from day one.	Should support integration AAA server authentication for client authentication before giving application access. Eg. Microsoft AD/LDAP, Radius form day one.	NIL	clause may be read as Should support integration AAA server authentication for client authentication before giving application access. Eg. Microsoft AD, LDAP, Radius from day one.	Corrigendum-I
4.13	Should have the ability to lookup the AD/LDAP server , retrieve the mobile number and send the OTP via SMS via SMPP	Should have the ability to lookup the AD/LDAP server , retrieve the mobile number and send the OTP via SMS via SMPP/CMPP3	NIL	Claiuse may be read as Should have the ability to lookup the AD/LDAP server , retrieve the mobile number and send the OTP via SMS	Corrigendum-I
4.15	The propose solution Should have the ability to assign a per-request policy Based on the request, should have the ability to apply additional controls like: a. ACL b. Step-up Authentication c. Challenge for OTP d. Allow/Deny the Request	Request deletion. Favouring a single OEM	NIL	As per RFP clause is self explanatory	No Change
4.16	The proposed solution Should have end point checks. Below are some the minimal end point checks to be supported: a. Antivirus Software Check for Windows, Mac and Linux b. Firewall Software Check for Windows, Mac and Linux c. Hard Disk Encryption Software Check for Windows and Mac d. On Windows, check for file, process & registry e. On Linux & Mac, check the existence of a particular file/process f. Check if Machine Certificate is installed and validate the same g. Operating System Version h. Patch Management Software Check for Windows, Mac and Linux i. System Health Software Check for Windows and Mac	The proposed solution Should have end point checks. Below are some the minimal end point checks to be supported: a. Antivirus Software Check for Windows, Mac and Linux b. Firewall Software Check for Windows, Mac and Linux c. Operating System Version	NIL	As per RFP clause is self explanatory	No Change
4.18	The proposed solution shall have support for the following authentication from day one a. Active Directory b. LDAP c. RADIUS d. TACACS+ e. HTTP Basic f. Kerberos g. NTLM h. SecurID i. Oracle Access Manager	The proposed solution shall have support for the following authentication from day one a. LDAP b. RADIUS c. HTTP Basic d. NTLM e. RSA	NIL	Clause may be read as The proposed solution shall have support for the following authentication from day one a. Active Directory b. LDAP c. RADIUS d. HTTP Basic e. NTLM f. RSA SecurID	Corrigendum-I
4.19	The proposed SSL VPN solution should support Single Sign On from day one without any add on module like: a. HTTP Basic b. NTLM v1 & v2 c. Kerberos d. HTTP Form	The proposed SSL VPN solution should support Single Sign On from day one without any add on module like: a. HTTP Basic b. NTLM c. HTTP Form	NIL	As per RFP clause is self explanatory	No Change
4.20	Should have the capability to function as a SAML IdP & SP	Should have the capability to function as a SAML SP	NIL	As per RFP clause is self explanatory	No Change
4.21	a. Support for SAML-based authentication using client for Android & IOS	Request Deletion.	NIL	As per RFP clause is self explanatory	No Change
4.22	b. SAML-artifact binding support, SAML ECP profile support, Simplified identity federation for applications with multi-valued attributes	Request Deletion.	NIL	As per RFP clause is self explanatory	No Change
4.25	b. Should have the capability to function as a OAuth Resource Server	Request Deletion.	NIL	As per RFP clause is self explanatory	No Change
4.26	c. Should have the capability to function as a OAuth Authorization Server	Request Deletion.	NIL	As per RFP clause is self explanatory	No Change
4.28	The proposed solution shall support Microsoft ActiveSync and Outlook Anywhere support with client-side NTLM from day one	Request Deletion.	NIL	As per RFP clause is self explanatory	No Change
4.29	The proposed solution shall offer Simplified access management to VDI Infrastruture from dfferent vendors example Citrix XenApp, XenDesktop, Citrix StoreFront, Microsoft RDP Client	Request Deletion.	NIL	As per RFP clause is self explanatory	No Change

Clause No.	Clause	Modification needed	Justification	Response	Action
4.30	The proposed solution should be able to Launch VDI and RDP from Webtop without creating a Network Tunnel.	The proposed solution should be able to Launch VDI/RDP from Webtop without creating a Network Tunnel.	NIL	As per RFP clause is self explanatory	No Change
4.31	The proposed solution should have SSO capability from smart cards for VMware Horizon deployments, Local client drive and USB redirection support for VMware Horizon from day one	Request Deletion.	NIL	As per RFP clause is self explanatory	No Change
4.32	The proposed SSL VPN solution shall have a support for Sandboxing , Java Patching [Rewrite] for Secure Access from day one.	Request Deletion.	NIL	As per RFP clause is self explanatory	No Change
4.35	The proposed solution should have capability to support Isolated Environment with VPN accessed through non-trusted systems where the user will have limited access and cannot copy	Request Deletion.	NIL	As per RFP clause is self explanatory	No Change
