

Response to Pre-Bid Queries						
S.No.	RFP Section	Sub-Section	Pg No	RFP Clause	Bidder Query	LIC Response
1	Annexure D	Revised Annexure D- Technical Criteria 1		<p>The bidder should have relevant implementation and operational experience for 3 out of 7 in-scope tools to PSU/Government/Private/BFSI Sector Firms in India. The bidder should have relevant implementation and operational experience for 3 out of 7 in-scope tools to PSU/Government/Private/BFSI Sector Firms in India.</p> <p>•Greater than 7 Years -> 10 Marks •Greater than 5 Years up to 7 Years -> 7 Marks •Greater than 3 Years up to 5 Years -> 5 Marks</p> <p>(Supporting Document: Bidder (SI) should provide Copy of the Purchase order/Work order/engagement letter along with invoices and/or Certificate of completion of the work)</p> <p>•Greater than 7 Years -> 10 Marks •Greater than 5 Years up to 7 Years -> 7 Marks •Greater than 3 Years up to 5 Years -> 5 Marks</p> <p>(Supporting Document: Bidder (SI) should provide Copy of the Purchase order/Work order/engagement letter along with invoices and/or Certificate of completion of the work)</p>	<p>Bidder understands that some of the listed technologies like CASB, SSLO, VDI are relatively new; hence bidder can submit references for 3 out of 7 technologies from 3 different customer projects.</p>	Please be guided by the RFP.
2	Annexure D	Revised Annexure D- Technical Criteria #3		<p>The Bidder during the last 7 years preceding to the date of this RFP, must have supplied/ implemented and supported/ maintained NAC solution to clients in the PSU/Government/Private/BFSI Sector Firms with more than 500 branches across different locations in India for minimum of:</p> <p>•Each reference of 55000 IP Addresses and above -> 5 Marks •Each reference of 45000 IP Addresses and above -> 4 Marks •Each reference of 35000 IP Addresses and above -> 3 Marks •Each reference of 25000 IP Addresses and above -> 2 Marks</p> <p>Maximum of three references to be provided and subject to maximum of 15 marks. (Supporting Document: Bidder (SI) should provide Copy of the Purchase order/Work order/engagement letter along with invoices and/or Certificate of completion of the work)</p>	<p>Request LIC to modify clause as below :</p> <p>The Bidder during the last 5 years preceding to the date of this RFP, must have supplied, implemented and supported NAC solution to clients in the PSU/Government/Private/BFSI Sector Firms with more than 500 branches across different locations in India for minimum of:</p> <p>•2 references of 55000 IP Addresses and above -> 10 Marks •2 references of 40000 IP Addresses and above -> 7 Marks •2 references of 25000 IP Addresses and above -> 5 Marks</p> <p>Maximum of three references to be provided and subject to maximum of 10 marks. (Supporting Document: Bidder (SI) should provide Copy of the Purchase order/Work order/engagement letter along with invoices and/or Certificate of completion of the work)</p>	Please refer to Revised Annexure-D Technical Scoring.
3	Annexure D	Revised Annexure D- Technical Criteria #6		<p>The Bidder during the last 7 years preceding to the date of this RFP, must have supplied/ implemented and supported/ maintained MDM solution to clients in the PSU/Government/Private/BFSI Sector Firms in India for minimum of:</p> <p>•Every Additional Reference -> 2 Marks each subject to maximum of 10 marks •1 reference of 5000 users -> 5 Marks</p> <p>(Supporting Document: Bidder (SI) should provide Copy of the Purchase order/Work order/engagement letter along with invoices and/or Certificate of completion of the work)</p>	<p>Since LIC is looking at deployment of MDM solution for 50000 devices/users, request you to modify clause as below:</p> <p>The Bidder during the last 5 years preceding to the date of this RFP, must have supplied, implemented and supported MDM solution to clients in the PSU/Government/Private/BFSI Sector Firms with more than 500 branches across different locations in India for minimum of:</p> <p>1 reference of 20000 users and above-->10 Marks •1 references of 10000 users and above -> 5 Marks •1 references of 5000 users and above -> 3 Marks</p> <p>(Supporting Document: Bidder (SI) should provide Copy of the Purchase order/Work order/engagement letter along with invoices and/or Certificate of completion of the work)</p>	Please be guided by the RFP.
