

Brief Description of Procurement:	Request for Proposal (RFP) for Integrated cloud based Enterprise CDN (Content Delivery Network), WAF (Web Application Firewall) and DDoS, DNS Services.
Bid Ref:	Ref: CO/IT-SD/CDN/RFP dated 30.09.2022
Date and Time of Pre-Bid Meeting	12 th October, 2022 at 11.00 Hrs.
Venue of Pre-Bid Meeting	Hosted virtually at LIC of India, Central Office, IT/SD Department, 2 nd Floor, Conference Room, Jeevan Seva Annexe Building, S. V. Road, Santacruz (W), Mumbai, Maharashtra – 400054.

The following officials of LIC of India were present in the pre-bid meeting:

1. Mr. Pramod Kumar, Deputy Secretary (IT/SD)
2. Mr. Nitin S. Biniwale , AO (IT/SD)
3. Mr. Dushyant Singh, AO (IT/SD)
4. Mr. Saurav Ganguli, AO (IT/SD)

Proceeding of the pre-bid meeting is as follows:

1. At the outset, Dy. Secretary (IT/SD), made a briefing about the scope of services and purpose of the pre-bid meeting. Details pertaining to timelines, eligibility criteria, Technical criteria, scoring, and other requirements were explained.
2. Thereafter, prospective bidders were requested to put up their queries related to the scope and terms and conditions given in the RFP document.
3. The responses to queries sought from prospective bidders in e-mail and those asked during the meeting have been compiled as annexure Pre_bid Queries.

The following Bidders' Representatives attended the pre-bid meeting:

#	Name of the Bidder Representatives				
1.	Mr. Abdul Aziz	19.	Mr. Harish	37.	Mr. Roshan
2.	Mr. Abhishek Pandey	20.	Mr. Himanshu	38.	Mr. Sachidanand
3.	Mr. Akash Pariyal	21.	ITI DC	39.	Mr. Sachin Arora
4.	Mr. Akshay	22.	Mr. Kern Martis	40.	Ms. Sampada
5.	Mr. Alok Bose	23.	Mr. Kewal Patel	41.	Mr. Sandeep
6.	Mr. Alwin Lobo	24.	Ms. Kiran	42.	Ms. Sanchita
7.	Mr. Amit	25.	Mr. Kiran Thombare	43.	Mr. Shailesh Bhogale
8.	Mr. Anand Mishra	26.	Mr. Kishore Achutani	44.	Mr. Shailesh
9.	Mr. Ashray	27.	Mr. Nilesh Gunjal	45.	Mr. Shivesh
10.	Mr. Avi	28.	Mr. Nishant Sawant	46.	Ms. Simontica das
11.	Mr. Chandrashekhar	29.	Mr. Piyush Madhuraj	47.	Mr. S. J
12.	Mr. Deepak Khuman	30.	Mr. Pratyush Sinha	48.	Mr. Sudarshan Pal
13.	Mr. Dharmendra Chourasia	31.	Mr. Rahul	49.	Mr. Suvarna Jadhav
14.	Ms. Diksha Dey	32.	Mr. Rajaram	50.	Ms. Tejishwini R
15.	Ms. Ekta	33.	Mr. Ramiz Shaikh	51.	Mr. Varun Karulkar
16.	Mr. Ganesh	34.	Mr. Rakesh Meshram	52.	Mr. Vijay Gupta
17.	Mr. Gaurav Saxena	35.	Mr. Rikin Shah	53.	Mr. Vivek Jain
18.	Mr. Girish Solanki	36.	Ms. Rinku Das		

Annexure_Pre_Bid_Queries

Clarifications in regards to queries / suggestions received for RFP Document for Integrated cloud based Enterprise CDN (Content Delivery Network), WAF (Web Application Firewall) and DDoS, DNS Services.

Ref: CO/IT-SD/CDN/RFP dated 30.09.2022

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
1.	Primary RFP Document Section 7.1.4: Scope of Work Page number: 60	The CDN Service shall provision Network Security and Protection services to the LIC website including, but not limited to, DDoS Mitigation, Web Application Firewalls, Web Origin Protection, DNS and Enhanced Domain Name Server (DNS) Protection .	Request you to please elaborate on the requirement of DNS and Enhanced Domain Name Server (DNS) Protection.	DNS Security measure to protecting against DNS-based attacks
2.	Primary RFP Document Section 7.2.1: Broader Scope and Criteria Page number: 60	Real time monitoring, reporting and management features through dashboard. Minimum 5 role-based access for each website separately. There should not be any restrictions of no. of users and concurrent logins in total.	Request you to please elaborate on the requirement of Minimum 5 role-based access for each website separately.	Revised. Please refer to corrigendum.
3.	Primary RFP Document Section 7.2.3: Broader Scope and Criteria Page number: 60	High-Availability (Origin should be up and DNS) 100% availability is required.	As per our understanding, the responsibility of Origin would lie with LIC. Kindly clarify.	Yes, Origin availability is LIC Responsibility. This is for the WAF/CDN/DNS when the origin is available. .

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
4.	Primary RFP Document Section 7.2.5: Broader Scope and Criteria / CDN Strength Page number: 61	Archived Content – Analytic reports, geographic information etc. should be made available on demand. GUI based analytics reports as much as possible with 30 Days Archival must on basis of Real-time which may construed as: a) within 15 minutes for media Analytics; b) Within 24hrs for Websites.	Request you to please elaborate on the requirement of Archived Content.	Revised. Please refer to corrigendum.
5.	Primary RFP Document Section 7.2.12: Broader Scope and Criteria / CDN Strength Page number: 61	CNAME masking	Request you to please elaborate on the requirement of CNAME Masking.	Domain (CNAME) masking : mask the licindia.in or other LIC domains URL with CNAME. Purpose is to hid origin domain name .
6.	Primary RFP Document Section 7.2.: Broader Scope and Criteria / Data Confidentiality and Integrity, Sl. No. 2 Page number: 61	Domain Names including top level: CDN Owner / Authorized channel partner should allow delivery of content for all sort of domains which without limitation to include tonic.in, gov.in, nkn.in, .in etc.	Request clarity	Revised. Please refer to corrigendum.

MINUTES OF PRE-BID MEETING

Ref: LIC/CO/ITSD/CDN/RFP/PBM

DATE: 18.10.2022

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
7.	Primary RFP Document Section 7.2.: Broader Scope and Criteria / Data Confidentiality and Integrity, Sl. No.3 Page number: 61	Security of Data: Security of data' also encompasses integrity and confidentiality during transit. Data should not be leaked to a third party prior to publishing	As per our understanding the responsibility of publishing data would be LICs responsibility. Kindly clarify.	During transit , secure mechanisms like end to end https /encryption protocol to encrypt communications(TLS) .
8.	General Query	General Query	Request department to kindly consider Group company credentials also	Please adhere to RFP Terms and conditions. Bidders experience will be considered if the same is from an acquired entity or derived from parent company, bidder in this case being the demerged entity , and supported with documentary evidence.
9.	Annexure G: CDN Strength, Sl. No. 5a Page Number 1	a) within 15 minutes for media Analytics;	Kindly delete this point.	Deleted
10.	Annexure G: CDN Strength, Sl. No. 6 Page Number 1	CDN capacity: The CDN service provider should have 60% or more idle capacity of ordered value available to handle spikes in traffic.	Kindly remove this point.	CDN capacity: The CDN service provider should have idle capacity to handle spikes in traffic.
11.	Annexure G: CDN Strength, Sl. No. 8 Page Number 1	Log delivery to client location or by email.	Please modify the point to include other mechanisms apart from email. "Log delivery and storage to client location by email or API or SFTP or Amazon S3 buckets, etc".	Revised. Please refer to corrigendum.

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
12.	Annexure G: CDN Strength, Sl. No. 12 Page Number 1	CNAME masking	Kindly expand on this so that we can understand the functionality or please use "CNAME reuse"	Domain (CNAME) masking : mask the licindia.in or other LIC domains URL with CNAME.
13.	Annexure G: CDN Strength, Sl. No. 14 Page Number 1	Help deliver video content to end user on different protocol (HLS, RTMP, RTSP, HTTP, MSS etc.).	Kindly modify to "Help deliver video content to end user on HTTP or HTTPS protocol can cache embedded videos."	Help deliver video content to end user on HTTP or HTTPS
14.	Annexure G: Streaming Media and Analytics, Sl. No. 1-3 Page Number 2	Stream Protection: Stream theft should be taken care i.e. the visitor cannot see the video origin link and cannot embed the video on his webpage. Pre-defined Token based protection.	Kindly delete these points. We request you to separate Media related ask from WAF and DDOS ask since these are two different products and serve different use cases. The clause in its current form will prohibit few of the OEM in Cloud WAF and DDOS solution space from participating.	Media Related ask : Deleted
		Media analytics for live/on demand stream: Through dashboard or any alternative source showing no. of real time concurrent users, visitors and other related details including Geo Locations, Country wise, ISPs, Browsers, Devices Types etc.		Media Related ask : Deleted

MINUTES OF PRE-BID MEETING

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DATE: 18.10.2022

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
		Number of websites and live streams: There should not be any restriction in number of websites and number of live streams		Media Related ask- Live Streams : Deleted
15.	Annexure G: WAF Sl. No. 8d Page Number 4	General Suggestion: Addition of point	Please add the following point. "Each POP should support DDOS scrubbing along with all the features for WAF, Security, DDOS, mentioned in RFP. Min 2 such POPs in India from Day one." While Cloud WAF and CDN providers may provide security features, usually they don't support all functions in same POP which causes lot of POP hopping and which adds a lot of latency as features and functions are added.	Please adhere to RFP Terms and conditions. Proposed Solution must be integrated stack with Client references. Eligibility and Technical Evaluation will consider only those client reference which are same as proposed integrated solution stack and actively being used .

