

GOVERNMENT OF MANIPUR
NAME OF PROCURING ENTITY: CYBER CORPORATION MANIPUR LIMITED
DEPARTMENT OF INFORMATION TECHNOLOGY

Name of the Project : Manipur Infotech eNabled Development (MIND)

Description of Procurement : Setting up, Operating and Maintaining Manipur Cyber Security Operations Centre (MCSOC) for a Period of Five (5) Years in Imphal, Manipur

RFB No. : IN-CCML-521240-GO-RFB

Minutes of the Pre-Bid Conference for "Setting up, Operating and Maintaining Manipur Cyber Security Operations Centre (MCSOC) for a Period of Five (5) Years in Imphal, Manipur".

Towards clarifying the queries of the potential Bidders for "Setting up, Operating and Maintaining Manipur Cyber Security Operations Centre (MCSOC) for a Period of Five (5) Years in Imphal, Manipur", a pre-bid conference was held at 13:00 hours on 28th April 2026 at the office of the Managing Director, CCML, Imphal, Manipur and in virtual mode with the representatives of the Consultants. List of participating companies:

Sl. No.	Company Name	Mode (Physical/Virtual)
1	Cisco	Virtual
2	Arcon Techsolutions	Virtual
3	Inspira Enterprise India Ltd	Virtual
4	B&B IT Infra Solutions Pvt Ltd	Virtual
5	SOURCE DOT COM PRIVATE LIMITED	Virtual
6	Techbridge Consultancy	Virtual
7	SEC Communications Pvt. Ltd.	Virtual
8	Logix net solutions pvt ltd	Virtual
9	BuzzClan, LLC	Virtual
10	Cyint Technologies	Virtual
11	Blusapphire System Pvt. Ltd. (OEM for SOC- SIEM, SOAR, UEBA,NABA)	Virtual
12	ETS ENTERPRISES	Virtual

13	Ivalue Infosolution Ltd	Virtual
14	Innspark Solutions Pvt. Ltd.	Virtual
15	JISA Softech Pvt. Ltd.	Virtual
16	Zeroday Ops Private Limited	Virtual
17	Motadata (Mindarray Systems Limited)	Virtual
18	SIPL	Virtual
19	Broadcast Engineering Consultant India Limited	Virtual
20	FCT Energy	Virtual
21	MSL Products	Virtual
22	Thales	Virtual
23	JILIT	Physical
24	Grabanoid	Physical
25	ESDS	Physical
26	Deliotte Consulting	Physical
27	HP Enterprise	Virtual
28	L&T Technology Services	Virtual

Response/Clarifications to pre-bid queries

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
1	2	3	4	5	6
1.	Section III - Evaluation and Qualification Criteria 2. Technical Evaluation (ITB 32.4) PART B	A.2.4 Experience in providing SIEM solution with minimum 10000 EPS for Government/Public Sector Undertaking in Northeast India or similar region/country, where each Project has a minimum Of 10 locations, completed/ongoing during the last 7 years prior to the bid submission deadline.	It is requested that Experience in Northeast region is already asked in the point A.2.2. Therefore, it is requested that this clause containing Northeast exp again may please be removed.	The Experience in the Northeast region asked in A.2.2 and A.2.4 are different. The provision in the RFB shall remain unchanged.	
2.	Section III - Evaluation and Qualification Criteria 2. Technical Evaluation (ITB 32.4) PART B	A.3.2 Bidder's Service Centre existing in Northeast India.	This clause may be removed	The requirement for a Service Centre specifically in Northeast India is essential due to the challenging terrain and connectivity constraints in states like Manipur, which can significantly impact response and resolution times; therefore, a localized support presence is necessary to ensure timely and effective service delivery. The provision in the RFB shall remain unchanged.	

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3.	Section VII – Schedule of Requirements Item 1 (Converged Compute & Storage Solution)	"OEM shall be in the Leaders category consecutively in last two published Gartner's Magic Quadrant reports on 'Hyperconverged Infrastructure'..."	We request the removal of the requirement for Gartner/IDC positioning. In its place, the authority should mandate the submission of a Make in India (MII) Certificate (as per the PPP-MII Order) and focus on verifiable technical performance.	As this is an Open International Competitive Tender, mandating a Make in India certificate is not permissible. The provision in the RFB shall remain unchanged.	
4.	Section VII – Schedule of Requirements Item 3 EDR 284	"Proposed Solution should offer below Remediation Options: -Solution Should allow RCA -Solution should allow Terminating the process -Solution should allow adding it to block list across the organization -Solution should allow Collection of malicious payload"	Request you to remove this clause as this will require hybrid model instead of on-premise model	The bidders are open to propose both hybrid and on-premise solution. The provision in the RFB shall remain unchanged.	
5.	Section VII – Schedule of Requirements Item 3 EDR 287	Vendor should provide remote shell functionality to connect to endpoints from the console and run commands to collect information	Request you to remove this clause as this will require hybrid model instead of on-premise model	The bidders are open to propose both hybrid and on-premise solution. The provision in the RFB shall remain unchanged.	

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6.	Section VII – Schedule of Requirements Item 3 EDR 293	Proposed Solution should be a leader in the Forrester Wave Q2 2022 Enterprise Detection and Response Platform Report	Since this is reference of an old report, request you to remove this clause	This is only a baseline minimum requirement/reference.	
7.	Section III – Evaluation and Qualification Criteria Qualification PART A 1.(f)	Bidder shall propose Disaster recovery services from MEITY empanelled CSP Only	Bidder must ensure Ministry of Electronics Information and Technology (MEITY) of Government of India's regulatory requirement for Cloud Service Provider (CSP) listed below is met: Bidder shall propose Disaster Recovery (DR) services from a MeitY empanelled CSP under the Government Community Cloud (GCC) category only, with data centres located within India. The Bidder shall submit the MeitY GCC empanelment certificate, valid as on contract award date. In case the CSP is not empanelled at the time of bid submission, Bidder shall submit an undertaking stating that the GCC empanelment certificate	RFB provision has been revised. Please refer Addendum 1 to RFB which has been issued/uploaded on the Tender Portal.	Addendum 1 Sl. No. 1

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			shall be submitted before signing of the contract. Bidder need not be empanelled with MeitY." We trust our above request will be considered in the interest of data security and regulatory compliance, and request that these queries be addressed at the Pre-Bid Meeting scheduled on 28 April 2026 or through a corrigendum to the RFB document.		
8.	ITB 11.5	Bids from Joint Venture shall not be considered.	Bids from Consortium / Joint Venture shall be considered.	Consortiums or Joint Ventures are not permitted for this critical security project, as it must be undertaken and managed solely by a single, designated bidder. The provision in the RFB shall remain unchanged.	
9.	Section III – Evaluation and Qualification Criteria 1.(a)	The Bidder shall submit audited financial statements or, if not required by the law of the Bidder's country, other financial statements acceptable to the Purchaser, for the last	The Bidder / Consortium / joint Venture shall submit audited financial statements or, if not required by the law of the Bidder's country, other financial statements	Consortiums or Joint Ventures are not permitted for this critical security project, as it must be undertaken and managed solely by a single, designated bidder.	

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		three years prior to bid submission deadline, i.e., for 2022-23, 2023-24, 2024-25, demonstrating the current soundness of the Bidder's financial position.	acceptable to the Purchaser, for the last three years prior to bid submission deadline, i.e., for 2022-23, 2023-24, 2024-25, demonstrating the current soundness of the Bidder's financial position.	The provision in the RFB shall remain unchanged.	
10.	Section III – Evaluation and Qualification Criteria 1.(a).i	The Bidder shall submit audited financial statements, Profit and Loss account of the firm for the last 3 years prior to bid submission deadline, demonstrating the current soundness of the Bidder's financial position. Bidder must fulfil the following criteria:	The Bidder / Consortium / joint Venture shall submit audited financial statements, Profit and Loss account of the firm for the last 3 years prior to bid submission deadline, demonstrating the current soundness of the Bidder's financial position. Bidder must fulfil the following criteria:	Consortiums or Joint Ventures are not permitted for this critical security project, as it must be undertaken and managed solely by a single, designated bidder. The provision in the RFB shall remain unchanged.	
11.	Section III – Evaluation and Qualification Criteria 1.(a).i.[a]	The Bidder shall demonstrate that it has access to, or has available, liquid assets, unencumbered real assets, lines of credit, and other financial means (independent of any contractual advance payment) sufficient to meet the execution with minimum cash flow requirements estimated INR 60 Crores or	The Bidder / Consortium / joint Venture shall demonstrate that it has access to, or has available, liquid assets, unencumbered real assets, lines of credit, and other financial means (independent of any contractual advance payment) sufficient to meet the execution with minimum	Consortiums or Joint Ventures are not permitted for this critical security project, as it must be undertaken and managed solely by a single, designated bidder. The provision in the RFB shall remain unchanged.	

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		equivalent foreign currency for the subject contract net of the Bidder's other commitments.	cash flow requirements estimated INR 60 Crores or equivalent foreign currency for the subject contract net of the Bidder's other commitments.		
12.	Section III – Evaluation and Qualification Criteria 1.(a).i.[c]	The minimum average annual financial turnover of the bidder during the last three years (calculated as total certified payments received for contracts in progress or completed within the last 3 financial years such certificates should be issued by the registered accountant in the Bidder's country), should be at least: INR : 40 Crores	The minimum average annual financial turnover of the Bidder / Consortium / joint Venture during the last three years (calculated as total certified payments received for contracts in progress or completed within the last 3 financial years such certificates should be issued by the registered accountant in the Bidder's country), should be at least: INR : 40 Crores	Consortiums or Joint Ventures are not permitted for this critical security project, as it must be undertaken and managed solely by a single, designated bidder. The provision in the RFB shall remain unchanged.	
13.	Section III – Evaluation and Qualification Criteria 1.(a).ii	The bidder should have an office in Imphal. In case the bidder is currently not present in Imphal, they must submit a notarized undertaking stating that, if awarded the contract, an office would be opened in Imphal within 90 days from	The Bidder / Consortium / joint Venture should have an office in Imphal. In case the bidder is currently not present in Imphal, they must submit a notarized undertaking stating that, if awarded the contract, an office would be opened in	Consortiums or Joint Ventures are not permitted for this critical security project, as it must be undertaken and managed solely by a single, designated bidder. The provision in the RFB shall remain unchanged.	

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		the date of Signing the Contract.	Imphal within 90 days from the date of Signing the Contract.		
14.	Section III – Evaluation and Qualification Criteria 1.(b).i	The Bidder shall have successfully completed at least Three (3) projects in IT/ICT/ Cyber Security/Data Security as Systems Integrator [SI] including supply, installation, commissioning, operating, and maintaining these projects during the last seven (7) years prior to the bid submission deadline.	The Bidder / Consortium / joint Venture shall have successfully completed at least Three (3) projects in IT/ICT/ Cyber Security/Data Security as Systems Integrator [SI] including supply, installation, commissioning, operating, and maintaining these projects during the last seven (7) years prior to the bid submission deadline.	Consortiums or Joint Ventures are not permitted for this critical security project, as it must be undertaken and managed solely by a single, designated bidder. The provision in the RFB shall remain unchanged.	
15.	Section III – Evaluation and Qualification Criteria 1.(b).ii	The Bidder shall demonstrate experience in implementing IT/ICT/Cyber Security/Data Security projects with a cumulative contract value of at least INR 75 Crores from ongoing and/or completed projects during the last seven (7) years prior to the bid submission deadline	The Bidder / Consortium / joint Venture shall demonstrate experience in implementing IT/ICT/Cyber Security/Data Security projects with a cumulative contract value of at least INR 75 Crores from ongoing and/or completed projects during the last seven (7) years prior to the bid submission deadline	Consortiums or Joint Ventures are not permitted for this critical security project, as it must be undertaken and managed solely by a single, designated bidder. The provision in the RFB shall remain unchanged.	

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16.	Section III – Evaluation and Qualification Criteria 1.(b).iii	In support of the above experience, the bidder shall furnish Work order or Satisfactory Performance Certificate or any other relevant supporting document in respect of above, duly translated in English and duly notarized in the country of origin, along with the Bid.	In support of the above experience, the Bidder / Consortium / joint Venture shall furnish Work order or Satisfactory Performance Certificate or any other relevant supporting document in respect of above, duly translated in English and duly notarized in the country of origin, along with the Bid.	Consortiums or Joint Ventures are not permitted for this critical security project, as it must be undertaken and managed solely by a single, designated bidder. The provision in the RFB shall remain unchanged.	
17.	Section III – Evaluation and Qualification Criteria 1.(c)	Bidder shall demonstrate experience in quality and cybersecurity risk management. To this effect, shall furnish the following dated certifications used in executing the past projects cited by them in their technical bid. i. ISO 9001:2015 certified for Quality Management of IT/Systems Integration (SI)/ICT Systems ii. ISO 27001:2022 (Information Security Management) iii. Capability Maturity Model Integration (CMMI): Level 3	Bidder / Consortium / joint Venture shall demonstrate experience in quality and cybersecurity risk management. To this effect, shall furnish the following dated certifications used in executing the past projects cited by them in their technical bid. i. ISO 9001:2015 certified for Quality Management of IT/Systems Integration (SI)/ICT Systems ii. ISO 27001:2022 (Information Security Management) iii. Capability Maturity Model	Consortiums or Joint Ventures are not permitted for this critical security project, as it must be undertaken and managed solely by a single, designated bidder. The provision in the RFB shall remain unchanged.	