4	Annexure F - Technical Compliance	NAC Technical Specification > Point no. 64	Excel sheet-1	<p>The proposed solution should provide atleast 1TB of log storage space with RAID 10</p>	<p>Request is to modify this clause to</p> <p>The proposed solution should provide atleast 1TB of log storage space with RAID 5</p> <p>RAID 5 offers better storage efficiency compared to RAID 10 since it only requires one disk for storing parity information. This allows for a higher usable storage capacity since not all drives are utilized for mirroring. On the other hand, RAID 10 requires mirroring, which reduces the overall usable capacity</p>	Please refer to Revised Annexure-F Technical Compliance.
5	Section E: Scope of Services	Revised Section E: Scope of Services	2	<p>Supply of appliances wherever applicable and software for in-scope solutions.</p> <p>oThe bidder is responsible for determining the appropriate hardware sizing. LIC will supply the server, rack space, and cooling. The bidder is also responsible for furnishing any other necessary hardware or equipment to ensure smooth integration of all the in-scope solutions. As per LIC's requirement, the successful bidder of the project shall be ready to shift, occasionally, the equipment from one place to other, uninstall and reinstall all the equipment without any additional cost to LIC.</p>	<p>Bidder understands that The bidder is responsible for supply of hardware required for setting up all the in-scope solutions at LIC data centres. The hardware is inclusive of but not limited to servers, Storage, OS, DB, Passive cabling, etc. LIC shall only be responsible for providing the required rack space, cooling and power supply.</p>	Please be guided by the RFP.

6	Additional Points			<p>Solution should provide visibility of all IP addressable devices including IP Phone, IP Camera, IP Printers, IP Scanners etc.</p> <p>IoT (IP Printer, IP Scanner, IP Phone, IP camera etc) compliance: The solution should be able to identify all network devices such as</p> <ul style="list-style-type: none"> -- Unsecure (TCP/UDP port open (For example IP camera having Telnet Port open etc) -- IOT's devices using factory default or Weak/common credentials for SNMP/SSH/TELNET. 	<p>LIC will have ~30% IOT devices which will not support traditional authentication method (such as Radius/Dot1X). It is not a good idea to only depend on MAC address whitelist. This is a bad practice since it does not guard against MAC spoofing and other aspects such as hardware changes. Also MAC address repository should be updated at any point in time to meet security aspect.</p> <p>Gartner 2021 Recommendation Gain visibility into on-premises infrastructure-connected devices with the goal of implementing access policies. These devices include commonly used ones like workstations, laptops, printers, IP phones, IP cameras, access points, and IoT devices like OT, medical and building automation devices. Often, this motivation is driven by audit findings or an overall security strategy requiring authentication of all devices on a network.</p>	Please be guided by the RFP. The corrigendum has already been issued in this regard.
7	Additional Points			<p>The proposed solution must receive the SIEM data to take policy-based response actions such as quarantining or blocking potentially compromised or noncompliant devices, depending on the severity of the violation information received from SIEM. For example, SIEM detects, via firewall log correlation, a targeted denial of service (DoS) attack, it can direct proposed solution to have the firewall automatically block the source of the attack to prevent further disruption of service to the application(s) on the network.</p>	<p>Gartner 2021 Recommendation Enable interoperability with other security solutions. This can be achieved in two ways: customization through open APIs or the use of built-in integration. NAC solutions increasingly feature anomaly detection capability to detect infected endpoints and MAC spoofing attempts on a network. However, integration with other security tools creates a better overall security context for an organization, which can be used to respond automatically to infected endpoints by quarantining them and thus preventing the spread of malware.</p>	Please be guided by the RFP. The corrigendum has already been issued in this regard.
8	Annexure H: Manufacturer's Authorization Form (MAF)		121	<p>_____ (OEM) certify that, the equipments being sold would not be declared End of Support (EoS) in the next 6 Years and that _____ (OEM) shall supply suitable substitute in case EoS of equipments. Also _____ (OEM) certifies that the products being sold would be covered under Warranty / Support and support will be available for next six years (five years initially and one year if extension is provided) from the date of installation at LIC of India.</p>	<p>Requesting LIC to change the no of years from 6 years to 5 years only for EOS and also from Support point of view. Most of the security solution "appliance" life is not more than 5 years. Hence request you to limit the years to 5 only.</p>	Please be guided by the RFP.
9	Annexure F - Technical Compliance	SLB Technical Specifications/SLB	17	<p>The proposed solution should support a comprehensive list of monitoring methods for backend services, including Diameter, DNS, FTP, Gateway ICMP, HTTP, HTTPS, TCP half-open, TCP, LDAP, MSSQL, MYSQL, MQTT, PostgreSQL, POP3, IMAP, NNTP, Radius, SIP, and custom external scripts.</p>	<p>The feature asked in the spec are specifically used in Service provider environment. The recommended and most commonly used health monitoring methods for backend service are http, https, tcp, dns, etc. Request you to amend the spec as mentioned. The proposed solution should support a comprehensive list of monitoring methods for backend services, including DNS, FTP, Gateway ICMP, HTTP, HTTPS, TCP half-open, TCP, LDAP, POP3, IMAP, NNTP, Radius, and custom external scripts.</p>	Please refer to Revised Annexure-F Technical Compliance.
