

**Corrigendum – I****Provision, Installation, Commissioning, Configuration and Integration of IT Infrastructure &
Provision of Facility Management Service with Comprehensive Maintenance of IT Infrastructure at NIIF Limited offices at Delhi & Mumbai**

Date: 23/06/2017

Location: Mumbai

Time: 05.00 PM

National Investment Infrastructure Fund Limited (NIIFL) has published the response to queries raised by the bidders regarding the timelines, parameters of payments, parameters on submission of commercials, technical specs of the specified BoM and General Contract Conditions in the RFP released on 12th June 2017 (Ref: NIIF Ltd/2017-18/IT RFP/01). The following response is given towards the queries raised over emails to nitin.singh@niifindia.in & at pre-bid meeting held on 20th June 2017.

Amendment of Clauses:

SN	Query	Section	Sub - Section/Actual	Pg. No.	Response / Change	
1	Request for the extension of submission dates.	1.1 Key Dates	The Key Events and Important Dates are as follows: Last Date of Submission: 27 th June 2017, Opening of Technical Proposals: 30 th June 2017 and Opening of Financial Proposals: 3 rd July 2017.	6,7	Last Date for Submission of Bids	3.00 PM on 4 th July 2017
					Date & Time for Opening of Technical Proposal	5.00PM on 5 th July 2017
					Date & Time for Opening of Commercial Proposal	5.00PM on 7 th July 2017
					Note: An acknowledgement by NIIF shall be taken while submitting the bids.	

