M/s Inspira Enterprise India Pvt. Ltd.

SN	Clause	RFP Clause	Clarifications required/Comments	RailTel Response
1	31	OEM Should have a development center in India for a better support.	As Development center are not directly exposed to customer & partner. We would request this clause to be removed.	As per RFP
2	32	System must support TCP optimization, TCP Buffering, TCP Connection Multiplexing to enhance protocol performance	what is need to feature as this does not apply for DNS service.	As per RFP
3	40	The offered solution should support advertisement of Flowspec routes	Flowspec routes advertisement has no usecase for DNS application. So request for remove the clause or please explain the usecase.	Refer Corrigendum
4	54	License management: the appliance shall Centrally manage Virtual load balance	As this RFP has no requirment on Virtual Load-balancer & Openstack	Refer Corrigendum
5	83	The proposed Appliance must be (fully populated) with minimum 2x10Gig & 2 X1Gig Ports with single mode and 2x10Gig & 2 X1Gig Ports with multi mode optics	For 452000 DNS QPS, Interface requirment 1Gbps is good. Why so many 10G interface are required? Request to remove 10G interface.	As per RFP
6	84	Proposed system should be of 64 bit hardened OS architecture & the proposed DNS appliance should have inbuilt Load	External Load-balancer to be allowed to be deployed with DNS server. Request for change to -	Refer Corrigendum
7	85	Proposed system should be an integrated DNS solution with LB, DDOS Protection and DNS on single system to reduce latency induced because of communication between different physical hardwares	For LB functionality external Load-balancer need to be allowed.	Refer Corrigendum
8	86	Proposed system must have hardware chipsets for DNS DDOS attack mitigation and network firewall execution without consuming main CPU cycles from day one.	As vendor do support on Software to handle DNS DDOS attack. Request to allow either Software / Hardware for DNS DDOS attack mitigation.	As per RFP
9	87	The proposed appliance should support minimum 10Gbps of Bulk Encryption from day one	For DNS solution does not need SSL service & its primarily needs to be deployed for web application. Request for removing the interface.	As per RFP
10	89	Proposed appliance should support hardware crypto assisted DNSSEC zone/key signing to improve DNSSEC performance	As DNS software is more than capable to handle DNSSEC & should not be binded to hardware crypto. Request to remove the clause.	As per RFP

11	Additional Query		External Load-balancer should be allowed to be quoted for this solution to comply Load-balancer features.	Clarification : already allow in corrigendum
12	5	Payment Terms - last 5% payment of Supply and service	Request to please allow acceptance of BG of 5 % value of supply and 5% value of service for releasing amount on PAC milestone which otherwise is on FAC (Final Acceptance Certificate) milestone.	As per RFP
13	12.1.2	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.	Request to please mention similar offered solution like DNS Security. Since this requirement is of DNS security so it should clearly mention the same.	As per RFP
14	12.2.5	The tenderer should present at least one (1) project worth at least INR 84.84 lakhs showcasing supply, design, installation, testing, commissioning and implementation projects for IT Security Solutions commercially in India in the last 3 years (i.e. 2016-17, 2017-18 & 2018-19).	The tenderer should present at least one (1) project worth at least INR 84.84 lakhs showcasing supply, design, installation, testing, commissioning and implementation projects for DNS security Solutions commercially in India in the last 3 years (i.e. 2016-17, 2017-18 & 2018-19). Since this requirement is of DNS security so it should clearly mention the same.	As per RFP
15	5.3	15% payment of value of supply items of the PO which could not be installed within 90 days due to site readiness or other reason on account of RailTel will be made with approval of ED/DNM and remaining (5% + 5%) on issue of PAC and FAC.	15%, 5% and 5% payment of value of supply items of the PO which could not be installed within 90 days due to site readiness or other reason on account of RailTel will be made with approval of ED/DNM. As delay in site readiness is on Railtel so it is required not to hold supply related payment.	As per RFP

M/s RAH Infotech

SN	Clause	RFP Clause	Clarifications required/Comments	RailTel Response
1	40	The offered solution should support advertisement of Flow spec routes	The DNS Solution does not require to advertise flowspec routes.	Refer Corrigendum

2	54	License management: the appliance shall Centrally manage Virtual load balance licenses, granting and revoking licenses as business needs change. Gain the flexibility to license devices only as needed, maximizing the return on your investment. Assign different license pools to different applications or tenants for more flexible provisioning. Management solution should supports license management in OpenStack-based environments.	The DNS Management solution does not require to manage load-balancer.	Refer Corrigendum
3	61	Remote script management: Deploy and execute scripts on remote L4-L7 devices	The DNS has no role to deploy and execute remote scripts	As per RFP
4	85	Proposed system should be an integrated DNS solution with LB, DDOS Protection and	The DNS and DNS Security solution is independent from Load Balancer.	As per RFP
5	87	The proposed appliance should support minimum 10Gbps of Bulk Encryption from day one	The DNS does not need to Encryption license as this is will required by ADC	As per RFP

M/s Hitachi System Micro Clinic Pvt. Ltd.