10	Annexure F - Technical Compliance	SLB Technical Specifications/SLB	19	<p>The proposed solution should support various types of load balancing configurations for handling traffic, including standard reverse proxy, forwarding in L2, IP forwarding, high-performance mode, stateless mode, reject mode, DHCP relay, and message routing for SIP, Diameter, and MQTT traffic.</p>	<p>Request you to amend the spec as mentioned The proposed solution should support various types of load balancing configurations for handling traffic, including standard reverse proxy, forwarding in L2, IP forwarding, Direct Server Return, Immediate and Delayed Binding and One Arm Topology Application.</p>	Please refer to Revised Annexure-F Technical Compliance.
11	Annexure F - Technical Compliance	SLB Technical Specifications/SLB	35	<p>The Server Load Balancer should support SQL-based querying for health checks for databases such as Oracle, MSSQL, MySQL, PostgreSQL, and others as needed in the future.</p>	<p>This spec is duplicate to spec no 17, hence request to delete the specs</p>	Please refer to Revised Annexure-F Technical Compliance.
12	Annexure F - Technical Compliance	SLB Technical Specifications/SLB	44	<p>The proposed solution's Stateful Session Failover should be supported between a minimum of 8 units, aligning with the strategy for infrastructure growth by clustering multiple appliances.</p>	<p>The clustering is always achieved via clubbing of the two appliances in HA mode hence appliances can be deployed in active-active and active-standby topology environment. Request you to amend the spec as mentioned. The proposed solution's Stateful Session Failover should support both Active - Active and Active - Standby topology.</p>	Please refer to Revised Annexure-F Technical Compliance.
13	Annexure F - Technical Compliance	SLB Technical Specifications/GTM	28	<p>The DNS system should be able to isolate services such as recursive and authoritative resolution, directing traffic to the DNS system onto different IP addresses and multiple NICs.</p>	<p>This feature ask in the spec is separate solution of DNS system which should not be part of ADC solution. DNS is recommended to be a dedicated solution. hence request to delete the specs</p>	Please refer to Revised Annexure-F Technical Compliance.
14	Annexure F - Technical Compliance	SLB Technical Specifications/Device Administration	9	<p>The vendor should provide a service for uploading these snapshots and receiving feedback on the health of the unit, including missing hotfixes and best practice adherence.</p>	<p>Request you to amend the spec as mentioned. The vendor should provide a service for uploading these snapshots/syslogs etc. and receiving feedback on the health of the unit,</p>	Please refer to Revised Annexure-F Technical Compliance.

15	Annexure F - Technical Compliance	SSL Offloader Tech Specs DC-DR	3	Device should be based on dedicated hardware appliance, this should be dedicated offering from the client and not part of ADC platform. The platform should have a minimum of 4 x100G/40G QSFP28/QSFP+, 16x25G/10G SFP28/SFP+ ports from day1, Processor : Minimum 40 vCPUs scalable to 60 vCPU's.	Query: Amount of vCPU asked on same appliance depends on OEM, as every OEM have different way of working, and different size of CPU which changes the need of number of vCPUs and cannot be binding factor and due to this request to relax the specs Hence we request to relax the requirement to below Device should be based on dedicated hardware appliance, this should be dedicated offering from the client and not part of ADC platform. The platform should have a minimum of 2 x100G/40G QSFP28/QSFP+, 16x25G/10G SFP28/SFP+ ports from day1, Processor: Minimum 16 CPU	Please be guided by the RFP. The corrigendum has already been issued in this regard.
16	Annexure F - Technical Compliance	SSL Offloader Tech Specs DC-DR	5	"Should support minimum SSL Visibility TPS : - 180 K TPS (RSA 2k keys) from day 1 - 120 K TPS (ECDHE-ECDHE P-256) from day 1 "	Suggestion: The asked SSL CPS/TPS in the specs seems to be overkill compared to current and future growth Hence request to change the specs to below: Should support minimum SSL Visibility TPS: -120 K TPS (RSA 2k keys) from day 1 on same platform - 70 K TPS (ECDHE-ECDHE P-256) from day 1 on same platform	Please be guided by the RFP. The corrigendum has already been issued in this regard.