2	Bidder has requested that the turnover should be reduced as per the suggested CVC Guidelines.	2.19.2 Pre-Qualification Criteria – Clause No (ii)	ii. The bidder shall have minimum average annual turnover of Rs.100 Crores in the last three years (2013 - 14, 2014 -15, and 2015 -16)	15	No change																		
3	Bidder has requested to reduce this to 60 user in line with the requirement	2.19.2 Pre-Qualification Criteria Clause No (v)	v. The bidder shall have executed at least 3 projects in India involving supply, installation, commissioning and maintenance of IT Infrastructure at the client site with a minimum of 200 users in each project in last three years.	15	No change																		
4	Bidder has requested to reduce this to 60 user in line with the requirement	2.19.2 Pre-Qualification Criteria Clause No (vi)	vi. The bidder shall have provided "Facility Management Service" in at least 3 organisation with a minimum of 100 users in each organisation in last three years.	15	No change																		
5	GST – Suggestion by the bidder to have the amount exclusive of taxes.	6.4 Template for financial proposal Section A- Letter Format for Financial Proposal	This amount is inclusive of taxes except service tax as listed at (Consolidated Cost Summary) attached.	91	The amount proposed in the financial proposal (Envelope C) will be exclusive of taxes. However, only applicable Government taxes (excluding penalties, if any) will be borne by NIIF Ltd.																		
6	6.1 Phase 1 Point ii – Request by bidder to increase the timeline from T+10 to T + 4 weeks for delivery and installation and the timeline for Phase 2&3 needs to get adjusted accordingly. 6.2 Delivery period Suggestion: It should be 5 weeks from the date of PO and Installation should be 2 weeks after delivery.	3.2 Project Timelines	<table border="1"> <thead> <tr> <th>Phase</th> <th>Service</th> <th>Activity/Task</th> <th>Timeline</th> </tr> </thead> <tbody> <tr> <td rowspan="2">Phase 1</td> <td rowspan="2">Procurement and Installation of IT Infra / Software in Delhi and Mumbai offices</td> <td>Detailed study of existing network architecture and submission of proposed plan and detailed project implementation plan.</td> <td>T + 5 Days</td> </tr> <tr> <td>Provision, Installation Commissioning Configuration and Integration of IT Infrastructure of Phase 1 (Refer BoM)</td> <td>T+10 Days</td> </tr> <tr> <td>Phase 2</td> <td>Procurement and Installation of IT Infra / Software in Delhi and Mumbai offices</td> <td>Provision, Installation Commissioning, Configuration and Integration of IT Infrastructure of Phase 2 (Refer BoM).</td> <td>T +30 Days</td> </tr> <tr> <td>Phase 3</td> <td>Procurement and Installation of IT Infra / Software in Delhi and Mumbai offices & Deployment of FMS Team</td> <td>Provision, Installation Commissioning, Configuration and Integration of IT Infrastructure of Phase 2 (Refer BoM) & Deployment of FMS Team at both locations.</td> <td>T+40 days</td> </tr> </tbody> </table>	Phase	Service	Activity/Task	Timeline	Phase 1	Procurement and Installation of IT Infra / Software in Delhi and Mumbai offices	Detailed study of existing network architecture and submission of proposed plan and detailed project implementation plan.	T + 5 Days	Provision, Installation Commissioning Configuration and Integration of IT Infrastructure of Phase 1 (Refer BoM)	T+10 Days	Phase 2	Procurement and Installation of IT Infra / Software in Delhi and Mumbai offices	Provision, Installation Commissioning, Configuration and Integration of IT Infrastructure of Phase 2 (Refer BoM).	T +30 Days	Phase 3	Procurement and Installation of IT Infra / Software in Delhi and Mumbai offices & Deployment of FMS Team	Provision, Installation Commissioning, Configuration and Integration of IT Infrastructure of Phase 2 (Refer BoM) & Deployment of FMS Team at both locations.	T+40 days	65	<ol style="list-style-type: none"> Phase 1: Detailed Study: T+1 week Provision, Installation Commissioning, Configuration and Integration of IT Infrastructure of Phase 1 : T+5 weeks Provision, Installation Commissioning, Configuration and
Phase	Service	Activity/Task	Timeline																				
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					<p>Integration of IT Infrastructure of Phase 2 (Refer BoM): T+7 weeks</p> <p>4. Provision, Installation Commissioning, Configuration and Integration of IT Infrastructure of Phase 2 (Refer BoM) & Deployment of FMS Team at both locations: T+8 weeks</p>
7	Clarification is required by the bidder if a single- mode or multi-mode is needed.	<p>7.2 Technical Specification</p> <p>A. Description of the Hardware required in Mumbai Office</p> <p>1. Next gen - Firewall</p>	<p>Hardware Specifications:- Interfaces supported:- ((8) 10/100/1000) & (4) SFP, Management I/O:- (1) 10/100/1000 out-of-band management, (1) RJ- 45 console, (1) USB, (1) Micro USB console, Power supply:- Dual redundant 40W, Redundant power supply, Disk drives:- 30GB</p>	99	No SFP Modules required for Firewall
8	Implementation of Virtual Connector Agent – If more locations get added.	<p>3.1.1.14. Event and log management solution deployment, configuration and Integration with other IT Services</p>	<p>Event and Log management solution deployment: Integrate with location based Connectors</p>	38	We can opt for this to reduce the solution cost but it should cover both location with centralized server.
9	Clarification is needed to the bidders for replacement of only Hardware or Hardware + Engineer Support. 2x10G copper not required.	<p>7.2 Technical Specification</p> <p>2. Network Data and PoE</p>	<p>2.1 Network Data Layer 3 Switch - Core Switch 3YR 24X7X4 Advance replacement Support Gig Switch 24 Port & Uplink port 2x10G Copper, 2x10G SFP</p>	100	3Yr 24x7x4 advance replacement Support with Engineer required