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		Compliance, or, any other advance compliance certification	Integration (CMMI): Level 3 Compliance, or, any other advance compliance certification		
18.	Section III – Evaluation and Qualification Criteria 1.(e)	Bidder must provide a certificate from OEM stating that end of life will not be reached for at least 7 yrs from the date of supply for the items listed below:	Bidder / Consortium / joint Venture must provide a certificate from OEM stating that end of service life (EOSL) will not be reached for at least 7 yrs from the date of supply for the items listed below:	Consortiums or Joint Ventures are not permitted for this critical security project, as it must be undertaken and managed solely by a single, designated bidder. The provision in the RFB shall remain unchanged.	
19.	Section III – Evaluation and Qualification Criteria 1.(f)	Bidder must ensure Ministry of Electronics Information and Technology (MEITY) of Government of India's regulatory requirement for Cloud Service Provider (CSP) listed below is met:	Bidder / Consortium / joint Venture must ensure Ministry of Electronics Information and Technology (MEITY) of Government of India's regulatory requirement for Cloud Service Provider (CSP) listed below is met:	Consortiums or Joint Ventures are not permitted for this critical security project, as it must be undertaken and managed solely by a single, designated bidder. The provision in the RFB shall remain unchanged.	
20.	Section III – Evaluation and Qualification Criteria 1.(g)	Bidder shall confirm that product and services delivered will be supported for 5 years locally in Imphal City, Manipur. Undertaking on company's letterhead shall be submitted.	Bidder / Consortium / joint Venture shall confirm that product and services delivered will be supported for 5 years locally in Imphal City, Manipur. Undertaking on company's letterhead shall be submitted.	Consortiums or Joint Ventures are not permitted for this critical security project, as it must be undertaken and managed solely by a single, designated bidder. The provision in the RFB shall remain unchanged.	

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21.	Section III – Evaluation and Qualification Criteria 1.(h)	(h) At the time of Contract Award, the Bidder: - shall not be subject to disqualification by the Bank for non-compliance with SEA/SH obligations.	(h) At the time of Contract Award, the Bidder / Consortium / joint Venture: - shall not be subject to disqualification by the Bank for non-compliance with SEA/SH obligations.	Consortiums or Joint Ventures are not permitted for this critical security project, as it must be undertaken and managed solely by a single, designated bidder. The provision in the RFB shall remain unchanged.	
22.	Section III – Evaluation and Qualification Criteria 1.(i)	Bidder shall submit Technical Conformity Statement of the Technical Specification mentioned in "Technical Specification" in Section VII - Schedule of Requirements by submitting Technical Compliance and relevant Product Brochure/Datasheet.	Bidder / Consortium / joint Venture shall submit Technical Conformity Statement of the Technical Specification mentioned in "Technical Specification" in Section VII - Schedule of Requirements by submitting Technical Compliance and relevant Product Brochure/Datasheet.	Consortiums or Joint Ventures are not permitted for this critical security project, as it must be undertaken and managed solely by a single, designated bidder. The provision in the RFB shall remain unchanged.	
23.	Section III – Evaluation and Qualification Criteria Technical Part - Qualification Part A	ii. The bidder should have an office in Imphal. In case the bidder is currently not present in Imphal, they must submit a notarized undertaking stating that, if awarded the contract, an office would be opened in Imphal within 90 days from	Considering operational, administrative, and statutory constraints involved in setting up permanent branch offices, kindly clarify whether the objective of the clause is to ensure: "Availability of onsite resources and operational	Branch office is mandatory and the bidder has been provided 90 days from the award of contract to open an office in Imphal, if the bidder currently doesn't have any office in Imphal.	

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	Qualification Criteria (ITB 32.1) - a(ii)	the date of Signing the Contract.	presence during the contract period, rather than mandating establishment of a formal registered office in Imphal." If so, kindly confirm whether onsite deployment without branch establishment will be acceptable.		
24.	Technical Part B Scoring Methodology - A.1.1	Experience of Setting up IT Projects/Large Scale IT Systems Integration projects of similar scope and complexity in Government/ Public Sector Undertaking and Total value of all completed Projects shall be Rs. 75 or more during the last 7 years prior to the bid submission deadline.	With reference to technical scoring for Government/PSU IT or large system integration projects exceeding ₹120 crore, kindly clarify whether the project value refers to the bidder's scope value or the overall project value awarded by the client.	Overall project value consisting of IT or Large Scale IT system Integration project.	
25.	Technical Part B Scoring Methodology - A.2.2	Experience in setting up of Data Security Solutions with Firewall/ Network Security/ Data Security/Patch Management/ VPN setup for Government/Public Sector Undertaking in Northeast India or similar region/country, where each Project has a	Please confirm what constitutes similar regions and whether projects executed outside Northeast India, but involving comparable geographical, connectivity, and operational challenges, will be considered compliant.	Yes, projects executed outside Northeast India, but involving comparable geographical, connectivity, and operational challenges, will be considered compliant.	

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		minimum value of INR 7 crores, completed during the last 7 years prior to the bid submission deadline.			
26.	Section VII - Schedule of Requirements		With regard to the requirement that core SOC infrastructure and monitoring facilities be physically located in Imphal, kindly clarify: (i) Whether phased commissioning is permitted (e.g., initial setup in Imphal with temporary reliance on an existing SOC till full stabilization); and (ii) Whether centralized tools/components (e.g., threat intelligence platforms, SIEM correlation engines) hosted at a primary SOC outside Imphal, but operated and monitored by staff seated at Imphal, will be acceptable.	There is no existing SOC in Imphal. The complete infrastructure is required to be set up on premise.	
27.	Section VII – Scope of Work; Section III – Technical Evaluation (Post-	The Supplier shall be responsible for providing complete manpower support for the operation of the	Kindly clarify whether CCML expects all L1 and L2 SOC analysts to be physically deployed at Imphal, or whether a hybrid operating	The details of onsite resources are already provided, and deployment of onsite resources is required as per the RFB.	

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	Implementation Quality)	MCSOC on a 24x7 basis, ensuring seamless monitoring and incident response. The MCSOC shall operate in three shifts of eight hours each per day, with each shift staffed by five (5) Level-1 (L1) SOC Analysts and one (1) Level-2 (L2) SOC Engineer responsible for oversight, escalation handling, and coordination.	model (combination of on-site and remote SOC) is acceptable after Go-Live.		
28.	Section VII – Technical Specifications (SOC Operations)		Is there an established incident severity classification framework (Critical/High/Medium/Low) that bidders must follow, or should bidders propose their own incident categorization and response timelines as part of their solution?	Bidder are open to propose their own incident categorization and response timelines.	
29.	Section VII – Technical Specifications; Price Schedule (Licensing)		The RFP specifies a SIEM capacity of 10,000 EPS. Please confirm whether this is a firm upper limit or an initial baseline with provision for future growth during the 5-year O&M period. Or we need to consider 25000 EPS for proposed SIEM.	The base EPS from day 1 should be 10000 EPS and the peak EPS should be 25000 EPS.	

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30.	Section VII – Schedule of Requirements (List of Goods)		In case of EPS growth beyond the initial requirement, should bidders propose scalable licensing models within the commercial proposal?	The current EPS has been considered based on 5 years of project duration. However bidders are open to propose additional licenses if it is required for the system functionality.	
31.	Section VII – Technical Specifications (Logging & Compliance)		Please clarify the minimum requirement for log retention duration (online vs archived), if any, for compliance and audit purposes.	Online log retention should be for 90 days and 365 days for Archived cumulatively.	
32.	Section VII – Technical Specifications (SOAR); Section III – Technical Scoring		Is there a minimum number of automated SOAR playbooks expected to be delivered at Go-Live, or is it acceptable for automation maturity to be progressively enhanced during the O&M phase?	Minimum 1000 playbooks to be delivered at Go-Live	
33.	Section VII – SOC & Incident Response		For automated response actions such as IP blocking, account disabling, or endpoint isolation, should such actions be executed automatically by the SOC or only after manual approval	The playbooks should be capable of taking automated response as well as manual approval response. Both options should be available.	

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			from CCML authorized personnel?		
34.	Section VII – Technical Specifications (UEBA)		Should UEBA analytics be limited to human users only, or does the scope also include system accounts, service accounts, and privileged/non-interactive identities?	The UEBA analytics should cater all human users as well as system accounts, service accounts, privileged/ non interactive identities.	
35.	Section VII – Scope of Work (Assessment Phase)		Will historical log data from existing infrastructure be made available to enable baseline behaviour modelling during the assessment and design phase?	Yes	
36.	Section VII – Network Security		Please clarify whether firewall policy ownership and approval authority will remain with individual departments or will be centrally managed by the MCSOC under CCML's guidance.	The firewall will be centrally managed by the MCSOC.	
37.	Section VII – Scope of Work (Baseline Assessment)		1. Detailed network diagram of the MCSOC provided in the RFP document, please confirm if this is the final diagram to be followed by	The network diagram provided is for the basic idea of the bidder.	

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			supplier. 2. Current firewall/other security tools configurations be shared with the selected bidder after contract award for accurate system design, if required?	The bidder may provide their network diagram in their Technical Bid. However, on award of the contract the Supplier needs to analyse the system on ground to finalize their solution. Yes details of existing infrastructure will be provided to the selected bidder.	
38.	Section VII – Scope of Work Endpoint Detection and Response (EDR)		Please confirm on the volumetric bidder needs to consider for proposed EDR tool: 1. Number of Endpoints 2. Number of Servers	1. Number of endpoints: approx 5000 nos 2. Number of servers: approx 100 nos	
39.	Section VII – Technical Specifications (Vulnerability Assessment)		Kindly confirm the expected frequency of vulnerability assessments (e.g., monthly, quarterly, or on-demand).	Quarterly as well as on demand.	
40.	Section VII – Scope of Work		Are vulnerability remediation activities such as patching and configuration hardening within the bidder's scope, or is the bidder expected to	Bidder is expected to recommend remediation action only for vulnerability assessment however we have also considered patch	

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			recommend remediation actions only?	management solution for patching.	
41.	Section VII – Web Application Scan Requirements		Are authenticated web application scans required as part of the scope, and if so, will application credentials be provided by the respective application owners?	Yes, all web applications will be required to be scanned and the required credentials will be provided to the selected bidders.	
42.	Section VII – Technical Specifications		Is manual penetration testing expected in addition to automated web application vulnerability scanning?	Only automated web application vulnerability is required.	
43.	Section VII – Patch Management		Does the patch management scope include authority to deploy patches directly, or should all patches be executed only after approval by the respective department IT teams?	The patches should be deployed only after approval of the respective department	
44.	Section VII – SOC Operations & Threat Intelligence		Are bidders required to integrate threat intelligence feeds provided by Government agencies (such as CERT-In or sectoral CERTs), in addition to 3rd party commercial threat intelligence platform/ feeds?	Yes, CERT feeds are required. Third party will be based on whitelisting by the department.	

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45.	Section VII – Price Schedule		Should 3rd party commercial threat intelligence licensing be included within the base commercial proposal?	Yes	
46.	Section VII – Incident Response		Are forensic investigations expected to support legal or law-enforcement use cases, including evidence preservation and chain-of-custody requirements? Whether onsite forensic support is required on a 24x7 permanent basis or will be invoked on-demand / incident-driven, with predefined response timelines.	Forensic investigations are not in bidder scope	
47.	Section VII – SOC Operations		Is on-site forensic investigation expected for all major incidents, or only for critical or legally sensitive incidents?	Forensic investigations are not in bidder scope	
48.	Section VII – DR Services		Please clarify whether the Disaster Recovery setup is expected to be active-standby, warm standby, or cold backup.	Only storage backup is required on DR cloud as per RFB	

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49.	Section VII – DR Services		Are DR testing frequency and acceptance criteria defined by CCML, or should bidders propose DR testing plans as part of their solution?	Only storage backup is required on DR cloud as per RFP. The testing of backup data may be considered twice in a year from the date of go live.	
50.	Section VII – O&M and DR Scope		In the event that a MEITY empanelled CSP loses empanelment during the contract period, what transition or contingency mechanism is expected?	Another MEITY empanelled CSP can be considered after evaluation by the department if situation arises.	
51.	Section VII – DR & Compliance		If the selected CSP loses MEITY empanelment during the contract period, what is the expected transition mechanism?	Another MEITY empanelled CSP can be considered after evaluation, if situation arises.	
52.	Section VII – Governance & Compliance		What is the expected reporting cadence to CERT-In (incident-based only, periodic reporting, or both)?	Incident based as well as periodic reporting	
53.	Section III – Evaluation and Qualification		Are compliance audits expected to be conducted by CCML, Government agencies, or third-party auditors during the project lifecycle?	Compliance audits to be conducted by third party auditors.	

