

QUERIES - NABARD RFP for Commissioning, Configuring and Maintaining Secured Enterprise Wide Integrated LAN

Sr.No	RFP Ref. / Page #/Clause No.	Description	Clarification Point	NABARD Response
1	RFP Page#8	LAN L2 & L3 switches (Unmanaged & Managed)	Do we need to quote for the Active LAN switching components as most of the switches are unmanaged & end of sale/support from the	Vendor has to quote for one time activity and services only.
2	RFP Page#8 & 12	MPLS-VPN WAN (33 locations at 1 Mbps speed and Mumbai location having 34Mbps speed).	As NABARD is using MPLS VPN managed services from ISP will the LAN Integration SI get an access to ISP CPE devices to integrate & configure the CPE for Data & VC connectivity or whether the ISP will carry out the required changes..?	ISP will help in Integration but SI doing LAN integration has to do the configuration.
3	RFP Page#8 & 12	NABARD is having nationwide MPLS-VPN WAN (33 locations at 1 Mbps speed and Mumbai location having 34Mbps speed) which is currently being used exclusively for Video Conferencing (VC) facility.	What is the VC resolution & codec being used for the current VC setup .. (Is it Standard Definition or HD)..	High Definition (720P)
4	RFP Page#8 & 12	NABARD is having nationwide MPLS-VPN WAN (33 locations at 1 Mbps speed and Mumbai location having 34Mbps speed) which is currently being used exclusively for Video Conferencing (VC) facility.	What % of 1Mbps bandwidth would be required for VC call..?	VC call would be given highest priority. Maximum upto 768 kbps.
5	RFP Page#13	Centralized distribution of Internet through Mumbai	As the NABARD is looking for centralized distribution of Internet, we suggest that ADSL Internet connectivity at the branch offices is not required.. Please help to clarify..	Yes they will be removed.
6	RFP Page#13	Centralized distribution of Internet through Mumbai	In case of centralized distribution of Internet from Mumbai, the perimeter security is required only at the Mumbai site & not at the branch offices..	Agreed.
7	RFP Page#13	Centralized distribution of Internet through Mumbai	What is the current internet bandwidth at Mumbai office	2 Mbps
8	RFP Page#13	Centralized distribution of Internet through Mumbai	What is the ADSL internet bandwidth at branch offices..?	ADSL internet will be removed after centralised internet connectivity through HO
9	RFP Page#13	At all locations of NABARD Internet is available through ADSL line	Will the ADSL connectivity be used for a backup data connectivity from branch office to Mumbai office..	Not applicable.
10	RFP Page#13 & Page 37	At all locations of NABARD Internet is available through ADSL line without perimeter security. Recommendations may be made in controlling and securing Internet Access using appropriate solutions.	There is no line item for perimeter security equipments in the commercial template. Do we need to include the same in One time charges or NABARD will be procured it separately.	NABARD will make arrangements.

11	RFP Page#21	Warranty Period	Does the warranty clause applies to the bidder supplied equipments only or the NABARD existing equipments also needs to be covered under the warranty/AMC period	Warranty is about maintaining solution for a year viz., service assurance.
12	RFP Page#22	Facility Management	Do the bidder needs to cover all the existing active LAN components support for the six years or its just the man power services & the support for the equipments supplied by the bidder for this project only..?	Its just the man power, services & the support for the existing equipments will be provided by local AMC provider.
13	RFP Page#12	Network management through Enterprise wide Centralized Management software being procured by NABARD separately.	As the NABARD is buying the Enterprise wide centralised management software, Most of the existing LAN switches (specially unmanaged) may not be monitored using the Enterprise wide centralised management software that NABARD is buying and hence we suggest to refresh all the active switches across all the 33 Locations for the managed switches. This will help to reduce the downtime by the remote LAN switch management & would benefit NABARD in its LAN project objectives.	Will be done in phased manner.
14	RFP Page#12	Anti-virus software deployment and its management through existing Enterprise wide Centralized Anti Virus Management software.	What is the operating systems at the endpoints (i.e. Windows, Mac, Linux Desktop etc).. Please help share the client break-up for the different OS	As far as AV is concerned, its Windows based.
15	RFP Page#12	Anti-virus software deployment and its management through existing Enterprise wide Centralized Anti Virus Management software.	Do we need to implement the AV on existing servers..? If yes then please help to share the Number of servers for which Anti-virus solutions is required and the Operating systems at the	Existing AV on existing server.
16			what is the bandwidth of the central site	34 Mbps
17			Details of existing directory server if any	MS AD 2008
18			Existing no of desktops on Windows and Linux	Barring a few Linux based PCs (in dual boot), all are windows based.
19			Is HA required at all level or only at Main DC	Main DC
20	2.1.2.1	Design A, B and C of present Architecture	1) As per these designs, the branch PCs are connected only through Internet. Do these branches connect to servers/applications in HQ through Internet?2) There are no firewalls in branches as per these designs. Is there any security control implemented in branches?	No
21	2.1.2.1	Design A, B and C of present Architecture	Request for providing following devices used for Video Conferencing ?Video Conference Server/ device ?VC Management Server ?Bridging Device(s) ?	Vendor is not required to provide VC related services.