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
16.	Annexure G: WAF Sl. No. 11 Page Number 4	There should not be any cap/limit on the size of Application layer DDoS attack that can be mitigated	Kindly modify the clause to "There should not be any cap/limit on the size of Application layer DDoS attack that can be mitigated. Additionally a SLA guarantee of less than 3 seconds from all types of DDOS attacks should be supported." While mitigating an attack is important, It is even more important to mitigate the attack within a specific time interval from start of attack. This would show true benefit of Security solution such as proposed solution.	Please adhere to RFP Terms and conditions.

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
17.	Annexure G: WAF Sl. No. 15 Page Number 5	Service Provider shall provide Cloud based service for pulling Security events in Customer's SIEM Tool (on premise or cloud based)	Kindly modify to "Service Provider shall provide Cloud based service for pushing and pulling Security events in Customer's SIEM Tool (on premise or cloud based) for access logs as well as Security logs." In Cloud WAF solution, both Pushing and Pulling of Security events is mandatory. In order to pull Security events, a connector needs to be installed at destination. In scenarios where connector cannot be installed, then Push method would be needed.	Agreed , Service Provider shall provide Cloud based service for pushing and pulling Security events in Customer's SIEM Tool (on premise or cloud based) . The proposed system should be able to integrate with existing Arcsight SIEM solution and other industry leading SIEM Solution.

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
18.	Annexure G: WAF Sl. No. 16 Page Number 5	Service Provider shall provide APIs for pulling security events information in near real time basis from Cloud Service.	Kindly modify to "Service Provider shall provide APIs for pulling as well as pushing security events information and access logs in near real time basis from Cloud Service". In Cloud WAF solution, both Pushing and Pulling of Security events is mandatory. In order to pull Security events, a connector needs to be installed at destination. In scenarios where connector cannot be installed, then Push method would be needed.	Agreed, Service Provider shall provide APIs for pulling and pushing security events information in near real time basis from Cloud Service.
19.	Annexure G: WAF Sl. No. 26 Page Number 6	There should be a provision to generate alerts in the form of email and SMS in case of any attack, breach etc.	Kindly modify to "There should be a provision to generate alerts in the form of email or SMS in case of any attack, breach etc." Email is most common form to send alert, as SMS format would be too short to convey actual alert. Moreover, a person getting an SMS alert would eventually be required to take action by checking email, thereby, defeating the purpose of fast action.	Agreed. There should be a provision to generate alerts in the form of email and/or SMS and/or Call in case of any attack, breach etc as mutually agreed with the selected service provider .

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
20.	Annexure G: WAF Sl. No. 27 Page Number 6	WAF should be a cloud based distributed WAF solution i.e. it should be present at every CDN POP.	Kindly modify to "WAF should be a cloud based distributed WAF & DDOS solution i.e. it should be present at every CDN POP. All the features of Security including WAF, DDOS, and more should be provided by each POP from day one." Apart from WAF and DDOS, Gartner also includes other features like API Security (called as WAAP in latest Gartner report), Advanced Bot protection, etc. Therefore from future scalability and completeness of Security solution these are must to consider in proposed solution, even if they may be availed later.	RFP Requirement is for an Integrated proven stack for CDN, WAF and DDoS. Bidders required to submit client reference for the proposed integrated solution.

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
21.	Annexure G: WAF Sl. No. 30 Page Number 6	The service provider should possess ISO 27017, 28000; SOC 1 Type 2 and SOC 2 Type 2 certification.	Kindly modify to "The service provider should possess minimum ISO 27001 or better; minimum SOC 2 Type 2 or better certification." As per Best practices and standards, ISO 27001 and SOC 2 type 2 are sufficient. Kindly refer to Annexure E Eligibility Criteria Point 3 of original RFP where ISO 27000 series are asked for.	Revised. Please refer to corrigendum.
22.	Annexure G: WAF Sl. No. 32 Page Number 6	The Solution should support on demand Vulnerability Scanning of the Application i.e. the solution must be able to integrate with web application vulnerability assessment tools.	Kindly remove this point. This looks to be a vendor specific clause. While considering Cloud WAF based solution, Vulnerability assessment is possible only for on premise solutions due to large no. of resources required. Its very cumbersome and latency prone to do in Cloud Applications.	Revised. Please refer to corrigendum.
23.	Annexure E: Eligibility Criteria Sl. No. 3 Page Number 1	Bidder must be empanelled with "MeitY – Ministry of Electronics and Information Technology, GOI" as AUDITED CLOUD SERVICE PROVIDERS #Refer Meity URL at bottom. OR Bidder must be a Cloud CDN provider having 6 or more POP (Point of	"Request LIC to modify Clause as below. Bidder/OEM must have hosted service in Data Center which is "MeitY – Ministry of Electronics and Information Technology, GOI" empanelled as AUDITED CLOUD	Revised. Please refer to corrigendum.

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
		Presence) in India and The OEM should possess ISO 27000 series security certifications valid as on date of RFP .	SERVICE PROVIDERS"	
24.	Annexure E: Eligibility Criteria Sl. No. 3 Page Number 1	Bidder must be empanelled with "MeitY – Ministry of Electronics and Information Technology, GOI" as AUDITED CLOUD SERVICE PROVIDERS #Refer Meity URL at bottom. OR Bidder must be a Cloud CDN provider having 6 or more POP (Point of Presence) in India and The OEM should possess ISO 27000 series security certifications valid as on date of RFP.	"Kindly modify the clause as "Proposed OEM solution must be a Cloud CDN provider having minimum 2 POPs (Point of Presence) in India and the OEM should possess ISO 27000 series security certifications valid as on date of RFP." This point seems to be a vendor Specific clause. The clause in its current form will prohibit few of the OEM in Cloud WAF and DDOS solution space from participating.	Revised. Please refer to corrigendum.

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
25.	Annexure E: Eligibility Criteria Sl. No. 8 Page Number 2	The bidder, in case of SI, should be OEM certified or authorized agent/reseller/partner of the OEM. The proposed Cloud CDN, Cloud WAF and Cloud DDoS, DNS solutions must be from the same Cloud Service Provider and available in Integrated mode . All components are required to be cloud based.	The clause for having an integrated solution may limit competition as only few Service providers support this functionality. However, in view of having fair competition, we propose to allow service providers to stitch their solution from multiple OEMs.	Please adhere to RFP Terms and conditions.
26.	Annexure E: Eligibility Criteria Sl. No. 9 Page Number 2	The bidder must provide reference of 3 active clients from BFSI in India for whom the bidder has implemented Integrated Cloud CDN and Cloud WAF solutions. At least 1 Client must be with the monthly traffic of 100 TB.	Request LIC to modify below clause. The Bidder/OEM must provide reference of 3 active clients (1 BFSI & 2 Non-BFSI) in India for whom the bidder has implemented Integrated Cloud CDN and Cloud WAF solutions. At least 1 Client must be with the monthly traffic of 100 TB.	Revised. Please refer to corrigendum.

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
27.	Primary RFP Document Section 7.2.: Broader Scope and Criteria / CDN Strength, Sl. No. 12 Page number: 61	CNAME masking	CNAME masking Query: Please elaborate CNAME Masking- And what is it that LIC intend to achieve? Whether the purpose is to hid origin domain name? Or something else.	Replied earlier Yes, the purpose is to hide the origin domain name .
28.	Primary RFP Document Section 7.2.: Broader Scope and Criteria / Streaming Media and Analytics, Sl. No. 1 Page number: 61	Stream Protection: Stream theft should be taken care i.e. the visitor cannot see the video origin link and cannot embed the video on his webpage. Pre-defined Token based protection.	Need to understand what kind of streaming LIC intend to conduct, any Video published on website will be cached by CDN network on respective link it is published By not allowing Visitor see origin video link embedded - the video cannot be published Hence request to delete the specs.	Live Stream : Deleted. Video published on website to be cached by CDN network
29.	Primary RFP Document Section 7.2.: Broader Scope and Criteria / Streaming Media and Analytics, Sl. No. 3 Page number: 61	Number of websites and live streams: There should not be any restriction in number of websites and number of live streams	The ask of this point is limiting the bid for single OEM Every OEM have different sizing, as part of sizing need information on number Sub Domains that needs to be published On All the sub domain will allow such functionality	Live Streams : Deleted Number of websites: Domains : 5 Sub Domains/IP : 100 Please note there should not be any cap/limit on the Domains/Sub Domains/IP Address.

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
30.	Primary RFP Document Section 7.2.: Broader Scope and Criteria / Data Confidentiality and Integrity, Sl. No. 2 Page number: 61	Domain Names including top level: CDN Owner / Authorized channel partner should allow delivery of content for all sort of domains which without limitation to include tonic.in, gov.in, nkn.in, .in etc.	The ask of this point is limiting the bid for single OEM - by making it domain specific. Every OEM have different sizing, as part of sizing need information on number Sub Domains that needs to be published (Within the sub domain - there will not be any restriction on published path or directory On All the sub domain will allow such functionality	Revised. Please refer to corrigendum.
31.	Primary RFP Document Section 7.2.: Broader Scope and Criteria / WAF, Sl. No. 11 Page number: 62	There should not be any cap/limit on the size of Application layer DDoS attack that can be mitigated	In the asked points DDoS attacks are limited to only application layer attack, we advise to expand it towards Application and Network layer attacks which can also cover Volumetric attacks Hence request to change the specs to below: There should not be any cap/limit on the size of Application layer DDoS and No Limit in mitigation of Network Layer Volumetric attack	Please adhere to RFP Terms and conditions.