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54.	Section III – SLA & Evaluation		Will CCML nominate a single authority for SOC level operational approvals, escalations, and sign-offs?	CCML will nominate single authority for SOC level operational approval, escalations, and sign-offs, etc.	
55.	Section III – Financial Evaluation & SLA Clauses		Do SLA penalties accumulate across quarters or reset after each measurement period?	SLA will be calculated quarterly and will reset for every quarter.	
56.	Section III – SLA & Evaluation		We request to kindly allow exclusion of the SLA for transition period	SLA will become applicable from go live date.	
57.	Section VII – Training		Should training be role-based (SOC analyst, administrator, management) or generic for all nominated personnel?	Should be generic for all nominated personnel	
58.	Section VII – Training		Are certification oriented trainings (e.g., SOC analyst, incident response certifications) expected as part of the scope?	No. But bidders are open to propose the same.	
59.	Section VII – Capacity Building		With reference to SOC tool training and forensic support requirements, kindly confirm: Whether initial onboarding and refresher trainings are mandatorily required to be	Training should be provided onsite only.	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
			conducted only onsite, or if a hybrid model (onsite + virtual) is acceptable		
60.	Section VII – Governance		Will CCML nominate a single operational authority for SOC decisions, or is approval shared across departments?	CCML will nominate single authority for SOC level operational approval, escalations, and sign-offs, etc.	
61.	Section VII – Technical Design		Should the proposed architecture support future onboarding of additional entities (e.g., smart city systems, IoT platforms, autonomous departments)?	Yes, the solutions should be scalable	
62.	Section VII – Exit Management (Implicit)		At the conclusion of the contract, should all configurations, playbooks, dashboards, SOPs, and documentation be handed over to CCML without restrictions?	Yes, all configurations, playbooks, dashboards, SOPs, and documentation should be handed over to CCML without any restrictions. CCML is the sole owner of the purchased items.	
63.	Section III 1. Qualification PART A - Qualification Criteria (ITB 32.1) (a)	The minimum average annual financial turnover of the bidder during the last three years (calculated as total certified payments received for contracts in progress or completed within the last 3 financial years such certificates	We strongly recommend increasing the turnover to INR 1000 Cr per Annum in India	Fair opportunity has been given to all the prospective bidders and increasing the turnover to INR 1000 Cr will restrict the participation. The provision in the RFB shall remain unchanged.	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
	Financial Capability	should be issued by the registered accountant in the Bidder's country), should be at least INR 40 Cr			
64.	Service Level Agreement General Principles of Service Level Agreements - Measurement of SLA (6)	Total SLA penalties to be levied on the Purchaser shall be capped at 10% of the total contract value of OPEX of respective service. However, Seller would have right to invoke termination of the contract in case the overall SLA penalties equal 10% of total contract value of OPEX of respective service. Liquidated damages to be levied during Post Implementation period shall be capped at 10% of the OPEX value of respective service. Purchaser would also have right to invoke termination of contract in case cumulative debit point (breach points) are above 30 in 3 consecutive quarters.	We request the LD/Penalty to be capped to 10% of the total contract value and LD/Penalty shall be levied on the Bidder for reasons solely and directly attributable to the Bidder	The provision in the RFB shall remain unchanged.	
65.	Section VIII. General Conditions of Contract	30.1 Except in cases of criminal negligence or willful misconduct,	We request modify this clause as below: Under no circumstances will bidders aggregate liability for	The proposed clause is not acceptable as it excessively caps bidder liability, excludes consequential damages, and	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
	30. Limitation of Liability	(a) the Supplier shall not be liable to the Purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Supplier to pay liquidated damages to the Purchaser and (b) the aggregate liability of the Supplier to the Purchaser, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the supplier to indemnify the Purchaser with respect to patent infringement	all losses or damages under or in connection with the services ever exceed the amount of the fees received by bidder for such service(s)/service attachment/purchase order in the 12-month period preceding to which such claim relates. In no event shall Bidder be liable for any indirect, consequential, remote, exemplary, special or incidental damages, including for loss of business or data or profits or goodwill. Bidder shall be only responsible and liable as per terms herein for the services provided by it (services exclude products/solutions provided by the OEM). OEM shall be responsible and liable for any Products provided by it subject to its end user terms/EULA	shifts responsibility to OEMs, thereby exposing the purchaser to significant financial and operational risk without adequate contractual protection. The provision in the RFB shall remain unchanged.	
66.	Section VIII. General Conditions of Contract	35.1 Termination for Default (a) The Purchaser, without prejudice to any other remedy for breach of Contract, by	We request addition of the below in termination clause: 1. Bidder may terminate the contract by a written notice to the Client if Bidder	The proposed clause is not acceptable as it grants the bidder broad, unilateral termination rights based on subjective interpretations of	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
	35. Termination	written notice of default sent to the Supplier, may terminate the Contract in whole or in part: (i) if the Supplier fails to deliver any or all of the Goods within the period specified in the Contract, or within any extension thereof granted by the Purchaser pursuant to GCC Clause 34; (ii) if the Supplier fails to perform any other obligation under the Contract; or (iii) if the Supplier, in the judgment of the Purchaser has engaged in Fraud and Corruption, as defined in paragraph 2.2 a of the Appendix 1 to the GCC, in competing for or in executing the Contract.	determine that a law, regulation, or anything having a similar import, or a circumstance (including cases where Client's ownership or constitution has changed), makes Bidder performance of the contract impermissible or in conflict with independence or professional rules applicable to Bidder. 1.2. Upon termination, Client agrees to pay Bidder for all services performed up to the effective date of termination.	legal or internal constraints, which could disrupt critical services, while still obligating the client to pay—thereby creating operational risk and an imbalance in contractual obligations. The provision in the RFB shall remain unchanged.	
67.	Section VII - 3. C. Scope of Work	1. Initial Assessment and Design Planning - Conduct a baseline assessment of existing digital assets and ICT infrastructure within Manipur State Data Centre (MSDC), Manipur State Wide Area	We request to kindly share the information regarding the volumes to be handled (existing digital assets and ICT infrastructure)	The selected bidder shall conduct a system study of the existing infrastructure. All relevant asset information will be provided to the selected bidder.	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
		Network (MSWAN), and Manipur Secretariat LAN.			
68.	Section VII - 3. C. Scope of Work	5. System Design, Deployment, and Integration - ensuring compliance with technical, legal and regulatory standards.	We request you to kindly clarify on the Regulatory standards to be reviewed	All CERT & Govt of India required regulatory standards to be ensured for MCSOC.	
69.	Section VII - 3. C. Scope of Work	7. Security Management and Compliance	We request you to kindly clarify on the resolution of technical incidents.	Technical support needs to be provided by the selected bidder.	
70.	BDS ITB 19.3(d)	The bid security shall, be in the form of a Bank Guarantee and the named beneficiary shall be "Managing Director, Cyber Corporation Manipur Limited (CCML)" . The bank guarantee shall be in the format provided in Section IV of the Bidding documents. The Bank Guarantee shall be issued by a bank located in the Purchaser's country (Any Nationalized or Scheduled commercial Bank in India) or issued by a reputed foreign Bank and routed through a correspondent Bank (Nationalized or Scheduled commercial Bank in India).	The bid security shall, be in the form of a Bank Guarantee/ Insurance Surety Bond and the named beneficiary shall be "Managing Director, Cyber Corporation Manipur Limited (CCML)". The bank guarantee shall be in the format provided in Section IV of the Bidding documents. The Bank Guarantee shall be issued by a bank located in the Purchaser's country (Any Nationalized or Scheduled commercial Bank in India) or issued by a reputed foreign Bank and routed through a correspondent Bank	The provision in the RFB shall remain unchanged.	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
		Bid security in any other form will not be accepted and bid will be treated as non-responsive and rejected.	(Nationalized or Scheduled commercial Bank in India).		
71.	Section III - 2. Technical Evaluation A.2.2	Experience in setting up of Data Security Solutions with Firewall/ Network Security/ Data Security/Patch Management/ VPN setup for Government/Public Sector Undertaking in Northeast India or similar region/country, where each Project has a minimum value of INR 7 crores, completed during the last 7 years prior to the bid submission deadline. The Bidder shall specify in its Technical Bid as to which total value slab shown in next column has been met by it.	Experience in setting up of Data Security Solutions with Firewall/ Network Security/ Data Security/Patch Management/ VPN setup for Government/Public Sector/BFSI Undertaking in India where each Project has a minimum value of INR 7 crores, completed during the last 7 years prior to the bid submission deadline. The Bidder shall specify in its Technical Bid as to which total value slab shown in next column has been met by it.	RFB provision has been revised. Please refer Addendum 1 to RFB which has been issued/uploaded on the Tender Portal.	Addendum 1 Sl. No. 2
72.	Section III - 2. Technical Evaluation A.2.4	Experience in providing SIEM solution with minimum 10000 EPS for Government/Public Sector Undertaking in Northeast India or similar region/country, where each Project has a minimum Of 10 locations, completed/ongoing	Experience in providing SIEM solution with minimum 5000 EPS for Government/Public Sector Undertaking in Northeast India or similar region/country, , completed / ongoing during the last 7 years prior to the bid submission deadline.	As the requirement involves a 10,000 EPS SIEM solution, it is essential that bidders have prior experience in deploying and managing solutions at a similar scale to ensure proven capability in handling high event volumes, system	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
		during the last 7 years prior to the bid submission deadline.		stability, and effective performance. The provision in the RFB shall remain unchanged.	
73.	Section III - 2. Technical Evaluation A.3.1	Experience in providing post-sales service support in the above context in the Northeast India or similar regions/ countries.	Experience in providing post-sales service support in the above context in India.	Experience in providing post-sales service support specifically in Northeast India is essential due to the region's challenging terrain, connectivity limitations, and logistical constraints in states such as Manipur; therefore, bidders must demonstrate proven capability in delivering reliable support under such conditions to ensure timely and effective service delivery. However, the required number of projects in the Marks allocation has been reduced to allow broader participation.	Addendum 1 Sl. No. 4
74.	Section III - 2. Technical Evaluation A.3.2	Bidder's Service Centre existing in Northeast India.	Bidder's Service Centre existing in India.	The requirement for a Service Centre, existing specifically in Northeast India or an undertaking to establish a Service Centre in NE Region if awarded the contract, is essential due to the challenging terrain and	

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				connectivity constraints in states like Manipur, which can significantly impact response and resolution times; therefore, a localized support presence is necessary to ensure timely and effective service delivery. The provision in the RFB shall remain unchanged.	
75.	Section VIII – General Conditions of Contract		We recommend to incorporate a new clause under the RFP, which shall be mutually beneficial and significant in the context of business engagements :- Non-Solicitation:- During the Term of this definitive Agreement and for a period of one year thereafter, neither Party shall (either directly or indirectly through a third party) solicit to employ, cause to be solicited for the purpose of employment to any employee/s (including the employees who have been exposed or introduced to	This is not CCML's responsibility and should be handled by the bidders. Thus, this clause cannot be included.	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
			other Party during initial discussion between Parties or engaged to provide/perform the services under any definitive agreement entered between Parties) of the other Party or aid any third person to do so, without the specific written consent of the other Party. The said restriction shall also apply to each Party's affiliates, agents, vendors, contractors, and any third parties with whom such Party has a relationship (collectively, ""Representatives""). Parties agree that Representatives are equally restricted from poaching or soliciting or inducing any employees of other Party to leave their employment or engagement with such other Party.		
76.	Section VIII – General Conditions of Contract		It is recommended to include the below clause under the RFP:- Limitation of Liability:- Notwithstanding anything to the contrary contained in this Agreement, the total	The proposed clause is not acceptable as it disproportionately limits the Supplier's liability to the contract value and excludes critical damage categories such	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
			aggregate liability of the Successful Bidder, whether arising in contract, tort (including negligence), strict liability or otherwise, shall not exceed the total fees/contract value paid or payable to the Successful Bidder under this Agreement. In no event shall the Successful Bidder be liable for any indirect, incidental, consequential, special, or punitive damages, including but not limited to loss of profits, loss of business, loss of data, or business interruption, even if advised of the possibility of such damages. The foregoing limitation shall not apply to (i) liability arising from fraud, gross negligence, or willful misconduct, or (ii) breach of confidentiality and data protection obligations, to the extent such exclusion is not permitted under applicable law.	as data loss and business interruption, which are highly relevant in a security/IT environment, thereby exposing CCML to significant unmitigated risk.	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
77.	Section VIII – General Conditions of Contract		It is recommended to include the below clause under the Termination section as follows:- Termination by the bidder for breach:- In the event Bank materially breaches this definitive Agreement or any statement of work, which breach is not cured within thirty (30) days after written notice specifying the breach is given to the Bank, the bidder may terminate this definitive Agreement or any portion thereof or the applicable statement of work by giving written notice to the Bank.	The proposed clause is not acceptable as it grants the Supplier unilateral termination rights, which could disrupt critical services and create operational risk.	
78.	Section VII Minimum Requirement Specifications Item_9 – NGWF 21	The IPS system should have at least 10,000 signatures	Should be removed an effective security system has low false positive ratio not higher no. of signatures	Many OEMs supports this clause, no change as per RFB	
79.	Section VII	The appliance should have at least 4000 + application signatures database readily	OEM specific should be removed	Many OEMs supports this clause, no change as per RFB	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
	Minimum Requirement Specifications Item_9 – NGWF 29	available and must to create custom application signature.			
80.	Section VII Minimum Requirement Specifications Item_9 – NGWF 33	NGFW should have functionality of Content Disarm and Reconstruction (CDR) or Similar Technology to remove all malicious attachments / active content from attachment in real-time before passing it to user.	OEM specific should be removed	Many OEMs supports this clause, no change as per RFB	
81.	Section VII Minimum Requirement Specifications Item_9 – NGWF 40	The NGFW must provide Load sharing mode along with the redundancy in case multiple virtual firewalls are created on it.	OEM specific should be removed	Creation of Virtual Firewall is not OEM specific, many OEMs support the functionality.	
82.	Section VII Minimum Requirement Specifications Item_9 – NGWF	The solution should allow administrators to capture the packet using built in capture tool to select a packet and view its header and payload information in real-time. Once captured it should give option	OEM specific should be removed	Packet capture supports many OEMs as a troubleshooting tool. No change as per RFB.	

