S No.	Page No	Clause	Clarifications	Bidder Remarks	IGL Remarks
			REPLIES TO THE PREBID QUERIES - CM 17347		
1	66	Scope of work	Kindly confirm the whether IGL has existing OEM support on Inventory provided for next 3 years/ the MSOC contract is asked.	Kindly clarify	Clarification - The existing h/w inventory is IGL 's responsibilty for providing OEM / partner support during MSOC contract period.
2	78	Schedule of Rates	UBA (Users & Entity behaviour Analytics)	Pls share the total number of users.	Clarification - The nubmer of users including employees & contractual staff around 1000
3	66	Scope of work	The vendor is required to integrate the core Infrastructure (Servers, Network) Devices including Firewalls, IPS devices, Web Security Appliances, Data Leakage Prevention Solution, Web Application Firewalls, Network Access Control, etc. with the proposed SIEM solution	Kindly share the Inventory details of the Security Products mentioned in the clause like IPS devices, Web Security Appliances, DLP solution, WAF, SD-WAN etc.	Clarification - Inventory already mentioned in RFP, details will be shared after award of contract
4	70	Log collector appliance on IGL premises	Trouble shooting & comprehensive maintenance includes replacement of faulty hardware (if any) under warrantee with same or higher to restore services. The bidder shall conduct month onsite visit/ remote session for preventive health check-up of the infra deployed at IGL and shall submit the report of the same to IGL.	We understand that the Infra mentioned here is to be supplied by the successful bidder for MSOC services/Log Collectors. And we understand that this clause is not applicable to the existing infrastructure mentioned/not mentioned in this RFP.	Clarification - This is applicable to supplied hardware for SOC solution only.
5	65	Scope of work	The vendor to provide Log collectors (Hardware & Software inclusive) which shall be deployed at IGL's Premise and can be managed & monitored remotely from Vendor's SOC.	Would IGL provide the hands and feet support to remote SOC team for device hardware/VM installation, troubleshooting in IGL DC while the SOC team manages the SOC components at IGL DC remotely?	Clarification - IGL team will provide hands and feet support to msoc team.
6	66	Scope of work	30 Public IP based application servers 52 Databsae server	Are these 30 servers and 52 Database server included in the total count of around 160 physical/virtual instances of operating systems. As per inventory list non-servers and workstations count of around 905 assets. Kindly clarify	Clarification - These servers are part of inventory shared.
7	66	Scope of work	There are around 30 major / minor applications in use at IGL	We request IGL to share the major/ minor applications list so that we can check the log format	Clarification - Brief infomtion already provided, details will be shared after award of contract.

S No.	Page No	Clause	Clarifications	Bidder Remarks	IGL Remarks
8	68	Security Analyst	> Bidder shall deploy a resource for first 3 months of handholding period from the date of commence of SOC services and the resource shall be responsible for overall co-ordination with SOC team and support IGL for resolution of incidents. > The deployed resource shall conduct training, knowledge sharing & guidance to IGL team regarding SOC services and the technologies being used in SOC services. > After completion of 3 months as per requirement the resource shall work on-site / off site, however the overall responsibilities of the resource will not change.	**Kindly confirm the understanding below**: Our understanding is that securirty analyst must be one dedicated L1 resource deployed onsite at IGL for first 6 months. After 3 months we can move this L1 resource back to our remote SOC and this resource will work as a shared resource from there on. **What does IGL mean by "date of commence of SOC services"? - does it mean the date from which SOC deployment starts OR the date from which steady state remote SOC monitoring starts?**	Clarification - The date of commence of SOC services shall be UAT date, as per inventory details mentioned in SOW.
9	70	9. Log collector appliance on IGL premises:	▢ The log collector shall support 3 months hot (Online) and 9 months cold (Offline) storage of logs collected from IGL.	Does IGL expect the online and offline log storage in their DC or in bidder's SOC?	Clarification - Log collector to deploy at IGL DC, also logs should be available to IGL for minimum 1 year period.
10	70	SIEM Features	2. Bidder should host SIEM instance at the Bidder Data Centre. SIEM Instance should be logically isolated from other customer's SIEM instances	IGL is looking for managed SOC services where service provider's use a multi-tenant SIEM ingesting logs from multiple customers. We keep the data segregated for each customer, however logs are seen for all customers on same console in the SOC and analyst is assigned for monitoring in each shift throughout the day on shared basis for each customer. Kindly confirm if above understanding is Ok?	OK
11	72	SIEM Features	Solution shall be capable of handling following minimum set of business application security events. This is an indicative list and is not a comprehensive / complete set of events. · Attempted segregation of duties violations · Attempted access violations · Critical user additions, deletions · Creation, deletion and modification of critical application roles/groups · Changes to permissions or authorizations for critical application roles/groups · Changes to account and password policies in the application · Changes to critical application parameters · Changes to audit parameters, etc.	These use cases can be monitored if application generates the user audit logs. Kindly name each of the business applications.	Clarification - Brief information already provided, details will be shared after award of contract.