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
32.	Primary RFP Document Section 7.2.: Broader Scope and Criteria / WAF, Sl. No. 26 Page number: 63	There should be a provision to generate alerts in the form of email and SMS in case of any attack, breach etc.	Limiting update to Emails and SMS would lead to big risk for LIC Since many times SMS are mostly ignored Hence, we advise to add Call based intimation as well and request to change the specs to below There should be a provision to generate alerts in the form of email and SMS/Call in case of any attack, breach etc.	Agreed. There should be a provision to generate alerts in the form of email and/or SMS and/or Call in case of any attack, breach etc .
33.	Primary RFP Document Section 7.2.: Broader Scope and Criteria / WAF, Sl. No. 27 Page number: 63	WAF should be a cloud based distributed WAF solution i.e. it should be present at every CDN POP	The ask of this point is limiting the bid for single OEM. Having WAF for each and every CDN POPs makes the deployment slow and every OEM enables the protection differently. We believe in having dedicated WAF POP for Mitigation which can enable efficient Protection at the same time all needed Protection to CDN POPs are provided to ensure that application is fully protection. Hence we advise to change the specs to below: WAF should be a cloud based distributed WAF solution i.e. it should have required protection for CDN POP	RFP Requirement is for an Integrated proven stack for CDN, WAF and DDoS. Bidders required to submit client reference for the proposed integrated solution. WAF should be a cloud based Integrated WAF solution with the CDN and DDoS Protection . The proposed Cloud CDN, Cloud WAF and Cloud DDoS, DNS solutions must be from the same Cloud Service Provider and available in Integrated mode . All components are required to be cloud based.

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
			to ensure there is no leakage with WAF integrated POP in CDN or dedicated POP for WAF	
34.	Primary RFP Document Section 7.2.: Broader Scope and Criteria / WAF, Sl. No. 32 Page number: 63	The Solution should support on demand Vulnerability Scanning of the Application i.e. the solution must be able to integrate with web application vulnerability assessment tools.	As per our recommendation - to ensure that any vulnerability Scanning report provided should not be manipulated for CDN/WAF provided to highlight true nature of vulnerability: For this it is needed that the vulnerability Scanner should be different OEM/ Provided than CDN/WAF Provider Hence we advise to change the specs to below: The Solution should support on demand Vulnerability Scanning of the Application from different OEM i.e. the solution must be able to integrate with web application vulnerability assessment tools.	The Solution should support ability to incorporate WAF related observations in WAF rule set after the Vulnerability Scanning of the Application by LIC .

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
35.	Primary RFP Document Section 7.2.: Broader Scope and Criteria / WAF, Sl. No. 34 Page number: 63	The plan should include clean or legit data transfer of 100 TB per month for all applications put together for commercial evaluation. Billing will be based on the actual consumed on 'Pay as per Usage'.	We fill 100Tb asked is very less, compared to bandwidth asked in point 25: Assuming 24 hours a day and 30 days a month - Monthly transfer comes to 350Tb+ And even if we assume 8 hours a day and 30 days a month - Monthly transfer comes to 120Tb Hence, we advise to have accommodation of higher Legit data monthly transfer and change the specs to below The plan should include clean or legit data transfer of 200 TB per month and scalable to 500 TB per Month for all applications put together for commercial evaluation. Billing will be based on the actual consumed on 'Pay as per Usage'.	Please adhere to RFP Requirements, Terms and conditions.

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
36.	Generic	Additional Points recommendations	Suggestions: BOT Attack Protection is leading the attack landscape and to handle advance automated threats which can easily bypass traditional mitigation technology which are based on signatures and to identify malicious traffic against focusing on intent of the traffic We advise to add below Pointers: Should have option to upgrade solution with full-fledged BOT Management solution in future on-demand with below capabilities a. Defend against bots that target digital assets, including sophisticated bots designed to hit multiple assets b. Detect and identify bots using a multi-layered approach, including signatures of known bots, HTTP profiling, device fingerprinting, CAPTCHA, Behavioral challenges and semi-supervised machine learning c. Detect and block sophisticated	Please adhere to RFP Requirements, Terms and conditions

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
			humanlike bots in real time with no impact on the technology stack d. Identify the intent of bots with the highest precision through proprietary, semi-supervised machine learning models	
37.	Generic	Additional Points recommendations	Suggestions: We advice to add below Pointers Should have multi-tenant support to give ownership of configured application as per Application developer	Please adhere to RFP Requirements, Terms and conditions
38.	Generic	Additional Points recommendations	Suggestions: To tighten the security of communication traffic there should be provision to control TLS version	Agreed : To tighten the security of communication traffic there should be provision to control TLS version Bidders are required to provide Cloud CDN

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
			We advice to add below Pointers Should have ability to provide customize TLS Protocol like disabling TLS 1.0 and TLS1.1 and should have TLS 1.3 Capability on Cloud POP from day1 Should support HTTP2.0 gateway for all the HTTP/s applications	and WAF Application Analytics
39.	Generic	Additional Points recommendations	Suggestions: Having good reporting ensures no attacks are missed. Hence we advise to add below Pointers Cloud WAF should provide Application Analytics: a. Cloud WAF Application Analytics must consolidates large number of similar events into manageable sets of recurring activities to effectively handle b. Security events provided should have context on application behavior and why certain events are blocked or allowed, displaying	Bidders are required to provide Reporting and Cloud CDN and WAF Application Analytics

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
			key activity details such as recurrence and usage trends over time c. Cloud WAF Portal should provide drill-down about security events and patterns, including context & clarify into application behavior like Attack details, HTTP request, Vulnerabilities, origin country of attacker, OWASP Category of attack event falls into and many more	
40.	Generic	Additional Points recommendations	Suggestions: API Protection is much since almost all the application have API functionality, many times this is undetected due to un documented API calls. Hence we advise to add below Pointers: The proposed managed solutions should be able to detect and identify automatically undocumented API Calls without manual intervention and also provide Positive & Negative security model for both	Please adhere to RFP Requirements, Terms and conditions

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
			documented and undocumented API Calls. Proposed managed WAF solutions should be able to identify undocumented API Endpoint and automatically create its protection profile.	
41.	Annexure E: Eligibility Criteria Sl. No. 3 Page Number 1	Bidder must be empanelled with "MeitY - Ministry of Electronics and Information Technology, GOI" as AUDITED CLOUD SERVICE PROVIDERS #Refer MeitY URL at bottom. OR Bidder must be a Cloud CDN provider having 6 or more POP (Point of Presence) in India and The OEM should possess ISO 27000 series security certifications valid as on date of RFP.	We suggest to revised this clause as "Bidder/ OEM must be empanelled with "MeitY - Ministry of Electronics and Information Technology, GOI" as AUDITED CLOUD SERVICE PROVIDERS #Refer MeitY URL at bottom. OR Bidder / OEM must be a Cloud CDN provider having 6 or more POP (Point of Presence) in India and The OEM should possess ISO 27000 series security certifications valid as on date of RFP."	Revised. Please refer to corrigendum.
42.	Annexure E: Eligibility Criteria Sl. No. 8 Page Number 1	The bidder, in case of SI, should be OEM certified or authorized agent/reseller/partner of the OEM. The proposed Cloud CDN, Cloud WAF and Cloud DDoS, DNS solutions must be from the same Cloud Service Provider and available in Integrated mode . All components are required to be cloud based.	We suggest revising this clause as "The bidder/ OEM, in case of SI, should be OEM certified or authorized agent/reseller/partner of the OEM. The proposed Cloud CDN, Cloud WAF and Cloud DDoS, DNS solutions must be from the same Cloud Service Provider and available in Integrated mode . All components are required to be	Revised. Please refer to corrigendum.

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
			cloud based."	
43.	Annexure E: Eligibility Criteria Sl. No. 9 Page Number 1	The bidder must provide reference of 3 active clients from BFSI in India for whom the bidder has implemented Integrated Cloud CDN and Cloud WAF solutions. At least 1 Client must be with the monthly traffic of 100 TB.	We suggest to revised this clause as "The bidder/ OEM must provide reference of 3 active clients from BFSI in India for whom the bidder/ OEM has implemented Integrated Cloud CDN and Cloud WAF solutions. At least 1 Client must be with the monthly traffic of 100 TB."	Revised. Please refer to corrigendum.
44.	Annexure E: Eligibility Criteria Sl. No. 3 Page Number 1	Bidder must be empanelled with "MeitY – Ministry of Electronics and Information Technology, GOI" as AUDITED CLOUD SERVICE PROVIDERS #Refer MeitY URL at bottom. OR Bidder must be a Cloud CDN provider having 6 or more POP (Point of Presence) in India and The OEM should possess ISO 27000 series security certifications valid as on date of RFP.	"Requesting you to please remove this clause as mostly Cloud Service Providers are empanelled with MEITY. MEITY empanelment is done mostly by Cloud Service Providers. We are System Integrator (SI), authorized partners of Cloud CDN & WAF OEMs and have capability to implement & provide services for the said technologies."	Revised. Please refer to corrigendum.