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	49	to filter the packets by different fields or through the search bar. The capture can be saved as a PCAP file that you can use with a third-party application, such as Wireshark, for further analysis.			
83.	Section VII Minimum Requirement Specifications Item_9 – NGWF 52	The Proposed solution should be among the leaders in Gartner Magic Quadrant for Network Firewalls in the latest Gartner report.	Restricting and demotivating for India security companies only OEMS from US can comply to this.	Many OEMs supports this clause, no change as per RFB.	
84.	Section VII Minimum Requirement Specifications Item_9 – NGWF 53	NGFW OEM Product should be EAL 4 certified	Restricting and demotivating for India security companies only OEMS from US can comply to this.	Many OEMs supports this clause, no change as per RFB.	
85.	Section VII Minimum Requirement Specifications Item_9 – NGWF 54	NGFW OEM must have received "AAA" rating and recommended by Cyber Rating ORG.	Restricting and demotivating for India security companies only OEMS from US can comply to this.	Many OEMs supports this clause, no change as per RFB	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
86.	Section VII Minimum Requirement Specifications Item_9 – NGWF 56	The OEM should have global presence from last 15 years in the industry with inhouse threat intel database to prevent against known and unknown malware.	Restricting and demotivating for India security companies only OEMs from US can comply to this.	Many OEMs supports this clause, no change as per RFB	
87.	Section VII Minimum Requirement Specifications Item_19 - Firewall Policy Manager 9	The solution should support ensuring common security baseline to be enforced and shared among multiple administrative domains (ADOMs).	OEM specific should be removed	RFB provision has been revised. Please refer Addendum 2 to RFB which has been issued/uploaded on the Tender Portal.	Addendum 2 Sl. No. 1
88.			Please add as this is standard for security components: The OEM should not share land and border with any neighbouring country to INDIA	As this is an "Open International Competitive Bidding" tender, this cannot be added as per World Bank Regulations	
89.			Please add for regional security and Indian OEM's: The OEM should have code base in India	As this is an "Open International Competitive Bidding" tender, this cannot be added as per World Bank Regulations	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
90.			Please add for regional security and Indian OEM's: The Security solution platform must be developed in India and should be capable of taking intelligence feeds from multiple global sources	As this is an "Open International Competitive Bidding" tender, this cannot be added as per World Bank Regulations	
91.			Please add for any unknown requirement might come later: Should have customization if required while implementation	Bidders are open to propose better solution to meet the requirement	
92.			For registered MSME bidders, kindly provide relaxation in the financial criteria, as the tender requires an average annual turnover of ₹40 Crore (last 3 FYs) and liquid assets/cash flow of ₹60 Crore.	The provision in the RFB shall remain unchanged.	
93.			The tender mandates a minimum of three completed similar projects as a System	The provision in the RFB shall remain unchanged.	

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			Integrator with a cumulative value of ₹75 Crore in the last 7 years. For MSME bidders, kindly grant relaxation here.		
94.			As per MSME policy, kindly exempt registered MSME bidders from furnishing Bid Security.	The provision in the RFB shall remain unchanged.	
95.	Clause No. 2. Technical Evaluation (ITB 32.4) PART B	Parameter: A.1. IT Project Experience A.1.1 Experience of Setting up IT Projects/Large Scale IT Systems Integration projects of similar scope and complexity in Government/ Public Sector Undertaking and Total value of all completed Projects shall be Rs. 75 or more during the last 7 years prior to the bid submission deadline.	Amendment Proposed: A.1. IT Project Experience A.1.1: Experience of Setting up IT/ICT Projects/Large Scale IT Systems Integration projects of similar complexity in Government/Public Sector Undertaking and Total value of all completed Projects shall be Rs. 75 Crores or more during the last 7 years prior to the bid submission deadline.	We want experienced bidder who has experience in Experience in Large scale IT projects. The provision in the RFB shall remain unchanged.	
96.	Clause No. 2. Technical Evaluation (ITB 32.4) PART B	Parameter: A.2 Cyber Security Operations Centre / Data Security Projects A.2.1: Experience in setting up Cyber Security Operations Centre / Internet Security Operations centre/ Security Operations Centre projects of	Amendment Proposed: A.2 Cyber Security Operations Centre / Data Security Projects A.2.1: Experience in the execution of projects consisting of Data Centre/ network/ cyber/ Internet Security related component	Having previous experience in setting up CSOC is extremely important and thus cannot be omitted.	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
		similar scope and complexity in Government/Public Sector Undertaking, where each project has a minimum value of INR 15 crores, completed during the last 7 years prior to bid submission. The bidder shall specify in its Technical bid as to which total value slab shown in next column has been met by it. Marking System/ Evaluation Reference: Total value of all Projects: INR 75 crores or above up to INR 90 crores – 04 marks More than INR 90 crores up to INR 100 crores – 05 marks More than INR 100 crores up to INR 110 crores – 06 marks More than INR 110 crores up to INR 120 crores – 08 marks More than INR 120 crores – 10 marks Documentary Evidence to be submitted by the bidder in the Technical Part of Bid: Work orders/Agreement and	in Government/Public Sector Undertaking, Total value of all completed projects shall be Rs. 50 crores or more during the last 7 years prior to the bid submission deadline. The bidder shall specify in its Technical bid as to which total value slab shown in next column has been met by it. Marking System/ Evaluation Reference: Total value of all Projects: INR 50 crores or above up to INR 60 crores – 04 marks More than INR 60 crores up to INR 70 crores – 06 marks More than INR 70 crores up to INR 80 crores – 08 marks More than INR 80 crores – 10 marks Documentary Evidence to be submitted by the Bidder in Technical Part of Bid: Work orders/ Agreement / Completion certificates issued by Purchaser/ Proof of Delivery		

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
		Completion certificates issued by Purchaser/Proof of Delivery.			
97.	Section II – Bids Data Sheet (ITB 4.1)	Bids submitted by a Joint Venture (JV) shall not be considered.	Bidders are allowed to participate in this RFP either as a single entity or as a Consortium.	Consortiums or joint ventures are not permitted as this is a critical security project, and it must be undertaken and managed solely by a single, designated bidder. No change as per RFB.	
98.	Qualification PART A Qualification Criteria (ITB 32.1) Financial Capability 1.a.i.b	The Bidders shall also demonstrate, to the satisfaction of the Purchaser, that it has adequate sources of finance to meet the cash flow requirements to meet the requirement of this Contract by way of Solvency Certificate issued by banks or Chartered Accountant or any other relevant documents like profit and loss account.	Kindly clarify the required amount for the Solvency Certificate to be issued by a bank, Chartered Accountant, or through other relevant documents such as a profit and loss account.	The required amount is INR 60 crores (or equivalent in foreign currency) as specified in the RFB	
99.	Clause No. 2. Technical Evaluation (ITB 32.4) PART B	Parameter: A.2. Cyber Security Operations Centre/ Data Security Projects: A.2.3: Experience in providing SIEM Solution with minimum 10000 EPS for	Proposed Amendment: A.2. Cyber Security Operations Centre/ Data Security Projects: A.2.3: Experience in providing SIEM Solution with	RFB specifies experience of minimum 10000 EPS SIEM solutions. Therefore we would need experienced bidders who have already deployed solutions with such high volume of EPS count.	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
		Government/Public Sector Undertaking, where each Project has a minimum value of INR 15 crores, completed/ongoing during the last 7 years prior to the bid submission deadline. The Bidder shall specify in its Technical Bid as to which total value slab shown in next column has been met by it. Marking System/ Evaluation Reference: One Project – 05 Marks Two and more Projects – 10 marks Documentary Evidence to be submitted by the Bidder in Technical Part of Bid: Work orders/Agreement and Completion certificates / Proof of Delivery	cumulatively 5000 EPS for Government/Public Sector Undertaking, where each Project has a minimum value of INR 10 crores, completed/ongoing during the last 7 years prior to the bid submission deadline. The Bidder shall specify in its Technical Bid as to which total value slab shown in next column has been met by it. Marking System/ Evaluation Reference: One and more Projects – 10 marks Documentary Evidence to be submitted by the Bidder in Technical Part of Bid: Work orders/Agreement and Completion certificates / Proof of Delivery	No change as per RFB.	
100.	Clause No. 2. Technical Evaluation (ITB 32.4) PART B	Parameter: A.2. Cyber Security Operations Centre/ Data Security Projects: A.2.4: Experience in providing SIEM solution with minimum	Proposed Amendment: A.2. Cyber Security Operations Centre/ Data Security Projects:	As the requirement involves a 10,000 EPS SIEM solution, it is essential that bidders have prior experience in deploying and managing solutions at a	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
		10000 EPS for Government/Public Sector Undertaking in Northeast India or similar region/country, where each Project has a minimum of 10 locations, completed/ongoing during the last 7 years prior to the bid submission deadline. Marking System/ Evaluation Reference: One Project – 02 Marks Two and more Projects – 04 marks If any project has more than 10 locations, weightage of 01 marks shall be given, subject to total score being limited to maximum 5. Documentary Evidence to be submitted by the Bidder in Technical Part of Bid: Work orders/ Agreement and Completion certificates from Purchaser/ Proof of Delivery.	A.2.4: Experience in providing SIEM solution with cumulatively 3000 EPS for Government/Public Sector Undertaking in Northeast India or similar region/country, completed/ongoing during the last 7 years prior to the bid submission deadline. Marking System/ Evaluation Reference: One and more Projects – 05 marks Documentary Evidence to be submitted by the Bidder in Technical Part of Bid: Work orders/ Agreement and Completion certificates from Purchaser/ Proof of Delivery.	similar scale to ensure proven capability in handling high event volumes, system stability, and effective performance. No change as per RFB.	
101.	Section VII	19 Inch Rack Mount with a maximum size of 1U	Suggested Change: Kindly make the rack mount with a maximum size of 1U/2U rack	For space management we would require maximum size of HSM as 1U rack space. No change as per RFB.	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
	Minimum Requirement Specifications Item_27 .1				
102.	Section VII Minimum Requirement Specifications Item_27 .4	Comply to standards - RoHS2, UL, CE, FCC, VCCI, C-TICK, KC Mark, TAA & CSA, India BIS [IS 13252 (Part 1)/IEC 60950-1]	Suggested Change: For Safety and Environmental compliance India has come up with BIS certification, however here all international certification is been asked. Would request you to please keep only BIS certification as this procurement is within India.	No change as per RFB. This is an international bid and we are preferring international level of devices. The BIS certification is also mentioned along with other certifications.	
103.	Section VII Minimum Requirement Specifications Item_27 .5	Minimum SHA-1, SHA-2, SHA-3, SM2, SM3, SM4	Kindly remove SM2, SM3, SM4 algorithms as they are Chinese algorithms and not applicable to India	No change as per RFB. Equivalent internationally accepted cryptographic algorithms/standards may also be considered, subject to compliance with the technical and security requirements of the RFB.	
104.	Section VII Minimum Requirement Specifications Item_27 .7	Cryptographic algorithms: DiffieHellman, RSA (2048, 8192 bit), DSA, KCDSA, BIP32 (Digital Wallet Encryption), 5G algorithms - Milenage, Tuak, and COMP128	BIP32 is Bitcoin Improvement Proposal Algorithm, which is not under FIPS/NIST approved list. Request you to remove the clause. Please remove KCDSA algorithm as this is Korean algorithm.	No change as per RFB. The listed algorithms are part of the minimum technical specifications intended to indicate the broad cryptographic and telecom security capabilities required	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
			Since this procurement is within India, this algorithm would not be useful for RFP use case. Milenage, Tuak are also not part of NIST approved algorithms. Hence request you to remove these algorithms	under the project scope and are not intended to mandate the exclusive use of any specific algorithm. Equivalent internationally accepted and industry-standard cryptographic algorithms/protocols complying with applicable security and regulatory standards may also be considered.	
105.	Section VII Minimum Requirement Specifications Item_27 .10	FIPS 140-2 Level 3 with OEM name in the certificates and Common Criteria EAL4+ (with OEM name in the certificates) (Proposing third party FIPS 140-2 L3 and Common Criteria certification will not be considered)	Compliance with RBI, NPCI, CCA and UIDAI guidelines inherently aligns with stringent security and cryptographic standards of FIPS 140-3 Level 3, which sufficiently addresses the intended assurance level. Hence kindly remove EAL4+ requirement. Also this restricts Make in India OEM to participate in this because of EAL4+ clause. Suggested Change: HSM should be FIPS 140-3 Level 3 module and having the certification in name of OEM. Certification copy needs to be submitted	No change in the RFB provisions. EAL4+ is required for Security temper proof system.	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
106.	Minimum Requirement Specifications Item_27 .21	The appliance and HSM cryptocard should be from the same OEM only and not as a bundled or assembled device.	Query: Please remove this clause. Please let us know what extra security will be achieved by keeping this clause. Is this because to eliminate Indian OEM who are using 3rd party certified cryptographic card in their appliance? By inserting this point department is promoting foreign OEMs and Indian OEM who are fully complying to NIST guidelines are being eliminated	HSM cryptographic card should be from the same OEM. 3rd party cards would pose high risk, security temperedness. We would require support from a single OEM only for both HSM and cryptographic card	
107.	Minimum Requirement Specifications Item_27 .26	The OEM should be supplying in India for more than 10 years	Kindly provide exemption for MSME	As per RFB. We would require experienced OEM to supply the required HSM as this is a critical security device.	
108.	Minimum Requirement Specifications Item_9 .2	Firewall appliance must have 6 x 10GE SFP+ slots, 6 x 1GE SFP slots & 6 x 1GE RJ45 and 6 x 2.5G/5G RJ45 interfaces available from day one. All these interfaces should be available simultaneously	Firewall appliance must have 8 x 1/10GE SFP+ slots, 8 x 1GE RJ45 ports slots interfaces available from day one. All these interfaces should be available simultaneously	Interfaces have been asked as network design requirement. No change as per RFB.	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
109.	Minimum Requirement Specifications Item_9 .3	Firewall should have dual power supply and 400GB SSD from day one.	Firewall should have hot swappable and field replaceable dual power supply and fan module/tray with NVMe 800GB+ SSD from day one.	1. Dual power supply has been asked for redundancy. Bidders are allowed to offer hot swappable power supply. 2. Minimum storage has been asked for, bidders are welcome to offer higher storage.	
110.	Minimum Requirement Specifications Item_9 .8	NGFW should support more than 400,000 new sessions per second	NGFW should support more than 400,000 new sessions per second at Layer 4 or 80K Layer 7 new connection/session per second measured with NGFW and AppID	The provision in the RFB shall remain unchanged.	
111.	Minimum Requirement Specifications Item_9 .9	NGFW should support at least 10 Million or more concurrent sessions from day one.	NGFW should support at least 10 Million or more concurrent layer 4 sessions or 1.5 million concurrent sessions at Layer 7 from day one measured with NGFW and AppID	The provision in the RFB shall remain unchanged.	
112.	Minimum Requirement Specifications Item_9 .11	The proposed system should be able to operate in Transparent (Access) mode and NAT/Route mode simultaneously	The proposed system should be able to operate in Transparent (Access) mode and NAT/Route mode	Requirement is as per network design requirement. The provision in the RFB shall remain unchanged.	
113.	Minimum Requirement Specifications	The proposed system should have integrated Traffic	The proposed system should have integrated Traffic Shaping/QOS functionality for	Traffic shaping is required for both Inbound & Outbound traffic, bidder must consider	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
	Item_9 .14	Shaping functionality for both inbound and outbound traffic.	both inbound and outbound traffic.	appropriate way to achieve the same.	
114.	Minimum Requirement Specifications Item_9 .15	The proposed firewall must support at least 6 Gbps of SSL Inspection throughput along with IPS feature enabled.	The proposed firewall must support at least 3 Gbps of TLS Inspection throughput with at least 50% decryption measured at TLS 1.2	Bidder can propose higher value, lower throughput value is not acceptable.	
115.	Minimum Requirement Specifications Item_9 .21	The IPS system should have at least 10,000 signatures	The IPS system should have at least 25,000 signatures	Minimum has been asked for wider participation, however bidders can offer higher value.	
116.	Minimum Requirement Specifications Item_9 .24	NGFW should have capabilities to limit number of parameters in URL, number of cookies in request, number of headers lines in request, total URL and Body parameters in length to block advanced HTTP layer attacks.	Request to remove	Functionality is required. The provision in the RFB shall remain unchanged.	
117.	Minimum Requirement Specifications Item_9 .33	NGFW should have functionality of Content Disarm and Reconstruction (CDR) or Similar Technology to remove all malicious attachments / active content from attachment in real-time before passing it to user.	In conjunction with the other parameters outlined in the RFP, the current clause appears to favour a specific vendor. To promote broader participation, we recommend removing this clause	Bidder can propose similar technologies. Bidder must ensure seamless integration and smooth functioning of the proposed solution. The provision in the RFB shall remain unchanged.	