		Switches with 3YR Support	2.2 Network Data Layer 2 Switch - Layer 2 Managed Access Switch 3YR 24X7X4 Advance replacement Support Gig Switch 24 Port & Uplink port 2x10G Copper, 2x10G SFP																	
10	Bidder has recommended that the QTY to be reduced from 12 in Enterprise Server Veritas backup Solution to 1 Set and from 50 in Enterprise Endpoint Backup Product On Prim to 1 Set. Also, the number of tapes required (i.e 1 or 2) based on location needs to be communicated.	7.2 Technical Specification Software Licenses	E. Backup Solution <table border="1"> <tr> <td>1</td> <td>Enterprise Server Veritas Backup Solution</td> <td>Server Backup includes the following options: - Full backup methodology for Windows servers - Intelligent recovery of file operating system - Ability to copy applications & databases - Application protection - Remote administration - Application disk image compression, deduplication - Enterprise backup and restore of Oracle DB - Enterprise backup and restore of SAP DB - Enterprise backup and restore of SQL DB - Enterprise Server Backup - Solution - Remote backup support for Enterprise Server - Hardware backup support for Enterprise Server - Implementation charges</td> <td>12</td> <td></td> </tr> <tr> <td>2</td> <td>Enterprise Endpoint Backup Product On Prim</td> <td>Endpoint Backup solution should support internal and external environment, to back up the user desktop and the backup software agents on, non-admin mapping and implementation, etc.</td> <td>50</td> <td></td> </tr> <tr> <td></td> <td>One Year Support</td> <td>One Year Support/Support of Platform on Enterprise Endpoint Backup Solution</td> <td>1</td> <td></td> </tr> </table>	1	Enterprise Server Veritas Backup Solution	Server Backup includes the following options: - Full backup methodology for Windows servers - Intelligent recovery of file operating system - Ability to copy applications & databases - Application protection - Remote administration - Application disk image compression, deduplication - Enterprise backup and restore of Oracle DB - Enterprise backup and restore of SAP DB - Enterprise backup and restore of SQL DB - Enterprise Server Backup - Solution - Remote backup support for Enterprise Server - Hardware backup support for Enterprise Server - Implementation charges	12		2	Enterprise Endpoint Backup Product On Prim	Endpoint Backup solution should support internal and external environment, to back up the user desktop and the backup software agents on, non-admin mapping and implementation, etc.	50			One Year Support	One Year Support/Support of Platform on Enterprise Endpoint Backup Solution	1		127	No changes required. Will go according to RFP BOM because the suggested change will increase the cost
1	Enterprise Server Veritas Backup Solution	Server Backup includes the following options: - Full backup methodology for Windows servers - Intelligent recovery of file operating system - Ability to copy applications & databases - Application protection - Remote administration - Application disk image compression, deduplication - Enterprise backup and restore of Oracle DB - Enterprise backup and restore of SAP DB - Enterprise backup and restore of SQL DB - Enterprise Server Backup - Solution - Remote backup support for Enterprise Server - Hardware backup support for Enterprise Server - Implementation charges	12																	
2	Enterprise Endpoint Backup Product On Prim	Endpoint Backup solution should support internal and external environment, to back up the user desktop and the backup software agents on, non-admin mapping and implementation, etc.	50																	
	One Year Support	One Year Support/Support of Platform on Enterprise Endpoint Backup Solution	1																	
11	Bidders are asking for a flexibility in choosing firewall. Considering Fortinet as a firewall option.	7.2 Technical Specification A. Description of the Hardware required in Mumbai Office	1. Next – Gen Firewall <table border="1"> <tr> <td>1</td> <td>Next-Gen Firewall</td> <td>Palo Alto</td> <td>2</td> </tr> <tr> <td></td> <td>Next-Gen Firewall in HA Hardware Specifications - Interfaces supported- ((8) 10/100/1000) & (4) SFP, Management I/O - (1) 10/100/1000 out-of-band management, (1) RJ-45 console, (1) USB, (1) Micro USB console, Power supply - Dual redundant 40W, Redundant power supply, Disk drives- 30GB</td> <td></td> <td></td> </tr> </table>	1	Next-Gen Firewall	Palo Alto	2		Next-Gen Firewall in HA Hardware Specifications - Interfaces supported- ((8) 10/100/1000) & (4) SFP, Management I/O - (1) 10/100/1000 out-of-band management, (1) RJ-45 console, (1) USB, (1) Micro USB console, Power supply - Dual redundant 40W, Redundant power supply, Disk drives- 30GB			99	NIIF currently has Palo Alto at Delhi office and need same brand in Mumbai to maintain uniformity							
1	Next-Gen Firewall	Palo Alto	2																	
	Next-Gen Firewall in HA Hardware Specifications - Interfaces supported- ((8) 10/100/1000) & (4) SFP, Management I/O - (1) 10/100/1000 out-of-band management, (1) RJ-45 console, (1) USB, (1) Micro USB console, Power supply - Dual redundant 40W, Redundant power supply, Disk drives- 30GB																			
12	Request by bidders to specify VM Size, Files per hour? And VM on Premise needs to be specified as a different product.	3.1.1.10. Virtualization Solution deployment, configuration and Integration with other IT Services	VMware Virtualization Deliverables	33	It is the part of deployment and it should be dynamic															
13	Recommendation: Application of different firewalls on different locations	7.2 Technical Specification	A. Description of the Hardware required in Mumbai Office	99	No changes required -will go according to BOM specified in RFP															