4.36	The proposed solution should have capability for Application tunnels Dynamic Webtops based on user identity Integration with leading IAM vendor products example: (Ping Identity, Okta,	Request Deletion.	NIL	As per RFP clause is self explanatory	No Change
4.39	Should support end point check using windows machine certificate support & Windows Credential Manager integration	Request Deletion.	NIL	As per RFP clause is self explanatory	No Change
4.40	SSL VPN Authentication Supported methods: form, certificate, Kerberos SSO, SecurID, basic, RSA token, smart card, N-factor	Request Deletion.	NIL	As per RFP clause is self explanatory	No Change
4.41	Should Supports Google reCAPTCHA v2 for authentication and contextual authentication Endpoint inspection: More than a dozen endpoint posture and security checks from day one	Request Deletion.	NIL	As per RFP clause is self explanatory	No Change
4.44	The proposed solution Should Support Compression and TCP Optimizaion from day one	Request Deletion.	NIL	As per RFP clause is self explanatory	No Change
4.45	The proposed solution Should Support Scripting on the proposed appliance without any add on module to address uniques business logics from day one.	Request Deletion.	NIL	As per RFP clause is self explanatory	No Change
4.46	The proposed solution Should support Forward Proxy with additonal license if required as a add	Request Deletion.	NIL	Deleted	Corrigendum-I
4.47	The proposed solution Should Support Autoupdate of URL CATEGORIES with Forward Proxy	Request Deletion.	NIL	Deleted	Corrigendum-I
4.48	The proposed solution Should support scripting for flow handling & Manipulation to support customized logic as per customer business requirement	Request Deletion.	NIL	As per RFP clause is self explanatory	No Change
4.50	The proposed solution Should support HTTP 2.0	The proposed solution Should support HTTP 2.0/1.1	NIL	As per RFP clause is self explanatory	No Change
5.1	Proposed Hardware Platform should have atleast 4 x 10G Single Mode SFP+ Ports & 4 x 1G Copper and 4 x 1G Fiber SFP Port , all 10G and 1G should be populated from day one .	Proposed Hardware Platform should have atleast 8x10G SFP+ Ports and 2x1Gbe Copper Ports , all 10G and 1G should be populated from day one .	NIL	Clause may be read as Proposed Hardware Platform should have atleast 4 x 10G SFP+ Ports & 4 x 1G Copper and 4 x 1G Fiber SFP Port , all 10G and 1G SFP port should be populated from day one with multi mode SFP/ SFP+ Hardware should have in built redundant AC power supply	Corrigendum-I
5.9	Proposed solution should have the capabilities to encrypt the login credentials at every key stroke to prevent the login credentials from being stolen from the user's browser DOM object	Request Deletion.	NIL	As per RFP clause is self explanatory	No Change
6.1	The proposed solution Should be able to support Application Based Classification & Categorization and filtering support with Additional License on the same appliance	Request Deletion.	NIL	Deleted	Corrigendum-I
6.2	The proposed solution Should Support integration with 3rd party repudiation(rejected)database on subcription with online update every five minutes to	Request Deletion.	NIL	As per RFP clause is self explanatory	No Change
6.3	Proposed solution Should have DDOS Mitigation capability for know protocols [HTTP, DNS, SIP	Request Deletion.	NIL	Deleted	Corrigendum-I
6.4	The proposed solution should have Auto tuning of DDOS Thresholds for DDOS Parameter with	Request Deletion.	NIL	Deleted	Corrigendum-I
S.No.	RFP Reference	Clarifications / Queries	NIL		
4.8	Chapter 3 - A. Scope of Work and Technical Requirement, 1. SSL VPN, Page no. 14, Clause no. 4.8	Is Railtel will be using a single AAA on single server or multiple servers Kindly clarify?	NIL	clause may be read as Should support integration AAA server authentication for client authentication before giving application access. Eg. Microsoft AD, LDAP, Radius from day one.	Corrigendum-I
		if multiple AAA server's are to be used then the proposed solution must have LB functionality to load balance between the multiple AAA servers to ensure seamless Authentication to users.	NIL	As per RFP, Clause is self explanatory	No Change
5.1	Chapter 3 - A. Scope of Work and Technical Requirement, 1. SSL VPN, Page no. 16, Clause no. 5.1	Request Railtel to confirm on 10G SFP+ multimode or single mode	NIL	Clause may be read as Proposed Hardware Platform should have atleast 4 x 10G SFP+ Ports & 4 x 1G Copper and 4 x 1G Fiber SFP Port , all 10G and 1G SFP port should be populated from day one with multi mode SFP/ SFP+ Hardware should have in built redundant AC power supply	corrigendum - I
4.13	Chapter 3 - A. Scope of Work and Technical Requirement, 1. SSL VPN, Page no. 14, Clause no. 4.13	Request Railtel to confirm whether they have an existing SMS Gateway with which the proposed solution needs to be integrated to push SMS to users for OTP? Or proposed solution should be capable to send the SMS OTP on its own.	NIL	As per RFP, Clause is self explanatory	No Change
5.1	Chapter 3 - A. Scope of Work and Technical Requirement, 1. SSL VPN, Page no. 16, Clause no. 5.1	Railtel have not specified type of Power supply DC or AC and also specify if the appliance need to be proposed with Dual PSU so that all bidders quote accordingly	NIL	Clause may be read as Proposed Hardware Platform should have atleast 4 x 10G SFP+ Ports & 4 x 1G Copper and 4 x 1G Fiber SFP Port , all 10G and 1G SFP port should be populated from day one with multi mode SFP/ SFP+ Hardware should have in built redundant AC power supply	corrigendum - I