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118.	Minimum Requirement Specifications Item_9 .52	The Proposed solution should be among the leaders in Gartner Magic Quadrant for Network Firewalls in the latest Gartner report.	In conjunction with the other parameters outlined in the RFP, the current clause appears to favour a specific vendor. To promote broader participation we recommend removing this clause	Many OEMs are present in the Gartner MQ report. The provision in the RFB shall remain unchanged.	
119.	Minimum Requirement Specifications Item_9 .54	NGFW OEM must have received "AAA" rating and recommended by Cyber Rating ORG.	In conjunction with the other parameters outlined in the RFP, the current clause appears to favour a specific vendor. To promote broader participation we recommend removing this clause	Many OEMs have similar rating. The provision in the RFB shall remain unchanged.	
120.	Minimum Requirement Specifications Item_18 .1	The solution should have a separate appliance for storing logs & generating reports centrally for all connected Firewalls of the same OEM & should have minimum capacity of connecting 30 Firewalls	The solution should have a separate appliance/software for storing logs & generating reports centrally for all connected Firewalls & should have minimum capacity of connecting 30 Firewalls	Software based/VM based solution are accepted.	
121.	Minimum Requirement Specifications Item_18 .2	The proposed centralized logging & reporting solution should have a capacity of accepting minimum 200GB logs per day & a total storage capacity of 12TB.	The proposed centralized logging & reporting solution should have a capacity of storing all logs for a minimum duration of 180 days.	Minimum has been asked, bidders are welcome to offer higher storage.	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
			The CertIN specifies a minimum of 180 days of logging; however, the current specification restricts this to a particular OEM device that only supports 60 days of logs at a rate of 200 GB per day. This limitation effectively locks the solution to that OEM device and does not meet the stated 180-day logging requirement. Therefore, this clause should be reconsidered to allow for broader device compatibility and to ensure compliance with the minimum 180-day logging duration.		
122.	Minimum Requirement Specifications Item_19 .1	The solution should have a centralized management appliance for managing minimum 30 Firewall appliances of the same OEM from a single console	The solution should have a centralized management appliance/software for managing minimum 30 Firewall appliances of the same OEM from a single console	Software based/VM based solutions are acceptable.	
123.	Minimum Requirement Specifications	Should have 64-bit support	The statement is very vague. Request you to provide clarification on the scope.	The requirement for 64-bit support is a minimum baseline requirement to ensure compatibility with standard	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
	Item_7 – ENMS tool 14			enterprise-grade server environments.	
124.	Minimum Requirement Specifications Item_7 – ENMS tool 16	Should support virtualization management; management and monitoring of both physical and virtual networks. It should provide insight into and management of virtual networks and reduce migration complexity by aligning and automatic network policies with virtual images.	Request you to remove this section from NMS and make it as separate requirement.	There are multiple NMS tools available in the market which can manage VM on open portal. No change as per RFB.	
125.	Minimum Requirement Specifications Item_7 – ENMS tool 23	Should offer following RADIUS/AAA features: a) Shall support user identity authentication based on the access policies associated with infrastructure resources, such as routers, switches, license for 50 users from day 1. b) Shall provide a full-featured RADIUS server that supports centralized authentication, authorization, and accounting management. c) Network-agnostic device fingerprinting capabilities based on HTTP+MAC+DHCP device recognition for BYOD.	This is OEM specific point. Request you to remove this point under NMS. NMS solution does not provide AAA/RADIUS functionality.	Bidder can propose external RADIUS/AAA solution meeting the tender ask and with single unified management console.	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
		d) Shall support authentication modes like 802.1X, VPN, portal, and wireless access identity modes like PAP, CHAP, EAP-MD5, EAP-TLS, and PEAP to fit into applications with different security requirements. e) Shall provide centralized policy creation to set the appropriate access rights for each type of user and device across the network.			
126.			Is the SOC expected to cover IT, OT, or both environments?	Solution should be capable of both IT and OT for future scalability.	
127.			What is the expected number of log sources/devices to be onboarded in Phase 1 and over 5 years?	Total no of Log sources/ devices will be approx 5000-5500	
128.			What is the approximate number of assets to be monitored?	5500 approx	
129.			Is there any existing SOC/SIEM/logging setup to be integrated or migrated?	No there is no existing SOC available	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
130.			What is the expected throughput? (Mbps)	Please go as per specifications required the throughputs are clearly mentioned in the technical specifications for various systems required.	
131.			Are there any cloud environments (public/private)? If yes, would they be in scope? If yes, which providers?	Currently there is no cloud environment.	
132.			Are there any existing security controls already deployed? If yes, what are they?	No there is no existing security controls available	
133.			Are there preferred OEMs for the required solutions?	Bidder are open to propose any OEM.	
134.			Will data center space, power, and cooling be provided by CCML?	Only space and power will be provided by CCML.	
135.			Is there a requirement for Disaster Recovery (DR) setup?	Only storage is required in DR as per RFB	
136.			Are the solutions required in HA (High Availability)?	Yes	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
137.			Are there any compliance or certification requirements for the tools (e.g., CERT-In empanelment)?	As per RFB	
138.			Will resources be onsite, offshore, or hybrid?	Onsite resources required as per RFB	
139.			Are there penalty clauses linked to SLA breaches?	Already defined in the RFB	
140.			Are there any third-party integrations required (CERT-In, SIEM feeds, etc.)?	Already defined in the RFB	
141.			Are there audit requirements during the contract period?	Already defined in the RFB	
142.			Is pricing expected as CapEx + OpEx or fully managed service (OPEX)?	Already defined in the RFB	
143.			Is there a price escalation clause for the 5-year period?	Already defined in the RFB	
144.			What are the payment milestones/billing frequency?	Already defined in the RFB	
145.			Is there any existing SOC currently in place?	No there is no existing SOC available	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
146.			What is the expected transition period?	Already defined in the RFB	
147.			Will responses to pre-bid queries be shared with all bidders?	All pre-bid queries and corresponding responses shall be published/shared without disclosing the identity of the query submitters.	
148.			Is there a provision for extension of bid submission timelines?	Bid Submission timeline may be extended only if required.	
149.			Are there requirements for network segmentation, asset discovery, or passive monitoring in OT? What are the expectations for: 1. Use case development (number, type)? 27 2. Playbooks (SOAR automation level)?	The solution should have the capability to ingest OT logs and run analytics on top of the logs and also have out of the box use cases for detecting any kinds of threat in the OT domain	
150.			Would CCML provide a list of mandatory integrations (AD, email, firewall, endpoints, apps, etc.)?	Yes, to the selected bidder.	
151.	Minimum Requirement Specifications Item_7 – ENMS tool	Should support minimum 500 wired & wireless devices from day 1 and the solution should be scalable up to 1500 wired devices without any hardware or software up-gradation. 26.	Requesting authority to confirm that we need to consider licenses for 500 devices from day 1 and hardware sizing for 1500 devices from day one for	The quantity has been clearly mentioned in the specification which is 500 wired and wireless devices from day 1 and point 26 states Offered software should be scalable up	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
		Offered software should be scalable up to 1500 wired devices and 1500 users.	future scalability. Point 26 its been asked for 1500 wired and 1500 wireless hence we assume the overall scalability asked here is for 3000 devices and license for total 1000 devices. Kindly confirm	to 1500 wired devices and 1500 users. No change as per RFB.	
152.	Minimum Requirement Specifications Item_7 – ENMS tool	16. Should support virtualization management; management and monitoring of both physical and virtual networks. It should provide insight into and management of virtual networks and reduce migration complexity by aligning and automatic network policies with virtual images.	Requesting authority to provide details on virtual network management requirement as this very wide terminology, NMS provides visibility on physical and virtual network with monitoring and alerting capability so that Network Manager can take corrective actions. Monitoring tool can provide certain runbook related automation capabilities which can be configured for automation. Kindly confirm if that is the requirement or there is another use case?	Should support management and monitoring of both physical and virtual networks. It should provide insight into and management of virtual networks.	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
153.	Minimum Requirement Specifications Item_7 – ENMS tool	19. Should have support for add-on modules on the same software platform for monitoring and management of routers, wireless controller, wireless access points and wireless client devices.	Here there is no way to support wireless client devices from NMS as client devices are not part of monitoring system, hence we request authority to remove wireless client devices wording from this requirement Suggested Clause: Should have support for add-on modules on the same software platform for monitoring and management of routers, wireless controller, wireless access point	All client devices are a part of monitoring system and hence the support is required. No change as per RFB.	
154.	Minimum Requirement Specifications Item_7 – ENMS tool	22(a) a) Should provide high-performance, scalable network log audit and analysis support with auditing online activities of internal users	Here there is requirement for log monitoring, we request authority to provide daily log volume estimation for infra sizing and license estimation.	Bidder needs to propose the licenses as per their solution	
155.	Minimum Requirement Specifications Item_7 – ENMS tool	22(b) b) Should support various log formats such as NAT, flow, NetStream including log formats that allows audit security-sensitive operations	Here there is requirement for Flow monitoring, we request authority to provide daily log volume estimation for infra sizing and License estimation.	Bidder needs to propose the licenses as per their solution	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
		and digest data from HTTP, FTP, and SMTP packets			
156.	Minimum Requirement Specifications Item_7 – ENMS tool	23. Should offer following RADIUS/AAA features:	This is specific to single OEM, we request authority to make integration availability with RADIUS/AAA instead of asking builtin feature. As none of the enterprise NMS OEM provide AAA as build in feature	Bidder can propose external RADIUS/AAA solution meeting the tender ask and with single unified management console.	
157.	Minimum Requirement Specifications Item_7 – ENMS tool	24. Should be a ITILv3 compliant comprehensive management platform that delivers integrated, modular management capabilities across fault, configuration, accounting, performance, and security (FCAPS) needs.	ITIL compliance is related to ITSM tool hence we request authority to remove this from NMS section	Intended NMS tool has been asked with FCAPS compliance hence ITILv3 compliance is also mandatory. The NMS tool is also required to be integrated with ITSM. No change as per RFB.	
158.	Minimum Requirement Specifications Item_7 – ENMS tool		Suggestion to add OEM Criteria: The OEM of the proposed solution should be "Make In India" company with 15 years of presence in India and the solution should be deployed in min. 5 projects in Government/PSU segment in	No change as per RFB. Wide participation from OEMs is desired; therefore, the bid shall not be restricted at the OEM level.	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
			India. The documentary proof should be submitted at time of the bid submission.		
159.			Suggestion to add OEM Criteria: The proposed EMS solution must comply with the following standards: CIS certification, ISO 27034-1 for application security, ISO 27001:2022 for information security management, GDPR and POPIA for data privacy, and SOC 2 Type 2 for service organization controls. This ensures robust security, regulatory compliance, and comprehensive data protection across all managed network operations. Valid supporting certificate documents must be submitted with the bid.	No change as per RFB. Wide participation from OEMs is desired; therefore, the bid shall not be restricted at the OEM level.	
160.			Suggestion to add OEM Criteria: The system must not use any open-source third-party relational or time-series	The proposed clause is not acceptable as it will restricts the use of open-source databases, despite their widespread enterprise adoption and proven security,	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
			databases for reporting purposes. It should use either a native proprietary reporting database or an enterprise-licensed database designed for high-speed, high-volume observability workloads and aligned with required security constraints. The OEM must provide an undertaking, on their official letterhead, confirming the use of either an enterprise-supported or proprietary database as part of the bid submission.	scalability, and audit capabilities; this may limit competition, increase costs, and does not inherently prevent data tampering, which is better addressed through robust access controls, logging, and governance mechanisms. No change as per RFB.	
161.	Minimum Requirement Specifications Item_24 - Incident Response Management And Alert System	19. The ITSM system shall adhere to ITIL best practices, covering core service management modules including Incident, Problem, Change, Asset, and Service Request Management.	As ITIL4 framework is very essential for today's modern IT Service Management, hence we recommend authority to ask for ITIL4 certification to choose proven tool for your CSOC requirement	Mandating ITIL 4 certifications with fixed practices is overly restrictive and limits fair competition. No change as per RFB.	
162.	Minimum Requirement Specifications		Requesting authority to provide total number of Technician count for License and Hardware Sizing	Technician count 5 nos. Approx 5500 devices. Concurrent user license is required.	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
	Item_24 - Incident Response Management And Alert System		estimation, also let us know if Named license required or Concurrent as part of this requirement		
163.	Minimum Requirement Specifications Item_25 - Central Network Asset Manager	42. The solution shall support integration with existing Network Management Systems (NMS), performance monitoring tools, and configuration management systems through APIs or standard communication protocols.	As IT Asset Management is part of ITSM tool, requesting authority to provide more details on integration requirement here, if can provide use case with example then it will help us to understand the requirement for final proposal	The solutions should support integration with proposed NMS solution.	
164.	Minimum Requirement Specifications Item_25 - Central Network Asset Manager		Requesting authority to provide total number of Asset count for License and Hardware Sizing estimation	Approx 5500	
165.	Section VII		ENMS, ITSM, ITAM and Patch Management solution, please clarify if the tool needs to be deployed on Standalone Mode or in High Availability mode at SOC Centre. Also, please provide details if there	ENMS, ITSM, ITAM and Patch Management solution will be deployed on standalone mode. Only storage to be backup in Cloud DR.	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
			is DR site deployment requirement for these tools or not?		
166.	Section VII SIEM Deployment Model		Please confirm whether a hybrid SIEM architecture (on-prem log ingestion with India-hosted cloud analytics) is acceptable, provided data residency requirements are met.	We would need on-prem solution.	
167.	Section VII SIEM Sizing EPS Requirement		Different sections mention 10,000 EPS and 25,000 EPS. Please confirm the minimum SIEM EPS sizing for technical compliance and commercial evaluation.	The solution should provide 10000 EPS from day 1 and the peak EPS should be 25000.	
168.	Section VII SIEM Data Retention Log Retention		Please clarify the hot, warm, and cold data retention periods expected. Is tiered storage acceptable for long-term retention?	Online log retention should be for 90 days and 365 days for Archived cumulatively.	
169.	Section VII SOC Manpower L2 Analyst Location		Please confirm whether L2 SOC analysts may be off-site/centralized or must be physically present at Imphal.	Onsite Manpower details are already provided in the scope of the RFP.	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
170.	Section VII SOC Operations Shift Structure		Is the SOC staffing strictly based on 3 shifts of 8 hours, or can alternate shift models be proposed while maintaining 24x7 coverage?	This is the minimum requirement, bidder can propose better shift model.	
171.	Section VII Staff Certification Requirement		Please confirm whether certifications (CISSP, CEH, CISM) are mandatory per individual or acceptable at team/role level.	The minimum Manpower qualification details are already provided in the RFP. Bidder can propose better manpower qualification.	
172.	Section VII OEM Support OEM Lifecycle		Please confirm if the 7-year OEM support requirement can be met via 5 years standard support plus 2 years extended support.	Yes, this is acceptable.	
173.	Section VII Solution Design OEM Combination		Will best-of-breed OEM solutions be acceptable provided full integration and single-point responsibility is ensured?	The technical compliance should be met by the OEM as per the RFB.	
174.	Section VII OEM Authorization - Authorization Letters		For niche components, will back-to-back OEM support undertakings be acceptable where direct OEM authorization is unavailable?	OEM authorisation/ MAF is mandatory, bids without OEM authorisation will be rejected.	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
175.	Section VII Disaster Recovery DR Location		Please confirm if the DR environment must be hosted within India and if MEITY-empanelled CSPs are mandatory.	Yes, details are already mentioned in the RFB.	
176.	Section VII DR Performance RTO/RPO		Please specify the expected RTO and RPO values for SIEM and SOC platforms during DR invocation.	Bidder to propose the solution for lower downtime.	
177.	Section VII DR Operations SOC in DR		During DR invocation, is remote SOC operation acceptable or is physical site continuity required?	Physical site continuity is required.	
178.	Section VII Integration Existing Tools		Please confirm whether any existing security or network tools must be integrated into the proposed MCSOC solution.	Currently there is no existing security/ network tools.	
179.	Section VII SLAs & Penalties SLA Ownership		Do SLA penalties apply only to SOC operations or also to OEM hardware/software performance?	SLA details are already mentioned in the RFB.	
180.	Section VII Acceptance Testing OAT		Please clarify the duration, scope, and success criteria for Operational Acceptance Testing prior to Go-Live.	The detailed scope of work and timeline is already provided in the RFB.	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
181.	Section VII Facility Scope MCSOC Interiors		Please confirm whether electrical works, HVAC, furniture, cabling, and access control are fully in supplier scope or partially purchaser-provided.	The complete interior work is the responsibility of the successful bidder as per the scope of work.	
182.	Section VII Change Management Scalability		How will onboarding of new departments or capacity expansion during the 5-year O&M period be handled contractually?	The bidder should provide scalable solution, if any new department is required to be added it will be mutually decided.	
183.	Section II - Bid Data Sheet (BDS) ITB 17.2 (a)	Manufacturer's authorization as per Prescribed format in Section IV is required for all the following core IT/CSOC Goods: • SIEM 10000 EPS with SOAR, UEBA and EDR	SIEM, SOAR, UEBA and EDR - All these technologies are mentioned in ONE line item. Does that mean all these technologies has to be from a single OEM or can it be a combination of multiple OEMs, specially EDR from a separate OEM than the OEM for SIEM, SOAR and UEBA. Please clarify.	The OEM should meet the technical compliance.	
184.	Section II - Bid Data Sheet (BDS) ITB 17.2 (a)	Manufacturer's authorization as per Prescribed format in Section IV is required for all the following core IT/CSOC Goods: • Data Analysis Tool	What exactly is required in Data Analysis tool?	The detailed technical specification is already provided in the RFB.	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
185.	3. Technical Specifications G. Resource Requirements		Supplier understand that the on-site resources are to be based out of IT-SEZ facility at Mantripukhri, Imphal. What is CCML's view about the locational presence of off-site resources. Does the off-site resources need to be present off-site within Manipur/ Imphal or can they be located anywhere in India, with secured remote connectivity. Please clarify.	Onsite resources are required. Details are already provided in the RFB.	
186.	3. Technical Specifications J. MCSOC Implementation		Please share the location wise distribution (count) of log sources to be on-boarded on MCSOC-SIEM platform, along with the make/ model details.	As these are internal details will be provided only to the selected bidder.	
187.	Section VII Minimum Requirement Specifications Item_3 - SIEM 10000 EPS with SOAR, UEBA and EDR - Point# 6 and 166	The NextGen SIEM Solution must have above 3500+ ML Models and should also offer addition & development of custom machine learning models and upload of new external machine learning models through its console.	Please make the number of ML models offered by the SIEM tool as 2000+	The RFB is engineered to identify highly sophisticated threats through Unified Security Analytics. To achieve this level of precision, the system must utilize pre-trained models as a core technical requirement. Leveraging AI and ML-based analytics ensures the organization	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
				benefits from modern detection capabilities that outpace traditional, rule-based security methods so no changes.	
188.	Section VII Minimum Requirement Specifications Item_3 - SIEM 10000 EPS with SOAR, UEBA and EDR - Point# 182	Solution must support FIM.	Please remove the clause of having FIM integrated within the SIEM	No Changes-Integrating third-party File Integrity Monitoring (FIM) provides deeper visibility into hash changes, significantly enhancing the ability to detect and mitigate ransomware and malware.	
189.	Section VII Minimum Requirement Specifications Item_3 - SIEM 10000 EPS with SOAR, UEBA and EDR - Point# 183	Solution must support the English Language and Arabic language on the Dashboards	Please remove the clause of support for Arabic language on the SIEM dashboards, unless it is a real ask.	RFB provision has been revised. Please refer Addendum 2 to RFB which has been issued/uploaded on the Tender Portal.	Addendum 2 Sl. No. 2
190.	Section VII Minimum	Must support a Data Masking capability to remove sensitive data from the view of analysts,	Please remove the clause for removal of Emirates ID number as this might not	RFB provision has been revised.	Addendum 2 Sl. No. 3

