

IT DEPARTMENT
CORPORATE OFFICE,
DHANLAXMI BANK LIMITED
NAICKANAL, THRISSUR - 680001

Amendment to the RFP - Network Admission Control (NAC) Solution Implementation and Support

Dated – 23-01-2019

Extension of last date for submission of bid is extended to 5PM -08th Feb 2019

Sl.	Page	Clause/Section	Existing	Amended
1	Page 2 and 24	RFP Details in Brief, Important date	Last Date of submission of RFP response as soft copy - 23rd Jan 2019 - 5 PM	Last Date of submission of RFP response as soft copy - 08th Feb 2019 - 5 PM
2	Page - 9	1. SCOPE OF WORK AND SOLUTION - 10	The successful bidder should participate and provide necessary support during the DC-DR Drill and during real disaster.	The successful bidder should participate and provide necessary support during the DC-DR Drill (Yearly once) and during real disaster.
3	Page - 9	1. SCOPE OF WORK AND SOLUTION - 14	The successful bidder has to provide onsite support to bring the devices/ endpoints under NAC control at locations, where the same could not be done from central location	The successful bidder has to provide onsite support to bring the devices/ endpoints under NAC control at locations, where the same could not be done from central location through remote control /agent deployment tool/file copy tool.

4	Page- 10	3 - NAC SOLUTION SHALL BROADLY COVERS THE FOLLOWING	Vendor`s expert team will be onsite till complete installation, implementation and project signoff. Vendor shall engage their own persons under own payroll for the DLB NAC project and shall not out source partially or fully to any other third party.	Bidder`s expert team will be onsite till complete installation, implementation and project signoff. Bidder should engage their own persons under own payroll for the DLB NAC project and shall not out source any activity partially or fully to any other third party.
5	Page- 10	3 - NAC SOLUTION SHALL BROADLY COVERS THE FOLLOWING	Solution shall provide forensic evidence on any unauthorized access activity within the network as follow: Event timestamp, network events in sequence, packet capture of suspicious communication, malware behaviours, malware type, severity, source and destination of attack.	Solution shall provide forensic evidence on any unauthorized access activity within the network as follow: Event timestamp, network events in sequence, packet capture of suspicious communication.
6	Page- 11	3 - NAC SOLUTION SHALL BROADLY COVERS THE FOLLOWING	OEM/ Bidder to provide hardware replacement within 1 day`s time if failed as part of RMA replacement policy	OEM/ Bidder to provide hardware replacement within 2 day`s time if failed as part of RMA replacement policy
7	Page -12	SUPPORT –TERMS AND CONDITIONS'	System Maintenance & Support services will include the following activities. The vendor is required to deploy NAC solution & execute support services with DLB covering all terms and conditions of this tender/RFP document. System Maintenance & Support services will include the following activities	System Maintenance & Support services will include the following activities. The bidder shall required to deploy NAC solution & execute support services with DLB covering all terms and conditions of this tender/RFP document. System Maintenance & Support services will include the following activities
8	Page -12	SUPPORT –TERMS AND CONDITIONS'	OEM Service and support should be covered under with dedicated TAM (Technical Account Manager) and onsite support	OEM Service and support should be covered under with dedicated TAM (Technical Account Manager).

9	Page -12	SUPPORT –TERMS AND CONDITIONS'	<ul style="list-style-type: none"> · 24 x 7 online support · Issue resolution / Onsite Visits within 8 hrs for level 0 issues · Issue resolution / remote desktop support within 4 hrs for level 1 issues · Issue resolution / telephonic support within 1hrs for level 2 issues 	<ul style="list-style-type: none"> • 24 x 7 online support • Issue resolution / Onsite Visits within 10 hrs for level 0 issues • Issue resolution / remote desktop support within 8 hrs for level 1 issues • Issue resolution / telephonic support within 4 hrs for level 2 issues
10	Page -13	SERVICE LEVEL EXPECTATIONS	Bidder will provide on-site support for addressing Hardware/Software/application related issues.	Bidder shall provide on-site support for addressing Hardware/Software/application related issues related to NAC Controllers/Gateways.
11	Page - 14	Section 11 - WARRANTY & SUPPORT	50 Months i.e. Five Year (5)	60 Months i.e. Five Year (5)
12	Page-14	WARRANTY & SUPPORT	<ul style="list-style-type: none"> · The Vender has to supply, install, integrate and commission the solution across various locations mentioned in the technical details. · The Bidder shall make arrangements to provide maintenance support, problem fixes & upgrades. · System/Solution health check-up twice a year by vendor. · System/Solution gap analysis once a year by vendor. 	<ul style="list-style-type: none"> • The Bidder has to supply, install, integrate and commission the solution across various locations mentioned in the technical details. • The Bidder shall make arrangements to provide maintenance support, problem fixes & upgrades. • System/Solution health check-up twice a year by bidder. • System/Solution gap analysis once a year by bidder.
13	Page -15	COMMISSIONING TIME	Delivery and Commissioning of the NAC solution component will be at DC-Bangalore & DR-Thrissur within 12 (Twelve) weeks from the date of release of PO	Delivery and Commissioning of the NAC solution component will be at DC-Bangalore & DR-Thrissur within 16 (Sixteen) weeks from the date of release of PO.

