

Pre-bid Clarification and Additional Information of RFP No. SERC/NBK/DoT-Tools/10/2018

	Query	Original RFP Specification	Changed RFP Specification/ Response	Clarification
1	The proposed solutions are fairly new and also its very unlikely that both OEM and bidder would have sold these solutions and hence would request the team to relax the clause to either OEM/Bidder should have sold these solutions.		No Change	
2	Please help understand, should the proposed solution also include the hardware and associate dependent software's as well, else the team would arrange for the same, basis the pre-requisites proposed along with the solution.		No Change	For the hardware item , it has to be supplied along with the software necessary for the hardware to function. For the Software item , the hardware specifications needed are to be indicated by the bidder
3	Please note the proposed software warrants only the product patch and version upgrade and same will be carried out by bidder. Request the team to exclude the hardware support.		No Change	
4	Please note the transfer of ownership needs to be intimated three months in advance before the renewal of licenses and same cannot be carried in the mid of year. Request the team to look in to same and oblige.		No Change	At the time of issuing the PO , the licensee name will be given
5	The proposed solution includes one day of hands on training at customer premises by the OEM. Please note certification and other terms are excluded from the commercial offer.	<p>3.0 Installation, Warranty, Annual Maintenance, Training and Support</p> <p>"d) Warranty services</p> <p>1. Should be for a period of one years from the date of acceptance of the equipment.</p> <p>2. The bidder shall be fully responsible for the warranty in respect of proper design, quality and workmanship of all the systems supplied.</p> <p>3. The bidder shall attend to all the hardware problems on site and shall replace the defective parts at no extra</p>	<p>3.0 Installation, Warranty, Annual Maintenance, Training and Support</p> <p>Warranty Terms and Conditions:</p> <p>"d) Warranty services</p> <p>1. Should be for a period of one years from the date of acceptance of the equipment for both hardware and software .</p> <p>2. The bidder shall be fully responsible for the warranty in respect of proper design, quality and workmanship of all the systems supplied.</p> <p>3. The bidder shall attend to all the hardware and/or software problems on site and shall replace the defective parts at no extra cost to the purchaser within 5 working days after reporting the issue.</p>	