14	Recommendation: Data Storage: Unlimited	3.1.1.11 Unified storage deployment, configuration and Integration with other IT Services	Unified Storage Deliverables	34	No changes - 30 TB usable space required as per the RFP BOM
15	Recommendation: Bandwidth : 10 mbps – Multiple ISP's , 14 mbps – Internet Browsing	7.2 Technical Specification	A. Description of the Hardware required in Mumbai Office	99	It is not the part of RFP and being taken care separately
16	Suggestion: Back – Up server would be a part of a box . No need to exclude it as a separate server	3.1.1.12 Back up solution deployment, configuration and Integration with other IT Services	Backup solutions Deliverables:	35	No changes - Software based backup solution. Separate box not required
17	The MAF letter from all the OEM's (preferred or asked in the tender) should be mandatory. As many a times the bidder buy's it from the local market and bids. It could be "PIRATED COPY (not the original copy) OR IMPORTED MATERIAL" for which OEMs will not provide the support.	7.2 Technical Specification	A. Description of the Hardware required in Mumbai Office	99- 115	As already mentioned in PQ, the bidder will have to give MAF form <u>for all the devices procured and delivered to NIIF</u>
18	Suggestion: In case if the site is not ready at the time of delivery or installation then 90% payment should be released	3.3 Payment Terms	Additional Clause added	66	This suggestion could be considered with appropriate modifications at the time signing the contract with the selected bidder.

19	Tape drive connectivity – Bidder needs to know which server will be connected to LTO6 to ensure SAS connectivity	7.2 Technical Specification	Phase 2 Point No.14	98	No changes - Server compatible SAS interface is included in the LTO6 Drive BOQ. Additionally there should be 1 pack (5 Nos.) tape cartridge.
20	Network connectivity – As per the specs Base-T connectivity is required between server and network switch, kindly confirm	3.1.1.25 End user IT support	Nil	49	Yes 10G Base-T Dual Port for connectivity required between server and network switch.
21	Storage connectivity required will be SAN or DAS connectivity, kindly confirm (if SAN connectivity, bidder wants confirmation if SAN switches are required or not)	7.2 Technical Specification	A. Description of the Hardware required in Mumbai Office Point No 6. Unified Storage (SAN) (Option 1: EMC Dell OR Option 2: Netapp) with 3YR Support	107	Unified Storage(SAN) required with built-in Dual FC modules (Each FC module have four 8Gbps SFP ports) Compatible to FC HBA interface in Sever