Clause Ref No	Bid Clause Description	Clause Query / Changes	Clarification		
1.2	The proposed appliance should Support Different Role Based Access from day one. E.g. should have an Administrator, Manager, SSL Certificate Manager, Operator, and Guest & Auditor roles.	Please chanege the clause to "The proposed appliance should Support Different Role Based Access from day one"	Different OEM use different phrases defining Roles and hence requesting change	As per RFP clause is self explanatory	No Change
1.8	Should have Geo-Location Database supporting IPv4 and IPv6 Address from day one	Please remove this clause	Geo-Location is being for protecting communication to certain location and this is not intended for SSL. Policies can be created where certain Cluster are available to certain users only	As per RFP clause is self explanatory	No Change
2.2	Should have Support for 802.1Q with support for at least 4000 VLAN Tags per appliance	Please change the clause to "Should have Support for 802.1Q with support for at least 4000 VLAN Tags / 1024 VLAN per appliance	VLAN Tags doesn't reflect the number of vlans supported by Firewall. Hence requesting change	As per RFP, Clause is self explanatory	No Change
3.2	Should support SSL Connection Mirroring across Appliance from day one to ensure there is no connection failure in the event of active appliance going down	Please change the clause to "Should support SSL Connection Mirroring / Failover across Appliance from day one to ensure there is no connection failure in the event of active appliance going down"	As per our understanding objective is to provide fault tolerance to VPN solution. In the event of failover of appliance, second appliance should provide the required connectivity. Hence requesting change	Clause may be read as "Proposed SSI VPN Solution Should have Active/Active and Active/standby both Configuration along with Stateful Session Failover without any new connection setup from day one without any additional license"	Corrigendum-I
3.4	Should support Cluster with different hardware platforms from the same OEM in future if Railtel wants to add additional capacity with newer platform.	Should support Cluster with different / same hardware platforms from the same OEM in future if Railtel wants to add additional capacity with newer platform"	Different hardware might have different limit in term of number of SSL VPN supported, hence it is always suggested to have same appliance, else create a cluster with different member on the basis of total connected supported	As per RFP, Clause is self explanatory	No Change
4.3	Portal Access/Rewrite - Should support complete application rewrite including URL, payloads & content from day one	Please change the clause to "Portal Access/Rewrite - Should support complete application rewrite including URL, payloads & content from day one or using objects, XML file containing XML tags, etc	Different OEM support different mechanism to customize portal and hence requesting change	Clause may be read as Portal Access/Rewrite - Should support complete application rewrite including URL from day one	Corrigendum-I

Clause No.	Clause	Modification needed	Justification	Response	Action
4.4	App Tunnel - Should have a support for app tunnels including per-app VPN tunnels from MDM clients from day one.	Please change the clause to "App Tunnel - Should have a support for app tunnels / Smart-Tunnel including per-app VPN tunnels "	As per our understanding App-Tunnel is connection between a TCP-based application and a private site, using a clientless (browser-based) SSL VPN session with the security appliance as the pathway and hence requesting change	Clause may read as Please change the clause to "App Tunnel - Should have a support for app tunnels / Smart-Tunnel including per-app VPN tunnels "	Corrigendum - I
4.11	Should have built-in OTP Engine for 2FA Authentication	Please change the clause to "Should have OTP for 2FA Authentication"	This clause would restrict the participation and hence requesting change	Clause may be read as Should have built-in OTP Engine for 2FA Authentication. The propose solution should integrate with RailTel existing SMS gateway	Corrigendum-1
4.12	Should have the ability to lookup the AD/LDAP server, retrieve the email address and send the OTP via email via SMTP	Please change the clause to "Should have the ability to send the OTP via email via SMTP"	Different OEM support different mechanism and do support sending OTP via email or SMS and hence requesting change	As per RFP clause is self explanatory	No Change
4.13	Should have the ability to lookup the AD/LDAP server, retrieve the mobile number and send the OTP via SMS via SMPP	Please change the clause to "Should have the ability to send the OTP via SMS via SMPP"	Different OEM support different mechanism and do support sending OTP via email or SMS and hence requesting change	Corrigendum-I	Corrigendum-I