6	There is no mention of any EMD/ PBG etc. Is it not applicable or we do not have the section of the document which mentions these?	<p>cost to the purchaser. 4. the preventive maintenance and repairs of the components supplied by the bidder are the responsibilities of the bidder</p> <p>5. Software updates must be promptly done.</p> <p>e) Annual Maintenance</p> <p>1. Annual Maintenance Contract services should be valid for a period of two years after warranty period.</p> <p>2. The Bidder or OEM shall provide patches/updates for any software bug, noticed from the date of supply till the end of contract at no extra cost to the purchaser.</p> <p>3. Upgradation of the tools shall be intimated by the supplier within one week from the date of release.</p> <p>4. Any hardware, software, firmware which is required as a pre-requisite to support upgradation shall be provided free of cost. Any specific training to utilize the upgraded feature shall be provided on site by the supplier at no extra cost to the purchaser</p> <p>f) Detailed Hands –on Training shall be provided for 10 officials on Configuration/usage of tool equipment’s supplied</p> <p>g) These tools/equipment are purchased as part of a project from Dept. of Telecommunication (DoT), Govt. of India. The tools/equipment along with the licences will be transferred to a DoT, Govt of India or any other organization under its administrative control. The bidder must give an undertaking to continue to support the same. (Form A)</p> <p>h) The OEM must give an undertaking to provide service for 10 years, in case OEM is taken over by the new entity must continue to provide the service without any break. "</p>	<p>4. the preventive maintenance and repairs of the components supplied by the bidder are the responsibilities of the bidder</p> <p>5. Software updates must be promptly done.</p> <p>6. All software tools /updates should also be provided in CD format/USB format and the purchaser shall be permitted to make at least 2 copies of the software tools /updates for emergency recovery.</p> <p>7. OEM/Bidder shall clearly specify the conditions over which warranty will be void. Detailed document regarding warranty conditions and applicability should be submitted along with Bid along with a declaration of accepting the warranty conditions of the purchaser stated at above clause 3(d).</p> <p>8. Performance security guarantee through any Nationalized Bank in India for 10% of the cost of the equipment shall be given by the selected bidder to the purchaser . Format of the Performance security guarantee will be given by the purchaser at the time of issuing the APO</p> <p>9. Courts of Bangalore/ New Delhi shall have exclusive jurisdiction over matters covered or flowing from this warranty.</p> <p>e) Annual Maintenance</p> <p>1. Annual Maintenance Contract services should be valid for a period of two years after warranty period and the AMC charges for 2nd and 3rd year should be quoted separately.</p> <p>2. The Bidder or OEM shall provide patches/updates for any software bug, noticed from the date of supply till the end of contract at no extra cost to the purchaser.</p> <p>3. Upgradation of the tools shall be intimated by the supplier within one week from the date of release.</p> <p>4. Any hardware, software, firmware which is required as a pre-requisite to support upgradation shall be provided free of cost. Any specific training to utilize the upgraded feature shall be provided on site by the supplier at no extra cost to the purchaser</p> <p>f) Detailed Hands –on Training shall be provided for 10 officials on Configuration/usage of tool equipment’s supplied for the number of working days as specified in the TABLE 2</p> <p>g) These tools/equipment are purchased as part of a project from Dept. of Telecommunication (DoT), Govt. of India. The tools/equipment along with the licences will be transferred to a DoT, Govt of India or any other organization under its administrative control. The bidder must give an undertaking to continue to support the same. (Form A)</p> <p>h) The OEM must give an undertaking to provide service for 7 years, in case OEM is taken over by the new entity must continue to provide the service without</p>	
7	Please note the proposed solutions are not large turn key solutions and OEM's offer a support and validity of product in use for three years and their policies would request them from taking an undertaking for ten years. Request the team to look in to the same and oblige.			
8	Please note the proprietorship and copyrights of the updates are owned from OEM and the bidder is obtained from taking a copy else downloading the print, as, only the customer will have access to support sites.The patches are provided via link to be downloaded from the site directly.This has been the process and procedure for all the updates irrespective of software else hardware patches.			

			any break. In case the bidder is not OEM , this undertaking has to be obtained from OEM by the bidder and furnish. During this assured 7 years life span of the Equipment(Hardware/Software), Bidder/ OEM should be able to provide AMC (as mentioned in para 3) if the purchaser requires so. "	
9	Could we participate for bidding of Individual Items?		No Change	Yes. i.e Tool as a whole. Not part of it
10	Our understanding is that we can bid for one or more of the tools out of 7 items indicated in this RFP and we need compliance fully with respect to the specifications mentioned in respective annexure for the selected solution or tool. Please confirm our understanding.		No Change	Yes. i.e Tool as a whole. Not part of it
11	Our understanding is that we should separately provide the quote for AMC charges of selected tools for 2nd and 3rd Year. Please confirm our understanding.		No Change	Yes.
12	Our understanding is that this requirements needs to be answered by taking "2.2 Commercial Bid - d)" into consideration. Please confirm our understanding.		No Change	Yes. Assuming that 1st one year as warranty period
13	Request you to amend the specification of LCD/LED Display as LED for the device and Ethernet link status. It limits good product available in the market.		No Change	
14	As per NTP standard, in holdover (when all inputs fails) the startum quality advertised over the NTP will change to 16. Kindly remove "Stratum 2 on Hold over" requirement from this clause.	Annexure F: Physical, Electrical & Operating specifications "STRATUM 1 complied (ITU-T G.811) NTP Server with GPS/GLONASS and Stratum 2 on hold over"	"STRATUM 1 complied (ITU-T G.811) NTP Server with GPS/GLONASS and ITU TG 812 Compliant on hold over"	