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
	Requirement Specifications Item_3 - SIEM 10000 EPS with SOAR, UEBA and EDR - Point# 192	such as Emirates ID numbers, passport numbers, social security numbers, credit card numbers, etc.	have any relevance in Manipur.	Please refer Addendum 2 to RFB which has been issued/uploaded on the Tender Portal.	
191.	Section VII Minimum Requirement Specifications Item_3 - SIEM 10000 EPS with SOAR, UEBA and EDR - Point# 227-EDR		Please let us know the location wise count of endpoints/ servers for which EDR licenses are required, along with the break up of OS make and version numbers.	As these are internal details will be provided only to the selected bidder. The overall count is already provided in other queries.	
192.	Section VII Minimum Requirement Specifications Item_3 - SIEM 10000 EPS with SOAR, UEBA and EDR - Point# 286-EDR	Vendor should have a comprehensive XDR approach with email security, server security, network security and mobile security which can be adopted later by department with an additional commercials.	XDR is a separate platform altogether which as EDR as one part of it. Does CCML requires EDR or XDR? Please clarify and let us know the volumetrics accordingly.	CCML requires EDR as part of the solution.	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
193.	Section VII Minimum Requirement Specifications Item_3 - SIEM 10000 EPS with SOAR, UEBA and EDR - Point# 292 and 293- EDR	Proposed Solution should be a leader in the Forrester Wave Q2 2022 Enterprise Detection and Response Platform Report	Does the EDR solution has to be positioned in Gartner and Forrester reports both, or can it be any ONE of them? Please amend the clause accordingly.	EDR has to be positioned in both Gartner and Forester reports. Hence, clause remains as per RFP.	
194.	Section VII Minimum Requirement Specifications Item_4 - Vulnerability Assessment Tool		Please let us know the location wise count of VA scanners required and the specifications for those scanners at a minimum.	The specification for the same is already provided in the RFB.	
195.	Section VII Minimum Requirement Specifications Item_14 - Log Collector (SIEM)		Does the Supplier has to factor/ consider the log collector (SIEM) with the CCML supplied hardware specifications only? Or, can we factor the log collector (SIEM) with our own hardware requirement as well? Please amend this clause accordingly.	We have provided the minimum requirement, bidder can propose higher specification to meet the solution requirement.	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
196.	Section VII Minimum Requirement Specifications Item_18 - Firewall Log Analyzer		Is this Firewall Log Manager required for the Next-Gen Firewalls to be provisioned by Supplier under this RFP? Or, is this for existing/ other firewalls deployed at CCML? Please clarify.	This has been taken for future scalability.	
197.	Section VII Minimum Requirement Specifications Item_18 - Firewall Log Analyzer		Please share the make/ model of the Firewalls to be on-boarded for which firewall log analyzer is required. Does it have to be from the same OEM as these firewalls or can it be a solution from another OEM too? Please clarify.	Bidder are open to propose any OEM who meets the technical specifications.	
198.	Section VII Minimum Requirement Specifications Item_20 - Data Analysis Tool- Point# 110	Anti-Virus: In built Cisco Clam anti-virus.	Please remove the clause of having "Anti-Virus: In built Cisco Clam anti-virus" , as hardly there is any disk imaging and analysis tool which has this feature. This is a separate security solution altogether.	No change as per RFP. During data analysis, Analysts frequently examine unknown or compromised storage devices, email attachments, archives, executable files, and memory artifacts that may contain malware, ransomware, trojans, malicious scripts, or other harmful payloads. The integrated in-built Cisco ClamAV engine enables	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
				automatic scanning and identification of known malicious files directly within the environment without the need to export evidence to external tools. This helps analysts to quickly identify indicators of compromise, suspicious files, and known malware signatures while reducing the risk of accidental infection of the workstation or lab infrastructure. Additionally, the integration minimizes dependency on third-party anti-virus tools and streamlines the data analysis workflow by keeping malware scanning within the same examination platform. This is the minimum requirement, bidder can propose better solution.	
199.	Section VII Minimum Requirement Specifications		Warranty: 3-years 24x7, Onsite Comprehensive Warranty from Hardware OEM for the complete solution with DMR. A single	No change as per RFB.	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
	Item_1 - "Converged Compute & Storage Solution		support window (Toll Free TAC) should be able to take support calls for all the hardware and software offered as part of the solution.		
200.	Section VII Minimum Requirement Specifications Item_1 - "Converged Compute & Storage Solution		Switch shall support low latency communication for all types of converged application traffic. Complete L3 routing software/license from day1.	L3 capabilities are needed for future scalability. No change as per RFB.	
201.	Section VII Minimum Requirement Specifications Item_3 - SIEM	Item_3 - SIEM 10000 EPS with SOAR, UEBA and EDR	Please confirm the mandatory log retention period for: Online Retention Period Offline Retention Period	Online log retention should be for 90 days and 365 days for Archived cumulatively.	
202.	Scope of Work	Establish a cloud-based Disaster Recovery (DR) site through a MeitY-empanelled Cloud Service Provider (CSP) on a pay-as-per-usage model	Can the DR be deployed in standalone mode for each SOC technologies	The minimum requirement is already provided, bidder can propose better solution to meet the requirement	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
		to replicate the MCSOC storage , ensuring high availability and business continuity.			
203.	Section VII Minimum Requirement Specifications Item_1 - "Converged Compute & Storage Solution	Offered storage platform shall support online backup for critical virtual machines using application consistent snapshots. Any license required for same shall be supplied for entire supported capacity of the platform. All created snapshots shall also support global de-duplication and compression.	Please let us know the backup and retention policy for sizing backup storage or BET.	Backup storage capacity already asked in the RFB document along with backup software licensing. Bidder to offer their solution accordingly.	
204.	General		Please confirm whether civil, HVAC, electrical load availability, and interiors will be ready before hardware delivery.	Interior work is the scope of the bidder only space and electricity will be provided.	
205.	General		Kindly share the Operational Acceptance Test (OAT) checklist or confirm whether it will be jointly finalized.	It will be jointly finalized later.	
206.	General		Are all licenses expected to be perpetual with 5-year	The details of licenses are already provided in the	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
			support, or is subscription-based licensing acceptable if it covers the full O&M period?	specification for each individual items.	
207.	Qualification Criteria (ITB 32.1)		The demerged entities (by virtue of corporate restructuring exercise, etc.) may bid in this RFP in line with Office Memorandum No. F.8/78/2023-PPD dated 12.10.2023 of (Department of Expenditure (DoE), Ministry of Finance (MoF), Government of India. Also, the line of business of demerged entity must be in line with the business for which this RFP is intended and neither parent nor any demerged entity of parent should be blacklisted as per the blacklisting clause."	No change as per RFB.	
208.	Section III - Evaluation and Qualification Criteria	Government/Public Sector Undertaking in Northeast India or similar region/country,	Government/Public Sector Undertaking in India or similar region/country,	We would need support for Northeast India or similar region. No change as per RFB.	
209.	Section III - Evaluation and	A.3.2 Bidder's Service Centre	Requesting removal of clause.	Service centre is required as per RFB.	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
	Qualification Criteria		System Integrators don't have service centers.		
210.	Section III - Evaluation and Qualification Criteria	The bidder should have an office in Imphal. In case the bidder is currently not present in Imphal, they must submit a notarized undertaking stating that, if awarded the contract, an office would be opened in Imphal within 90 days from the date of Signing the Contract.	Request to remove this clause as these services are delivered by SME / Experts from Offsite or remotely for cost effective measures.	The requirement for a Service Centre specifically in Northeast India is essential due to the challenging terrain and connectivity constraints in states like Manipur, which can significantly impact response and resolution times; therefore, a localized support presence is necessary to ensure timely and effective service delivery. No change as per RFB.	
211.	Section III - Evaluation and Qualification Criteria		Request to add: The bidder / OEM should not have been blacklisted by any Government organization across India during the last three (3) calendar years. An undertaking to this effect shall be submitted by the authorized signatory of the bidder. If, at any time during the contract period, the submitted undertaking is found to be false, the purchase order/work order	Only firms that are blacklisted by the World Bank shall be ineligible to participate. No change as per RFB.	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
			issued to the bidder shall be terminated, and the Bank Guarantee (BG) shall be forfeited.		
212.	GCC 35.3	(a) The Purchaser, by notice sent to the Supplier, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the Supplier under the Contract is terminated, and the date upon which such termination becomes effective.	Request to kindly remove this clause for Termination for Convenience.	No change as per RFB.	
213.	GCC 29	Patent Indemnity	To add: This clause shall be subject to the Limitation of Liability proposed by the Bidder.	No change as per RFB	
214.	GCC 30	Limitation of Liability	We propose the following clause to replace the original clause: Notwithstanding any other provision hereof, neither party shall be liable for (a)	No change as per RFB	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
			any indirect, incidental, special, consequential, exemplary or punitive damages or (b) any damages for lost profits, lost revenues, loss of goodwill, loss of anticipated savings, loss of customers, loss of data, interference with business or cost of purchasing replacement services, arising out of the performance or failure to perform under this agreement, whether or not caused by the acts or omissions or negligence (including gross negligence or wilful misconduct) of its employees or agents, and regardless of whether such party has been informed of the possibility or likelihood of such damages. For any liability not excluded by the foregoing, Bidder shall in no event be liable in an amount that exceeds, in the aggregate for all such liabilities, the most recent twelve (12) months of charges collected by Bidder pursuant to the applicable		