14	Page - 17	ELIGIBILITY CRITERIA FOR BIDDER/OEM	The proposed solution must have been implemented by Bidder in a BFSI environment with minimum 3000 IP enabled desktops in India during last five years	The proposed solution must have been implemented by Bidder in a BFSI environment with minimum 2000 IP enabled desktops in India during last five years.
15	Page - 17	ELIGIBILITY CRITERIA FOR BIDDER/OEM	The bidder should have minimum 3 skilled OEM certified staff in own payroll for the product which is proposed.	The bidder should have minimum 2 skilled OEM certified staff in own payroll for the product which is proposed.
16	Page - 20	EVALUATION, AWARD CRITERIA & INSTRUCTIONS	DLB reserves the right to modify the total quantities subject to a variation of $\pm 25\%$ on either side of the projected requirements during the rate contract i.e. five years (5) from the date of award of the contract. The Bidder shall not and hereby waive any or all objections that it might have at the relevant point of time	DLB reserves the right to modify the total quantities subject to a variation of $\pm 25\%$ on either side of the projected requirements during the rate contract i.e. three years (3) from the date of award of the contract. The Bidder shall not and hereby waive any or all objections that it might have at the relevant point of time.

17	Page -22	PAYMENT TERMS.	<p>Hardware and Licenses -</p> <ul style="list-style-type: none"> · 50% on delivery, installation of the Solution including all licenses at Central Location within 10 weeks from the date of release of PO as per the timelines specified in the RFP. · 30% on deployment and user acceptance for 10 locations for manageable switch environment and 10 locations for unmanageable switch locations and submission of the Contract, PBG, Deed of Indemnity, NDA and SLA. The 10 manageable switch locations and 10 unmanageable switch locations should be covered within 14 weeks from the date of release of PO. · 20% on deployment and user acceptance for the remaining manageable and unmanageable switch locations. 	<p>Hardware and Licenses –</p> <ul style="list-style-type: none"> • 30% as advance along with PO. • 30% on delivery, installation of the Solution including all licenses at Central Location within 10 weeks from the date of release of PO as per the timelines specified in the RFP. • 20% on deployment and user acceptance for 10 locations for manageable switch environment and 10 locations for unmanageable switch locations and submission of the Contract, Deed of Indemnity, NDA and SLA. The 10 manageable switch locations and 10 unmanageable switch locations should be covered within 14 weeks from the date of release of PO. • 20% on deployment and user acceptance for the remaining manageable and unmanageable switch locations.
18	Page - 27	Solution features/requirement - 5	The proposed solution must possess an architecture that should works in offline Mode /SPAN/ Mirror Traffic i.e. out-of-band mode.	The proposed solution must possess an architecture that should works out of band mode (i.e. Solution can be implemented without intercepting/interrupting the existing network architecture.)
19	Page - 27	Solution features/requirement - 9	The proposed solution must have minimum 2 x 1000 GB Ethernet Copper Ports	The proposed solution must have minimum 2 x 1 GB Ethernet Copper Ports

20	Page - 28	Solution features/requirement - 13	The Physical Appliance proposed for the NAC solution should have a longitivity of 6 years from the date of release of PO.	The Physical Appliance proposed for the NAC solution should have longevity of 5 years from the date of release of PO.
21	Page - 28	Solution features/requirement - 16	The solution should enable administrators to centrally configure and manage profiler, posture, guest, authentication, and authorization services in a single web-based GUI console, simplifying administration by providing consistency in managing all these services.	The solution should enable administrators to centrally configure and manage profiler, posture, guest, authentication, and authorization services in web or GUI based console, simplifying administration by providing consistency in managing all these services.
22	Page - 29	Solution features/requirement - 25	The proposed solution should operate within a heterogeneous network with switches from multiple vendors (e.g. - Cisco, Juniper, HP/Auruba, DEL, Linksys, Extreme Networks and Dlink etc. and legacy switches). NAC appliance should support vendor agnostic switch infrastructure.	The proposed solution should operate within a heterogeneous network with switches from multiple vendors which supports 802.1x (e.g. - Cisco, Juniper, HP/Auruba, DEL, Linksys, Extreme Networks and Dlink etc. and legacy switches). NAC appliance should support vendor agnostic switch infrastructure.
23	Page - 29	Solution features/requirement - 28	Automatically configure and provision personal/mobile devices such as iOS, Android, Chromebook, and Ubuntu, enabling them to securely connect to enterprise network	Automatically provision personal/mobile devices such as iOS, Android, Chromebook, and Ubuntu, enabling them to securely connect to enterprise network
24	Page - 32	Solution features/requirement - 53	The proposed solution should support the mechanism to send customized message to specified recipients/end users when a certain policy is triggered. For eg. If firewall violation exceed certain threshold limit for certain users, then the user should receive a message	The proposed solution should support the mechanism to send customized message to specified recipients/end users when a certain policy is triggered.

25	Page - 35	Solution features/requirement - 78	<p>Perform advanced endpoint posture assessments to ensure organization's compliance is met before devices connect, Endpoint posture and health checks should include Windows and Installed Applications, Antivirus, Firewall, Network Connections, Processes, Patch Management, Peer to Peer applications, Virtual Machines, USB Devices etc.</p>	<p>Perform advanced endpoint posture assessments to ensure organization's compliance is met before devices connect, Endpoint posture and health checks should include Windows and Installed Applications, Antivirus, Firewall, Processes, Patch Management, Peer to Peer applications, Virtual Machines, USB Devices etc.</p>
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