S No.	Page No	Clause	Clarifications	Bidder Remarks	IGL Remarks
12	74	Incident Response Features	The proposed SOC solution should have the integrated functionality to automate the action of reinforcement of security posture in response to the detection of higher risk levels observed for any event in one or more cyber observable attributes (IP, URL, domain, file hash, attack techniques tactics and procedures) by virtue of API/ connector integration from SIEM to the Prevention Security Controls.	We request to modify this clause as below: The proposed SOC solution should have the integrated functionality to automate the action of reinforcement of security posture in response to the detection of higher risk levels observed for any event in one or more cyber observable attributes (IP, URL, domain, file hash, attack techniques tactics and procedures) by virtue of API/ connector integration from **SOAR** to the Prevention Security Controls.	Please re-check mentioned point.
13	76	Security Incident and Crisis Management services	The Incident and Cyber crisis management support shall be (in case of emergency, onsite support is mandatory) provided by bidder	Would IGL want subscription to our Incident Response Retainer services for such emergency cases?	As per Scope of work.
14	76	Security Incident and Crisis Management services	Bidder shall be solely responsible for mitigation/ resolution of all kinds of security incidents/ breaches/ threats at IGL. - IGL Team to provide necessary feedback and support to SOC team during the mitigation activity.	What is the turnaround time for support from IGL team?	IGL team will be available as per requirement for feedback & support to bidder soc team during mitigation activity.
15	76	Security Incident and Crisis Management services	In case of any security incident/ breach at IGL, bidder shall deploy its expert team (on-site) within 24 hours of incident reporting to mitigate/ resolve the security incident/threat and handover the system for business use in normal condition after recovery.	Action to contain must begin from IGL end immediately after remote SOC informs about such incident over a direct call to IGL SPOC. 24 hours reporting time to be present onsite is not feasible. Would IGL consider to deploy an IR expert onsite for this requirement fulltime?	Tender Condition Prevails
16	67	SIEM capabilities	Integrate Global threat intelligence and other feeds with SIEM solution	Which TI feeds do you want configure provided by OEM or others?	Clarification - This is for SIEM capabilities only, IGL not willing to configure feeds from any specific OEM.
17	68	SOAR services	The bidder shall be responsible for creating playbooks and rules for automated response	Let's us know about the logs database to create playbook and rules please.	Clarification - Brief information already provided, details will be shared after award of contract.
18	68	SOAR services	The bidder shall be responsible for creating playbooks and rules for automated response	How many devices are there which have to be integrated with the SOAR, kindly clarify	Clarification - Brief information already provided, details will be shared after award of contract.
19	66	Inventory list	access points	what is the use case for integrating access points? Do you have wireless controllers for managing the access points? We suggest integrating only wireless controllers for consolidated logging and monitoring	Clarification - Access points part of total inventory, this is for information purpose.

S No.	Page No	Clause	Clarifications	Bidder Remarks	IGL Remarks
20	69	6. Managed ticketing tool	▢ Bidder should have ticketing tool deployed in High availability mode at their data centre.	Our ticketing tool is in high availability but SaaS model and not in our Data centre? IGL will use the bidder's ITSM tool for notification. Hope that is not a concern for IGL.	Clarification - IGL will use bidder ticketing tool.
21	71	7	The solutions should not have any significant impact on the existing IGL infrastructure either during installation/ implementation or during operation of SOC services	Need details on existing Network appliances that are/can be used for new deployment	Clarification - Brief information already provided, details will be shared after award of contract.
22	12	8.0 TENDER EVALUATION METHODOLOGY	3. Only one contractor is required for the complete work.	We would like to apprise you that as per the SOW of this RFP, bidder has to provide Internet Connectivity from ISP. Hence, we request to kindly modify this clause accordingly.	Tender Condition Prevails
23	9 & 71	Technical BEC & Tech Specification	7.1 (c)- The SIEM Solution used to provide Managed Security Operations Centre (SOC) services by bidder must be in Gartner magic quadrant or Forrester wave for the year of 2019/2020/2021. S.No.4- Solution must have been mentioned as leader in Gartner magic quadrant/ Forrester Wave for SIEM in 2019/ 2020/ 2021.	With ref. to 7.1 (c) and So.No. 4 of page 71, there is an ambiguity regarding position of SIEM solution in Gartner clause. As per our understanding, The SIEM Solution used to provide Managed Security Operations Centre (SOC) services by bidder must be in Leader Quadrant of Gartner magic quadrant or Forrester wave for the year of 2019/2020/2021. Kindly clarify.	Clarification - The applicable point as per technical BEC 7.1 (c) to be consider. The point no. 4, under general tech Specification to ignore.
24	53	CONTRACT CUM	Within twenty-one (21) days of receipt of the	With reference to the Office Memorandum, dated 30-12-	Tender Condition Prevails
25	9	7.0 - BIDDER EVALUATION CRITERIA _ 7.1 (C)	The SIEM Solution used to provide Managed Security Operations Centre (SOC) services by bidder must be in Gartner magic quadrant or Forrester wave for the year of 2019/2020/2021	We request you to delete/modify this clause to allow **Make in India Products** to be the part of this bid with reference to the **Preference to Make in India order, 2017(PPP-MIII order)**.	Tender Condition Prevails
				As there is no furthermore significance of Gartner/Forrester reports in the RFP as per the latest **MEITY guidelines (attached)**.	
