

Answers for the queries raised by prospective bidders regarding Tender No. 2(47)-CERT-In

S No.	Tender Clause	Prospective Bidder's Query	Reply/ Clarification
1	1. The Cumulative turnover of the bidder should be a minimum of Rs.100 Crores for each year through sales of Hardware and Software for the last two financial years 2014-15 and 2015-16. The bidder organization should be a profitable organization for the last 3 years. Documentary proof of the same should be provided in the technical bid.	Our average turnover during the last 3 financial years is 47 Crores. This year (2016-17) turnover will be more than 200 Cr and we would be average out to 100 Cr + for the last three years including 2016-17. We request you to allow us to participate in this bid.	1. The Cumulative turnover of the bidder should be a minimum of Rs.100 Crores through sales of Hardware and Software for the last three financial years. The bidder organization should be a profitable organization for the last 3 years. Documentary proof of the same should be provided in the technical bid.
2	7. The bidder should be ISO 9000 and ISO 27000 Quality certified. Documentary proof should also be submitted in this regard.	We are ISO 9001 and ISO 27001 certified company. Please clarify.	Admissible
3	4. The bidder should submit authorization letter issued by the Manufacturer/OEM/Authorized partner for all items. It is to be addressed to CERT-In, Ministry of Electronics and Information Technology.	There are certain software tools/ subscription items in the bid for which it would not be possible to get the MAF from OEM since these are online subscriptions/ services. The payments are also done online through credit cards/ direct transfers only and all correspondence happens through the end user account. The OEM of these tools / subscriptions do not issue any MAF to anyone. For these tools there are no authorized partners through which the MAF could be issued. It is requested that	For the following 5 items: (a) Pingdom.com Standard Account (b) Maxmind GeoIP2 Databases (c) Maxmind GeoIP2 Web Services (d) Virtual Private Server (e) Virtual Private Network Services An undertaking could be submitted by the bidders that they will support the items for the warranty and the AMC period. No change for all other items.

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		<p>an undertaking from the bidder that he will support the items for the warranty and the AMC period may please be accepted for these tools. The software tools/ subscription include - Pingdom, Maxmind (both line items), Virtual Private Servers and Virtual Private Networks services.</p>	
4	<p>12. The license for the Software Application / Tools should be procured by the qualified bidder in name of "Director General, CERT-In " and relevant document for the same is required to be delivered to CERT-In along with the media with installable software for the softwares, as selected to bid, including the preinstalled softwares.</p>	<p>All the tools are delivered through electronic delivery to the end user and there is no media available for them from the OEM. It is requested to kindly accept e- delivery for the software Application/ Tools.</p>	<p>It is the responsibility of the SI to provide media, get tools installed on provided hardware only then the tools will be considered as installed.</p>
5	<p>18. If, a new version/ model of any of the equipment, software, item, product etc supplied to CERT-In is released by its OEM/ manufacturer within the next six months from the date of delivery; the said supplied item will be replaced by the supplier with the recently released version/ model of the item without any extra cost.</p>	<p>This Clause should be restricted to version upgrade of Software tools only since the manufacturers of hardware equipment produce new model of the equipment very frequently. You are requested to kindly restrict this clause to Software tools.</p>	<p>Bidders should ensure that the provided Hardware should not reach the End of Life (EoL) for the next 3 years.</p>
6	<p>25. All prices have to be quoted with taxes as final price. No enhancement will be permitted once the order has been awarded. 40. The rates are to be quoted by the bidders in Indian Rupees only and payment shall be made to successful bidders in Indian Rupees only. The quotes should be inclusive of all</p>	<p>Tax structure is governed by the Government of India and can be changed by the Government at any point of time. Hence it is requested that the payment for the tools/ equipment made to the vendor as per the actual tax applicable at the time of billing.</p>	<p>No change. Quotation and Taxes should be shown separately in the prescribed format.</p>

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	<p>taxes for delivery at the premises of the CERT-In, MeitY, New Delhi. All prices shall be fixed and shall not be subject to escalation of any description. The rates must be quoted strictly as per the 'Bill of Material' provided in Annexure-I of the Tender Document.</p>		
7	<p>45. WARRANTY (a) All the items must be quoted with minimum one year onsite warranty period; or above, if so supplied by the OEM. Warranty period shall commence from the date of completion of – supply, successful installation & commissioning and acceptance by CERT-In; 45 days after the date of complete delivery, if installation is somehow delayed by CERT-In only; whichever is later.</p>	<p>The warranty period for the software tools starts from the date of generation (e Delivery) of the license and usually it is one year from the date of license generation. It is an automatic process with most of the OEMs and the vendor has no control over the same. It is requested to kindly amend the period for the start of warranty period accordingly.</p>	<p>The S I should keep the system ready with Trial license before generating the license and install the tool immediately.</p>
8	<p>47. DELIVERY & INSTALLATION All the items must be delivered and installed/commissioned within 8 weeks of placement of the Purchase Order. Any delay by the supplier in the performance of delivery of items shall render the supplier liable to imposition of liquidated damage as per the respective Clause (next).</p>	<p>The OEM of the hardware as well as certain software take 8-12 weeks for the supply itself. Hence it is requested to kindly provide at least 8-12 weeks for delivery and 4 weeks for installation.</p>	<p>No change.</p>