4.14	"Should have the ability to query the AD/LDAP server, retrieve the user's group information or other attributes and enforce granular policies: a. IP Address b. L4 ACL c. L7 ACL d. L4 + L7 ACL	Please change the clause to : ""Should have the ability to query the AD/LDAP server, retrieve the user's group information or other attributes and enforce granular policies: a. IP Address b. L3/L4 ACL"	Once user is authenticated, they will be assigned appropriate ACL to have required access to resouces. Hence requesting change	As per RFP, Clause is self explanatory	No Change
4.15	"The propose solution Should have the ability to assign a per-request policy Based on the request, should have the ability to apply additional controls like: a. ACL b. Step-up Authentication c. Challenge for OTP d. Allow/Deny the Request"	Please change the clause to ""The propose solution Should have the ability to assign policy Based on the Group / user.	Different OEM support different mechanism and hence requesting change	As per RFP clause is self explanatory	No Change
4.16	"The proposed solution Should have end point checks. Below are some the minimal end point checks to be supported: a. Antivirus Software Check for Windows, Mac and Linux b. Firewall Software Check for Windows, Mac and Linux c. Hard Disk Encryption Software Check for Windows and Mac d. On Windows, check for file, process & registry e. On Linux & Mac, check the existence of a particular file/process f. Check if Machine Certificate is installed and validate the same g. Operating System Version h. Patch Management Software Check for Windows, Mac and Linux i. System Health Software Check for Windows and Mac	Please change the clause to: a. Antivirus Software Check b. Firewall Software Check c. Hard Disk Encryption Software Check d. On Windows, check for file, process & registry e. Check if Machine Certificate is installed and validate the same f. Operating System Version g. Patch Management Software Check h. System Health Software Check for Windows and Mac	Different Opersting system support different security solution like Windows support Firewall and Linux achieve it using IPTables. Hence requesting the change	As per RFP clause is self explanatory	No Change
4.17	The proposed solution be able to have a Guided Configuration for easy wizard liked configuration.	Please change the clause to "The proposed solution be able to have a Guided Configuration for easy wizard liked configuration / or equivalent."	Different OEM support different mechanism and hence requesting change	Clause may be read as "The proposed solution be able to have a Guided Configuration for easy wizard liked configuration / or equivalent."	corrigendum - I
4.18	"The proposed solution shall have support for the following authentication from day one a. Active Directory b. LDAP c. RADIUS d. TACACS+ e. HTTP Basic f. Kerberos g. NTLM h. SecurID i. Oracle Access Manager"	Please change the clause to: "The proposed solution shall have support for the following authentication from day one a. Active Directory b. LDAP c. RADIUS d. TACACS+ / HTTP Basic / Kerberos / NTLM/ SecurID / Oracle Access Manager"	Different OEM support different authentication mechanism and hence requesting change	Clause may be read as The proposed solution shall have support for the following authentication from day one a. Active Directory b. LDAP c. RADIUS d. HTTP Basic e. NTLM f. RSA SecurID	Corrigendum-I
4.19	"The proposed SSL VPN solution should support Single Sign On from day one without any add on module like: a. HTTP Basic b. NTLM v1 & v2 c. Kerberos d. HTTP Form	Please change the clause to ""The proposed SSL VPN solution should support Single Sign On from day one without any add on module like: HTTP Basis / NTLM v1 & v2 / . Kerberos / HTTP Form / OAuth Bearer"	Different OEM support different authentication mechanism and hence requesting change	As per RFP clause is self explanatory	No Change
4.2	Should have the capability to function as a SAML IdP & SP	Please change the clause to "Should have the capability to integrate with a SAML IdP & SP"	SAML, IDP are used for SSO and most solution support it by integrating with it and hence requesting change	As per RFP clause is self explanatory	No Change
4.37	SSL VPN solution should have SSO with support for Kerberos, header-based authentication, credential caching, and SAML 2.0	Please remove this clause	SAML, IDP are used for SSO and most solution support it by integrating with it and hence requesting change	As per RFP, Clause is self explanatory	No Change
4.41	Should Supports Google reCAPTCHA v2 for authentication and contextual authentication Endpoint inspection: More than a dozen endpoint posture and security checks from day one	Please remove this clause	SAML, IDP are used for SSO and most solution support it by integrating with it and hence requesting change	As per RFP clause is self explanatory	No Change
4.44	The proposed solution Should Support Compression and TCP Optimization from day one	Please remove this clause	Specific to OEM and hence requesting change	As per RFP clause is self explanatory	No Change
4.46	The proposed solution Should support Forward Proxy with additional license if required as a	Please remove this clause	Not a function of SSL VPN and hence requesting removal	Deleted	corrigendum - I
4.47	The proposed solution Should Support Auto update of URL CATEGORIES with Forward Proxy	Please remove this clause	Not a function of SSL VPN and hence requesting removal	Deleted	Corrigendum-I