				The SIEM Solution used to provide Managed Security Operations Centre (SOC) services by bidder must be in Make in India category or Gartner magic quadrant or Forrester wave for the year of 2019/2020/2021.	
26	10	EVALUATION OF TECHNICAL BID_	The marks to be awarded as per the credentials submitted in respect of clients serviced:	As per RFP , you have asked for TEC marking for selection of MSP , we request you to modify/relax the clause for more participation;	Tender Condition Prevails
		Bidders no of Years of experience in providing SOC services.	20 Marks for 7 years & above		
			15 Marks for 5 years	The marks to be awarded as per the credentials submitted in respect of clients serviced:	
			10 Marks for 3 years	20 Marks for 5 years & above	

S No.	Page No	Clause	Clarifications	Bidder Remarks	IGL Remarks
			Please provide PO copies for the customers serviced to ascertain years of experience & proof of establishment of SOC.	15 Marks for 4 years	
				10 Marks for 3 years	
				Please provide PO copies for the customers serviced to ascertain years of experience & proof of establishment of SOC.	
27	8	Bid submission due date and time	Bid submission due date and time **Amendment 23.02.2023 till 1430 hrs IST**	We request you to kindly provide minimum two to three weeks time to prepare RFP Response/Proposals after releasing the Pre-Bid Clarifications. Accordingly, please extend the submission date.	Already extended till 03.03.2023
28	9	PART-II (PRICED BID)	PART-II (PRICED BID) Priced bid shall contain only the prices **without any conditions** in the prescribed format only	It is too early to agree on the T&Cs/Full RFP Text because bidders are yet to know the full details of scope of the project. Request to allow bidders to add the their standard T&Cs in Price Bid. We request to keep this open for mutual discussions and negotiations during signing of the final contract agreement.	Tender Condition Prevails
29	9	7.1 Technical BEC:	7.1 Technical BEC: (b) Bidder should have his or her own ISO 27001 certified operational Managed Security Operations Centre (SOC) in India.	Request to revise this clasue as: The bidder should be certified for ISO 9001, ISO 27001 and ISO 20000-1 and should have their own fully operational Managed Security Operations Centre (SOC) in India	Tender Condition Prevails
30	9	d. Details of financial capability in prescribed form should be submitted by bidder duly signed and stamped by **Statutory Auditor/Chartered Accountant with UDIN**.	d. Details of financial capability in prescribed form should be submitted by bidder duly signed and stamped by **Statutory Auditor/Chartered Accountant with UDIN**.	Since our accounts are audited by the auditors as per law/jurisdiction, we request to exempt us from submitting a CA Certificate and accept audited BS/P&L.	Tender Condition Prevails

S No.	Page No	Clause	Clarifications	Bidder Remarks	IGL Remarks
31	10	QCBS	02. **Satisfactory Service certificate by clients** (Public /Private) which are **active** (Should be current and valid) for providing SOC services by bidder. The marks to be awarded as per the credentials submitted in respect of clients serviced: **20 Marks for 5 Customers or above** 15 Marks for 4 Customers. 10 Marks for 3 Customers.	1. This criterion may not be applicable for the SOC services projects. Usually Completion Certificates are not issued by clients in this business domain. 2. As per the terms and conditions of NDA signed with our clients, we are strictly bound to keep each and every information of our clients very confidential including their names, SOFs, PO Copies, Order values, dates of projects etc. Further to this, few clients give us POs and others sign our Service Order Forms(SOFs). For SOF clients we may not be able to provide PO copies, but we can provide SOFs if they are not confidential. Hence we request to allow the bidders to submit a self-declaration signed by Authorized signatory to comply with this requirement	Tender Condition Prevails
32	54	8.0 OTHER PENALTIES	8.0 OTHER PENALTIES	SLAs and Penalities are too aggressive and hence request IGL to relax the same during contract negotiation phase. Allow to place deviations against SLAs and Penalties	Tender Condition Prevails
33	58	14.0 TERMINATION FOR DEFAULT	14.0 TERMINATION FOR DEFAULT (GCC CLAUSE NO. 23.0 IS MODIFIED AS BELOW)	It is too early to agree on the T&Cs/Full RFP Text because bidders are yet to know the full details of scope of the project. We request to keep this open for mutual discussions and negotiations during signing of the final contract agreement.	Tender Condition Prevails
34	61	18.0 TERMINATION AND FAILURE CLAUSE	18.0 TERMINATION AND FAILURE CLAUSE	It is too early to agree on the T&Cs/Full RFP Text because bidders are yet to know the full details of scope of the project. We request to keep this open for mutual discussions and negotiations during signing of the final contract agreement.	Tender Condition Prevails
35	78	Terms & conditions to SOR:	**Terms & conditions to SOR:** 1. Bidder must duly fill the **HSN/SAC code** for each service mentioned in the provided SOR. 2. Bidder(s) have to upload the unpriced SOR marked "Quoted/ Unquoted" for each item as per the excel (named "Unpriced SOR") provided in the e-tender portal along with applicable GST rate (in percentage only) and **HSN code**.	HNS (Harmonized System of Nomenclature) Codes may not be applicable for the Scope of Work which are primarily the Services. Request to remove this column or guide the bidders on what to enter in this column. Else, allow the bidders to write "NA" in this column.	Tender Condition Prevails. Kindly use SAC code as per applicable tax law