SN	Clause	RFP Clause	Clarifications required/Comments	RailTel Response
1	Page No-42; Clause No-12.1.2	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.	We request you to kindly amend this clause as: The Tenderer/bidder should have supplied and provision security solution to Government/PSUs/Telecom Service Providers/BFSI/Public Listed Company during the last three years from the date of opening of tender. or The Tenderer/bidder should have supplied and provision of similar offered security solution with satisfactory working as to Government/PSUs/Telecom Service Providers/BFSI/Public Listed Company during the last five years from the date of opening of tender.	As per RFP

2	Page No-42; Clause No- 12.2.5 & 12.2.6	The sum total of the turnover of contractual payment received during the last preceding 3 financial years from the date of opening of tender should be Minimum of Rs. 3.66 Cr (i.e. 2016-17, 2017-18 & 2018-19).	As per our understanding you are asking for the turnover of company for last 3 financial years from the date of opening of tender should be Minimum of Rs. 3.66 Cr (i.e. 2016-17, 2017-18 & 2018-19). Kindly clarify. We request you to kindly amend this clause as: Bidder should have a average annual tunover of 5 Crores in last 3 financial years from the date of opening of tender (i.e. 2016-17, 2017-18 & 2018-19).	As per RFP
3	Page No-31; Clause No-12.2.1	The bidder should be a company registered under the Companies Act, 1956 or a partnership firm registered under Indian Partnership Act 1932 or Limited Liability Partnership Act 2008 with registered office in India and in operation for at least 3 years from the date of opening of tender and should have their registered offices in India. Valid documentary proof of: ⦿ Certificate of incorporation ⦿ Certificate of Commencement ⦿ Certificate consequent to change of name, if applicable ⦿ Copy of Memorandum of Association.	Since, the commencement of Business certificate was made mandatory for the companies registered after 2018. Hence, we request you to kindly amend this clause as: The bidder should be a company registered under the Companies Act, 1956 or a partnership firm registered under Indian Partnership Act 1932 or Limited Liability Partnership Act 2008 with registered office in India and in operation for at least 3 years from the date of opening of tender and should have their registered offices in India. Valid documentary proof of: ⦿ Certificate of incorporation/ Certificate of Commencement ⦿ Certificate consequent to change of name, if applicable ⦿ Copy of Memorandum of Association.	As per RFP
4	Page No-34; Clause No-20	The tenderer shall furnish a sum as given in Bid Data Sheet (BDS) Chapter 5 as Earnest Money in the form of Demand Draft from any scheduled bank in India in favour of "RailTel Corporation of India Limited" payable at New Delhi	We request you to kindly alow Bank Guarantee as EMD. On page no-8, you have asked to submit EMD online. Kindly clarify whether EMD is to be submitted online or in original in the form of DD/BG.	As per RFP

5	Page No-27; Clause No-5.2	15% payment of the value of Supply items of the PO shall be made by RailTel on successfully Installation & Commissioning at site, 5% payment of value of Supply items of the PO on issue of Provisional Acceptance Certificate (PAC) and the 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.	We request you to kindly amend this clause as: 25% payment of the value of Supply items of the PO shall be made by RailTel on successfully Installation & Commissioning at site.	As per RFP
6	Page No-28; Clause No-5.3	15% payment of value of supply items of the PO which could not be installed within 90 days due to site readiness or other reason on account of RailTel will be made with approval of ED/DNM and remaining (5% + 5%) on issue of PAC and FAC.	We request you to kindly amend tis clause as: 25% payment of value of supply items of the PO which could not be installed within 45 days due to site readiness or other reason on account of RailTel.	As per RFP
7	Page No-28; Clause No-5.7.1	Payment of service items shall be made in Indian Currency (Rs.) only. 90% payment of SOR item towards "Installation, Testing & Commissioning" shall be made by Corporate Office on successful Installation, testing & commissioning, 5% on issue of PAC and final 5% on issue of Final Acceptance Certificate.	We request you to kindly amend this clause as: Payment of service items shall be made in Indian Currency (Rs.) only. 100% payment of SOR item towards "Installation, Testing & Commissioning" shall be made by Corporate Office on successful Installation, testing & commissioning.	As per RFP
8	Page No-28; Clause No-5.7.2	Payments for Resident Engineer will be paid on quarterly basis after satisfactory go ahead from competent authority.	We request you to kindly amend this clause as: Payments for Resident Engineer will be paid annually in advance.	As per RFP
9	Page No-28; Clause No-5.7.3	Payment of SOR item towards "AMC " would be paid quarterly by the Corporate Office after satisfactory completion of AMC Services of that quarter and on certificate furnished by DC Team.	We request you to kindly amend this clause as: Payment of SOR item towards "AMC " would be paid anuunally in advance by the Corporate Office.	As per RFP