5.2	Should have Hardware based compression of minimum 10 Gbps for better user experience	Please remove this clause	Not a function of SSL VPN and hence requesting removal	As per RFP, Clause is self explanatory	No Change
5.4, 5.5	a. The Solution should be able to handle 10K new ssl handshake using RSA cipher using 2048 bit private key, New SSL Handshake per second should be without session key reuse b. The Solution should be able to handle 5K new ssl handshake using ECC cipher, New SSL Handshake per second should be without session key reuse	Please remove this clause	These are function of SSL offloading solution and not of SSL VPN and hence requesting removal	clause may be as "the proposed SSI VPN solution shoul have 10K new ssl handshake using RSA cipher using 2048 bit private key, New SSL Handshake per second should be without session key reuse & atleast 5K ECC TPS"	Corrigendum-I
5.8	Proposed appliance should have at least 32GB RAM and more than 1 x 450 GB Enterprise Class HDD	Please change the clause to "Proposed appliance should have at least 32GB RAM and more than 1 x 200 GB Enterprise Class HDD	Different OEM have different H/W and hence requesting change	As per RFP, Clause is self explanatory	No Change
5.9	Proposed solution should have the capabilities to encrypt the login credentials at every key stroke to prevent the login credentials from being stolen from the user's browser DOM object	Please remove this clause	Not a function of SSL VPN and hence requesting removal	As per RFP clause is self explanatory	No Change
6.1	The proposed solution Should be able to support Application Based Classification & Categorization and filtering support with Additional License on the same appliance	Please remove this clause	Not a function of SSL VPN and hence requesting removal	Deleted	Corrigendum-I
6.2	The proposed solution Should Support integration with 3rd party repudiation(rejected)database on subscription with online update every five minutes to	Please remove this clause	Not a function of SSL VPN and hence requesting removal	As per RFP clause is self explanatory	No Change
6.3	Proposed solution Should have DDOS Mitigation capability for known protocols (HTTP, DNS, SIP	Please remove this clause	Not a function of SSL VPN and hence requesting removal	Deleted	Corrigendum-I

Clause No.	Clause	Modification needed	Justification	Response	Action
6.4	The proposed solution should have Auto tuning of DDOS Thresholds for DDOS Parameter with	Please remove this clause	Not a function of SSL VPN and hence requesting removal	Deleted	Corrigendum-I
20	Earnest Money Deposit (EMD)/ Bid Security	Please allow EMD exemption for companies registered with NSIC/MSME under single point registration scheme.	Please add below clause: Small scale Units registered with NSIC/MSME under single point registration scheme shall be exempted to submit EMD for this tender. Most of the Gov Tender provides facility for the exemption on emds for NSIC/MSME company.	Refer Corrigendum-1	
S.No.	RFP Reference	Clarifications / Queries	NIL		
4.8	Chapter 3 - A. Scope of Work and Technical Requirement, 1. SSL VPN, Page no. 14, Clause no. 4.8	Is Railtel will be using a single AAA on single server or multiple servers Kindly clarify ?	NIL	clause may be read as Should support integration AAA server authentication for client authentication before giving application access. Eg. Microsoft AD, LDAP, Radius from day one.	Corrigendum-I
		if multiple AAA server's are to be used then the proposed solution must have LB functionality to load balance between the multiple AAA servers to ensure seamless Authentication to users.	NIL	Corrigendum-I	Corrigendum-I
5.1	Chapter 3 - A. Scope of Work and Technical Requirement, 1. SSL VPN, Page no. 16, Clause no. 5.1	Request Railtel to confirm on 10G SFP+ multimode or single mode	NIL	Clause may be read as Proposed Hardware Platform should have atleast 4 x 10G SFP+ Ports & 4 x 1G Copper and 4 x 1G Fiber SFP Port , all 10G and 1G SFP port should be populated from day one with multi mode SFP/ SFP+ Hardware should have in built redundant AC power supply	corrigendum - I
4.13	Chapter 3 - A. Scope of Work and Technical Requirement, 1. SSL VPN, Page no. 14, Clause no. 4.13	Request Railtel to confirm whether they have an existing SMS Gateway with which the proposed solution needs to be integrated to push SMS to users for OTP ? Or proposed solution should be capable to send the SMS OTP on its own.	NIL	As per RFP, Clause is self explanatory	No Change
5.1	Chapter 3 - A. Scope of Work and Technical Requirement, 1. SSL VPN, Page no. 16, Clause no. 5.1	Railtel have not specified type of Power supply DC or AC and also specify if the appliance need to be proposed with Dual PSU so that all bidders quote accordingly	NIL	Clause may be read as Proposed Hardware Platform should have atleast 4 x 10G SFP+ Ports & 4 x 1G Copper and 4 x 1G Fiber SFP Port , all 10G and 1G SFP port should be populated from day one with multi mode SFP/ SFP+ Hardware should have in built redundant AC power supply	Corrigendum-I
Bid Document Page No.	Bid Document Clause No.	Clause Query / Changes	NIL		
