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Corrigendum-I

(Tender No. HPSEDC/AMC-HIPA/2K25-6370)

HPSEDC published e-tender for Selection of Agency for Annual Maintenance Contract of Network Equipment of HIPA bearing tender No: HPSEDC/AMC-HIPA/2K25-6370 on 25/08/2025.

Response to pre bid queries is attached as **Annexure A**.

Updated technical specifications of the Firewall is attached as **Annexure B**.

Last date for bid submission is extended from 19/09/2025 to 15/10/2025 till 2.30 PM and same will be opened on 16/10/2025 at 2.30 PM.


Data Controller, HPSEDC

S.No	Page No.	Section of the RFP	Point of clarification required as per RFP	Requested changes/ Suggestions by the bidder	Clarification/ Revised Clause may be read as
1	30	Section- 4 Scope of Work	Co-ordination with Original Equipment Manufacturer (OEM) for troubleshooting of the server, computer & other peripherals.	Since this is an AMC Tender, I request that MAF should be removed, as it will restrict the competition.	Clause deleted
2	31	Section- 4 Scope of Work	To provide patches/ upgrades during the period of AMC, wherever applicable, without any extra cost.	This should only be applicable for newly purchased items as for OLD AMC devices support has already been withdrawn from the OEM i.e. Cisco as devices are mostly (EOL/EOS), Kindly amend the clause accordingly.	Revised clause: The SI shall provide patches and upgrades for the newly purchased items during the AMC period. Further, the SI must also ensure that any applicable patches or upgrades even for the old devices are provided throughout the AMC period.
3	43	SCHEDULE - I SAMPLE OF PRICE SCHEDULE/BOQ	BoQ-AMC rates	As the AMC rates asked is for 3 years, instead of taking price for a single year and then multiplying into 3, we suggest that please take the price separate for each year.	Revised clause: AMC rates to be asked on yearly basis
4	49	Item No. 1 Firewall specifications/ Management/OEM Criteria, S No 4	Management/ OEM Criteria: 3 years license of Firewall, VPN (IPsec), SSL VPN, IPS, Application Control, URL filtering, Anti-Bot, APT, Gateway Antivirus etc, Antispam, Sandboxing, SD-WAN, 24*7 Support, RMA should be quoted with the solution	In S No B, Performance & Scalability, Only support for minimum 2000 IPSEC site-to-site VPN tunnels and minimum 10000 client-to-site IPsec VPN Tunnels or higher has been asked for, therefore Kindly remove the word SSL VPN. Kindly amend the clause to 3 years license of Firewall, VPN (IPsec), IPS, Application Control, URL filtering, Anti-Bot, APT, Gateway Antivirus etc, Antispam, Sandboxing, SD-WAN, 24*7 Support, RMA should be quoted with the solution	Specifications updated at Annexure B
5	30	Section- 4 Scope of Work	Co-ordination with Original Equipment Manufacturer (OEM) for troubleshooting of the server, computer & other peripherals.	This should only be applicable for newly purchased items as for OLD AMC devices support has already been withdrawn from OEM as devices are mostly (EOL/EOS), Kindly amend the clause accordingly.	Revised clause: Applicable for newly purchased items only
6	31	Section- 4 Scope of Work	To provide patches/ upgrades during the period of AMC, wherever applicable, without any extra cost.	This should only be applicable for newly purchased items as for OLD AMC devices support has already been withdrawn from OEM as devices are mostly (EOL/EOS), Kindly amend the clause accordingly.	Revised clause: The SI shall provide patches and upgrades for the newly purchased items during the AMC period. Further, the SI must also ensure that any applicable patches or upgrades even for the old devices are provided throughout the AMC period.
7	40	PROFORMA- A (Declaration by the O.E.M.) [Para 2.8(I) - (ii)]		1. For the new Cisco Models mentioned in the RFP for future purchase, MAF should not be applicable for all the models considering few are commercial series for which MAF will not be provided by OEM. Hence it is a suggestion to ask OEM valid authorised partner certificate from Bidders instead of MAF. 2. MAF for other new purchases should be applicable for the bidder or SI directly from the OEM mentioning the bid number and other details hence it is suggested to ask MAF from OEM mentioning bidder and RFP details only. Kindly amend the clause accordingly.	Clause deleted
8	43	SCHEDULE - I SAMPLE OF PRICE SCHEDULE/BOQ	BoQ-AMC rates	As the AMC rates asked is for 3 years, hence we would like suggest to ask the year wise rates like Y1, Y2 and Y3 rather than asking single unit yearly rate for each year. This will enable you to get the most relevant pricing from the bidder on per year basis.	Revised clause: AMC rates to be asked on yearly basis