SN	Clause	RFP Clause	Clarifications required/Comments	RailTel Response
10	Page No-30; Clause No-9	The timely delivery is the essence of this tender. Liquidated damages will be applicable at the rate of half percent per week or part thereof for undelivered portion of SOR subject to a maximum of 10% of the cost of Purchase order for any reason whatsoever attributed to failure of tenderer. RailTel will have the right to cancel the order, place order on alternative source besides levying the liquidated damages as above.	We request you to kindly amend this clause as: The timely delivery is the essence of this tender. Liquidated damages will be applicable at the rate of half percent per week or part thereof for undelivered portion of SOR subject to a maximum of 5% of the cost of Purchase order for any reason whatsoever attributed to failure of tenderer. RailTel will have the right to cancel the order, place order on alternative source besides levying the liquidated damages as above.	As per RFP
11	Page No-42; Clause No-4	Delivery Period Delivery and supervision of installation and commissioning within 60 days of issue of LOA	We request you to kindly amend this clause as: Delivery Period Delivery and supervision of installation and commissioning within 90 days of issue of LOA	As per RFP
12	Page No.-13, CHAPTER-3 Clause No.-49	The DNS must have the capability to export logs produced to any 3rd party reporting and analytics used by the operator.	Kindly share the details of 3rd party reporting and analytics tool.	Clarificaton: Solution should have capability to export to external syslog / SIEM
13	Page 13, Resiliency CHAPTER-3 Point 43	Solution should support of high-availability (HA)/DNS Anycast and port resiliency (NIC Failover) in each appliance / device / system.	As per our understanding : High Availability is to be provided among 4 site locations, Considering that bidder need to quote 2 Device at each locations., Kindly clarify	Clarificaton As per RFP, 4 boxes are asked. One box at each location and deployment will be Anycast based. In case these 4 boxed can be deplloyed at two locations to increase the capacity then deplyment

M/s SISL

SN	Clause	RFP Clause	Clarifications required/Comments	RailTel Response
1	Page No 42/12.1.2	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	Request you to please confirm if we can submit the experience documents related to IT Security/Network security/Firewall etc. to qualify. As per Tender document In Financial Criteria, IT Security Solution experience shall be consider. so same should be consider in above mentioned clause. Please clarify.	Refer Corrigendum

M/s ZENCC

S. N	RFP Reference Section	RFP Reference Page	Content of RFP requiring clarification	Requesting you to adding these clause to secure & privacy of
1	New Addition	Requesting you to adding these clause to secure & privacy of data	System should support conversion of DNS over UDP to DNS over HTTPS (DoH) or DNS over TLS (DoT) from day one.	As per RFP
2	New Addition	NA	System should provide flexibility to set specific higher cipher strength while negotiating with DoH/ DoT.	As per RFP
4	New Addition	NA	The solution should ensure secure authentication of DNS lookups by providing the Delegation Signer (DS) record to the parent DNSSEC domain.	As per RFP
5	New Addition	NA	The solution should support only secure protocols to be used for any external add-on feeds.	As per RFP
6	New Addition	NA	The system should support integrated firewalling certified by ICSA.	As per RFP

M/s ABS India Pvt. Ltd.

SN	Clause	RFP Clause	Clarifications required/Comments	RailTel Response
1	40	The offered solution should support advertisement of Flowspec routes	Flowspec routes advertisement has no usecase for DNS application. So request for remove the clause or please explain the usecase.	Refer Corrigendum
2	54	License management: the appliance shall Centrally manage Virtual load balance licenses, granting and revoking licenses as business needs change. Gain the flexibility to license devices only as needed, maximizing the return on your investment. Assign different license pools to different applications or tenants for more flexible provisioning. Management solution should supports license management in OpenStack-based environments.	As this RFP has no requirment on Virtual Load-balancer & Openstack environemnt requirment. This point to be removed.	Refer Corrigendum
3	61	Remote script management: Deploy and execute scripts on remote L4-L7 devices	The DNS has no role to deploy and execute remote scripts	As per RFP

4	85	Proposed system should be an integrated DNS solution with LB, DDOS Protection and DNS on single system to reduce latency induced because of communication between different physical hardwares	For LB functionality external Load-balancer need to be allowed.	Refer Corrigendum
5	87	The proposed appliance should support minimum 10Gbps of Bulk Encryption from day one	For DNS solution does not need SSL service & its primarly needs to be deployed for web application. Request for removing the interface.	As per RFP
6	1.2	1.1 FACTORY ACCEPTANCE TESTING (FAT)	Since DNS Security is solution and not only the hardware appliances, We would like to propose discussion on proposed solution with OEM and its confirmation certificate from OEM instead of FAT.	As per RFP
7	12.2.5 & 12.2.6	The tenderer should present at least one (1) project worth at least INR 84.84 lakhs showcasing supply, design, installation, testing, commissioning and implementation projects for IT Security Solutions commercially in India in the last 3 years (i.e. 2016-17, 2017-18 & 2018-19).	The tenderer should present at least one (1) project worth at least INR 84.84 lakhs showcasing supply, design, installation, testing, commissioning and implementation projects for DNS security Solutions commercially in India in the last 3 years (i.e. 2016-17, 2017-18 & 2018-19). Since this requirement is of DNS security so it should clearly mention the same.	As per RFP