1.2	The proposed appliance should Support Different Role Based Access from day one. E.g. should have an Administrator, Manager, SSL Certificate Manager, Operator, and Guest & Auditor roles.	Please change the clause to "The proposed appliance should Support Different Role Based Access from day one"	NIL	As per RFP, Clause is self explanatory	No Change
1.8	Should have Geo-Location Database supporting IPv4 and IPv6 Address from day one	Please remove this clause	NIL	As per RFP, Clause is self explanatory	No Change
2.2	Should have Support for 802.1Q with support for at least 4000 VLAN Tags per appliance	Please change the clause to "Should have Support for 802.1Q with support for at least 4000 VLAN Tags / 1024 VLAN per appliance	NIL	As per RFP, Clause is self explanatory	No Change
3.2	Should support SSL Connection Mirroring across Appliance from day one to ensure there is no connection failure in the event of active appliance going down	Please change the clause to "Should support SSL Connection Mirroring / Failover across Appliance from day one to ensure there is no connection failure in the event of active appliance going down"	NIL	Clause may be read as "Proposed SSI VPN Solution Should have Active/Active and Active/standby both Configuration along with Stateful Session Failover without any new connection setup from day one without any additional license"	Corrigendum - I
3.4	Should support Cluster with different hardware platforms from the same OEM in future if Railtel wants to add additional capacity with newer platform.	Should support Cluster with different / same hardware platforms from the same OEM in future if Railtel wants to add additional capacity with newer platform"	NIL	As per RFP, Clause is self explanatory	No Change
4.3	Portal Access/Rewrite - Should support complete application rewrite including URL, payloads & content from day one	Please change the clause to "Portal Access/Rewrite - Should support complete application rewrite including URL, payloads & content from day one or using objects, XML file containing XML tags, etc.	NIL	Clause may be read as Portal Access/Rewrite - Should support complete application rewrite including URL from day one	Corrigendum - I
4.4	App Tunnel - Should have a support for app tunnels including per-app VPN tunnels from MDM clients from day one.	Please change the clause to "App Tunnel - Should have a support for app tunnels / Smart-Tunnel including per-app VPN tunnels "	NIL	Clause may read as Please change the clause to "App Tunnel - Should have a support for app tunnels / Smart-Tunnel including per-app VPN tunnels "	Corrigendum - I
4.11	Should have built-in OTP Engine for 2FA Authentication	Please change the clause to "Should have OTP for 2FA Authentication"	NIL	Clause may be read as Should have built-in OTP Engine for 2FA Authentication. The propose solution should integrate with RailTel existing SMS gateway	Corrigendum-1
4.12	Should have the ability to lookup the AD/LDAP server, retrieve the email address and send the OTP via email via SMTP	Please change the clause to "Should have the ability to send the OTP via email via SMTP"	NIL	As per RFP clause is self explanatory	No Change
4.13	Should have the ability to lookup the AD/LDAP server, retrieve the mobile number and send the OTP via SMS via SMPP	Please change the clause to "Should have the ability to send the OTP via SMS via SMPP"	NIL	Corrigendum-I	Corrigendum-I
4.14	"Should have the ability to query the AD/LDAP server, retrieve the user's group information or other attributes and enforce granular policies: a. IP Address b. L4 ACL c. L7 ACL d. L4 + L7 ACL e. Server/Application Resources"	Please change the clause to : ""Should have the ability to query the AD/LDAP server, retrieve the user's group information or other attributes and enforce granular policies: a. IP Address b. L3/L4 ACL"	NIL	As per RFP, Clause is self explanatory	No Change
4.15	"The propose solution Should have the ability to assign a per-request policy Based on the request, should have the ability to apply additional controls like: a. ACL b. Step-up Authentication c. Challenge for OTP d. Allow/Deny the Request"	Please change the clause to ""The propose solution Should have the ability to assign policy Based on the Group / user.	NIL	As per RFP clause is self explanatory	No Change
4.16	"The proposed solution Should have end point checks. Below are some the minimal end point checks to be supported: a. Antivirus Software Check for Windows, Mac and Linux b. Firewall Software Check for Windows, Mac and Linux c. Hard Disk Encryption Software Check for Windows and Mac d. On Windows, check for file, process & registry e. On Linux & Mac, check the existence of a particular file/process f. Check if Machine Certificate is installed and validate the same g. Operating System Version h. Patch Management Software Check for Windows, Mac and Linux i. System Health Software Check for Windows and Mac	Please change the clause to: a. Antivirus Software Check b. Firewall Software Check c. Hard Disk Encryption Software Check d. On Windows, check for file, process & registry e. Check if Machine Certificate is installed and validate the same f. Operating System Version g. Patch Management Software Check h. System Health Software Check for Windows and Mac	NIL	As per RFP clause is self explanatory	No Change

Clause No.	Clause	Modification needed	Justification	Response	Action