22	2.1.2.1	Design A, B and C of present Architecture	Are there any movie client (i.e. End User using Video-Conferencing on his local system) for End Point devices ?	NO
23	2.1.2.1	Design A, B and C of present Architecture	Vendor/Bidder assume that switches used for Integration of LAN & VC have sufficient ports ?	Yes
24	2.1.3.2	Provide end point secured Network solution as service	Can you describe in greater details the scope of 'end point security'? Is it limited to Anti Virus or it includes more activities beyond?	AV & OS Patch management plus Application Patch Management, if any.
25	2.1.3.2	Anti-Virus software deployment and its management through existing Enterprise Wide Centralized Anti Virus Management software	Which Anti Virus server is being used? Is the required hardware for Anti Virus Server already in place?	McAfee e-Policy Orcherestor 4.5. Yes
26	2.1.3.2	Proactively advise the bank on Network and its security related issues.	Is there a Security monitoring tool already in place?	No.
27	2.1.5	Currently the Bank has Directory Services running at its Head Office at Mumbai. The proposed Solution should synchronise the Centralised Directory Services with the proposed Directory Services at the regional offices/locations specified in Annex-I or new regional offices /locations as to be communicated by the Bank from time to time.	What kind of Directory Services is running at the Head Office? Is it based on Microsoft Active Directory or LDAP?	MS AD 2008
28	2.1.6	The vendor shall implement various end point information security policies of the Bank (illustratively, the password policy, access control policy, internet access policy , etc.) apart from Group policy pertaining to Desktop and its security like password, drives access, software download, sharing of drive, etc, as part of one time activity and subsequently manage the same through FMS.	All these policies will be enforced through Directory Services only and are constrained by the capabilities of Directory Services, or vendor is required to propose 'end point security management' tools/solutions as well?	Right now with AD only. However, vendor may give his recommendations after full implementation of the proposed solution.
29	2.1.9.i	Regional offices/locations having more than 150 PCs should have one existing high end PC converted into server on which the Directory server should be configured.	Is it safe to assume that an high-end spare PC is available in each branch for this purpose?	Yes
30	2.1.9.vi	Bidder should ensure High Availability of Directory services.	The high availability of directory services are dependent on architecture.1) Is the current directory service running on Clustered Server Environment?2) If not, is NABARD planning to make a server available to created clustered/HA environment?3) If not, is NABARD having spare servers on-site or 24* 7*4 AMC support on the servers?	1)No. 2) Yes in due course. 3) Not Applicable

31	2.1.9.vi	LDAP/Directory Server should synchronize with centralized Directory server at Mumbai. Single Sign On(SSO) has to be ensured at all the locations	Request NABARD to provide clarification on Single Sign On. Is it based on End User Login to NABARD domain or extended for application as well ?	Right now with AD only. However, in due course single sign on will be extended to applications also.
32	2.1.9.x	The network links will need to be configured for QoS. To guarantee end-to-end QoS on converged networks, bidder must co-manage QoS with our MPLS VPN service providers; their policies must be both consistent and complementary.	Who is MPLS provider of NABARD? Is the MPLS network based on single provider or multiple providers?	BSNL. Single provider.
33	2.1.9.xv	Bidder should ensure appropriate configurations on existing UTM device or any such device installed in future and make changes received and approved through Change Request forms	i) Can you provide the list of Firewalls/UTM devices with make and model?ii) Can you also provide the list of Routers?	Sonic Wall NSA 4500. Cisco 3845 at Mumbai and Cisco 1841 at ROs.
34	2.1.9.xvi.	"Bidder has to ensure all 4500 nodes of the Bank regularly get updated with latest virus definitions from Centralized Anti Virus Server" Request for providing the location of these 4500 nodes ?	Do these 4500 nodes include Servers and End-User Desktops only? Or, these include some other mobile/external devices as well?	Yes. No external/mobile devices.
35	2.1.9.xvii	Bidder needs to provide on-site help. On-site help should be in such a manner where users can log complaints through email or telephone and try to resolve the problems then and there itself. Help Desk should be sized for 9 hours operations Monday to Friday.	Does on-site help mean, we need to provide a field engineer to visit NABARD sites to solve problems?	On-site help at HO, Mumbai and remote support to local help provided by NABARD.
36	2.1.10	Resident Engineer / Engineers	Is there a minimum number of engineers bidder should provide?	Its up to the vendor.
37	Page no.14, sec 2.1.9, point no.4	How many Linux or Unix based desktops / servers are present with Nabard	Does It require to suggest the proper licensing for them	Vendor may suggest.
38	Page no- 14, sec- 2.1.9, point no-5	As per RFP, vendor has to configure the clients to the directory server but just above it in point no 2.1.8.1, Nabard had suggested to use Nabard resources.	Please clarify.	Take help from our local representative for configuring clients at locations other than Mumbai .
39	General	Please share the location wise user details, will help vendor to plan activities and commercial costing	Please clarify.	Will be made available while implementing. Broadly 1-50 PCs at 10 locations and 51 – 250 PCs at 23 locations.
40	General	Please share the hardware details of already existing directory services.	Please clarify.	DC and about 800 clients at HO to be configured.
41	General	Is there any migration required from Existing Active Directory to the new System.	Please clarify.	Decision in this regard will be taken based on vendor solution.