36	82	FORM 2 DEVIATION FORM	FORM 2 DEVIATION FORM Notes 1) BIDDER may give here a consolidated list of deviations / clarifications / comments for all sections of the bid documents which for an appropriate offer are considered unavoidable by him.	Form-2 allows the bidders to place the deviations. In case IGL wants a Nil-Deviation bid from the bidders, we request to kindly remove this Form-2. Else, IGL to give a written confirmation saying that you don't ask the bidders to submit a Nil-Deviation letter during evaluation stage which will be considered as violation of RFP content.	Tender Condition Prevails

S No.	Page No	Clause	Clarifications	Bidder Remarks	IGL Remarks
37	83	FORM 3	FORM 3 FORMAT FOR CERTIFICATE FROM STATUTORY AUDITOR /**CHARTERED ENGINEER** FOR DETAILS OF SIMILAR GOODS/ WORK/ SERVICES SUPPLIED/ DONE DURING PAST 7 YEARS 1. Copies of **letter of awards/ order/ work orders** and **completion certificate** (in case of works/services) or IRN/ Proof of delivery (in case of supplies, if applicable) to be enclosed. Note: **Completion certificate** shall clearly mention the LOA/ PO/ WO no. along with the total awarded value and **total executed value** separately (under a single Contract/ PO/ WO/ LOA), otherwise completion of such contract/ order shall not be considered for evaluation. 2. The supply/ work/ services completed earlier than 7 years shall not be indicated here. 5. A separate sheet should be filled for each LOA/ work order/ purchase order. 6. Certificate from the bidder's **statutory auditors** must be furnished in the format below for LOA/ Work Order/ Purchase Order mentioned above (separately for each orders) It may be noted that **in the absence above certificates, the details would be considered inadequate** and could lead to the bid being considered ineligible for further evaluation.	1. This form may not be applicable for the SOC services projects. Usually Completion Certificates are not issued by clients in this business domain. 2. As per the terms and conditions of NDA signed with our clients, we are strictly bound to keep each and every information of our clients very confidential including their names, SOFs, PO Copies, Order values, dates of projects etc. Further to this, few clients give us POs and others sign our Service Order Forms(SOFs). For SOF clients we may not be able to provide PO copies, but we can provide SOFs if they are not confidential. Hence we request to allow the bidders to submit a self-declaration signed by Authorized signatory to comply with this requirement 3. It is difficult to get a CA certificate on the work orders/PO Copies because the work orders do not fall under Financial Account auditing activities. Hence request to remove this and allow us to provide the same on our letterhead signed by authorized signatory	Tender Condition Prevails
38	83	FORM 3	FORM 3 FORMAT FOR CERTIFICATE FROM STATUTORY AUDITOR /**CHARTERED ENGINEER** FOR DETAILS OF SIMILAR GOODS/ WORK/ SERVICES SUPPLIED/ DONE DURING PAST 7 YEARS [Signature of Authorized signatory] Name of Audit Firm/ CE Firm: Auditor /**Chartered Engineer:** Date: Membership no.: **UDIN:** Seal:	Request to replace Chartered Engineer with Chartered Accountant all over the RFP because this is an RFP with a Scope related to IT Services. We understood that CE's certificate may be relevant to Civil or Mechanical works but not relevant to IT Services Works. We also understood that the UDIN is relevant to CA or CS and not to CE. IGL may check this with the Procurement team and revert as per the IT Industry Standards.	Tender Condition Prevails Statutory Auditor may issue the form

S No.	Page No	Clause	Clarifications	Bidder Remarks	IGL Remarks
39	85	FORM 4	FORM 4 CERTIFICATE FROM THE STATUTORY AUDITOR REGARDING SUPPLY OF GOODS/WORKS/SERVICES (On letterhead of Statutory Auditor / CE) [Signature of Authorized signatory] Name of Audit Firm/CE firm: Auditor/ **Chartered Engineer:** Date: Membership no.: **UDIN:** Seal:	Request to replace Chartered Engineer with Chartered Accountant all over the RFP because this is an RFP with a Scope related to IT Services. We understood that CE's certificate may be relevant to Civil or Mechanical works but not relevant to IT Services Works. We also understood that the UDIN is relevant to CA or CS and not to CE. IGL may check this with the Procurement team and revert as per the IT Industry Standards.	Tender Condition Prevails Statutory Auditor may issue the form
40	86	FORM 5	FORM 5 CERTIFICATE FOR FINANCIAL CAPABILITY OF THE BIDDER FORMAT FOR STATUTORY AUDITOR'S/CHARTEREDACCOUNTANT* (For Supply of Goods/Works/Services, on letterhead of Statutory Auditor/ CA)	Since our accounts are audited by the statutory auditors as per law/jurisdiction and you can find the proper signatures on our financila statements, we request to allow us to provide the same on our letterhead signed by authorized signatory.	Tender Condition Prevails
41	87	FORM 7	FORM 7 DECLARATION OF TENDER DOCUMENT PURCAHSED / DOWNLOADED (On Bidder's letter head)	Request to remove Form-7 because RFP allows the bidders to place the deviations in "FORM 2 DEVIATION FORM". Aslo it is too early to agree on the T&Cs/Full RFP Text which is expected to happen during contract negotiation phase and this has to be mutual.	Tender Condition Prevails
42	88	FORM 8	FORM 8 LETTER FROM STATUTORY AUDITOR / CHARTERED ACCOUNTANT (On Auditor's / CA's Letterhead)	Please remove this because it is getting looped with other certificates. Same information is being asked by RFP in different format.	Tender Condition Prevails