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
45.	Primary RFP Document Section 7.2.: Broader Scope and Criteria / WAF, Sl. No. 13 Page number: 62	Service Provider must have "Adaptive security engine" with option to have Automatically updated policies.	As "Adaptive security engine" is a proprietary based nomenclature, however, our solution for WAF does support similar functionality and termed as "Advanced zero-day vulnerability protections". We request for your kind consideration of such functionality available.	By "Adaptive Security Engine" we mean "Proactively detect and block threats by automatically pushing policy updates" to the concerned component.
46.	Primary RFP Document Section 7.2.: Broader Scope and Criteria / CDN, (Sl. No. 5a, 6, 8, 14) & Streaming Media & Analytics (Sl. No. 1-3) Page number: 60 & 61	General	This RFP is mainly focused towards Security for Web hosted Applications for LIC. In view of that, there are points which are related to only CDN services like Media hosting, Video Content analytics, Stream Protection, etc. For these we request LIC to exclude these from this RFP so that they can get best of both solutions from respective leaders in that field.	Streaming Media & Analytics: Deleted. Please refer to corrigendum.
47.	Primary RFP Document Section 6.11.: Page number: 34	INTELLECTUAL PROPERTY RIGHTS	LIC to clarify on the below points: 1) Will there be any IP shared or offered under the current scope? 2) Will the Bidder have any access to Pre-existing IP of LIC? 3) If there is no IP, then this	Please adhere to RFP Terms and conditions.

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
			clause should be deleted in entirety	
48.	Primary RFP Document Section 6.11.4(c): Page number: 35	The Vendor will indemnify LIC against all third-party claims of infringement of patent, Intellectual Property Rights, trademark, copy right or industrial design rights arising from use of the Vendor's Solution or any part thereof throughout the Offices of LIC, including but not limited to the legal actions by any third party against LIC.	We request LIC to include the below exception: The Bidder will not be liable nor responsible for any infringement if such infringement is caused due to use of the product not intended by Bidder, modifications not made by Bidder, use of Bidder deliverable in conjunction with products not provided by Bidder, etc. The damages which are indirect or consequential are not acceptable including those claims that are raised by the customer of LIC or any third party. As for the deliverables created by Bidder, Bidder's indemnity should be capped to the immediately preceding 12 months of charges	Please adhere to RFP Terms and conditions.

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
			collected by Bidder under the order in which the liability has arisen.	
49.	Primary RFP Document Section 6.11.5.: Page number: 35	Patent Rights and other litigation costs	We request LIC that the Bidder's liability for infringement of intellectual property rights (IPR) should be limited. i.e. "To the extent authorized, Bidder will pass through to LIC any transferable indemnities provided to the Bidder by Bidder's vendors".	Please adhere to RFP Terms and conditions.
50.	Primary RFP Document Section 6.15.: Page number: 39	INDEMNITY	The indemnity claimed by LIC is very broad. The Bidder doesn't accept such indemnity events and can agree to give the following indemnitees to LIC such as; to indemnify LIC for third party claims arising from damage to tangible property, death or personal injury caused due to gross negligence or willful misconduct.	Please adhere to RFP Terms and conditions.

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
51.	Primary RFP Document Section 6.16.: Page number: 41	LIABILITY	We request the Limitation liability clause to mentioned in RFP capping Bidder liability under the contract. Limitation of liability clause. "Notwithstanding any other provision hereof, neither party shall be liable for (a) any indirect, incidental, special, consequential, exemplary or punitive damages or (b) any damages for lost profits, lost revenues, loss of goodwill, loss of anticipated savings, loss of customers, loss of data, interference with business or cost of purchasing replacement services, arising out of the performance or failure to perform under this agreement, whether or not caused by the acts or omissions or negligence (including gross negligence or wilful misconduct) of its employees or agents, and regardless of whether such party	Please adhere to RFP Terms and conditions.

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
			has been informed of the possibility or likelihood of such damages. For any liability not excluded by the foregoing, Bidder shall in no event be liable in an amount that exceeds, in the aggregate for all such liabilities, the most recent twelve (12) months of charges collected by Bidder pursuant to the applicable order giving rise to the liability. Such limited liability is applicable for all claims including those for liquidated damages, confidentiality, infringement of Intellectual Property and any indemnification under the Agreement	
52.	Primary RFP Document Section 4.4 : Page number: 15	RFP TERMS AND CONDITIONS Responding to this RFP and submission of the bid by the Bidder will be deemed as consent from the Bidder to all the terms and conditions mentioned in this RFP and these will be contractually binding on the bidders. All these terms and conditions	What will happen where Bidder submits deviation to the RFP terms and conditions, how LIC will construe such submission.	Please refer to corrigendum on Para on Deviations.

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
		and the contents of the RFP along with the Annexure/Appendices/ clarifications/addenda/corrigenda issued will form the part of the purchase orders and any resulting contracts with the vendor/s from time to time as an outcome of this RFP Process.		
53.	Primary RFP Document Section 4.7 Page number: 16	RIGHT TO TERMINATE THE PROCESS	We request LIC to include the points no. 1. 1. Incase of termination of contract by LIC without cause or for convenience, LIC shall be required to pay exit charges (termination convenience fee) to cover for all losses to Bidder as mutually agreed between LIC and Bidder for terminating the contract for reasons other than mentioned in the RFP. 2. Under what conditions will the Bidder be able to terminate the contract from their end?	Please adhere to RFP Terms and conditions.

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
54.	Primary RFP Document Section 4.9 Page number: 17	Fraud and Corrupt Practices	This should be made mutual	Please adhere to RFP Terms and conditions.
55.	Primary RFP Document Section 5.14.2.: Page number: 29	<u>Purchase Order</u> LIC reserves the right to cancel this RFP, to make a partial award, or to make no award if it determines that such action is in the best interest of the LIC. a) LIC, at all times, reserve the right to modify, include or exclude procurement of products under consideration in this RFP if it is to LIC's advantage to do so.	We request LIC to include the below points: 1. Incase of cancellation or partial award after awarding the contract by LIC without cause or for convenience, LIC shall be required to pay exit charges (termination convenience fee) to cover for all losses to Bidder as mutually agreed between LIC and Bidder for terminating the contract for reasons other than mentioned in the RFP. 2. LIC shall be reinburse any and all amount that has incurred by Bidder in case of any modification made by LIC.	Please adhere to RFP Terms and conditions.

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
56.	Primary RFP Document Section 6.6.: Page number: 32	ASSIGNMENTS	Request LIC to in the following: 1) The clause should be made mutual 2) Bidder should be able to assign the Agreement to its affiliates and subsidiaries.	Please adhere to RFP Terms and conditions.
57.	Primary RFP Document Section 6.25.1.: Page number: 51	Right to terminate	We request LIC to provide cure period before terminating the Agreement	Please adhere to RFP Terms and conditions.
58.	Primary RFP Document Section 6.25.2.: Page number: 51	Termination and reduction for convenience	We suggest deleting the Section 6.25.2 (a). 1. In regards to Section 6.25.2 (d) the Service Charges should be based on applicable charges. 2. Section 6.25.2 (e) should be amended to delete the capping and charges should be as applicable.	Please adhere to RFP Terms and conditions.
59.	Primary RFP Document Section 6.25.4.: Page number: 52	Termination for Insolvency	Termination should be without prejudice to rights accrued to both parties and Bidder shall be entitled to all the payments for Services delivered to the Customer	Please adhere to RFP Terms and conditions.

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
60.	Primary RFP Document Section 6.32.: Page number: 58	RIGHT TO AUDIT	Per our standard the Audits are carried out once in a year with prior notification of 30 days to Bidder, at the cost of the Customer. Any such inspection shall be for the books and account in relation to the RFP only. Auditors have to be verified by TC and audit shall be conducted by approved in compliance with applicable laws. Remote hands fees are applicable if audits are carried out for more than 4 hours a day. Any audit conducted by or on behalf of Customer pursuant to this Section [XX], shall be conducted with the utmost integrity, employing an acceptable level of skill and technical knowledge. Customer shall, and shall cause its Auditor to, (i) comply with any rules or requirements of Supplier governing access to an audited Supplier Facility (including any security or safety rules); (ii) take all	Please adhere to RFP Terms and conditions.

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
			necessary care to avoid loss or damage to Supplier property; and (iii) prevent unnecessary and excessive consumption of Supplier personnel resources. Customer shall also indemnify, defend and hold Supplier harmless from any and all costs or expenses arising from any breach. Scripts shall not be allowed to run on shared infrastructure.	
61.	Annexure M: Non Disclosure Agreement	NON_DISCLOSURE_AGREEMENT	This should be made mutual and Further, Liability to be limited to 12 months of charges to be collected by Bidder prior to the claim	Please adhere to RFP Terms and conditions.
62.	Primary RFP Document Section 7.3.2 Page number: 66	Security timely vulnerability corrections	Assuming that vulnerability assessment will be done by LIC. For corrections on the security solutions like DDOS/WAF will be sent to the bidder to remediate. Please confirm this understanding is correct.	Yes. Please adhere to RFP Requirements, Terms and conditions.