22	<p>Bidder needs confirmation on storage BOQ as multiple protocols are mentioned, kindly confirm if only below specs are required on storage</p> <p>1. Option 1: VNXE1600 SOLUTION 2. VNXE1600 ;2XSP DPE;25X2.5, NO SFP, TWIN 3. VNXE1600 INSTALL KIT FOR 25 DRIVE DPE 4. 2 C13 PWRCRD WITH IN6SA3 PLUGS 250V 10A 5. VNXE1600 2.5 SYSTEM PACK 6X 1.2TB 10K 6. 2U DAE WITH 25 X 2.5 INCH DRIVE SLOTS 7. VNXE1600 1.2TB 10K SAS 25X2.5 8. 8GB SFP QTY 4 FOR FC CONNECTION 9. BUNDLED FAST CACHE AND REPLICATION=IC 10.VNXE1600 BASE SW+OE DUAL SP ECOSYS =IC 11. Broadcom 57406 10G Base-T Dual Port PCIe Adapter, Low Profile</p>	7.2 Technical Specification	<p>A. Description of the Hardware required in Mumbai Office Option 1: VNXE1600 SOLUTION</p>	108-109	<p>Protocols mentioned in the storage BOQ are common standard and required.</p> <p>Unified Storage required with built-in Dual FC modules (Each FC module have four 8Gbps SFP ports) Compatible to FC HBA interface in Sever.</p> <p>30TB Usable space.</p> <p>10G Base-T Dual Port</p>
23	<p>7. Bidders request to consider the following OEM for bidding: a) Next Generation Firewall- Fortigate b) SIEM- Fortigate.</p>	7.2 Technical Specification	<p><i>Firewall Reference:</i> Next Generation fire wall of Palo Alto</p> <p><i>SIEM Reference:</i> Event Logging Solution (Semi – SIEM) with 3 YR support</p>	99 (For Fire-wall) & 113 (For SIEM)	<p>Fortigate SIEM Solution can be considered with 3 YR support, however only Palo Alto for Firewall required to maintain the uniformity with the Delhi office.</p>
24	<p>Will customer provide Servers with VM instance to deploy virtual appliance policy manager for wi-fi</p>	7.2 Technical Specification	<p>3 Wireless Access Point with 3YR Support</p>	104	<p>Yes, Will provide the VM instance to deploy virtual appliance policy manager</p>

25	The switches as per the RFP have 10 Gig Ports but there is no mention of 10 Gig SFP+ Ports for Next Gen Firewall in the RFP. Suggestion is, Bidder wants NIIF should mention atleast 2x10Gig SFP+ Ports in Firewall to provide 10 Gig Connectivity between DMZ Zone(Servers) and Intranet/Internet Users for Fast and Secure Server Traffic Processing.	7.2 Technical Specification	Hardware Specifications:- Interfaces supported:- ((8) 10/100/1000) & (4) SFP, Management I/O:- (1) 10/100/1000 out-of-band management, (1) RJ- 45 console, (1) USB, (1) Micro USB console, Power supply:- Dual redundant 40W, Redundant power supply, Disk drives:- 30GB	99	10Gbps SFP+ ports not required in firewall
26	Suggestion: Firewall Throughput should atleast be 20Gbps or more for secure 10 Gig Traffic Processing through Switches for Servers. Threat Protection Throughput(Firewall+Application Control+Intrusion Prevention+Anti-Virus) should atleast be 2 Gbps for Faster Internet Traffic Processing since Internet Bandwidth available to most End Customers is already reaching 500Mbps-1Gbps. Similarly Max Sessions should be atleast 40,00,000 and New Sessions processing at 2,00,000	7.2 Technical Specification	Performance and Capacities:- Firewall throughput: 500 Mbps, Threat Prevention:- 150 Mbps, VPN Throughput:- 100Mbps,- New Sessions:-4,000, Max sessions:-64,000, SSL VPN:- 50/100, IPSec Client:- 100/200,	99	No change as suggested throughput not required for current and planned project sizing
27	Anti-Advanced Persistent Threat Solution should be purchased as an on-premise appliance instead of Cloud Subscription to provide faster responses for zero-day threats/ransomware attacks. Cloud ATP Subscription generally takes time to revert with attack signatures.	7.2 Technical Specification	Anti-Advanced persistent threats subscription 3-year prepaid for device in an HA pair	99	We will restrict this till perimeter level. As of now on-premise APT solution not required
28	Inbuilt wireless controller functionality is biased to a specific vendor. Suggestion: NIIF is asking for a separate Wireless Controller to manage the Access Point instead of inbuilt Controller in AP.	7.2 Technical Specification	Access Point with inbuilt controller, 802.11n/ac Dual 2x2:2 Radio Integrated Antenna AP	97	No change - we have decided to go for Aruba to maintain uniformity with Delhi office and centralized management capability.