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9	<p>49. PAYMENT</p> <p>(a) A pre-receipted bill in triplicate in the name of Director General, CERT-In duly supported by purchase order, Delivery Challan, Inspection/Acceptance Certificate after installation, commissioning and testing of the items at site may be submitted to CERT-In for processing of the documents for making the payment.</p> <p>(b) Upto 90% of the total payment shall be processed for payment by CERT-In on receipt of the pre-receipted bills in triplicate after delivery and satisfactory completion of installation, commissioning, testing and acceptance of the items and balance 10% payment would be released after expiry of the standard warranty period. 100% of the remaining payment may also be released on receipt of the pre-receipted bills in triplicate after delivery and satisfactory completion of installation, commissioning, testing and acceptance of the equipment, if the firm submits the Bank Guarantee for Performance Security of the amount equivalent to 10% of the quoted price, which should be valid for the duration of the standard warranty period.</p>	<p>Currently the payment is 100% on completion of Project. Since this project involves software and multi vendor hardware, you are requested to kindly release part payment (70% in case of Hardware and 90% in case of Software) at delivery and balance upon successful Installation.</p>	<p>No change.</p>

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10	HPE Fortify SCA (Part code: TF305AAE)	<p>The current part code does not include any premium language pack. We suggest that CERT-In should opt for some language packs also as these would be useful for certain analysis. Some of the packs are provided below:</p> <p>HPE Sec FSCA Flex NDCOB UP SW E-LTU TF324AAE COBOL HPE Sec FSCA Flex NCDABAP UP SW E-LTU TF327AAE ABAP HPE Sec FSCA Flex NCD CF UP SW E-LTU TF323AAE COLD FUSION HPE Sec FSCA Flex NCD Py UP SW E-LTU TF325AAE PYTHON</p>	Part code: TF305AAE & TF325AAE
11	Acunetix Web Vulnerability Scanner (Subscription / 1 Year License)	<p>Kindly clarify the version required. Three variants are available –</p> <p>Standard Edition – Can scan 2 URL at a time Pro Edition – Can scan 5 URL at a time Enterprise Edition – Can scan 10 URL at a time</p>	Standard Edition
12	Virtual Private Server	<p>VPS and VPNS services are available from many service providers with different security and access features. You are requested to kindly provide options of a few service providers so that necessary quote can be submitted accordingly.</p>	<p>Specifications:</p> <p>Intel Xeon E5 2630v4 (10 x 2.20 GHz) , 256 GB REG ECC RAM, 4 x 6 TB 24/7-HDD, RAID 10, UNLIMITED traffic, 1 Gbit/s port, DDoS protection, 1 Gbit/s dedicated bandwidth - 24/7 guaranteed, Live support every day, 365 days a year via e-mail and telephone, Root access, Reboot web interface (preview), OS reinstall console (preview), Unlimited reboots, daily, free of charge, 1 IP address included, /64 IPv6 network</p>

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			included, + 1 additional IP address, +/56 IPv6 network, KVM over IP, Hardware Firewall pfSense, Managed Server, Full Monitoring, Emergency Support, Instant-Setup, SSL certificate, SSL certificate (wildcard), Satellite feed, Windows Server 2016 Standard (64 bit), XenServer 6.2, cPanel/WHM, Plesk Onyx Web Host Edition, Webmin + LAMP, Backup-Space: 2000 GB, GeForce GTX 750 Ti 2GB
	Virtual Private Network Services		Specifications: Compatibility for Windows, Linux, Mac, iOS and Android, No logging/log files, No traffic limit, Up to 1000mbps bandwidth, All ports and protocols, VPN-servers in 23 countries, TrackStop, Stealth VPN Technology, Configurable port-forwardings, Cascading of multiple VPN servers, Easily usable client software, Squid and SOCKS5 proxies on all servers, TOR access on all servers.
13	Server: Intel® Xeon® E5-2600 v4 product family processor , 3.5GHz, 16 or more processor cores, 55MB LLC processor cache, 128 GB DDR4 LRDIMM or higher, 2TB or higher, (24) LFF SAS/SATA/SSD or more, 1Gb 331i Ethernet Adapter 4 Ports per controller, Embedded 4-port NIC controller, Smart Array P440ar/2GB FBWC	Servers with latest generation processor and other features are now available in the market. Moreover, certain sub part models like Array controller, Ethernet card as mentioned in the specification may not be available from all the leading OEMs as all OEMs use sub-assemblies of different make in making a Server. We are requesting certain changes in the specifications for your kind considerations. This will ensure that CERT-In gets the latest of machine with extended life cycle.	3.5GHz is the Turbo frequency. (24) LFF/SFF SAS/SATA/SSD 1Gb Ethernet Adapter 4 Ports