15	It is difficult to achieve battery backup up to 1 month in power down mode. We can use external Battery (with inverter) which can provide either - 48VDC or 230VAC for its operation. Kindly amend the clause accordingly.	Annexure F: Physical, Electrical & Operating specifications "NTP server should have battery backup with backup up to 1 month in power down mode"	"Optionally, NTP server should have battery backup with backup up to 1 month in power down mode".	
16	Request you kindly amend the specification -40 ° C to + 45 deg C, as it is a generic requirement of NTP Server.		No Change	
17	Please elaborate the power source requirement in AC or DC.		No Change	AC or DC
	Indian Electricity Standards specify Voltage 240V and Frequency 50Hz.		No Change	
18	Request you to accept other operation modes in roadmap and will be supported by means of SW upgrade when available.		No Change	
19	Request you to accept Day time protocol mode in roadmap and will be supported by means of SW upgrade when available.		No Change	
20	Kindly remove SMTP support from this requirement, as it is supported from the NMS and not from the device.		No Change	
21	We support external Network/display clock, please specify the requirement for indoor or outdoor, dimension of display clock.		No Change	Indoor, Digital, Apprx 15x50 cm or bigger.
22	Standard communication protocols for configuration and management via HTTP, SNMP, Telnet. Kindly remove "encrypted communication" from this clause.		No Change	
23	Supports Remote configuration and time setting via WEB interface and alarm monitoring. Kindly remove the requirement of remotely monitor time display.		No Change	
24	kindly specify value to be in dB	Annexure G "Initial Calibration Accuracy: $\pm 1 \times 10^{-6}$ Hz"	"Initial instrument Accuracy: $\pm 1 \times 10^{-6}$ Hz"	
25	Lower the resolution bandwidth sensitivity increases but scan speed decreases. This can be compensated by very high scan speed. Our instrument scan speed is greater than 32GHz/sec @100kHz RBW.		No Change	
	Request you kindly amend the specifications 1Hz to 6MHz		No Change	

26	VBW used for smoothing the signals but at the same time the speed of the analyser decreases too much. In latest products video filtering is being used. As scan speed of all analysers are not same hence VBW/Video filter bandwidth can be different for analyser but serving the same purpose. Kindly allow specs w.r.t. Video filter		No Change	Bidder may clearly mention this in the specs of their bid item
27	Kindly specify whether it is real time spectrum bandwidth.		No Change	Yes for both LTE/RTSA
28	Kindly modify this spec as - 101dB/Hz ; as most telecom testing requirement fall within - 101dB/Hz		No Change	
29	Is that IP value is without pre-amplifier and attenuation. Please elaborate.		No Change	
	As per ITU handbook the perfect value for IP3 is >10dB. Kindly accept +10dB or better value without pre-amplifier		No Change	
30	1000s sweep time indicates very very slow speed of the analyser. With such speed it is difficult to detect sporadic, transient burst signals. Request you to kindly change the upper end value to 1 sec.	Annexure G, C, 15. "Sweep Time: 1ms - 1000s"	15. " Sweep Time: 1ms - 1000ms"	
31	Kindly amend the value to +25dB. As higher attenuation value will affect sensitivity and will increase noise floor		No Change	
32	Is this duration is time taken for marker to reach at peak signal? We are not clear with the given value kindly clarify the same. We do support Markers.		No Change	Yes
33	Any specific application for Base station testing and IoT. Please provide more information.	Annexure G, , Applications " 20) EMI Pre compliance, Noise figure, Phase noise, Real time spectrum analysis, Base Station Testing, IoT"	20) "Noise figure, Phase noise, Real time spectrum analysis, Base Station Testing - LTE"	
34	Please elaborate specific application for demodulation.	Annexure G Application "21) 1xEV-DO, CDMA 2000, CDMA One, 2G, 3G, LTE FDD-TDD, LTE Advanced FDD TDD, Bluetooth, WLAN (Optional & Future Upgradable), "	"21) 1xEV-DO, CDMA 2000, CDMA One, 2G, 3G, LTE FDD-TDD, LTE Advanced FDD TDD, Bluetooth, WLAN , IoT, Base Station Testing -non LTE, EMI Precompliance (Optional & Future Upgradable)"	