43	91	8. Bidder accepts the terms of payment as per tender	8. Bidder accepts the terms of payment as per tender	It is too early to agree on the T&Cs/Full RFP Text because bidders are yet to know the full details of scope of the project. We request to keep this open for mutual discussions and negotiations during signing of the final contract agreement.	Tender Condition Prevails
44	91	Bidder accepts the Price Reduction Schedul	10. Bidder accepts the **Price Reduction Schedule** and **other penalties** as mentioned in the tender document	It is too early to agree on the T&Cs/Full RFP Text because bidders are yet to know the full details of scope of the project. We request to keep this open for mutual discussions and negotiations during signing of the final contract agreement.	Tender Condition Prevails
45	91	11. Bidder accepts the General / Special / Technical Terms & Conditions of the tender	11. Bidder accepts the General / Special / Technical Terms & Conditions of the tender	It is too early to agree on the T&Cs/Full RFP Text because bidders are yet to know the full details of scope of the project. We request to keep this open for mutual discussions and negotiations during signing of the final contract agreement.	Tender Condition Prevails
46	91	12. Bidder accepts all statutory compliances against tender	12. Bidder accepts all statutory compliances against tender	It is too early to agree on the T&Cs/Full RFP Text because bidders are yet to know the full details of scope of the project. We request to keep this open for mutual discussions and negotiations during signing of the final contract agreement.	Tender Condition Prevails

S No.	Page No	Clause	Clarifications	Bidder Remarks	IGL Remarks
47	91	13. Bidder has read and accepts the tender document in toto	13. Bidder has read and accepts the tender document in toto	It is too early to agree on the T&Cs/Full RFP Text because bidders are yet to know the full details of scope of the project. We request to keep this open for mutual discussions and negotiations during signing of the final contract agreement.	Tender Condition Prevails
48	92	1. Technical BEC:	**1. Technical BEC:** 3. ISO 27001 Certificate **for Security Operations Center** in India	Request to revise this clasue as: The bidder offering SOC services should be certified for ISO 9001, ISO 27001 and ISO 20000-1	Tender Condition Prevails
49	92	2. Financial BEC:	**2. Financial BEC:** Audited financial reports including balance sheets and profit & loss statements for last 3 financial years along with **Form-5** certified by **Statutory Auditor / Chartered Accountant with UDIN**.	Since our accounts are audited by the statutory auditors as per law/jurisdiction and you can find the proper signatures on our financila statements, we request to allow us to provide the same on our letterhead signed by authorized signatory.	Tender Condition Prevails
50	53	9.0 OTHER PENALTIES	9.0 OTHER PENALTIES	Overall SLA penalties should be capped @ 5% of the applicable fees for that quarter. Since this depends on mutually agreed Scope of Work, we request to keep this open for further mutual negotiations.	Tender Condition Prevails
51	68	Log collector	The vendor shall also make provision for connectivity with sufficient bandwidth & secured network tunnel to accommodate log/ data transmission between IGL's DC & Vendor's SOC without any lag/ queue. • Bidder shall review the bandwidth consumption time to time and shall increase the same if needed.	NTT require IPSEC tunnel for the log collector at client premise to connect with the log processor in NTT cloud. NTT will use existing IGL bandwidth to establish the tunnel b/w customer DC/DR and NTT cloud	Tender Condition Prevails
52	71	sow	For devices/applications where standard connectors are not available, bidder should develop and provide custom (flex) connectors for log collection.	NTT has factored 10 such parsers for existing inventory. Any additional Parser needs to be discussed mutually and require additional commercial	Clarification - Please refer section 1.2 on page numer 67, bullet point 4.
53	73	sow	The solution must have capabilities to integrate with other SEIM solution, if required.	NTT is offering this as complete MDRS offering. We cannot integrate our Platform SOAR with Client existing SIEM.	Clarification - Only, if any statutory requirements. Currently we don't have any SIEM solution in use at IGL.
54	59	SLA	SOC Service SLA	NTT is bidding with its Standard SLAs mentioned in the scope document.	Tender Condition Prevails
55	75	Technical Spec	Bidder will provide a detailed process for managing cyber incidents - describing each phases of the process – prepare, identify, contain, eradicate, recover and learn from the incidents	We have not factored a dedicated IR Team instead we will be providing On-demand IR for critical incidents. Hope this is inline with the expectation	Tender Condition Prevails (Please refer SLA table section RCA)
56	75	Technical Spec	Develop response plan/ strategy, which will describe the prioritization of incidents based on the organizational impact.	We have not factored a dedicated IR Team instead we will be providing On-demand IR for critical incidents. Hope this is inline with the expectation	Tender Condition Prevails
57	70	sow	The implementation of Managed –SOC services should complete within 12 weeks from the date of issue of LOA/ PO	Implementation timelines will be 3 months post the hardware delivery. Hope this is inline with the expectatoin	Tender Condition Prevails

S No.	Page No	Clause	Clarifications	Bidder Remarks	IGL Remarks
58	66	sow	Inventory details	Make and model is require in order to size the parser and the connector for SaaS applications.	Clarification - Brief information already provided, details will be shared after award of contract.