29	Onguard - endpoint device health is a pure NAC functionality which might not be required in NIIF Infrastructure. Bidder has requested to make this clause as "wireless solution should be able to integrate with third party NAC Solutions if required by NIIF in future", so that other wireless vendors can participate.	7.2 Technical Specification	Policy Manager Virtual Appliances Virtual appliances are supported on VMware ESX /Microsoft Hyper-V. and I • ESX 4.0, ESXi 4.1, up to 6.0 • Hyper-V 2012 R2 and Windows 2012 R2 Enterprise Onboard – device configuration and certificate management (100 Concurrent License) OnGuard – endpoint device health (100 Concurrent License) Guest – visitor access management (100 Concurrent Guest License)	104	No change – NAC is required for NIIF to secure their internal network from visitors and guests.
30	As per NIIF Infrastructure, Bidder is expecting 100 devices and 2000 Events per second for SIEM. Kindly mention in specification as "10 GB/Day logs or 2000 EPS and 100 Devices" for correct SIEM Sizing	7.2 Technical Specification	Centralized logger server that support Windows Servers Event, Applications Events (MSSQL, Embedded Databases, etc.) and Network and Security appliances and services Syslogs collection, Unix and Linux devices syslog collection, 10 GB/Day Svr	112	Maximum 100 devices installed in both NIIF offices. 1000 EPS is sufficient.
31	Bidders Suggestion: NIIF should not have any limit on storing logs for a specific period of time. Kindly make this changed as - "•Reporting & Storage - There should be no software limit on how long data can be stored."	7.2 Technical Specification	Reporting & Storage (8TB Minimum)	112	No change – 8TB is sufficient and easy to manage. Will archive old logs to reduce the database size
32	Unclear of "Location based connector". We can provide Virtual Appliance Collector which can be installed irrespective of location and can collect Windows Servers Event, Applications Events (MSSQL, Embedded Databases, etc.) and Network and Security appliances and services Syslog's collection, Unix and Linux devices syslog. Bidder wants NIIF to confirm the same.	7.2 Technical Specification	Location based connector server that support Windows Servers Event, Applications Events (MSSQL, Embedded Databases, etc.) and Network and Security appliances and services Syslog's collection, Unix and Linux devices syslog collection	113	Each location should have local log collector server which will collect compress encrypt and transfer log to the centralised server.

33	Queries on SIEM Specification: Delivered as a virtual appliance with no additional licensing if further appliances need to be deployed to support the monitored environment	7.2 Technical Specification	A. Description of the Hardware required in Mumbai Office	103	The system should support location based log collector without any additional license and cost. Also it should support every standard protocol which can capture event logs from different IT devices and applications.
34	Queries on SIEM Specification: Able to monitor the performance of devices using protocols such as SNMP, WMI, JDBC, SSH	7.2 Technical Specification	A. Description of the Hardware required in Mumbai Office	103	
35	Queries on SIEM Specification: Built in CMDB and discovery of devices using standard protocols such as SNMP, WMI, JDBC	7.2 Technical Specification	A. Description of the Hardware required in Mumbai Office	103	
36	Queries on SIEM Specification: Able to report on information within the CMDB such as device software revision, configuration of network devices	7.2 Technical Specification	A. Description of the Hardware required in Mumbai Office	103	
37	Query has been raised in order to accept BG instead of DD in EMD	1.2 Other Important Information related to Bid	Earnest Money Deposit (EMD) in the form of Demand Draft (DD) in favour of NIIF Limited' payable at Mumbai	7	No Change

The above amendments will supersede the clauses of the RFP (Ref: NIIF Ltd/2017-18/IT RFP/01) for Provision, Installation, Commissioning, Configuration and Integration of IT Infrastructure & Provision of Facility Management Service with Comprehensive Maintenance of IT Infrastructure at NIIF Limited offices at Delhi & Mumbai.

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