17	Annexure F - Technical Compliance	SSL Offloader Tech Specs DC-DR	5	The SSL Solution should support minimum SSL connections: -L7 requests per second: 6.5 M from day 1 and scalable to 10.5 M on same platform -L4 connections per second: 2.5 M from day 1 and scalable to 3.5 M on same platform -L4 concurrent connections: 350M from day 1	Suggestion: The asked L4 CPS and CC in the specs seems to be overkill compared to current and future growth Hence request to change the specs to below The SSL Solution should support minimum SSL connections: -L7 requests per second: 4M from day 1 -L4 connections per second: 2.5 M from day 1 -L4 concurrent connections: 180M from day 1	Please be guided by the RFP. The corrigendum has already been issued in this regard.
18	Annexure F - Technical Compliance	SSL Offloader Tech Specs DC-DR	6	The SSL solution should have a minimum of 4x100G/40G QSFP28/QSFP+, 16x25G/10G SFP28/SFP+ ports from day1	Request to change the specs from 4 100/40G ports to 2 100/40G Hence request to change the specs to below: The SSL solution should have a minimum of 2x100G/40G QSFP28/QSFP+, 16x25G/10G SFP28/SFP+ ports from day1	Please be guided by the RFP. The corrigendum has already been issued in this regard.
19	Annexure F - Technical Compliance	SSL Offloader Tech Specs DC-DR		The SSL Off loader must have the minimum 40 vCPUs from day 1 and scalable to 60 vCPU's on same platform Memory: 192 GB DDR4 Storage: 1 TB SSD	Suggestion: Amount of vCPU and Storage Needed on same appliance depends on OEM, as every OEM have different way of working and cannot be binding factor and due to this request to relax the specs Hence request to relax the specs to below The SSL Off loader must have the minimum 16 CPU on same platform Storage: 500G SSD	Please be guided by the RFP. The corrigendum has already been issued in this regard.
20	Annexure F - Technical Compliance	SSL Offloader Tech Specs DC-DR	79	The SSL Offloader device should have the ability to support C3D	Request to delete the specs as this spec will avoid us to participate	Please be guided by the RFP. The corrigendum has already been issued in this regard.
21	Annexure F - Technical Compliance	SSL Offloader Tech Specs DC-DR	82	The SSL Offloader device should be able to support proxy chaining and act as a explicit forward proxy and following authentication mechanism should be covered 1. Explicit forward proxy authentication 2. Transparent forward proxy authentication (captive portal) 3. Delegate token authentication offload 4. Forward proxy authentication with NTLM 5. Forward proxy authentication with Kerberos	Request to delete the specs as this spec will avoid us to participate	Please be guided by the RFP. The corrigendum has already been issued in this regard.

22	Annexure F - Technical Compliance	SSL Offloader Tech Specs NDR	3	<p>*Device should be based on dedicated hardware appliance, this should be dedicated offering from the client and not part of ADC platform. The platform should have a minimum of 4x100G/40G QSFP28/QSFP+, 16x25G/10G SFP28/SFP+ ports from day1, Processor : Minimum 24 vCPUs scalable to 36 vCPU's.</p>	<p>Query: Amount of vCPU asked on same appliance depends on OEM, as every OEM have different way of working, and different size o CPU which changes the need of numbe rof vCPUs and cannot be binding factor and due to this request to relax the specs</p> <p>Hence we request to relax the requirement to below</p> <p>Device should be based on dedicated hardware appliance, this should be dedicated offering from the client and not part of ADC platform. The platform should have a minimum of 2 x100G/40G QSFP28/QSFP+, 16x25G/10G SFP28/SFP+ ports from day1, Processor: Minimum 16 CPU</p>	Please be guided by the RFP. The corrigendum has already been issued in this regard.
23	Annexure F - Technical Compliance	SSL Offloader Tech Specs NDR	5	<p>Should support minimum SSL Visibility TPS: -100 K TPS (RSA 2k keys) from day 1 and scalable to 180 K TPS (RSA 2k Keys) on same platform - 75 K TPS (ECDHE-ECDSA P-256) from day 1 andscalable to 125 K TPS (ECDHE-ECDSA P-256) on same platform</p>	<p>Suggestion: The asked SSL CPS/TPS in the specs seems to be overkill compared to current and future growth</p> <p>Hence request to change the specs to below:</p> <p>Should support minimum SSL Visibility TPS: -120 K TPS (RSA 2k keys) from day 1 on same platform - 70 K TPS (ECDHE-ECDSA P-256) from day 1 on same platform</p>	Please be guided by the RFP. The corrigendum has already been issued in this regard.