59	76	Technical Spec	In case business activities are affected due to threats /risks for more than 4 hours, SOC team to submit a plan to IGL on recovery of systems, mentioning a timeline for recovery	NTT Will only notify the threats, The mitigation needs to take care by the customer.	Tender Condition Prevails
60	75	Technical Spec	For Netflow	Kindly share the no of endpoints and servers.	Clarification - Please refer inventory details in SOW
61	40	26.4 TERMINATION FOR OWNER'S CONVENIENCE	**26.4 TERMINATION FOR OWNER'S CONVENIENCE** IGL reserves the right to award the contract for a shorter duration than the specified or foreclose it with adequate advance notice not less than 30 days due to change in its business requirement.	Request to keep the time of 90 Days for terminating the contract post reason there off.	Tender Condition Prevails
62	44	42.0 OWNER MAY DO PART OF WORK	**42.0 OWNER MAY DO PART OF WORK** 42.1 Upon failure of the Contractor to comply with any instructions given in accordance with the provisions of this Contract the Owner has the alternative right, instead of assuming charge of entire Work, to place additional labour force, tools, equipment's and materials on such parts of the Work, as the Owner may designate or also engage another Contractor to carry out the Work. In such cases, the Owner shall deduct from the amount which otherwise might become due to the Contractor, the cost of such Work and materials with fifteen percent (15%) added to cover all Owners charges and should the total amount thereof exceed the amount due to the Contractor, the Contractor shall pay the difference to the Owner.	This clause should applicable only in event of termination for cause, after providing 30 days cure period to the bidder.	Tender Condition Prevails
63	46	50.0 REPEAT ORDER	**50.0 REPEAT ORDER** Purchaser reserves the right, within 6 months of order to place repeat order upto 50% of the total order contract value without any change in unit price or other terms and conditions.	Any change in order quantity, shall be mutually agreed between both the partires	Repeat order clause in not applicable being a service contract
64	54	8.0 OTHER PENALTIES	8.0 OTHER PENALTIES	Overall SLA penalties should be capped @ 5% of the applicable fees for that quarter.	Tender Condition Prevails
65	57	11.0 TERMS OF PAYMENTS (FURTHER TO CLAUSE 16.0 OF GCC)	**11.0 TERMS OF PAYMENTS (FURTHER TO CLAUSE 16.0 OF GCC)** 100% Payment towards one-time implementation charges shall be released within 45 days of successful implementation with relevant documents and on certification by engineer-in charge.	Request to release the 100% One-time payment along with the PO	Tender Condition Prevails

S No.	Page No	Clause	Clarifications	Bidder Remarks	IGL Remarks
66	57	11.0 TERMS OF PAYMENTS (FURTHER TO CLAUSE 16.0 OF GCC)	**11.0 TERMS OF PAYMENTS (FURTHER TO CLAUSE 16.0 OF GCC)** **SOC services:** Payment towards managed SOC services shall be released on quarterly basis on submission of relevant documents on certification by engineer-in charge after completion of three months. **Log collector system charges:** Payment towards log collector system charges shall be released on quarterly basis on submission of relevant documents on certification by engineer-in charge after completion of three months. **Connectivity charges:** Payment towards connectivity services between IGL and vendor's SOC shall be released on quarterly basis on submission of relevant documents on certification by engineer-in charge after completion of three months.	Request to change the payment term to quarterly in advance	Tender Condition Prevails
67	33	GCC	The Contractor shall follow the best modern practices in the execution of services and provide the Services in a thorough workmanlike manner and execute the work in prescribed time to the entire satisfaction of Purchaser.	We do not accept best modern practice/ to the satisfications of the Purchaser language. We would only accept that Services would be rendered as per agreed SLAs	Tender Condition Prevails
68	33	GCC	4.4 All dimensions and weight used for execution of work should be in metric system.	Clause to be deleted not applicable	Tender Condition Prevails
69	33	GCC	4.5 All work to be carried out under the Contract shall conform to and comply with the provisions of relevant regulations / Acts (State Government or Central Government) as may be applicable to the work carried out and necessary certificates shall be furnished.	We cannot keep on providing Certifications that the work is in accordance with applicable laws. Certification part needs to be deleted	Tender Condition Prevails
70	33	GCC	6.0 STANDARDS 6.1 The Services provided under this Agreement shall conform to the standards mentioned in the Technical Specifications and when no applicable standard is mentioned, to the authoritative standards appropriate to the Services. Such standards shall be the latest issued by the concerned institution.	Enite section not acceptable. We can only promise to adhere to agreed SLAs	Tender Condition Prevails