42	General	Nabard is not shared the information on which Active directory version to deploy, whether new hardware will be purchased by Nabard of Vendor	Please clarify	Windows Server 2008 and Windows Clients.
43	General	Is there any application dependant on existing Active directory system for Authentication or other purpose	Please clarify	No.
44	General	Apart from the given locations for deployment of Sub-directory system, are there any new locations coming into picture later. Please share the details	Please clarify	Not in near future. But as and when any location is added, support is required to be provided.
45	Page 16.point 2.1 .10	Please elaborate on the No of Resident engineers and their Job profiles	Please elaborate	It is up to the vendor.
46	Page 17 sec 2.1. 10.2 point no (g)	Vendor has to maintain all passive components. Does this include AMC of all these components?	If yes, then do we need to quote for 6 years of AMC ? Please clarify	Vendor does not play any role in maintaining passive components.
47				
48			Shall Nabard upgrade the B/W to suffice their requirement for VC and Data transfer through the same line?	Yes if required.
49			Who is maintaining the current routers Setup? ISP or other Vendor?	ISP
50			Is N/W management, liaison with BSNL, Link Monitoring comes under the SoW of Resident Engineers?	Yes
51			Some CISCO routers in the inventory list are End of support and out of warranty. How it will be taken care?	Those will be replaced as and when required.
52			What about the scalability of the existing H/W for this project?	Upscaling will be done as and when required.
53	2.1.9	The network links will need to be configured for QoS.	What is the Make/Model/IOS of routers at all locations. It is to understand that whether it supports features like QoS, Dynamic Routing etc.	Already clarified above.
54	Page-15, point-X			
55	2.1.9	To guarantee end-to-end QoS on converged networks, bidder must co-manage QoS with our	QoS on WAN will be possible, if routers and IOS supports. But QoS on LAN will not be possible at places where unmanageable switches are part of LAN.	Acceptable in the present scenario. However, whenever Hardware is upgraded, the work is required to be done.
56	Page-15, point-X			
57		MPLS VPN service providers		

58	2.1.3.2	Network management through Enterprise wide Centralized	Whether NABARD will procure the Management software before the start of project and it will be part of One Time Implementation. Or it will be purchased later and will be implemented by FMS team.	Will be procured separately. Possibly before start of project
59		Management software being procured by NABARD separately.		
60	2.1.8.1	At Mumbai the vendor should carry out work through its engineers and at other locations the same could be done remotely or with the help of NABARD staff / Local assistance made available by NABARD.	Should an integrator assumes that visit to remote location in not required and all technical physical support will be available by skilled NABARD staff on remote site except Mumbai.	By and large.
61	2.16	The overall time limit for the execution of first phase of entire project shall be 03 Months from the date of acceptance of the work order.	If delay incurs from other stakeholders in terms of site readiness, delay from MPLS service providers etc;	Will be dealt on the as per the situation arises.
62			Whether AMC/License for the devices/equipment/ Antivirus is part of this RFP	No.
63			What Antivirus solution is currently deployed? What make/model is current UTM?	Already clarified above.
64			Kindly let us know which management software/ tool is being procured by NABARD	Will be known in due course.
65			Instead of NABARD procuring the Network Management Software/ Tool, can th FMS vendor utilize its Enterprise grade software and do the monitoring and management? This will lead to reduction in Capex and Opex and also will be scalable accordingly to future business requirements.	Not possible.
66			Whether Network Management (NOC) need to be on site or the vendor can do it from remote site?	May also be done from remote apart from on-site support.
67			What is the deliverable of Remote Management	WAN needs to be managed.
68			What are the expected deliverables for the unmanageable devices?	WAN needs to be managed.
69			What is the current Directory service running at Mumbai HO?	MS AD 2008
70			Do the Regional Directory services need to be independent silos with synchronization with each other and HO? Or can they be part of a same Directory? Or can they be subdomains in the same forest?	Part of the same directory.
71			What Kind of Directory services is expected for LINUX \ UNIX desktops?	Not applicable.
72			Is there any directory service which has been planned or evaluated till date?	No.

73			For Directory Services, are we supposed to size and quote for required servers as well? Need Location wise breakdown of user count?	No need to quote for servers. Location wise count already provided above.
74			Do we need to consider software distribution \ Updates as part of the roll out of Directory services?	Yes
75			The user side configuration/migration will be a vendor scope of work?	Yes. As one time activity at HO through vendors engineers and at other locations through remote support to local help made available by NABARD .
76			What is current set of application installed in the desktop?	Windows based only.
77			Do we need to include Operations Management solution for Directory Services?	New centre, new users, new policies, etc., required to be managed.
78			What kind of email system is being used? Is SSO required for this system with Directory Services?	Linux based. No
79			Can this EMD submitted in the form of Bank Guarantee?	No