24	Annexure F - Technical Compliance	SSL Offloader Tech Specs NDR		<p>The SSL Solution should support minimum SSL connections: -L7 requests per second: 4M from day 1 and scalable to 5.5 M on same platform -L4 connections per second: 1.5 M from day 1 andscalable to 2 M on same platform -L4 concurrent connections: 135M from day 1</p>	<p>Suggestion: The asked L4 CPS and CC in the specs seems to be overkill compared to current and future growth</p> <p>Hence request to change the specs to below</p> <p>The SSL Solution should support minimum SSL connections: -L7 requests per second: 4M from day 1 -L4 connections per second: 2M from day 1 -L4 concurrent connections: 135M from day 1</p>	Please be guided by the RFP. The corrigendum has already been issued in this regard.
25	Annexure F - Technical Compliance	SSL Offloader Tech Specs NDR	6	<p>The SSL solution should have a minimum of 4x100G/40G QSFP28/QSFP+, 16x25G/10G SFP28/SFP+ ports from day1</p>	<p>Request to change the specs from 4 100/40G ports to 2 100/40G</p> <p>Hence request to change the specs to below:</p> <p>The SSL solution should have a minimum of 2x100G/40G QSFP28/QSFP+, 16x25G/10G SFP28/SFP+ ports from day1</p>	Please be guided by the RFP. The corrigendum has already been issued in this regard.
26	Annexure F - Technical Compliance	SSL Offloader Tech Specs NDR	6	<p>*The SSL Off loader must have the minimum Minimum 24 vCPUs scalable to 36 vCPU's on same platform with add-on license Memory: 192 GB DDR4 Storage: 500 GB SSD*</p>	<p>Suggestion: Amount of vCPU Needed on same appliance depends on OEM, as every OEM have different way of working and cannot be binding factor and due to this request to relax the specs</p> <p>Hence request to relax the specs to below</p> <p>The SSL Off loader must have the minimum 16 CPU on same platform</p>	Please be guided by the RFP. The corrigendum has already been issued in this regard.
27	Annexure F - Technical Compliance	SSL Offloader Tech Specs NDR	79	<p>The SSL Offloader device should have the ability to support C3D</p>	<p>Request to delete the specs as this spec will avoid us to participate</p>	Please be guided by the RFP. The corrigendum has already been issued in this regard.
28	Annexure F - Technical Compliance	SSL Offloader Tech Specs NDR	82	<p>The SSL Offloader device should be able to support proxy chaining and act as a explicit forward proxy and following authentication mechanism should be covered 1. Explicit forward proxy authentication 2. Transparent forward proxy authentication (captive portal) 3. Delegate token authentication offload 4. Forward proxy authentication with NTLM 5. Forward proxy authentication with Kerberos</p>	<p>Request to delete the specs as this spec will avoid us to participate</p>	Please be guided by the RFP. The corrigendum has already been issued in this regard.
29	Annexure F - Technical Compliance	WAF Technical specs DC-DR	114	<p>The solution must have inbuilt bypass segments to ensure that fail open in case of hardware failure</p>	<p>Request to change the specs to below</p> <p>The solution must have inbuilt/External bypass segments to ensure that fail open in case of hardware failure</p>	Please be guided by the RFP. The corrigendum has already been issued in this regard.
30	Annexure F - Technical Compliance	WAF Technical specs NDR	114	<p>The solution must have inbuilt bypass segments to ensure that fail open in case of hardware failure</p>	<p>Request to change the specs to below</p> <p>The solution must have inbuilt/External bypass segments to ensure that fail open in case of hardware failure</p>	Please be guided by the RFP. The corrigendum has already been issued in this regard.

31	Annexure F - Technical Compliance	VDI	VDI - Point 132	<p>The solution should support the following user VM requirement -</p> <ol style="list-style-type: none"> 1. Linux Endpoint VM (dedicated)= 4 vCPU, 8 GB RAM, 500 GB SSD 2. Windows Endpoint VM (dedicated) = 8 vCPU, 16 GB RAM, 500 GB SSD 3. Windows Server VM (shared)= 16 vCPU, 48 GB RAM, 500 GB SSD 	<p>Need to know out of 800 users counts, how many user will be onboarded in each of the above categories ? it is essential for solution sizing and form Microsoft license prospective.</p> <p>Point 1: Linux endpoint VM.: User count requires to calculate vCPU, RAM, Storage Point 2: Windows endpoint VM: Since each user required one windows 10 (subscription) license that is Microsoft windows VDA license. We need to factor it for the contract period based on user counts Point 3: Windows server VM (shared): user count requires to calculate shared server VM counts, windows server CAL, RDSH license, User CAL license..</p>	Please be guided by the RFP.
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