71	33, 34	GCC	7.0 CONFIDENTIALITY	Confidentiality obligations shall survive only for a period of 3 years after the end of the commercial relationship/ expiry of the contract. As per limitation act. Confidentiality obligations need to be mutual. These provision need to be added.	Tender Condition Prevails
72	39	GCC	**23.0 TERMINATION FOR DEFAULT** 23.1 to 23.4	Termination shall be applicable only for chronic breach of SLAs.	Tender Condition Prevails
73	39, 40	GCC	24.0 OWNER MAY DETERMINE / TERMINATE CONTRACT 26.0 TERMINATION FOR OWNER'S CONVENIENCE	Termination for Convinence:- We do not offer termination for Convinence as a standard option	Tender Condition Prevails

S No.	Page No	Clause	Clarifications	Bidder Remarks	IGL Remarks
74	41	GCC	**29.0 LIMITATION OF LIABILITY** 29.1 Except in cases of wilful negligence or wilful misconduct, and in the case of infringement, the Contractor shall not be liable to the Purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits provided that this exclusion shall not apply to any obligation of the Contractor to pay Price Reduction to the Purchaser and the aggregate liability of the Contractor to the Purchaser, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.	Limitation of Liability:- Liability shall be restricted to 12 months. Indirect, special, consequential including data loss to be excluded in all cases, there can be no exceptions. Only exception to Limit of Liability can be Breach of Confidentiality and IP for which limit shall be total contract value.	Tender Condition Prevails
75	43	GCC	36.0 TRANSFER OF TITLE	Does not seem applicable, we are not going to sell any equipment/ materials, etc. Request to please remove. Else allow us the put deviations against this clause.	Tender Condition Prevails
76	44, 45	GCC	42.0 OWNER MAY DO PART OF WORK 43.0 POSSESSION PRIOR TO COMPLETION 44.0 DEFECTS IN WORK	This appears not applicable to the scope mentioned in RFP. Kindly remove else allow us the put deviations against this clause	Tender Condition Prevails
77	44 to 48	GCC	40.0 CONTRACTOR TO INDEMNIFY THE OWNER 45.0 DEFENCE OF SUITS 54.0 INDEMNITY	Indemnity can be given only for breach of 3rd party IPR not involving contributory negligence. No other indemnity can be offered considering the scope of services either mentioned in these clause or anywhere else in the documents.	Tender Condition Prevails
78	46	GCC	46.0 DEDUCTIONS FROM THE CONTRACT PRICE 46.1 All costs, damages or expenses which Owner may have paid or incurred for which under the provisions of the Contract, the Contractor is liable / will be liable, will be deducted from contractors bills or from any moneys due or becoming due to the Contractor.	We do not accept any set off clauses. We work on a Service Credits model. Kindly remove else allow us the put deviations agaonst this clause.	Tender Condition Prevails
79	48	GCC	53.0 THE ENGINEER-IN-CHARGE	This appears not applicable to the scope mentioned in RFP. Kindly remove else allow us the put deviations against this clause	Tender Condition Prevails
80	48	GCC	55.0 LABOUR LAWS	Many parts of the section not applicable. We can simply state that we will comply with applicable Labour Laws. Kindly remove else allow us the put deviations against this clause.	Tender Condition Prevails

S No.	Page No	Clause	Clarifications	Bidder Remarks	IGL Remarks
81	52	SCC	3.0 REGISTRATION OF THE CONTRACT WITH STATUTORY AUTHORITIES 3.1 Within 30 days of execution of the contract agreement, the contractor shall register themselves and the contract at their own cost with the Reserve Bank of India, Income Tax, Sales Tax and such other statutory authorities, as may be required under the rules and regulations governing in India. The Contract price shall be deemed to include all costs towards the same. A copy of all documents related to all such registration shall be submitted to Owner for record.	Seek clarification on this, cannot understand what exactly is the requirement. Not sure how contracts are registered with RBI and Income Tax etc. and why is it even required.	Tender Condition Prevails
82	53 to 56	SCC	7.0 PRICE REDUCTION SCHEDULE (PRS) (CLAUSE NO. 22.0 OF GCC IS MODIFIED AS BELOW) 8.0 OTHER PENALTIES 9.0 TAXES & DUTIES	Penalties will be as per our standard which can be provided as per normal process	Tender Condition Prevails
83	62	SCC	19.0 FORCE MAJEURE (GCC CLAUSE NO. 27.0 IS MODIFIED AS BELOW)	We do not accept time is the essence clauses. Not allowed as per Legal Policy.	Tender Condition Prevails
84	11	Clause no. 3, EVALUATION OF TECHNICAL BID	The bidder should have either implemented or providing the SOC services using the proposed SIEM solution during the last three years & successfully implemented the project within defined timelines.	We understand that the term "implemented the project" here means "commencement of provisioning of Remote Managed SOC Services" from bidder's SOC. Kindly confirm if our understanding is correct.	Clarification: The understanding is partially correct. Please refere the original clause of RFP .