9	49	Item No. 1 Firewall specifications/ Management/OEM Criteria. Section E	Management/OEM Criteria :OEM should have local representative available in the region for any type of support or escalation.	As the AMC and Product support will be given by Bidder ,hence this should be applicable to Bidder. Kindly amend the clause to "Bidder should have local representative available in the region for any type of support or escalation"	Revised clause: Management Criteria :Bidder should have local representative available in the region for any type of support or escalation.
10	49	Item No. 2 Core Switch: Cisco C9500-24Y4C-A Item No. 3 Other Switch: Cisco C1300-24P-4G Item No. 4 Indoor Wi-Fi: Cisco MR36 Item No. 5 Outdoor Wi-Fi: Cisco MR86		Please clarify: Whether the Rates has been asked for each item to be valid for next 3 years from the date of Bid submission.	Revised clause: AMC rates to be asked on yearly basis
11	49	Annexure -II	Technical compliance if any, to be provided on OEMs letterhead with signatures, name, email, contact number of Authorized signatory.	Please clarify: Whether it is applicable only for the firewall spec's as for Cisco devices direct devices model has been asked hence it should not be applicable. Kindly amend the clause accordingly.	Clarification: The bidder needs to provide compliance for firewall and switches that are to be procured on OEM letterhead.
12	49	Item No. 1 Firewall specifications/ Management/OEM Criteria, S No 4	Management/ OEM Criteria: 3 years license of Firewall, VPN (IPsec), SSL VPN, IPS, Application Control, URL filtering, Anti-Bot, APT, Gateway Antivirus etc, Antispam, Sandboxing, SD-WAN, 24*7 Support, RMA should be quoted with the solution	In S No B, Performance & Scalability, Only support for minimum 2000 IPSEC site-to-site VPN tunnels and minimum 10000 client-to-site IPsec VPN Tunnels or higher has been asked for, therefore Kindly remove the word SSL VPN. Kindly amend the clause to 3 years license of Firewall, VPN (IPsec), IPS, Application Control, URL filtering, Anti-Bot, APT, Gateway Antivirus etc, Antispam, Sandboxing, SD-WAN, 24*7 Support, RMA should be quoted with the solution	Specifications updated at Annexure B
13	49	Item No. 1 Firewall specifications/ Management/OEM Criteria, S No 3	OEM should have local representative available in the region for any type of support or escalation.	OEM have authorised partner not Local representative. Kindly remove this clause from OEM criteria and add it in bidder PQ. Kindly amend the clause to " Bidder should have local representative available in the region for any type of support or escalation "	Revised clause: Management Criteria :Bidder should have local representative available in the region for any type of support or escalation.
14	49	Item No. 1 Firewall specifications/ Management/OEM Criteria, S No 4	3 years license of Firewall, VPN (IPsec), SSL VPN, IPS, Application Control, URL filtering, Anti-Bot, APT, Gateway Antivirus etc, Antispam, Sandboxing, SD-WAN, 24*7 Support, RMA should be quoted with the solution	In S No B, Performance & Scalability , Only support for minimum 2000 IPSEC site-to-site VPN tunnels and minimum 10000 client-to-site IPsec VPN Tunnels or higher has been asked for, therefore Kindly remove the word SSL VPN. Kindly amend the clause to 3 years license of Firewall, VPN (IPsec), IPS, Application Control, URL filtering, Anti-Bot, APT, Gateway Antivirus etc, Antispam, Sandboxing, SD-WAN, 24*7 Support, RMA should be quoted with the solution	Specifications updated at Annexure B
15	10	Section -2 Pre-Qualification Criteria	The average annual turnover of the bidder should be Rs 1 Crore during last 3 years i.e for year 2022-23, 2023-24, 2024-25.	Average Annual turnover for three years should be 70 Lacs.	Revised clause: The average annual turnover of the bidder should be Rs 50 Lakhs during last 3 years i.e for year 2022-23, 2023-24, 2024-25.
16	NA	Additional query	OEM Authorization for AMC of The Switches	Delete	Clause deleted

17	NA	Additional query		Time Frame to buy the new Switches.	Clarification: Bidder needs to maintain repository of the switches to be procured of atleast minimum quantity 2. If more than two switches are to be procured then same needs to be installed in 6-8 weeks but the SI needs to ensure that the system is up and running during that period.
18	NA	Additional query	Supplier should have service center in the state.	Should have office in the state	Revised clause: Should have office in the state
19	NA	Additional query		What is the life of installed switches i.e. EoS or EoL	Revised clause: Current switched are EOL and EOS.
20	34	Section- 4 Scope of Work	The bidder will provide a list of qualified, with experience of at least three years in Government / PSU Sector, resident service engineers on all the working days form 9:30 AM to 6.30 PM for attending and redressed of complaints. The engineer shall also be available on holidays as per requirement of the user Department if needed. Service engineers shall be equipped with mobile phones to ensure their availability.	Requirement of service engineer	Clarification: The bidder needs to ensure that a service engineer is readily available for resolution of the issues as per already specified timings in the bid document. Bidder needs to provide undertaking for the same.
21	31	Section- 4 Scope of Work	The maintenance service does include electrical work	Delete	Clause deleted
22	31	Section- 4 Scope of Work	Support for users & troubleshooting of commercial software packages & removal of viruses & re-installation of software if corrupted.	Delete	Clarification: The bidder needs to handle the firewall troubleshooting and installation of software whenever required.
23	31	Section- 4 Scope of Work	Co-ordination with Original Equipment Manufacturer (OEM) for troubleshooting of the server, computer & other peripherals	Delete	Clause deleted
24	34-35	Section- 4 Scope of Work	The successful bidder shall be responsible for taking backup of data & programs and application available on the computer whenever necessary before attending the fault and will be also responsible for restoring the data, programs and applications after removing the fault	Delete	Clause deleted
25	11	2.1. Eligible Bidders: Note:	Bidder should have national Presence.	Delete	Clause deleted
26	31	Section- 4 Scope of Work	Service Window & Call registration: 24*7 Support (Monday-Sunday) for all the equipment's covered under the scope.	Delete	As per RFP
27	NA	Additional query		Site Visit and Inspection: Can bidders arrange a formal site visit to inspect the existing LAN, Wi-Fi, and CCTV infrastructure before quoting?	Clarification: Yes the bidder can visit the premises before quoting or before the last date of bid submission.