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Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
63.	Primary RFP Document Section 7.3.2 Page number: 66 & 67	Point 6 & 7	As part of RFP requirement does Customer require integration with SIEM.	Yes. The proposed system should be able to integrate with existing Arcsight SIEM solution and other industry leading SIEM Solution
64.	Primary RFP Document Section 7.3.2 Page number: 67	point 7	can bidder propose the below standard SLAs? Severity levels Response time Resolution time Severity 1 - Response time: 15 mins and Resolution time: 4 hours Severity 2 - Resolution time : 15 mins and Resolution time: 12 hours Severity 3 - Resolution time : 15 mins and Resolution time: 24 hours	Please adhere to RFP Terms and conditions.
65.	Generic		end user management/ infra support/ hands and feet support shall be by LIC as bidder service is through remote and hence bidder will not be able to provide infra/end user and hands and feet support	Please adhere to RFP Terms and conditions. RFP requirement being Cloud based SaaS , the support requirement is remote based .

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
			remotely.	
66.	Primary RFP Document Section 7.2 Page number: 60	Support for Mobile devices including live streaming. CDN should support live streaming on all sort of mobile devices.	List of supported mobile device and support of s/w versions	Mobile devices including live streaming : Deleted
67.	Primary RFP Document Section 7.2 Page number: 62	Change/Update TLS: CDN Owner / Channel Partner would be responsible to update latest certificates	Pls provide more clarity on, who is responsible to update certificates.	LIC will procure and provide the SSL Certificates. The Bidder will update the SSL Certificates in configuration.
68.	Primary RFP Document Section 7.2 Page number: 60	DNS with DNS Security	Do you need DNS registrar & DNS hosting together or can you keep the existing registrar and move DNS hosting to cloud based provider. Pls clarify what DNS security is need like DNSSEC, Absorbs typical DDOS attacks, Blocks non-DNS packets, rate filtering random Name attacks, Blocks known DNS attack patterns	LIC will continue with the existing DNS Registrar. DNS Security measure to protecting against DNS-based attacks

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Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
69.	Primary RFP Document Section 7.2 Page number: 61	Forward device specific characters to Data Centre using custom fields	Pls provide details on device specific characters	example custom field of CLIENT-IP for the end user IP or other Custom Headers in the http Request.
70.	Primary RFP Document Section 7.2 Page number: 61	CNAME masking	Currently LIC is using TATA CDN, you want same CNAME setup to be continue	Bider to propose . Domain (CNAME) masking : mask the licindia.in or other LIC domains URL with CNAME. Purpose is to hid origin domain name .
71.	Primary RFP Document Section 7.2 Page number: 61	Log delivery to client location or by email.	Provide more clarity on client location e.g. FTP end point.	Log delivery to LIC location by mutually agreed arrangement
72.	Primary RFP Document Section 7.2 Page number: 63	WAF should be a cloud based distributed WAF solution i.e. it should be present at every CDN POP	We have cloud based CDN POP. Can we have relaxation as the traffic from CDN POP is sent to Cloud WAF infrastructure from where it is forwarded to the Origin?	Please adhere to RFP Requirements, Terms and conditions. Proposed Solution must be integrated stack with proven Client references. Eligibility and Technical Evaluation will consider only those client reference which are same as proposed integrated solution stack and actively being used . The proposed Cloud CDN, Cloud WAF and Cloud DDoS, DNS solutions must be from the

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
				same Cloud Service Provider and available in Integrated mode . All components are required to be cloud based.
73.	Primary RFP Document Section 7.2 Page number: 63	The service provider should possess ISO 27017, 28000 ; SOC 1 Type 2 and SOC 2 Type 2 certification	Request you to please relax this compliance to the following statement: "The service provider should possess ISO 27001; SOC 1 Type 2 and SOC 2 Type 2 certification".	Revised. Please refer to corrigendum.
74.	Services must support gRPC and WebSocket	Services must support gRPC and WebSocket	Please share the use cases for gRPC and Websockets.	Deleted Requirement for support for gRPC and WebSocket
75.	Annexure E: Eligibility Criteria Sl. No. 8 Page Number 2	The proposed Cloud CDN, Cloud WAF and Cloud DDoS, DNS solutions must be from the same Cloud Service Provider and available in Integrated mode . All components are required to be cloud based.	Can the bidder who is the cloud service provider can provide a fully integrated solution with multiple cloud (OEM) services.	Please adhere to RFP Terms and conditions.

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
76.	Annexure E: Eligibility Criteria Sl. No. 9 Page Number 2	The bidder must provide reference of 3 active clients from BFSI in India for whom the bidder has implemented Integrated Cloud CDN and Cloud WAF solutions. At least 1 Client must be with the monthly traffic of 100 TB.	Request you to please amend the clause as per following recommendations for wider participation: The bidder/OEM must provide reference of 3 active clients from BFSI/Enterprise Customer/ any Govt. Customer in India for whom the bidder has implemented Integrated Cloud CDN or Cloud WAF solutions. At least 1 Client must be with the monthly traffic of 100 TB (all sectors)	Revised. Please refer to corrigendum.
77.	Primary RFP Document Section 7.2: Scope of Work Page number: 62	The services shall detect and deflect threats in HTTP and HTTPS traffic, issuing alerts or blocking attack traffic near its source.	Is there any Custome Port used apart from HTTP & HTTPS	Currently application uses HTTP and HTTPS.
78.	Generic	Additional Points questions	Number of Domain & Sub Domain & Count of IP address	Domains : 5 Sub Domains/IP : 100 Please note there should not be any cap/limit on the Domains/Sub Domains/IP Address.

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
79.	Primary RFP Document Section 7.2: Scope of Work Page number: 62	Services shall provide web origin protection	Does LIC require end to end protection from i.e from User to WAF & WAF to Webserver	Self Explanatory
80.	Primary RFP Document Section 7.2: Scope of Work Page number: 63	Should be able to provide Compliance Reporting	Is there any specific format & frequency of reporting	As per agreed frequency with the selected bidder. Most reporting should be self service dashboard based .
81.	Generic	Additional Points Questions	How many days logs need to be stored	30 days
82.	Primary RFP Document Section 7.2: Scope of Work Page number: 61	Archived Content – Analytic reports, geographic information etc. should be made available on demand. GUI based analytics reports as much as possible with 30 Days Archival must on basis of Real-time which may construed as: a) within 15 minutes for media Analytics; b) Within 24hrs for Websites.	Please remove reference to Media Analytics along with 'within 15 minutes for Media Analytics' as they are provided by 3rd party Analytics solutions and are not typical CDN functionality.	Revised. Please refer to corrigendum.

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
83.	Primary RFP Document Section 7.2: Scope of Work Page number: 63	Archived Content – Analytic reports, geographic information etc. should be made available on demand. GUI based analytics reports as much as possible with 30 Days Archival must on basis of Real-time which may construed as: a) within 15 minutes for media Analytics; b) Within 24hrs for Websites.	If 3rd party Media Analytics vendor is allowed, then Please provide Media Analytics becons per month (i.e. 10 million beacons per month/20 million beacons per month etc.) for 3rd Party Media Analytics vendors	Revised. Please refer to corrigendum.
84.	Primary RFP Document Section 7.2: Scope of Work Page number: 61	Storage space for Static content	How much Storage space per month is required?	100GB per month.
85.	Primary RFP Document Section 7.2 Page number: 61	CNAME masking	Please let us know about this requirement in details, if it refers to Top Level Domain traffic delivery and Zone Apex Mapping, we will need Akamai Edge DNS to be used as an Authoritative DNS for LIC Domains.	Domain (CNAME) masking : mask the licindia.in or other LIC domains URL with CNAME. Will; be discussed and finalized with the selected service provider.
86.	Primary RFP Document Section 7.2 Page number: 61	Geo-fencing and Delivery Control: Customers must have the ability to determine the region(s) from where their files will be served	Does it mean Geo Blocking? Or it means where to cache on CDN Platform? If it means caching location on CDN Platform then please remove this requirement as CDN Platforms will cache content	Geo-Fencing and Delivery Control: LIC will have the ability to determine the region(s) from where their files will be served (Geo Blocking).

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
			near the end user locations and since LIC sites are available globally, content will be cached globally.	
87.	Primary RFP Document Section 7.2 Page number: 61	Help deliver video content to end user on different protocol (HLS, RTMP, RTSP, HTTP, MSS etc.).	Please limit protocols to HTTP on Port 80 and HTTPS on Port 443, as other protocols are not supported by Akamai due to their legacy nature and security/performance considerations. For media delivery, limit it to HLS, DASH and remove references to legacy protocols like RTMP, RTSP, MSS.	Yes for http and https only.
88.	Primary RFP Document Section 7.2 Page number: 61		Please confirm that all Websites to be integrated with CDN, DDoS Service and WAF are HTTP (Port 80) and HTTPS (port 443) websites working using HTTP Basic Authentication. Please note, other ports and protocols are not supported.	Yes HTTP (Port 80) and HTTPS (port 443)