85	11	Clause no. 3, EVALUATION OF TECHNICAL BID	The bidder should have either implemented or providing the SOC services using the proposed SIEM solution during the last three years & successfully implemented the project within defined timelines.	Since the scope of this RFP is essentially for Managed Services,kindly amend the clause as: "The bidder should have provided SOC services using the proposed SIEM solution during the last three years."	Tender condition prevails
86	9, 10	Clause All BEC & Technical Scoring Criteria, BIDDER EVALUATION CRITERIA (BEC) (Page 9) & EVALUATION OF TECHNICAL BID (Page 10)	All BEC & Technical Scoring Criteria	We request IGL to accept the credentials of Parent/Wholly Owned Subsidiary Company of the bidder (in cases of corporate restructuring involving business transfer). Therefore, kindly add the following clause: "In case of corporate restructuring involving Business Transfer, all the Qualifying Criteria / Technical Scoring Criteria (or any other clause pertaining to bidder's credentials) can be met by the bidding entity itself, or by the bidding entity's parent company (if the bidding entity is 100% owned subsidiary of the parent company) or by fellow subsidiary company (which is 100% owned by the parent company). Supporting documents of the parent company's / fellow subsidiary company's credentials shall also be acceptable for all the Eligibility Criteria/Technical Scoring and any other criteria requiring bidder's credentials to comply with RFP requirements."	Tender condition prevails

S No.	Page No	Clause	Clarifications	Bidder Remarks	IGL Remarks
87	9	Clause No. 7.1 (a), BEC	Bidder should have successfully executed single work order for providing Managed Security Operations Centre (SOC) in India in last 7 years of Rs.18.56 Lakhs.	We understand, that ongoing SOC Services projects wherein bidder has executed Rs.18.56 Lakhs worth of work shall be considered. Kindly confirm if our understanding is correct. If yes, then kindly add separate column for "Executed Value" in Form-III.	Tender condition prevails
88	83	Form - 3	FORM 3 FORMAT FOR CERTIFICATE FROM STATUTORY AUDITOR /CHARTERED ENGINEER FOR DETAILS OF SIMILAR GOODS/ WORK/ SERVICES SUPPLIED/ DONE DURING PAST 7 YEARS	Kindly allow the option of getting Form 3 to be certified by bidder's Company Secretary or Chartered Accountant as well.	Tender Condition Prevails
89	85	Form - 4	FORM 4 CERTIFICATE FROM THE STATUTORY AUDITOR REGARDING SUPPLY OF GOODS/WORKS/SERVICES (On letterhead of Statutory Auditor / CE)	Kindly allow the option of getting Form 4 to be certified by bidder's Company Secretary or Chartered Accountant as well.	Tender Condition Prevails
90	84	Clause no. 1, Form - 4	Instructions: 1. Copies of letter of awards/ order/ work orders and completion certificate (in case of works/services) or IRN/ Proof of delivery (in case of supplies, if applicable) to be enclosed. Note: Completion certificate shall clearly mention the LOA/ **PO/ WO no. along with the total awarded value and total executed value separately (under a single Contract/ PO/ WO/ LOA),** otherwise completion of such contract/ order shall not be considered for evaluation.	Completion Certificates issued by clients typically do not contain "Awarded Value" or "Executed Value" as the same may be referred from PO. We request IGL to kindly remove this condition. Bidder may kindly be allowed to submit Completion Certificates without values. We request that "Executed" and "Project Value" Certified by Chartered Accountant / Chartered Engineer in Forms 3 & 4 to be considered as valid supporting documents for the same.	Tender Condition Prevails
91	10	Clause No 7.3, BEC	Note: ▯ The completion certificates / execution certificate shall have details like work order no., dates, brief scope of work, actual completion date, **actual executed value,** etc.	Completion Certificates issued by clients typically do not contain "Awarded Value" or "Executed Value" as the same may be referred from PO. We request IGL to kindly remove this condition. Bidder may kindly be allowed to submit Completion Certificates without values. We request that "Executed" and "Project Value" Certified by Chartered Accountant / Chartered Engineer in Forms 3 & 4 to be considered as valid supporting documents for the same.	Tender Condition Prevails
92	7 & 65	Brief Scope & SOW	The solution should provide protection against potential threats such as Virus, ransomware, zero day phishing protection, Malwares, Advanced persistent threats (APTs), advanced targeted attacks (ATAs), Anti-Exploit and other sophisticated attacks etc. The proposed solutions should work independently without dependency on any third party or existing in use end point or network system/ solution available with IGL	SOC provides real time detection and threat hunting which builts its analytics based on the logs captured from various log sources like security access/preventive controls like NGAV/EDR, NGFW, DDOS, Sanbox, IPS etc and thus can't work independently. Therefore it is requested to remove/modify this statement from brief scope in the context of SOC.	Tender condition prevails
93	Page 69	Clause No. 7, SOW	The vendor shall also make provision for connectivity with sufficient bandwidth & secured network tunnel to accommodate log/ data transmission between IGL's DC & Vendor's SOC without any lag/ queue. Bidder shall review the bandwidth consumption time to time and shall increase the same if needed.	As per DOT guideline, bandwidth resale is not allowed, therefore we request IGL to remove bandwidth requirement part from RFP and amend the schedule of rate accordingly. We can provide required bandwidth details in our proposal document/ technical solution documents.	Tender condition prevails