4.17	The proposed solution be able to have a Guided Configuration for easy wizard liked configuration.	Please change the clause to "The proposed solution be able to have a Guided Configuration for easy wizard liked configuration / or equivalent."	NIL	Clause may be read as "The proposed solution be able to have a Guided Configuration for easy wizard liked configuration / or equivalent."	Corrigendum-I
4.18	"The proposed solution shall have support for the following authentication from day one a. Active Directory b. LDAP c. RADIUS d. TACACS+ e. HTTP Basic f. Kerberos g. NTLM h. SecurID i. Oracle Access Manager"	Please change the clause to: "The proposed solution shall have support for the following authentication from day one a. Active Directory b. LDAP c. RADIUS d. TACACS+ / HTTP Basic / Kerberos / NTLM/ Secur ID / Oracle Access Manager"	NIL	Clause may be read as The proposed solution shall have support for the following authentication from day one a. Active Directory b. LDAP c. RADIUS d. HTTP Basic e. NTLM f. RSA SecurID	Corrigendum-I
4.19	The proposed SSL VPN solution should support Single Sign On from day one without any add on module like: a. HTTP Basic b. NTLM v1 & v2 c. Kerberos d. HTTP Form e. OAuth Bearer"	Please change the clause to ""The proposed SSL VPN solution should support Single Sign On from day one without any add on module like: HTTP Basis / NTLM v1 & v2 / . Kerberos / HTTP Form / OAuth Bearer"	NIL	As per RFP clause is self explanatory	No Change
4.2	Should have the capability to function as a SAML IdP & SP	Please change the clause to "Should have the capability to integrate with a SAML IdP & SP"	NIL	As per RFP, Clause is self explanatory	No Change
4.37	SSL VPN solution should have SSO with support for Kerberos, header-based authentication, credential caching, and SAML 2.0	Please remove this clause	NIL	As per RFP, Clause is self explanatory	No Change
4.41	Should Supports Google reCAPTCHA v2 for authentication and contextual authentication Endpoint inspection: More than a dozen endpoint posture and security checks from day one	Please remove this clause	NIL	As per RFP clause is self explanatory	No Change
4.44	The proposed solution Should Support Compression and TCP Optimization from day one	Please remove this clause	NIL	As per RFP clause is self explanatory	No Change
4.46	The proposed solution Should support Forward Proxy with additional license if required as a	Please remove this clause	NIL	deleted	Corrigendum-I
4.47	The proposed solution Should Support Auto update of URL CATEGORIES with Forward Proxy	Please remove this clause	NIL	deleted	Corrigendum-I
5.2	Should have Hardware based compression of minimum 10 Gbps for better user experience	Please remove this clause	NIL	As per RFP, Clause is self explanatory	No Change
5.5	a. The Solution should be able to handle 10K new ssl handshake using RSA cipher using 2048 bit private key, New SSL Handshake per second should be without session key reuse	Please remove this clause	NIL	Corrigendum-I	Corrigendum-I
5.6	b. The Solution should be able to handle 5K new ssl handshake using ECC cipher, New SSL Handshake per second should be without session key reuse		NIL	Corrigendum-I	Corrigendum-I
5.8	Proposed appliance should have at least 32GB RAM and more than 1 x 450 GB Enterprise Class HDD	Please change the clause to "Proposed appliance should have at least 32GB RAM and more than 1 x 200 GB Enterprise Class HDD	NIL	As per RFP, Clause is self explanatory	No Change
5.9	Proposed solution should have the capabilities to encrypt the login credentials at every key stroke to prevent the login credentials from being stolen from the user's browser DOM object	Please remove this clause	NIL	As per RFP, Clause is self explanatory	No Change
6.1	The proposed solution Should be able to support Application Based Classification & Categorization and filtering support with Additional License on the same appliance	Please remove this clause	NIL	deleted	Corrigendum-I
6.2	The proposed solution Should Support integration with 3rd party repudiation(rejected)database on subscription with online update every five minutes to	Please remove this clause	NIL	As per RFP clause is self explanatory	No Change
6.3	Proposed solution Should have DDOS Mitigation capability for known protocols (HTTP, DNS, SIP	Please remove this clause	NIL	deleted	Corrigendum-I
6.4	The proposed solution should have Auto tuning of DDOS Thresholds for DDOS Parameter with	Please remove this clause	NIL	deleted	Corrigendum-I
1.2	The proposed appliance should Support Different Role Based Access from day one. E.g. should have an Administrator, Manager, SSL Certificate Manager, Operator, and Guest & Auditor roles.	Please change the clause to "The proposed appliance should Support Different Role Based Access from day one"	NIL	As per RFP, Clause is self explanatory	No Change
1	The tender talks about VPN technology which is old and legacy. All the Large Government Enterprises like you should start looking for zero trust based Secure Access solution which is alternative to the existing legacy VPN technologies. We recommend to look out for vendor neutral Software Defined Perimeter Solution (SDP) which is the best of breed technologies for the large Government Organization like Railtel. (Attached detailed specification document		NIL	As per RFP, Clause is self explanatory	No Change