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
89.	Primary RFP Document Section 7.2 Page number: 61	Media analytics for live/on demand stream: Through dashboard or any alternative source showing no. of real time concurrent users, visitors and other related details including Geo Locations, Country wise, ISPs, Browsers, Devices Types etc.	Please remove Media Analytics requirement as they are provided by 3rd party Analytics solutions and are not typical CDN functionality.	Media analytics for live/on demand stream : Deleted
90.	Primary RFP Document Section 7.2 Page number: 61	Media analytics for live/on demand stream: Through dashboard or any alternative source showing no. of real time concurrent users, visitors and other related details including Geo Locations, Country wise, ISPs, Browsers, Devices Types etc.	If 3rd party Media Analytics vendor is allowed, then Please provide Media Analytics becons per month (i.e. 10 million beacons per month/20 million beacons per month etc.) for 3rd Party Media Analytics vendors	Media analytics for live/on demand stream : Deleted
91.	Primary RFP Document Section 7.2 Page number: 61	Number of websites and live streams: There should not be any restriction in number of websites and number of live streams	How Live streams will be published? If it is by HTTP POST method, then what will be the encoder used? How many Minutes of Primary and backup streams will be ingested/POST per month?	Media analytics for live/on demand stream : Deleted
92.	Primary RFP Document Section 7.2 Page number: 61	Number of websites and live streams: There should not be any restriction in number of websites and number of live streams	Whether encoder used for Live STreaing is for Qualified Encoder list mentioned at https://community.akamai.com/customers/s/article/Qualified-Encoders-MSL-3-2-MSL-4-x?language=en_US	Media analytics for live/on demand stream : Deleted

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Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
93.	Primary RFP Document Section 7.2 Page number: 61	Number of websites and live streams: There should not be any restriction in number of websites and number of live streams	Whether On Demand streaming is also required?	Media analytics for live/on demand stream : Deleted
94.	Primary RFP Document Section 7.2 Page number: 61		What is the split of Streaming and Website Traffic per month? i.e. 20TB streaming and 80 TB Website traffic per month?	Media analytics for live/on demand stream : Deleted
95.	Primary RFP Document Section 7.2 Page number: 61	Domain Names including top level: CDN Owner / Authorized channel partner should allow delivery of content for all sort of domains which without limitation to include tonic.in, gov.in, nkn.in, .in etc.	This requirement along with Top level domain delivery requires LIC to host their DNS on Akamai Authoritative DNS i.e. Edge DNS.	Revised. Please refer to corrigendum.
96.	Primary RFP Document Section 7.2 Page number: 61	DNS with DNS Security	How many DNS Forward and reverse look up zones are required?	Will be shared with the Selected Service Provider.

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
97.	Primary RFP Document Section 7.2 Page number: 61	DNS with DNS Security	LIC Name Registrar supports DNSSEC?	YES
98.	Primary RFP Document Section 7.2 Page number: 61	DNS with DNS Security	What all DNS Records need to be supported?	Will be shared with the Selected Service Provider.
99.	Primary RFP Document Section 7.2 Page number: 62	Should be capable for handling HTTPS or SSL (latest TLS) based websites: The communication between origin and edge servers should also be on HTTPS	How many HTTPS based Websites are required to be supported? How many certificates need to be provisioned? What type of certificates need to be provisioned?	SSL Certificates will be provided by LIC. Domains : 5 Sub Domains/IP : 100 Please note there should not be any cap/limit on the Domains/Sub Domains/IP Address.
100.	Primary RFP Document Section 7.2 Page number: 62	The services shall include a pre-defined but configurable application layer firewall rules for different categories such as Protocol Violations, Request Limit Violations, Malicious Robots, Command Injection Attacks, Trojan Backdoors and Outbound	Please remove reference to 'Outbound Content Leakage' as it is very vague reference and cannot be defined objectively, also it requires WAF to read server response payload, which creates security hazard and also impacts	Bidders to list their capabilities

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
		Content Leakage.	performance negatively.	
101.	Primary RFP Document Section 7.2 Page number: 62	Services shall provide Domain name server protection.	This requires Authoritative DNS from WAF service provider. LIC needs to migrate their Authoritative DNS to WAF Service Provider.	Yes
102.	Primary RFP Document Section 7.2 Page number: 63	Services must provide protection against OWASP Top Ten Web application Security Risks, SANS Top 25 Vulnerabilities and WASC Web Security Attack classification.	Please reword this point to ask compliance for WAF related vulnerabilities. There are many vulnerabilities like weak password, which cannot be handled at WAF level.	Vulnerabilities like weak password in application will be handled by LIC Application team.
103.	Primary RFP Document Section 7.2 Page number: 63	Services should provide for customizable block pages	Please reword this point to ask for custom maintenance pages on Data centre failure, giving custom block pages on Cloud WAF will not allow to send identifier for blocked requests and will make triaging difficult.	Bidders to list their capabilities

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
104.	Primary RFP Document Section 7.2 Page number: 63	Services must protect from (but not limited to) DDoS, rate-limiting attacks, malicious payloads, browser supply chain attacks, Cross Site Scripting (XSS), SQL injection, remote file inclusion, Brute Force Attack, Buffer overflow, XML specific security protection, Cookie poisoning & Cookie Protection and Parameter tampering, form validation and protection, JSON payload inspection, AI/ML based Zero day attack protection, BOT detection, mitigation and BOT traffic analysis.	Please remove Browser Supply Chain attacks as they require Client side protections and are not handled at WAF level.	Bidders to list their capabilities
105.	Primary RFP Document Section 7.2 Page number: 63	Services must support gRPC and WebSocket	Please remove this point as these are not standard HTTP/S protocols and require specialized handling, these protocols require Servers to keep connections open for extended period of time and do not carry HTTP/S traffic for WAF to inspect.	Deleted Requirement for support for gRPC and WebSocket
106.	Primary RFP Document Section 7.2 Page number: 63	Any new vulnerability discovered/disclosed publicly should be included in the scan policy within 36 hours of announcement	Please remove condition of 36 Hours as time to remedy any vulnerability depends upon type and scope of vulnerability. It is not possible to guarantee time without knowing the exact nature of vulnerability.	Bidders to list their capabilities

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Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
107.	Primary RFP Document Section 7.2 Page number: 63	There should be a provision to generate alerts in the form of email and sms in case of any attack, breach etc.	Please remove requirement of SMS as it requires 3rd party SMS gateway and it is out of scope of WAF.	There should be a provision to generate alerts in the form of email and/or SMS and/or Call in case of any attack, breach etc .
108.	Primary RFP Document Section 7.2 Page number: 63	The service provider should possess ISO 27017, 28000 ; SOC 1 Type 2 and SOC 2 Type 2 certification.	Please remove requirement of ISO 27017, 2800 and SOC 1 Type 2 compliance.	Revised. Please refer to corrigendum.
109.	Primary RFP Document Section 7.2 Page number: 63	The Solution should support on demand Vulnerability Scanning of the Application i.e. the solution must be able to integrate with web application vulnerability assessment tools.	Please reward this point to have ability to incorporate WAF related observation in WAF solution as it is a separate solution	Revised. Please refer to corrigendum. The Solution should support ability to incorporate WAF related observations in WAF rule set after the Vulnerability Scanning of the Application by LIC .
110.	Primary RFP Document Section 7.2 Page number: 64	WAF solution should be able to integrate with leading vulnerability Scanning tools to convert scan results in to WAF configurations	Please remove this point and ask for ability to incorporate WAF related observations in WAF rule set.	Revised. Please refer to corrigendum. The Solution should support ability to incorporate WAF related observations in WAF rule set after the Vulnerability Scanning of the Application by LIC .

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
111.	Primary RFP Document Section 7.2 Page number: 64	WAF solution should be session aware and should protect against attacks that target trust between the client and server	Please remove this point as WAF is stateless and doesn't hold session information and acts on Request basis.	Agreed WAF solution should protect against attacks that target trust between the client and server
112.	Primary RFP Document Section 7.2 Page number: 64	Should be able to provide Compliance Reporting	Please remove this requirement as WAF cannot ensure compliance with 3rd party standards for customer website as website's configuration is controlled by customer.	Reporting is required for the OWASP Top Ten Web application Security Risks, SANS Top 25 Vulnerabilities and WASC Web Security Attack classification as applicable.
113.	Primary RFP Document Section 7.2 Page number: 64	Delivery from India for Indian end customers	Please help explain this requirement? Does it mean Human resources assigned to LIC account should be from India?	Self Explanatory . Services to be delivered to Indian Customers from India Data Centers.
114.	Annexure G Pg 8	Please provide Performance Report(QUERY SPEED) of the CDN (Latency in ms)	Please remove this point as this report will require Synthetic or RUM solution and it is beyond scope of the CDN or WAF.	Requirement is to share bidders existing Performance Report(QUERY SPEED) of the CDN (Latency in ms) as per internal or third party assessment.

MINUTES OF PRE-BID MEETING

Ref: LIC/CO/ITSD/CDN/RFP/PBM

DATE: 18.10.2022

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
115.	Generic	General	As a part of One Time Integration, how many Websites, streams, and DNS Zones need to be configured for CDN and WAF?	Domains : 5 Sub Domains/IP : 100 Please note there should not be any cap/limit on the Domains/Sub Domains/IP Address.
116.	Annexure H: Commercial Bid Form	Expected Traffic: 100 TB/month. However LIC provides no minimum Monthly/Yearly Traffic Commitment and the Billing model will be "Pay as you go" i.e. based on the actual traffic bandwidth consumed in the month.	We request to give minimum commitment for the pricing approvals. Akamai can not sign the "Pay as you go" model for the billing perspective. However customer will get the freedom to use the traffic within the year	Please adhere to RFP Terms and conditions.
117.	Annexure H: Commercial Bid Form	Payment will be made on Quarterly basis in arrears based on actual consumption.	We request to change the payment terms from Quarterly to Monthly basis	Please adhere to RFP Terms and conditions.
118.	Primary RFP Document Section 5.9 Page number: 26	Preference to Make in India. Guidelines on Public Procurement (Preference to Make in India), Order 2017	Please remove this clause this will give the undue advantage to the one local vendor	Revised. Please refer to corrigendum.

