

PRE-BID QUERIES					
Tender Enquiry No- TPNODL/IT/2021-22/048 for Supply of Antivirus solution at TPNODL Locations					
S/N	RFP Page No.	RFP Reference	RFP Content for which clarification is required	Bidders Query/Clarification	TPNODL Response
1	15	Annexure I Schedule of items Pt. No. 6	Antivirus solution shall be under warranty period of 5 years and facility should be available for installing and updating all new patches and upgradation in all system remotely/online without any extra charges.	Please clarify does TPNODL have AD/GPO or any 3rd party remote deployment tool, which can be leveraged for agent installation and upgradation.	we have only azure ad solution with O365 on cloud environment
2	16	Annexure II Technical Specifications for ANTIVIRUS SOLUTION	Antivirus client should update definition from OEM's server through client via Internet if system not connected to TPNODL's LAN/ WAN.	Please clarify all systems will be available in TPNODL network for agent installation or Work From Home also needs to be considered? Also, please confirm all systems will be in domain environment or workgroup?	work from laso need to be considered anti virus solution not limited to MPLS or Local lan connection and should work on internet connectivity system. Workgroup
3	16	Annexure II Technical Specifications for ANTIVIRUS SOLUTION	Antivirus software should be Installable and configurable to latest OS such as Windows Server 2008 to 2019, Linux, UNIX and client operating system like windows 8.1 and 10 and Mac OS. It should also support upcoming OS versions for next 5 years. Required patch/update should be provided by bidder/OEM.	Please clarify quantity: No of Windows Laptop/Desktop -? No of Mac devices -? No of Linux Laptop/Desktop -? No of Windows Servers -? No of Linux/UNIX Servers -?	For enduser client system only Majority is Windows Laptop or desktop count of other devices are minimum
4	23	Annexure VII Scope of Work & Service Level Agreement Clause No. 1	Our employee workforce is distributed and are connected over Internet and WAN connectivity. Request you to design a solution considering the above specified points.	Please clarify Cloud based (SaaS) solution can be considered or central management server should be On-prem only. If On-prem only, then required H/W, OS & DB will be provided by TPNODL or bidder has to factor the same?	central management server should be On-prem only. General support will be provided by TPNODL
5	23	Annexure VII Scope of Work & Service Level Agreement Clause No. 1	Our employee workforce is distributed and are connected over Internet and WAN connectivity. Request you to design a solution considering the above specified points.	Please provide location details of workforce for agent installation.	why required location for individual user.
6	23	Annexure VII Scope of Work & Service Level Agreement	NA	Please clarify which AV solution currently installed and is it managed from central location or standalone agent is installed? If its standalone, how we will get the uninstallation details like password etc.?	No solution is available
7	6	1.7 Qualification Criteria Pt. No. 1.7.3	Bidder should be a company registered in India with an office in Orissa. Bidder should submit the undertaking and details of address in this regard.	We request you to please consider bids from all bidders having their registered office in India and eligible to provide services at Orrissa from other state as well.	Bidder will submit an undertaking with bid for establishing an office at Odisha after getting order in this regard.
8	6	1.4 Mandatory documents required along with the Bid Pt. No. 1.4.8	Copy of PAN, GST, PF, ESI Registration and valid Labour License (In case any of these documents is not available with the bidder, same to be explicitly mentioned in the 'Schedule of Deviations')	We request you to kindly consider Shop & Establishment Certificate in place of Labour License.	Agreed
9	16	Technical Specifications for ANTIVIRUS SOLUTION/Clause No:ANNEXURE II/Page No:16	Antivirus software should be a Leader in the latest Gartner Quadrant for last 3 years. (as OEM consistency is only shown if they are in the position for 3-5 years)	We are make In India product.So Gartner Quadrant is not applicable to us.Please allow us to participate.	As per RFP
10	16	Technical Specifications for ANTIVIRUS SOLUTION/Clause No:ANNEXURE II/Page No:16	Software Product should be Installable and compatible with hardware of the system such as Lenovo, IBM, Dell, Acer, HP, Apple etc.	Our product is Installable and compatible with hardware of the system such as Lenovo, IBM, Dell, Acer, HP ,Not compatible with Apple M1 chip.Request to accept the same.	As per RFP