35	<p>We request to make this feature as optional as this one feature limits the vendor from offering his best product.</p> <p>For the requested applications power sensors may not be required.</p>	<p>Annexure G General "22) Support for RF Power Sensors: Device Should Support Power Sensors for Power Measurements, Power Sensors may be directly connected & used for measurements, quote for power sensors with data sheets."</p>	<p>Annexure G General "22) Optionally, Device Should Support Power Sensors for Power Measurements, Power Sensors may be directly connected & used for measurements, quote for power sensors with data sheets"</p>	
36	<p>Apart from Internal memory of 32GB, the external memory provision should be there. These high end device stored IQ data which occupies large memory.</p>		<p>No Change</p>	
37	<p>ADDITIONAL POINT DISCUSSED DURING THE PREBID MEETING</p>		<p>No Change</p>	<p>Device should come with certification from a NABL accredited/ Indian Lab. If needed, commercials for the same can be mentioned in quote.</p>
38	<p>Any additional protocol (standard/proprietary) will be provided as a paid activity provided the protocol specifications are made available to Synopsys.</p>		<p>No Change</p>	<p>Yes</p>
39	<p>Certain protocols operate in a Semi-Symmetrical mode and hence don't follow client-server topology. For example LDP, MPLS, OSPF, IPSec, RIP, RIPng. We will provide Server or Client wherever applicable</p>	<p>Annexure A Functional & General - "ii. Client-server based arrangement for all the protocols mentioned in Table 1."</p>	<p>Annexure A Functional & General - " ii. Client - Server based arrangement for all the applicable protocols mentioned in Table 1"</p>	
40	<p>The upgradation within a given protocol version will be provided free of cost. However, if the upgraded protocol belongs to a new version then the new test-suite will be developed/provided on a paid basis.</p>		<p>No Change</p>	
41	<p>ADDITIONAL POINT DISCUSSED DURING THE PREBID MEETING</p>	<p>Annexure A , Table 1</p>	<p>Annexure A , Modified Table 1</p>	<p>Refer Modified Table 1</p>

42	For various scripting languages such as Java, JavaScript, Node.JS, Scala, PHP, Ruby, Python, JSP and Swift there is no run time dependency or build environment. However for C, C++, C#, Objective-C/C++ and Android Java there is a dependency on Build environment and requires the respective tool chain. Kindly consider the build environment as necessary prerequisite for an exhaustive Static Analysis.		No Change	
43	Client-server model specified in this requirement is related to architecture of the application/tool or the license deployment model. Please confirm.		No Change	Yes and license deployment model
44	What are all other non-standard file extensions specifically needed?		No Change	Any prevalent nonstandard source code file extensions
45	For Java the best practice followed in the industry are CWE/SANS Top 25, OWASP Top10 and we see that the CERT Java is not followed as Industry standards in Java development. Kindly consider excluding it or make it as optional.		No Change	
46	Updates are available in both community portal which require internet and also provided in the form CD/DVD (non-returnable asset).		No Change	
47	What other possible additional standards or user-defined standards currently considered?		No Change	
48	Pease elaborate on this requirement and the possible use cases.		No Change	
49	Scheduled Scanning ability is possible via through CI Tool like Jenkins, Windows Scheduler and Linux/CronTab utility.	ANNEXURE B " viii) Scan Configuration and Customization capabilities e) Scheduled Scanning ability to schedule the scan up to 24 hours in advance "	ANNEXURE B " viii) Scan Configuration and Customization capabilities e) optionally, Scheduled Scanning ability to schedule the scan up to 24 hours in advance "	Should be made possible through scripts
50	We provide advice and suggestions with example in terms how to improve the coding. Also we provide link to CWE page to find additional information.		No Change	
51	Control flow and Data flow are available in GUI, but in the form of report file.		No Change	
52	The license is requested one qty. We need a rough estimate of users and applications (like 4 users and 10 applications for example).	Annexure B " b. Quantity: One"	Annexure B " b. Quantity: One server license with a minimum of 4 client licenses"	