MINUTES OF PRE-BID MEETING

Ref: LIC/CO/ITSD/CDN/RFP/PBM

DATE: 18.10.2022

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
119.	Annexure D: Client Reference	PO Date & PO Value	Please remove this point as all our customers are in NDA and we can't disclose the commercials	Approximate Value of the Assignment must be indicated where the exact value can't be disclosed due to NDA with client. (Example Assignment Value/Value of Work may be indicated as > 25 Lacs, or > 50 Lacs).
120.	Annexure E : Eligibility criteria Page 2	The bidder must provide reference of 3 active clients from BFSI in india for whom the bidder has implemented Integrated Cloud CDN and Cloud WAF solutions. At least 1 Client must be with the monthly traffic of 100 TB.	Please remove the "At least 1 Client must be with the monthly traffic of 100 TB".	Please adhere to RFP Terms and conditions.
121.	Annexure E : Eligibility criteria Page 2	The bidder must provide reference of 3 active clients from BFSI in india for whom the bidder has implemented Integrated Cloud CDN and Cloud WAF solutions. At least 1 Client must be with the monthly traffic of 100 TB.	We have undergone restructuring of our company business resulting in formation of subsidiary company to focus on specific line of business of the RFP. Hence the subsidiary bidding company will have to relay on its parent company to comply with the Experiance & financial Eligibility clauses of the RFP. Request you to modify the clause as: The Bidder or Bidder's Parent company (incase bidder is 100% owned subsidiary of its Parent company) must provide reference of 3 active clients from BFSI in india for	The eligibility and the evaluation criteria are to be fulfilled by the Bidder/System Integrator in their individual capacity except for those criteria where stated otherwise. Bidders experience will be considered if the same is from an acquired entity or derived from parent company, bidder in this case being the demerged entity , and supported with documentary evidence.

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
			whom the bidder has implemented Integrated Cloud CDN and Cloud WAF solutions.	
122.	Primary RFP Document Section 7.2 Page number: 63	The service provider should possess ISO 27017, 28000 ; SOC 1 Type 2 and SOC 2 Type 2 certification.	Request to modify the clause as: The service provider should possess ISO 27017, 27018 ; SOC 1 Type 2 and SOC 2 Type 2 certification. OR The datacenter entity from whom the service Provider shall be providing cloud services should possess ISO 27017, 27018 ; SOC 1 Type 2 and SOC 2 Type 2 certification.	Revised. Please refer to corrigendum.
123.	Primary RFP Document Section 7.2 Page number: 63	The service provider should possess ISO 27017, 28000 ; SOC 1 Type 2 and SOC 2 Type 2 certification.	Bidder is the Service provider who provides Cloud services from Datacenter owned by another entity. Hence SOC 1 Type2 and SOC2 Type 2 Reports will be of datacenter and not of Cloud service provider (Bidder). Kindly confirm if these certificate can be provided of the company who owns Datacenter from where Bidder provides cloud services to its customers.	Revised. Please refer to corrigendum.

MINUTES OF PRE-BID MEETING

Ref: LIC/CO/ITSD/CDN/RFP/PBM

DATE: 18.10.2022

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
124.	Annexure E : Eligibility criteria Page 1	Any of the following: i. Company incorporated in India under the Companies Act 1956 and subsequent amendments there to or ii. Registered as a partnership firm (registered under the Partnership Act, 1932) or iii. A limited liability partnership (under the Limited Liability Partnership Act, 2008) in India. iv. Companies registered as MSME Entrepreneur & still categorized as MSME as on RFP submission date v. Start-up company recognized from the Ministry of Commerce and Industry (Department of Industrial Policy and Promotion)	Request to Add/modify : Company incorporated in India under the Companies Act 1956 or Companies Act, 2013 (18 of 2013) and subsequent amendments there to or	Agreed . 'Company incorporated in India under the Companies Act 1956 and subsequent amendments there to' includes Companies Act, 2013 (18 of 2013) and subsequent amendments there to
125.	Annexure E : Eligibility criteria Page 1	Bidder must be empanelled with "MeitY – Ministry of Electronics and Information Technology, GOI" as AUDITED CLOUD SERVICE PROVIDERS #Refer Meity URL at bottom.	We have undergone restructuring of our company business resulting in formation of subsidiary company to focus on specific line of business of the RFP. Hence the subsidiary bidding company will have to relay on its parent company to comply with the Experience & financial Eligibility clauses of the RFP. Request you to modify the clause	The eligibility and the evaluation criteria are to be fulfilled by the Bidder/System Integrator in their individual capacity except for those criteria where stated otherwise. Bidders experience will be considered if the same is from an acquired entity or derived from parent company, bidder in this case being the demerged entity , and supported with documentary evidence.

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
			as: The Bidder or Bidder's Parent company (incase bidder is 100% owned subsidiary of its Parent company) must be empanelled with "MeitY – Ministry of Electronics and Information Technology, GOI" as AUDITED CLOUD SERVICE PROVIDERS #Refer Meity URL at bottom.	
126.	Primary RFP Document Section 5.9 Page number: 25	The bidder shall arrange the Digital certificates (at no cost to LIC) from a Certifying Agency notified by Comptroller of Certifying Authority (CCA) as per Information Technology Act, 2000 as amended from time to time.	These digital certificates being mentioned, are they the ones to be used in customer LIC website or are these to be used in some other context , please elaborate?	These are the DSC Required for the Online Reverse Auction and for the eTender proposal submission purpose.
127.	Annexure H: Commercial Bid Form	LIC would be free to host any number of applications.	How many domains are planned, pls elaborate?	Domains : 5 Sub Domains/IP : 100 Please note there should not be any cap/limit on the Domains/Sub Domains/IP Address.

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
128.	Primary RFP Document Section 6.2 Page number: 30	The project duration may be extended by LIC for duration of 1 year with maximum three such extensions on mutually agreed terms and conditions. Any extension exercised in accordance with the purchase order takes effect from the end of the then current project duration.	Is there a stipulated price rise in terms of percentage earmarked for pricing for such extended period, or is it open to dynamic pricing?	Self Explanatory.
129.	Primary RFP Document Section 5.9 Page number: 25	In case, only one bidder is technically qualified, no reverse auction will take place. However, LIC reserves right to negotiate price with the lone bidder. The prices once finalized through online reverse auction or negotiation will be termed as the —approved prices.	If there a lower limit on negotiation in this case, will RFP get retendered if the agreement is not mutual?	Self Explanatory.
130.	Primary RFP Document Section 5.9 Page number: 25	After the close of online reverse auction, the L1 bidder shall provide a commercial breakup of all the line items along with the working sheet to LIC within 2 days (excluding Saturdays, Sundays and Holidays under NI Act as applicable in Maharashtra), failing which LIC reserves the right to reject the	Could you pls elaborate and provide the breakup of expected lineitems?	Self Explanatory.

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
		bid and forfeit EMD		
131.	Primary RFP Document Section 5.9 Page number: 26	The bidder would need to provide all costs in Annexure	Which annexure, pls specify?	Revised. Please refer to corrigendum.
132.	Primary RFP Document Section 5.9 Page number: 27	In case such lowest eligible 'Class-I local supplier' fails to match the L1 price, the 'Class-1 local supplier' with next higher bid within the margin of purchase preference shall be invited to match the L1 Price and so on and contract shall be awarded accordingly. In case none of the 'Class-I local supplier' within the margin of purchase preference matches the L1 price, the contract may be awarded to the L1 bidder. d. "Class-II local supplier" will not get purchase preference in any procurement.	We request to provide level playing field for all players - request to kindly remove the clause	Please adhere to RFP Terms and conditions.

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
133.	Primary RFP Document Section 7 Page number: 59-69	Scope of Work - Page 59-69	—	Remove - Not Pre Bid Query
134.	Primary RFP Document Section 7.2 Page number: 61	Archived Content – Analytic reports, geographic information etc. should be made available on demand. GUI based analytics reports as much as possible with 30 Days Archival must on basis of Real-time which may construed as: a) within 15 minutes for media Analytics; b) Within 24hrs for Websites.	Please remove reference to Media Analytics along with 'within 15 minutes for Media Analytics' as they are provided by 3rd party Analytics solutions and are not typical CDN functionality.	3rd Party Analytics Not required. Revised. Please refer to corrigendum.
135.	Primary RFP Document Section 7.2 Page number: 61	Archived Content – Analytic reports, geographic information etc. should be made available on demand. GUI based analytics reports as much as possible with 30 Days Archival must on basis of Real-time which may construed as: a) within 15 minutes for media Analytics; b) Within 24hrs for Websites.	If 3rd party Media Analytics vendor is allowed, then Please provide Media Analytics beacons per month (i.e. 10 million beacons per month/20 million beacons per month etc.) for 3rd Party Media Analytics vendors	3rd Party Analytics Not required. Revised. Please refer to corrigendum.

