



**Supply, Maintenance and Support of
Proxy licenses**

REQUEST FOR QUOTATION (RFQ)

**CORRIGENDUM # 1
And
Response to Pre-bid queries**

(9th July 2021)

RFQ: ReBIT/2021 / CPO / 057

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**Reserve Bank Information Technology Pvt. Ltd.
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Following are the changes / clarification in the RFP terms. All the bidders are requested to refer the "Corrigendum / Revised Terms" column as below:

Page No	Clause No	Existing Terms	Corrigendum / Revised Terms
2 of 22	Schedule of Events	Date of communication of responses to pre-bid queries and corrigendum, if any 7-Jul-2021 through email to the RFQ enquired bidders.	Date of communication of responses to pre-bid queries and corrigendum, if any 9-Jul-2021 through email to the RFQ enquired bidders.
2 of 22	Schedule of Events	Last date and time for bid submission (on or before) 9-Jul-2021 upto 15:00 Hrs Password protected document through email to procurement@rebit.org.in	Last date and time for bid submission (on or before) 13-Jul-2021 upto 15:00 Hrs Password protected document through email to procurement@rebit.org.in
2 of 22	Schedule of Events	Bid Opening 9-Jul-2021 at 17:00 Hrs through video conferencing.	Bid Opening 13-Jul-2021 at 17:00 Hrs through video conferencing.
11 of 22	11. Service level Agreement (SLA)	Please refer Penalty table for Proxy solution availability	Penalty table for Proxy solution availability stands deleted. Please refer new SLA & Penalty table provided in corrigendum.
12 of 22	11. Service level Agreement (SLA)	Please refer SLA Matrix table in RFQ Page no -12	SLA Matrix stands deleted. Please refer new SLA & Penalty provided in corrigendum.
6 of 22	4.1	The resolution time for the hardware/software related issues should be 4 hours, there should be 24*7*365 support from the system integrator & OEM for all the supplied products through this RFP.	This line stands deleted. Please refer new SLA & Penalty provided in corrigendum.

SLA & Penalty Table

All SLA & Penalty clauses of the RFP pertaining to response time, resolution time & uptime shall be replaced by the below table

If any points/clauses for Support/SLA is not mentioned in RFQ / Corrigendum but provided by OEM, then OEM Forcepoint's Support SLA shall be applicable.

Severity Level	Initial Response	Penalty
	Essential Support	
<p>Severity One (highest severity) / Critical</p> <p>Business is severely impacted.</p> <ul style="list-style-type: none"> - a Forcepoint product is not functioning and no viable workaround is available - Customer environment compromised or at risk for significant data corruption - Mission critical application is down or the majority of users are not able to conduct business 	Up to 45 Minutes	5% of the Annual Amount payable for every call beyond 45 Mins, up to 10% of Annual Amount payable.
<p>Severity Two / High</p> <p>Business is disrupted but functioning.</p> <ul style="list-style-type: none"> - a Forcepoint product's functionality is severely impacted - Mission critical applications or the majority of users are impacted 	Up to 4 Business Hours	5% of the Annual Amount payable for every call beyond 4 hours, up to 10% of Annual Amount payable.
<p>Severity Three / Medium</p> <p>Business is not affected but symptoms exist</p> <ul style="list-style-type: none"> - a Forcepoint product is functioning in a restricted fashion and a workaround exists - Mission critical applications are functional with some end users affected 	Up to 8 Business Hours	3% of the Annual Amount payable for every call beyond 8 hours, up to 10% of Annual Amount payable
<p>Severity Four (lowest severity) /Low</p> <p>A request for information.</p> <ul style="list-style-type: none"> - Request for product information or questions regarding how to use the product - Minimal impact to customer business - a request for product modification 	Up to 2 Business Days	2% of the Annual Amount payable for every call beyond 2 business days, up to 10% of Annual Amount payable.
Hardware Appliance		
Forcepoint V5000 Appliance	Next Business day On-Site Parts Replacement	5% of the Annual Amount payable for every call beyond 1 business day, up to 10% of Annual Amount payable.

Please read the aforesaid corrigendum along with the issued RFQ document. All other terms and conditions which are not covered in this Corrigendum, will be as per the original RFQ for Procurement of Supply, Maintenance and Support of Proxy licenses Ref: ReBIT /2021 / CPO / 057 dated 05th July 2021.



**Supply, Maintenance and Support of
Proxy licenses**

REQUEST FOR QUTATION (RFQ)

RESPONSE TO PRE-BID QUERIES

(9th July 2021)