11	16	Technical Specifications for ANTIVIRUS SOLUTION/Clause No:ANNEXURE II/Page No:16	Antivirus software should be Installable and configurable to latest OS such as Windows Server 2008 to 2019, Linux, UNIX and client operating system like windows 8.1 and 10 and Mac OS.It should also support upcoming OS versions for next 5 years.Required patch/update should be provided by bidder/OEM.	UNIX servers only not supported.Request you to allow us to participate.	For enduser client system only
12	17	Technical Specifications for ANTIVIRUS SOLUTION/Clause No:ANNEXURE II/Page No:17	Antivirus solution should be integrated with (NMS) & SIEM Solution such as CA,HP,IBM etc.	Proposed solution should be capable of providing access to their database schema for generating queries and corresponding results of these queries to be used with any NMS & SIEM solutions.Request you to allow us to participate.	As per RFP
13	17	Technical Specifications for ANTIVIRUS SOLUTION/Clause No:ANNEXURE II/Page No:17	EDR features option should be available with the same agent from day 1 only need the license to activate for future requirements.	EDR (Endpoint detection and response is a cyber technology that continually monitors and responds to mitigate cyber threats). Seqrite Antivirus software continually monitors (Generate Email & SMS Notification) and responds to cyber threats such as Virus Infection and Virus Outbreak, Ransomware detected on endpoints, Intrusion detected on endpoint, Port Scanning incident detected on endpoint, DDOS Attack detected on endpoint, Attempt to access unauthorized application, Endpoints are not updated with the latest virus definitions, Endpoint disconnected from the network due to infection, Endpoint disconnected from the network due to DDOS Attack, Endpoint disconnected from the network due to Port Scan, Attempt to breach Data Loss Prevention policy, Hardware changes made in the Endpoint, Unprotected Endpoints etc. along with historical reports for 90 days which is part of Antivirus License only from Day 1. Request you to allow us to participate.	As per RFP
14	17	Technical Specifications for ANTIVIRUS SOLUTION/Clause No:ANNEXURE II/Page No:17	Remote control management feature like RDP should be available in the solution with trusted platform.	Seqrite Antivirus software provide secure platform to manage remote endpoints (for Antivirus Polices) without NAT configuration on Gateway Firewall.Request you to allow us to participate.	irrespective of the type of internet connections web filtration protocol should work on the system firewall only
15	13	7.3	The Material shall be delivered within 4-6 weeks from issue of release order against the Rate Contract.	please change to "The Material Shall be delivered within 8-10 weeks from issue of release order against the Rate contract." (Due to global Pandemic , delay in delivery Globally)	6 weeks
16			New Clause Request	As per Govt. Guideline all MSME Vendors are eligible for 50% on EMD or Waiver. And In TPDDL, TPSODL & TPWODL we have been entrusted with zero Tender Fee as well 50% of EMD Amount.	Tender specification is to followed as there is no corrigendum published in this regard.
17	23	2	The expected timelines for complete delivery and installation of Antivirus solution at Central Server data Center is 4 Weeks from date of placement of Purchase order and Further 4 weeks for installation of Antivirus solution at every individual system.	Please change to "The expected timelines for complete delivery and installation of Antivirus solution at Central Server data Center is 8-10 weeks from date of placement of purchase order and further 4 weeks for installation of Antivirus solution at every individual System. (Due to global Pandemic , delay in delivery Globally)	6 weeks

18	24		Provide two set of trainings to minimum five TPNODL employees on deployed antivirus solution for basic troubleshooting and the functionality of all features and applications of the solution.	Due to COVID pandemic, kindly keep this as virtual training.	VC or Virtual Training
19	16	6	Antivirus software should be Installable and configurable to latest OS such as Windows Server 2008 to 2019, Linux, UNIX and client operating system like windows 8.1 and 10 and Mac OS. It should also support upcoming OS versions for next 5 years. Required patch/update should be provided by bidder/OEM.	Linux & Unix protection is for Endpoint Security.? Or you need server security also? If its for Server Security please share the Linux & UNIX count. Or Please remove "Linux, UNIX" operating system from this line. Linux & Unix protection is for Endpoint Security.? Or you need server security also? If its for Server Security please share the Linux & UNIX count. Or Please remove "Linux, UNIX" operating system from this line.	For enduser client system only
20	17	29	Solution should have at least and not limited to web filtering firewall protection (keyword, url, port based and etc), system health protection and performance boosting feature, anti-theft protection, ransomware where attack protection, minimal power usage, load balancing and end user license transfer feature.	Please share more details about "Load Balancing" features at Endpoint security.	Patches and version Uploading speed should atleast 64 kbps platform and able to monitor type file (file screening feature)- Load Balancing
21	17	30	Remote control management feature like RDP should be available in the solution with trusted platform.	Need more clarity on this	We need RDP oriented services platform with screen sharing system