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
			order giving rise to the liability. Such limited liability is applicable for all claims including those for liquidated damages, confidentiality, infringement of Intellectual Property and any indemnification under the Agreement.		
215.	GCC 35	Termination	We propose that any termination should be subject to Early Termination Charges. Further, kindly include the following: "a) Either Party (the "Non-Defaulting Party") may terminate a Service upon written notice of termination to the other Party ("Defaulting Party") if (i) the Defaulting Party breaches a material provision of this Agreement or the applicable purchase order and the Defaulting Party fails to cure such breach within thirty (30) days after receipt of written notice of breach from the Non-Defaulting Party or (ii) any bankruptcy, insolvency,	No change as per RFB	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
			administration, liquidation, receivership or winding up proceeding is commenced in respect of the Defaulting Party. b) Customer fails to make a payment when due and Customer fails to cure such breach within fifteen (15) days after receipt of written notice from Bidder. "		
216.	Contract Agreement		The Agreement shall be negotiated and agreed post award of the RFP. Bidder request to provide with sufficient time in this regard.	Bidders will be provided sufficient time.	
217.	ITB 14.8 (a)(iii), (b)(ii) and (c)(v)	Final Destination (Project Site): Ground Floor, Building 1, IT/ITeS-SEZ, Mantripukhri, Imphal, Manipur	Is this the location where the Setting up SOC will be done, please confirm? Ground Floor? What is the current status there? Is it in use, will there be any civil work to be done in building partitions or concrete bases or anything else or its only IT? Also please confirm on the Non IT Systems like Precision ACs, Access Control, Fire Alarm Systems, Biometrics etc	Yes, this is the location. Ground Floor, Building 1, IT/IT-SEZ, Mantripukhri, Imphal, Manipur. As detailed in the RFB, we will be providing a vacant room with electricity. Other interior works with Non IT Systems like Precision ACs, Access Control, Fire Alarm Systems , Biometrics etc will be covered in the interior setup.	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
218.	Section III - Evaluation and Qualification Criteria 1. (a) Financial Capability	[c] The minimum average annual financial turnover of the bidder during the last three years (calculated as total certified payments received for contracts in progress or completed within the last 3 financial years such certificates should be issued by the registered accountant in the Bidder's country), should be at least: INR 40 Crores	Since it is very Critical project which requires a strong expertise & financial Strength to get aligned for the next almost 6 Years. We request to consider the average turnover to be atleast 100 CRs if not more.	This will restrict the level of participation. No change as per RFB.	
219.	Section III - Evaluation and Qualification Criteria 1.(b) Specific Experience	(b) Specific Experience: i. The Bidder shall have successfully completed at least Three (3) projects in IT/ICT/ Cyber Security/Data Security as Systems Integrator [SI] including supply, installation, commissioning, operating, and maintaining these projects during the last seven (7) years prior to the bid submission deadline. ii. The Bidder shall demonstrate experience in implementing IT/ICT/Cyber Security/Data	(b) Specific Experience: i. The Bidder shall have successfully completed at least Three (3) projects in IT/ICT/ Cyber Security/Data Security as Systems Integrator [SI] including supply, installation, commissioning, operating, and maintaining these projects during the last seven (7) years prior to the bid submission deadline. ii. The Bidder shall demonstrate experience in implementing	This will restrict the level of participation. No change as per RFB.	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
		Security projects with a cumulative contract value of at least INR 75 Crores from ongoing and/or completed projects during the last seven (7) years prior to the bid submission deadline iii. In support of the above experience, the bidder shall furnish Work order or Satisfactory Performance Certificate or any other relevant supporting document in respect of above, duly translated in English and duly notarized in the country of origin, along with the Bid.	IT/ICT/Cyber Security/Data Security projects with a cumulative contract value of at least INR 200 Crores from ongoing and/or completed projects during the last seven (7) years prior to the bid submission deadline iii. In support of the above experience, the bidder shall furnish Work order or Satisfactory Performance Certificate or any other relevant supporting document in respect of above, duly translated in English and duly notarized in the country of origin, along with the Bid.		
220.	Section III 2. Technical Evaluation (ITB 32.4) PART B	IT Project Experience A.1.1 Experience of Setting up IT Projects/Large Scale IT Systems Integration projects of similar scope and complexity in Government/ Public Sector Undertaking and Total value of all completed Projects shall be Rs. 75 or more during the last 7 years	IT Project Experience A.1.1 Experience of Setting up IT Projects/Large Scale IT Systems Integration projects of similar scope and complexity in Government/ Public Sector Undertaking and Total value of all completed Projects shall be Rs. 75 or more during the	This will restrict the level of participation. No change as per RFB.	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
		prior to the bid submission deadline. Total value of all Projects: • INR 75 crores or above up to INR 90 crores– 04 marks • More than INR 90 crores up to INR 100 crores– 05 marks • More than INR 100 crores up to INR 110 crores– 06 marks • More than INR 110 crores up to INR 120 crores– 08 marks • More than INR 120 crores– 10 marks	last 7 years prior to the bid submission deadline. Total value of all Projects: • INR 200 crores or above up to INR 290 crores– 04 marks • More than INR 290 crores up to INR 300 crores– 05 marks • More than INR 300 crores up to INR 310 crores– 06 marks • More than INR 310 crores up to INR 320 crores– 08 marks • More than INR 320 crores– 10 marks		
221.	Section III 2. Technical Evaluation (ITB 32.4) PART B	Cyber Security Operations Centre/ Data Security Projects A.2.1 Experience in Setting up Cyber Security Operations Centre/ Internet Security Operations Centre/ Security Operations Centre projects of similar scope and complexity in Government/ Public Sector Undertaking, where each Project has a minimum value of INR 15 crores, completed	Cyber Security Operations Centre/ Data Security Projects A.2.1 Experience in Setting up Cyber Security Operations Centre/ Internet Security Operations Centre/ Security Operations Centre projects of similar scope and complexity in Government/ Public Sector Undertaking, where each Project has a minimum value	This will restrict the level of participation. No change as per RFB.	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
		during the last 7 years prior to the bid submission deadline. The Bidder shall specify in its Technical Bid as to which total value slab shown in next column has been met by it. •One Project – 05 Marks •Two Projects – 07 Marks •Three or more Projects – 10 Marks Documentary Evidence to be submitted by the Bidder in Technical Part of Bid: Work orders/ Agreement/ Completion certificates issued by Purchaser/ Proof of Delivery	of INR 50 crores, completed during the last 7 years prior to the bid submission deadline. The Bidder shall specify in its Technical Bid as to which total value slab shown in next column has been met by it. •One Project – 05 Marks •Two Projects – 07 Marks •Three or more Projects – 10 Marks Documentary Evidence to be submitted by the Bidder in Technical Part of Bid: Work orders/ Agreement/ Completion certificates issued by Purchaser/ Proof of Delivery		
222.	Section III 2. Technical Evaluation (ITB 32.4) PART B	A.2.2 Experience in setting up of Data Security Solutions with Firewall/ Network Security/ Data Security/Patch Management/ VPN setup for Government/Public Sector Undertaking in Northeast India or similar region/country, where each Project has a minimum value of INR 7	A.2.2 Experience in setting up of Data Security Solutions with Firewall/ Network Security/ Data Security/Patch Management/ VPN setup for Government/Public Sector Undertaking in Northeast India or similar region/country, where each Project has a minimum value	This will restrict the level of participation. No change as per RFB.	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
		crores, completed during the last 7 years prior to the bid submission deadline. • Two Projects- 02 marks • More than Two Projects – 05 marks Documentary Evidence to be submitted by the Bidder in Technical Part of Bid: Work orders/ Agreement and Completion certificates issued by Purchaser/ Proof of Delivery	of INR 20 crores, completed during the last 7 years prior to the bid submission deadline. • Two Projects- 02 marks • More than Two Projects – 05 marks Documentary Evidence to be submitted by the Bidder in Technical Part of Bid: Work orders/ Agreement and Completion certificates issued by Purchaser/ Proof of Delivery		
223.	Section III 2. Technical Evaluation (ITB 32.4) PART B	A.2.3 Experience in providing SIEM Solution with minimum 10000 EPS for Government/Public Sector Undertaking, where each Project has a minimum value of INR 15 crores, completed/ongoing during the last 7 years prior to the bid submission deadline. • One Project – 05 Marks • Two and more Projects – 10 marks Documentary Evidence to be submitted by the Bidder in Technical Part of Bid: Work	A.2.3 Experience in providing SIEM Solution with minimum 20000 EPS for Government/Public Sector Undertaking, where each Project has a minimum value of INR 35crores, completed/ongoing during the last 7 years prior to the bid submission deadline. • One Project – 05 Marks • Two and more Projects – 10 marks Documentary Evidence to be submitted by the Bidder in Technical Part of Bid: Work	No change as per RFB.	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
		orders/Agreement and Completion certificates / Proof of Delivery	orders/Agreement and Completion certificates / Proof of Delivery		
224.	Section III 2. Technical Evaluation (ITB 32.4) PART B	A.2.4 Experience in providing SIEM solution with minimum 10000 EPS for Government/Public Sector Undertaking in Northeast India or similar region/country, where each Project has a minimum Of 10 locations, completed/ongoing during the last 7 years prior to the bid submission deadline. • One Project – 02 Marks • Two and more Projects – 04 marks • If any project has more than 10 locations, weightage of 01 marks shall be given, subject to total score being limited to maximum 5. Documentary Evidence to be submitted by the Bidder in Technical Part of Bid: Work orders/ Agreement and	A.2.4 Experience in providing SIEM solution with minimum 20000 EPS for Government/Public Sector Undertaking in Northeast India or similar region/country, where each Project has a minimum Of 10 locations, completed/ongoing during the last 7 years prior to the bid submission deadline. • One Project – 02 Marks • Two and more Projects – 04 marks • If any project has more than 10 locations, weightage of 01 marks shall be given, subject to total score being limited to maximum 5. Documentary Evidence to be submitted by the Bidder in Technical Part of Bid: Work orders/ Agreement and	No change as per RFB.	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
225.	Section III 2. Technical Evaluation (ITB 32.4) PART B	A.3.2 Bidder's Service Centre existing in Northeast India. • If the Bidder has no existing Service Centre in NE Region, then the bidder's undertaking to establish a Service Centre in NE Region if awarded the contract will qualify for scoring- 02 Marks • If Bidder has an ongoing Service Centre in NE Region- 05 Marks	A.3.2 Bidder's Service Centre existing in Northeast India. • If the Bidder has no existing Service Centre in NE Region, then the bidder's undertaking to establish a Service Centre in NE Region if awarded the contract will qualify for scoring- 02 Marks • If Bidder has an ongoing Service Centre in NE or Eastern Region- 05 Marks	We would need service centre in Northeast India. No change as per RFB.	
226.	GCC 16.1	Payment for Goods supplied from abroad as well as within the Purchaser's Country: Operation and Maintenance Costs The Operation and Maintenance cost will be paid in a half-yearly mode on submission of Purchaser's approval of service. Operation and Maintenance period is Five (5) Years from the date of Go-Live.	Payment for Goods supplied from abroad as well as within the Purchaser's Country: Operation and Maintenance Costs The Operation and Maintenance cost will be paid in a Quarterly mode on submission of Purchaser's approval of service. Operation and Maintenance period is Five (5) Years from the date of Go-Live.	The payment terms have been approved by World Bank and Finance Department of Manipur. No change as per RFB.	
227.	Section VII	Make/ Brand Converged Solution (Hardware	We request you for the removal of the "clause", as it is currently limiting broader	RFB provision has been revised.	Addendum 2 Sl. No. 4