28	30	Section- 4 Scope of Work	Clarification on AMC Scope	i. Will AMC include replacement of faulty hardware components, or only repair? ii. Are software licenses (e.g., firewall, controller) provided by HIPA, or should the vendor include them in AMC?	Clarification: i. The AMC includes replacement of faulty hardware switches as per the quoted rates in this bid document. Any other hardware equipment required for the smooth functioning of the network would be part of AMC. ii. The rates for the same would be identified through this tender.
29	NA	Additional query	Support Requirements	i. The tender mentions "01 full day fixed call or 02 half days per week" — can this be scheduled flexibly as per HIPA's requirement? ii. Is remote support acceptable in urgent cases, or only onsite support?	Clarification: i. No such criteria exists in the RFP document ii. Remote support initially if the issue is resolved within timelines, otherwise onsite support as mentioned in the RFP.
30	NA	Additional query	Penalty Clauses	i. What is the exact resolution time (in hours) expected for critical faults before penalties apply? ii. Will spare parts stock need to be maintained onsite?	Clarification: i. As mentioned in the RFP document. ii. Bidder needs to maintain repository of the switches to be procured of atleast minimum quantity 2. If more than two switches are to be procured then same needs to be installed in 6-8 weeks but the SI needs to ensure that the system is up and running during that period. Other spare parts required for smooth functioning needs to be readily available with the SI.
31	NA	Additional query	Manpower Requirements	i. Is there a minimum number of qualified engineers required to be stationed at HIPA? ii. Should vendors submit CVs/certifications of proposed engineers?	Clarification: i. No engineer is required at HIPA onsite. ii. No such CV to be submitted apart from undertaking for availability of engineer.
32	NA	Additional query	Contract tenure	The document says initial 2 years, extendable — what will be the criteria for extension?	Clarification: The extension would be carried out on mutual consent of the SI and HIPA.
33	NA	Additional query	Payment Terms	i. Can payment be released monthly instead of quarterly? ii. Will GST be reimbursed separately or included in the quoted rate?	Clarification: i. As per RFP document. ii. GST would be included in the quoted rate.

S. No.	Parameter	Minimum Requirement	Bidder Compliance (Yes/No)
1	Form Factor	Appliance-based Next-Generation Firewall (NGFW), not software-only	
2	Users Supported	Minimum 300 concurrent users	
3	Throughput (Firewall)	Minimum 4 Gbps (UDP, 64-byte packets)	
4	Threat Protection Throughput	Minimum 1 Gbps (with IPS, AV, App Control enabled)	
5	Concurrent Sessions	Minimum 500,000	
6	New Sessions per Second	Minimum 20,000	
7	Network Interfaces	Minimum 6 × 1G RJ45 ports + 2 × 1G SFP ports	
8	High Availability	Support for Active-Active / Active-Passive with stateful failover	
9	Application Control	Identify & control/block applications regardless of port/protocol	
10	Intrusion Prevention (IPS)	Integrated IPS with automatic signature updates	
11	Gateway Security	Antivirus, Anti-Spyware, Botnet & Malware protection	
12	Web/URL Filtering	Category-based URL filtering with customizable policies	
13	SSL/TLS Inspection	Inbound & Outbound SSL/TLS inspection	
14	DoS/DDoS Protection	Built-in DoS/DDoS attack prevention	
15	VPN Support	IPSec VPN (200 tunnels), SSL VPN (100 users minimum)	
16	Authentication	Integration with LDAP/AD, RADIUS, TACACS+; Local user DB (≥ 500 users)	
17	Management	Web UI, CLI, Centralized management support, Role-based access	
18	Logging & Reporting	Onboard logging (≥100 GB) OR external syslog; inbuilt reporting (users, apps, threats, URLs)	
19	Routing & Standards	Support for OSPF, BGP, RIP, Static Routing; IPv6 Ready; VLAN ≥100	
20	Redundancy	Redundant PSU option preferred	
21	Licensing & Updates	IPS, AV, App Control, URL Filtering subscriptions – 3 years	
22	Warranty & Support	3 years OEM warranty with firmware & signature updates; 24×7 TAC with NBD RMA	
23	Certifications	OEM must appear in Gartner/Forrester MQ for Network Firewalls (last 3 years)	