2	The tender Specifications & Qualifying criteria are biased towards legacy Hardware solution vendors & to Foreign vendors only. If required will share you the Generic specs to be		NIL	As per RFP, Clause is self explanatory	No Change
3	Please see the attached Notification of Mr. Nripendra Mishra, Principal Secretary to Prime Minister to all the Central Departments stating first preference is to Startup Solutions to be considered rather than Main stream Vendors (US vendors).		NIL	As per RFP, Clause is self explanatory	No Change
Inspira Queries			NIL		
Tender clause ref	Tender clause description	Bidder Clarification/Modification Request	Justification		
Clause 6.1 pg 29	The successful bidder has to furnish security deposit in the form of Performance Bank guarantee, the same should be submitted within 30 days of issue of LOA/PO, failing 30 (thirty) days from the date of issue of LOA/PO, which a penal interest of 15% per annum shall be charged for the delay period i.e. beyond	Please mention the percentage of PBG required	Nil	Refer Corrigendum-1	corrigendum - I
Clause 2 pg 44	Warranty - 60 months after Installation of Equipment and issue of the PAC.	60 months from date of supply of equipment	Warranty of all OEM on yearly basis starts from the date of supply	As per RFP, Clause is self explanatory	No Change
Clause 2.5.1 pg 27	After the proposed network is commissioned and placed in service and after Provisional Acceptance Certificate (PAC) is issued, the contractor shall be responsible for proper maintenance supervision of the network free of cost for a period of twelve months from the Successful commissioning of the solution.	Pls mention scope of maintenance supervision of the network.	Nil	As per RFP, Clause is self explanatory	No Change
				As per RFP clause is self explanatory	No Change
Clause 2.5.1 pg 27	After the proposed network is commissioned and placed in service and after Provisional Acceptance Certificate (PAC) is issued, the contractor shall be responsible for proper maintenance supervision of the network free of cost for a period of twelve months from the Successful commissioning of the solution.	Does the bidder need to provide Resident Engineer for the same.	Nil	As per RFP, Clause is self explanatory	No Change
				As per RFP clause is self explanatory	No Change
Clause 4, Pg 44	Delivery and supervision of installation and commissioning within 60 days of issue of LOA	Pls elaborate scope of supervision of installation i.e Only Supervision has to be done by the bidder and actual installation and configuration shall be done by Railtel?	Nil	As per RFP, Clause is self explanatory	No Change
Clause 5.1 , pg 28	Purchasers inspection certificate	Pls confirm if inspection certificate shall be released based on physical verification of equipment.	Nil	As per RFP, Clause is self explanatory	No Change
Clause 5.2 , pg 28	Last 5% payment of the value of Supply items of the PO shall be made by RailTel on issue of Final Acceptance Certificate (FAC) which will be issued by ED/DNM.	Pls accept additional BG for 5% of value of contract value which can be submitted at time of claiming PAC for releasing this payment milestone. Validity of Bg shall be one year from date of PAC.	BG submission shall ensure that the bidder is not discharged from the responsibilities towards Railtel.	As per RFP, Clause is self explanatory	No Change

Clause No.	Clause	Modification needed	Justification	Response	Action
Clause 5.7.1 , pg 29	Final 5% on issue of Final Acceptance Certificate.	Pls accept additional BG for 5% of value of contract value which can be submitted at time of claiming PAC for releasing this payment milestone. Validity of Bg shall be one year from date of PAC.	BG submission shall ensure that the bidder is not discharged from the responsibilities towards Railtel.	As per RFP, Clause is self explanatory	No Change
Clause 33.5.9, Pg 39	Documentary proof of equipment being proven and working for more than 6 months in India or outside India along with user certificate and Contact Details of user/firm.	Request to please accept self certification from OEM on the letter head of OEM for the same	Nil	As per RFP, Clause is self explanatory	No Change
Clause 12.1.2, Pg 44	The Tenderer/bidder should have supplied and provision of similar offered security solution with satisfactory working as to Government/PSUs/Telecom Service Providers/Public Listed Company during the last three years from the date of opening of tender.	Pls confirm if similar offered security solution should be considered of UTM/Firewall/IPS/DDOS.	Nil	Clause may be read as The Tenderer/bidder should have supplied and provision of similar offered security solution of UTM/Next Gen firewall/IPS/DDoS/SSL-VPN with satisfactory working as to Government/PSUs/Telecom Service Providers/Public Listed Company during the last three years from the date of opening of tender.	Corrigendum-I
Clause 12.2.1 (i), Pg 44	The tenderer should present at least one (1) project worth at least INR 72 lakhs showcasing supply, design, installation, testing, commissioning, implementation and operations projects for	Pls confirm if similar offered security solution should be considered of UTM/Firewall/IPS/DDOS.	Nil	As per RFP clause is self explanatory	Corrigendum-I