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
	Minimum Requirement Specifications Item_1 - "Converged Compute & Storage Solution"	and software) OEM shall be in the Leaders category consecutively in last two published Gartner's Magic Quadrant reports on "Hyperconverged Infrastructure" OR OEM must be from the top 3 OEM's during any four quarters as per last published IDC market share report on Server & Storage for India.	industry participation and deterring engagement from major OEMs. Or Change as below- Hyperconverged Solution (software) OEM shall be in the Leaders category consecutively in last two published Gartner's Magic Quadrant reports on "Hyperconverged Infrastructure" OR OEM must be from the top 3 OEM's during any four quarters as per last published IDC market share report on HCI Software for India.	Please refer Addendum 2 to RFB which has been issued/uploaded on the Tender Portal.	
228.	Section VII Minimum Requirement Specifications Item_1 - "Converged Compute & Storage Solution"	17. Intel Xeon Scalable 5th Gen or higher/equivalent CPU	Kindly Change the clause as below- Intel Xeon/AMD Scalable 6th Gen or higher/equivalent CPU	No change as per RFB.	
229.	Section VII	19. Total Physical RAM Minimum 512GB DDR4 ECC	Kindly Change the Clause as below- Total Physical RAM -	This was the minimum requirement bidders are open to propose better solution.	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
	Minimum Requirement Specifications Item_1 - "Converged Compute & Storage Solution"	RDIMM using 64GB/higher DIMMs in balanced configuration.	Minimum 512GB DDR5 ECC DIMM using 64GB/higher DIMMs in balanced configuration	No change as per RFB.	
230.	Section VII Minimum Requirement Specifications Item_1 - "Converged Compute & Storage Solution"	20. Network Two (2) no's Dual-ported 10/25G SFP28 ports with 25G-SR transceivers and 4 x 1G BaseT Ethernet ports. Minimum 1 x 1Gb BaseT OOB management port. Remote management shall have dedicated flash memory for critical storage of firmware/system updates and system-logs.	Kindly Change the Clause as below- Two (2) no's Dual-ported 10/25G SFP28 ports with 25G-SR transceivers and 4 x 1G BaseT Ethernet ports. Minimum 1 x 1Gb BaseT OOB management port.	No change as per RFB.	
231.	Section VII Minimum Requirement Specifications Item_1 - "Converged Compute & Storage Solution"	21. Scalability c) Two (2) no's 960GB NVMe SSD drives in Hardware RAID1 for boot.	Kindly Change the clause as below- c) Two (2) no's 960GB M.2 SATA SSD drives in Hardware RAID1 for boot.	No change as per RFB.	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
232.	Section VII Minimum Requirement Specifications Item_1 - "Converged Compute & Storage Solution"	25. OEM Credentials: a) OEM must be from the top 3 OEM's during any four quarters in the last published IDC market share report on Servers/storage for India. b) OEM must have its own spares depot within the Eastern part of India. c) All the solution hardware must be from the same OEM. d) OEM shall allow support call to be logged in their TAC portal and it should be possible to see history of previous support cases as well.	Kindly Change the Clause as below- a) OEM must be from the top 3 OEM's during any four quarters in the last published IDC market share report on <i>Servers/storage/Network</i> for India. b) OEM must have its own spares depot within the Eastern part of India. c) All the solution hardware must be from the same OEM. d) OEM shall allow support call to be logged in their TAC portal and it should be possible to see history of previous support cases as well.	Multiple leading OEMs are understood to have support for this clause. No change as per RFB.	
233.	Section VII Minimum Requirement Specifications Item_2 - Management Switch	1. Each switch shall have minimum of 24-ports of 1G BaseT ports. Rack mount kit to be provided.	Kindly Change the Clause as below- Each switch shall have minimum of 48-ports of 1G BaseT ports. Rack mount kit to be provided.	This was the minimum requirement bidders are open to propose better solution	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
234.	Section VII Minimum Requirement Specifications Item_2 - Management Switch	2. Minimum Switching capacity of 48Gbps and forwarding capacity of minimum 35 Mpps.	Kindly Change the Clause as below- Minimum Switching capacity of 2 Tbps and forwarding capacity of minimum 1.2 Bpps.	This was the minimum requirement bidders are open to propose better solution	
235.	Section VII Minimum Requirement Specifications Item_2 - Management Switch	3. Maximum 5000ns latency. Complete L2 routing software/license from day1.	Kindly Change the Clause as below- Maximum 2500ns latency. Complete L2 routing software/license from day1.	This is a Typo error. Maximum 5000 microsecond latency. Complete L2 routing software/license from day1.	Addendum 2 Sl. No. 5
236.	Section VII Minimum Requirement Specifications Item_23 - Artificial Intelligence Server	1. Form factor- Maximum 2U rack mount server with front locking bezel, bezel lock, sliding rails, AC power cords and accessory patch cords (5 or higher meters).	Kindly Change the Clause a below- Maximum 4U rack mount server with front locking bezel, bezel lock, sliding rails, AC power cords and accessory patch cords (5 or higher meters).	RFB provision has been revised. Please refer Addendum 2 to RFB which has been issued/uploaded on the Tender Portal.	Addendum 2 Sl. No. 6
237.	Section VII Minimum Requirement Specifications	2. Processor- 2 no's Intel Xeon 2.1GHz, 32-core, latest 5th generation or higher.	Kindly Change the clause as below- 2 no's Intel Xeon/AMD 2.1GHz, 32-core, latest 6th generation or higher.	No change as per RFB.	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
	Item_23 - Artificial Intelligence Server				
238.	Section VII Minimum Requirement Specifications Item_23 - Artificial Intelligence Server	8. Network ports - 2 no's Dual-ported 25G SFP28(SR), 2-port 200G IB.	Kindly Change the clause as below 2 no's Dual-ported 25G SFP28(SR), 2-port 200G IB/Ethernet.	RFB provision has been revised. Please refer Addendum 2 to RFB which has been issued/uploaded on the Tender Portal.	Addendum 2 Sl. No. 7
239.	Section VII Minimum Requirement Specifications Item_23 - Artificial Intelligence Server	10. OS & Hypervisor certification Certified for latest version of Red Hat Enterprise Linux, SUSE Linux Enterprise Server, Oracle Linux, Ubuntu, Microsoft Windows Server, VMWare, & Oracle VM.	Kindly Change as below- Support for latest version of Red Hat Enterprise Linux, SUSE Linux Enterprise Server, Oracle Linux, Ubuntu, Microsoft Windows Server, VMWare, & Oracle VM.	Multiple leading OEMs are understood to have support for this clause. No change as per RFB.	
240.	Section VII Minimum Requirement Specifications	22. IDC Ranking OEM should be ranked within top 3 as per latest published IDC report for any one of the previous four quarter in India for server.	We request you for the removal of the "clause", as it is currently limiting broader industry participation and deterring engagement from major OEMs.	Multiple leading OEMs are understood to have support for this clause. No change as per RFB.	

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
	Item_23 - Artificial Intelligence Server				
241.	Section VII Minimum Requirement Specifications Item_1 - "Converged Compute & Storage Solution	5. Proposed Storage subsystem/solution shall have Hardware RAID6 or equivalent erasure coding feature to withstand at-least two-drive failure simultaneously. In case this functionality cannot be supported; solution shall be offered in Replication factor 3 (RF-3) for asked usable capacity with minimum 10% of the offered storage layer capacity shall be offered using NVMe SSD or better drives for both read and write cache in the offered solution.	Kindly revise to allow wider OEM participation: Proposed Storage subsystem/solution shall have RAID6 or equivalent erasure coding feature to withstand at-least two-drive failure simultaneously. In case this functionality cannot be supported; solution shall be offered in Replication factor 3 (RF-3) for asked usable capacity with minimum 10% of the offered storage layer capacity shall be offered using NVMe SSD or better drives for both read and write cache in the offered solution.	RFB provision has been revised. Please refer Addendum 2 to RFB which has been issued/uploaded on the Tender Portal.	Addendum 2 Sl. No. 8
242.	Section VII Minimum Requirement Specifications Item_1 - "Converged Compute & Storage Solution	12. Offered storage platform shall support online backup for critical virtual machines using application consistent snapshots. Any license required for same shall be supplied for entire supported capacity of the platform. All created snapshots shall also	Asked feature seems inclined to a particular vendor. Kindly revise for wider OEM solution as: Offered storage platform shall integrate with backup software to support online backup for critical virtual	RFB provision has been revised. Please refer Addendum 2 to RFB which has been issued/uploaded on the Tender Portal.	Addendum 2 Sl. No. 9

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
		support global de-duplication and compression.	machines using application/crash consistent snapshots. Any license required for same shall be supplied for entire supported capacity of the platform. All created snapshots shall also support global de-duplication and compression		
243.	Section VII Minimum Requirement Specifications Item_1 - "Converged Compute & Storage Solution	13. Offered storage platform shall support online backup for critical virtual machines using application consistent snapshots. Any license required for same shall be supplied for entire supported capacity of the platform. All created snapshots shall also support global de-duplication and compression.	This is repeat clause. Please delete the clause.	RFB provision has been revised. Please refer Addendum 2 to RFB which has been issued/uploaded on the Tender Portal.	Addendum 2 Sl. No. 10
244.	Section VII Minimum Requirement Specifications Item_1 - "Converged Compute & Storage Solution	14. Offered storage platform shall support FAN out synchronous, asynchronous, 3DC replication natively without any additional hardware or software. from primary location to at least two secondary locations for a given volume / Datastore. It shall	Asked feature seems inclined to a particular vendor. Kindly revise for wider OEM solution. Offered storage platform shall support synchronous, asynchronous, 3DC replication natively without	RFB provision has been revised. Please refer Addendum 2 to RFB which has been issued/uploaded on the Tender Portal.	Addendum 2 Sl. No. 11

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
		provide the flexibility to define the separate schedule for each replication relationship.	any additional hardware or software.		
245.	Section VII Minimum Requirement Specifications Item_1 - "Converged Compute & Storage Solution	15. Vendor shall provide the license for all critical functionalities like capacity expansion, Snapshot, ransomware detection, Application managed snapshots, Thin Clone, Replication and QOS etc. for the maximum supported capacity of platform. There shall be no additional software license requirement for future capacity upgrade. Any additional license required for meeting the RFB specification shall also be offered upfront.	Asked feature seems inclined to a particular vendor. Kindly revise for wider OEM solution. Vendor shall provide the license for all critical functionalities like capacity expansion, Snapshot, ransomware detection, Replication and QOS etc. for the maximum supported capacity of platform. There shall be no additional software license requirement for future capacity upgrade. Any additional license required for meeting the RFB specification shall also be offered upfront.	RFB provision has been revised. Please refer Addendum 2 to RFB which has been issued/uploaded on the Tender Portal.	Addendum 2 Sl. No. 12
246.	Section VII Minimum Requirement Specifications	21. h) Offered platform flash cache shall have flexibility to copy the cache worthy incoming write requests while writing to back-end disks in parallel. Vendor shall	This is not supported by all leading OEMs. Request delete the clause to allow wider OEM participation.	RFB provision has been revised. Please refer Addendum 2 to RFB which has been issued/uploaded on the Tender Portal.	Addendum 2 Sl. No. 13

Sl. No	Clause No. of RFP	Description of relevant Clause/text from the RFB	Queries	Response of Client	Reference to Sl. No. of Addendum [wherever applicable]
	Item_1 - "Converged Compute & Storage Solution	provide the documentary proof.			