53	Please note proposed solutions are annual renewal basis model, request the IISC/DOT team to consider the same.		No Change	
54	Have you considered Binary Analysis as a technique to find known vulnerabilities from binary files, firmware images, executables and so on? Binary analysis can reveal vulnerabilities in the underlying components and libraries which are not even exposed to Network Vulnerability Scanners.		No Change	
55	Have you considered Binary Analysis as a technique to find known vulnerabilities from binary files, firmware images, executables and so on? Binary analysis can reveal vulnerabilities in the underlying components and libraries which are not even exposed to Network Vulnerability Scanners.		No Change	
56	Please elaborate what plug-ins mean here, since there can be solutions where they are already built-in the system.		No Change	
57	Request the team to consider the VA and PT from one single OEM , as it warrants tighter integrations and also passes on better price benefits to end customer. In case of escalations it will help the customer , to hold one OEM responsible and accountable for the same, rather than customer played between two different Vendor/OEM.		No Change	
58	Request the team to consider web application scanning , VA and penetration testing from one single OEM as this calls for tighter integration. Essentially dynamic code analysis and Penetrating testing are done on real time and also needs a COTS(commmercially of the shelf)vendor to own the same.		No Change	
59	Please note proposed solutions are annual renewal basis model, request the IISC/DOT team to consider the same.	"ANNEXURE C (Vulnerability scanner) XXXIX. Software with perpetual License with life time validity"	"ANNEXURE C (Vulnerability scanner) XXXIX. Subscription based Software License (preferably annual license model)"	
60	What are the Operating systems for which you need the Hardening Tool?		No Change	
61	For the specific case of Firmware based OS, Binary Analysis based Vulnerability Scanning is the best practice method adopted by the industry. Have you taken Binary Analysis into account for the OS Hardening requirement?		No Change	

62	ADDITIONAL POINT DISCUSSED DURING THE PREBID MEETING	"ANNEXURE D (Penetration Tool) XXVII. Software with perpetual License with life time validity"	"ANNEXURE D (Penetration Tool) XXVII. Subscription based Software License (preferably annual license model"	
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Modified Table 1

SL No	Protocol	SI No	Protocol
1	BGP4	17	PTP
2	DHCPv4	18	RADIUS
3	DHCPv6	19	RIP
4	Diameter (includes S6a,S13, Cx, Gx, Rx, Sh, S3)	20	RIPng
5	GTPv1	21	S1AP
6	GTPv2	22	SCTP
7	HTTP/HTTP 2	23	SNMP v3/SNMP trap
8	HTTPS	24	SSHv2
9	IKEv1/v2/ISAKMP	25	Syslog
10	IPSec (AH, ESP, RFC 4305)	26	TACACS+
11	IPv4 Suite(includes ICMP. ARP,IGMP)	27	TCPv4
12	IPv6 Suite (includes ICMP)	28	TCPv6
13	LDP	29	TLS v1.2
14	MPLS	30	UDpv4
15	NTP	31	UDpv6
16	OSPFv2 / v3	32	X2 AP

Table 2

SI no	Name of the Tool	Training Duration
1	VA	5 working days
2	PT	5 working days
3	OS audit	5 working days
4	Code review	15 working days
5	NTP	5 working days
6	Spectrum analyzer	10 working days
7	Fuzzing	15 working days

1. Training will be at Bangalore, India
2. Cost of Training should be quoted separately as a line item.

Important Points

1. Two cover system for each item (technical and commercial quote in separate cover and together in another cover for each item.
2. Technical cover should contain,
 - a. Technical details of quoted item/data sheet
 - b. Support letter from OEM if the bidder is not the OEM
 - c. Undertaking to continue to support the software/hardware once it is transferred
 - d. Masked copy of the commercial
 - e. Acceptance of terms and conditions
 - f. List of deviation if any.
3. Last date of submission: 5.00 pm, 17th, August 2018
4. The technical bids will be opened on 20th, August 2018 at 3 pm at SERC.