RFQ: ReBIT/2021 / CPO / 057

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Sr. No.	Query Reference (Page)	Query Reference (Clause)	Requirements / Current Clause	Query / Changes requested	ReBIT's response
1	5	4.1	Support Services requirement from the SI/Partner/Bidder	1) Instead of break fix support as its difficult to obtain the pass regularly for access to Rebit can u ask for a dedicated resource here who will work Business Hours 8*5 at your site only since the expectation is response within 15 mins and also testing ,configurations ,policies etc to be carried out by the resource we recommend you to ask partners for a dedicated resource at your site only .	Onsite resource not required on continuous basis, onsite support expected on as & when require basis as per the RFQ.
2	10	11	Service level Agreement (SLA)	2) Resolution time mentioned is 4 hours ,However cannot be committed since there are multiple factors towards providing the resolutions of problems .Not just the OEM side issue but factors such as Network,OS,Other applications ,Internet links can be a factor to resolutions .	Please refer Corrigendum 1
3	10	11	Service level Agreement (SLA)	3) Penalty cannot be accepted as the Uptime of the Proxy has factors such as your routers carrying internet link ,the ISP provider and multiple such factors which will determine internet availability .We request you to cancel this	For the purpose of penalty calculations, the reasons attributable to bidder/SI will only be considered. Please refer to corrigendum 1.
4	8	7	Delivery Period - Proxy Forcepoint additional licenses- Immediate basis on confirmation by ReBIT or receipt of PO	Please change delivery timeline , it usually takes 4-5 working days to deliver license	Renewal of license is required from 25th July'2021 & additional licenses required in 4-5 working days post confirmation/PO shared by ReBIT
5	8	7	Delivery Period Proxy Forcepoint additional licenses: Immediate basis on confirmation by ReBIT or receipt of PO	Please help to understand the meaning of immediate here. Please mention the timeline.	Renewal of license is required from 25th July'2021 & additional licenses required in 4-5 working days post confirmation/PO shared by ReBIT

Sr. No.	Query Reference (Page)	Query Reference (Clause)	Requirements / Current Clause	Query / Changes requested	ReBIT's response
6	16	5 of Annexure A Commercial BID	Invoice for SI Support shall be raised at the end of the year after providing satisfactory service and acceptance by ReBIT.	At the end of year is a very long period. Request to read clause as: "Invoice for SI Support shall be raised at the end of each quarter after providing satisfactory service and acceptance by ReBIT".	No Change in this term.
7	14	13.1.d of Indemnity	Infringement of any patent trademarks copyrights etc. or such other statutory infringements in respect of all components provided to fulfil the scope of this project.	As this supposed to be a responsibility of OEM. This clause should not be applicable for Partner.	As bidder is submitting bids on behalf of OEM, all clauses will be applicable to bidder
8	14	13.1.d of Indemnity	The Bidder shall further indemnify ReBIT against any loss or damage arising out of loss of data, claims of infringement of third-party copyright, patents, or other intellectual property, and third-party claims on ReBIT for malfunctioning of the equipment	As this supposed to be a responsibility of OEM. This clause should not be applicable for Partner.	As bidder is submitting bids on behalf of OEM, all clauses will be applicable to bidder
9	14	13.6 of Indemnity	In the event that ReBIT is called as a defendant for IPR infringement of patent, trademark or industrial design rights arising from use of any of the components of the supplied solution, the Bidder on its own expense will undertake to defend ReBIT.	As this supposed to be a responsibility of OEM. This clause should not be applicable for Partner.	As bidder is submitting bids on behalf of OEM, all clauses will be applicable to bidder
10	14	13.7 of Indemnity	It will be the Bidder's responsibility to rapidly do away with third-party claims. The Bidder will also pay any compensation arising from the infringement claims and ReBIT will in no manner be responsible for such payments. In addition, the Bidder will bear all the related expenses and legal fees.	As this supposed to be a responsibility of OEM. This clause should not be applicable for Partner.	As bidder is submitting bids on behalf of OEM, all clauses will be applicable to bidder

Sr. No.	Query Reference (Page)	Query Reference (Clause)	Requirements / Current Clause	Query / Changes requested	ReBIT's response
11	6	4.1 Support Services requirement from the SI/Partner/Bidder	Resolve issue as per ReBIT satisfaction	Resolution will be based on solution capability	Issue shall be resolve to ReBIT's satisfaction. If the OEM confirms that such resolution is not available then a mutually agreeable solution / roadmap shall be provided by the bidder on the resolution.
12	6	4.1 Support Services requirement from the SI/Partner/Bidder	The resolution time for the hardware/software related issues should be 4 hours, there should be 24*7*365 support from the system integrator & OEM for all the supplied products through this RFP	Hardware/ Software issue resolution is based on OEM response and resolution time. OEM is available for 24x7x365 but ACPL support will be available 8x5 (10 AM to 6 PM) and Severity 1 (Production Down) issue will be taken care 24x7x365. Customer need to inform to ACPL TAM incase of Severity 1 issue. TAM details will be shared as part of escalation matrix	Please refer Corrigendum 1
13	6	4.1 Support Services requirement from the SI/Partner/Bidder	Remote support shall not be allowed and only acceptable in exceptional circumstances i.e. pandemics.	Request to provide remote also.	Remote support will be availed considering the exceptional circumstances / situation. If remote support not able to fix the issue then onsite support required.
14	12	11. Service level Agreement (SLA)	SLA Matrix	ACPL can commit on response time but resolution is on best effort basis. We request to remove penalty clause	Please refer Corrigendum 1

Sr. No.	Query Reference (Page)	Query Reference (Clause)	Requirements / Current Clause	Query / Changes requested	ReBIT's response
15	11	11. Service level Agreement (SLA)	<p>Infrastructure Availability: The "Infrastructure Availability" metric for the proposed solution with an Infrastructure Availability Target SLA of 99.9% will be calculated as per below formula.</p> $\frac{\text{Total Solution Uptime} - \text{Total Qualifying Outage}}{\text{Total Solution Uptime}} \times 100$	<p>Infrastructure availability is being considered when ACPL will provide resident engineer because ACPL is providing break fix support then it should not be considered</p>	<p>Please refer Corrigendum 1</p>