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
136.	Primary RFP Document Section 7.2 Page number: 61	Storage space for Static content	How much Storage space per month is required?	100GB per month.
137.	Primary RFP Document Section 7.2 Page number: 61	CNAME masking	Please let us know about this requirement in details, if it refers to Top Level Domain traffic delivery and Zone Apex Mapping, we will need Akamai Edge DNS to be used as an Authoritative DNS for LIC Domains.	Revised. Please refer to corrigendum.
138.	Primary RFP Document Section 7.2 Page number: 61	Geo-fencing and Delivery Control: Customers must have the ability to determine the region(s) from where their files will be served	Does it mean Geo Blocking? Or it means where to cache on CDN Platform? If it means caching location on CDN Platform then please remove this requirement as CDN Platforms will cache content near the end user locations and since LIC sites are available globally, content will be cached globally.	Geo-Fencing and Delivery Control: LIC will have the ability to determine the region(s) from where their files will be served (Geo Blocking).

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
139.	Primary RFP Document Section 7.2 Page number: 61	Help deliver video content to end user on different protocol (HLS, RTMP, RTSP, HTTP, MSS etc.).	Please limit protocols to HTTP on Port 80 and HTTPS on Port 443, as other protocols are not supported by Akamai due to their legacy nature and security/performance considerations. For media delivery, limit it to HLS, DASH and remove references to legacy protocols like RTMP, RTSP, MSS.	HTTP and HTTPS
140.	Primary RFP Document Section 7.2 Page number: 61		Please confirm that all Websites to be integrated with CDN, DDoS Service and WAF are HTTP (Port 80) and HTTPS (port 443) websites working using HTTP Basic Authentication. Please note, other ports and protocols are not supported.	HTTP and HTTPS
141.	Primary RFP Document Section 7.2 Page number: 61	Media analytics for live/on demand stream: Through dashboard or any alternative source showing no. of real time concurrent users, visitors and other related details including Geo Locations, Country wise, ISPs, Browsers, Devices Types etc.	Please remove Media Analytics requirement as they are provided by 3rd party Analytics solutions and are not typical CDN functionality.	Media Analytics: Deleted

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
142.	Primary RFP Document Section 7.2 Page number: 61	Media analytics for live/on demand stream: Through dashboard or any alternative source showing no. of real time concurrent users, visitors and other related details including Geo Locations, Country wise, ISPs, Browsers, Devices Types etc.	If 3rd party Media Analytics vendor is allowed, then Please provide Media Analytics becons per month (i.e. 10 million beacons per month/20 million beacons per month etc.) for 3rd Party Media Analytics vendors	Media Analytics: Deleted
143.	Primary RFP Document Section 7.2 Page number: 61	Number of websites and live streams: There should not be any restriction in number of websites and number of live streams	How Live streams will be published? If it is by HTTP POST method, then what will be the encoder used? How many Minutes of Primary and backup streams will be ingested/POST per month?	Live Streams: Deleted
144.	Primary RFP Document Section 7.2 Page number: 61	Number of websites and live streams: There should not be any restriction in number of websites and number of live streams	Whether encoder used for Live STreaing is for Qualified Encoder list mentioned at https://community.akamai.com/customers/s/article/Qualified-Encoders-MSL-3-2-MSL-4-x?language=en_US	Live Stream : Deleted
145.	Primary RFP Document Section 7.2 Page number: 61	Number of websites and live streams: There should not be any restriction in number of websites and number of live streams	Whether On Demand streaming is also required?	Live Stream : Deleted

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
146.	Primary RFP Document Section 7.2 Page number: 61		What is the split of Streaming and Website Traffic per month? i.e. 20TB streaming and 80 TB Website traffic per month?	Live Stream : Deleted
147.	Primary RFP Document Section 7.2 Page number: 61	Domain Names including top level: CDN Owner / Authorized channel partner should allow delivery of content for all sort of domains which without limitation to include tonic.in, gov.in, nkn.in, .in etc.	This requirement along with Top level domain delivery requires LIC to host their DNS on Akamai Authoritative DNS i.e. Edge DNS.	Will; be discussed and finalized with the selected service provider.
148.	Primary RFP Document Section 7.2 Page number: 61	DNS with DNS Security	How many DNS Forward and reverse look up zones are required?	Will be shared with the Selected Service Provider.
149.	Primary RFP Document Section 7.2 Page number: 61	DNS with DNS Security	LIC Name Registrar supports DNSSEC?	Yes

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
150.	Primary RFP Document Section 7.2 Page number: 61	DNS with DNS Security	What all DNS Records need to be supported?	Query not clear
151.	Primary RFP Document Section 7.2 Page number: 62	Should be capable for handling HTTPS or SSL (latest TLS) based websites: The communication between origin and edge servers should also be on HTTPS	How many HTTPS based Websites are required to be supported? How many certificates need to be provisioned ? What type of certificates need to be provisioned?	SSL Certificates will be provided by LIC . Domains : 5 Sub Domains/IP : 100 Please note there should not be any cap/limit on the Domains/Sub Domains/IP Address.
152.	Primary RFP Document Section 7.2 Page number: 62	The services shall include a pre-defined but configurable application layer firewall rules for different categories such as Protocol Violations, Request Limit Violations, Malicious Robots, Command Injection Attacks, Trojan Backdoors and Outbound Content Leakage.	Please remove reference to 'Outbound Content Leakage' as it is very vague reference and cannot be defined objectively, also it requires WAF to read server response payload, which creates security hazard and also impacts performance negatively.	Bidders to list their capabilities
153.	Primary RFP Document Section 7.2 Page number: 62	Services shall provide Domain name server protection.	This requires Authoritative DNS from WAF service provider. LIC needs to migrate their Authoritative DNS to WAF Service Provider.	Will; be discussed and finalized with the selected service provider.

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
154.	Primary RFP Document Section 7.2 Page number: 63	Services must provide protection against OWASP Top Ten Web application Security Risks, SANS Top 25 Vulnerabilities and WASC Web Security Attack classification.	Please reword this point to ask compliance for WAF related vulnerabilities. There are many vulnerabilities like weak password, which cannot be handled at WAF level.	Replied Earlier.
155.	Primary RFP Document Section 7.2 Page number: 63	Services should provide for customizable block pages	Please reword this point to ask for custom maintenance pages on Data centre failure, giving custom block pages on Cloud WAF will not allow to send identifier for blocked requests and will make triaging difficult.	Bidders to list their capabilities
156.	Primary RFP Document Section 7.2 Page number: 63	Services must protect from (but not limited to) DDoS, rate-limiting attacks, malicious payloads, browser supply chain attacks, Cross Site Scripting (XSS), SQL injection, remote file inclusion, Brute Force Attack, Buffer overflow, XML specific security protection, Cookie poisoning & Cookie Protection and Parameter tampering, form validation and protection, JSON payload inspection, AI/ML based Zero day attack protection, BOT detection, mitigation and BOT traffic analysis.	Please remove Browser Supply Chain attacks as they require Client side protections and are not handled at WAF level.	Bidders to list their capabilities

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
157.	Primary RFP Document Section 7.2 Page number: 63	Services must support gRPC and WebSocket	Please remove this point as these are not standard HTTP/S protocols and require specialized handling, these protocols require Servers to keep connections open for extended period of time and do not carry HTTP/S traffic for WAF to inspect.	Deleted Requirement for support for gRPC and WebSocket
158.	Primary RFP Document Section 7.2 Page number: 63	Any new vulnerability discovered/disclosed publicly should be included in the scan policy within 36 hours of announcement	Please remove condition of 36 Hours as time to remedy any vulnerability depends upon type and scope of vulnerability. It is not possible to guarantee time without knowing the exact nature of vulnerability.	Bidders to list their capabilities
159.	Primary RFP Document Section 7.2 Page number: 63	There should be a provision to generate alerts in the form of email and sms in case of any attack, breach etc.	Please remove requirement of SMS as it requires 3rd party SMS gateway and it is out of scope of WAF.	Replied Earlier
160.	Primary RFP Document Section 7.2 Page number: 63	The service provider should possess ISO 27017, 28000 ; SOC 1 Type 2 and SOC 2 Type 2 certification.	Please remove requirement of ISO 27017, 2800 and SOC 1 Type 2 compliance.	Revised. Please refer to corrigendum.

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
161.	Primary RFP Document Section 7.2 Page number: 63	The Solution should support on demand Vulnerability Scanning of the Application i.e. the solution must be able to integrate with web application vulnerability assessment tools.	Please reward this point to have ability to incorporate WAF related observation in WAF solution as it is a seperate solution	Revised . Replied Earlier
162.	Primary RFP Document Section 7.2 Page number: 64	WAF solution should be able to integrate with leading vulnerability Scanning tools to convert scan results in to WAF configurations	Please remove this point and ask for ability to incorporate WAF related observations in WAF rule set.	Revised . Replied Earlier
163.	Primary RFP Document Section 7.2 Page number: 64	WAF solution should be session aware and should protect against attacks that target trust between the client and server	Please remove this point as WAF is stateless and doesn't hold session information and acts on Request basis.	Agreed
164.	Primary RFP Document Section 7.2 Page number: 64	Should be able to provide Compliance Reporting	Please remove this requirement as WAF cannot ensure compliance with 3rd party standards for customer website as website's configuration is controlled by customer.	Reporting is required for the OWASP Top Ten Web application Security Risks, SANS Top 25 Vulnerabilities and WASC Web Security Attack classification.

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
165.	Primary RFP Document Section 7.2 Page number: 64	Delivery from India for Indian end customers	Please help explain this requirement? Does it mean Human resources assigned to LIC account should be from India?	Self Explanatory . Services to be delivered to Indian Customers from India Data Centers.
166.	Annexure G : Technical Bid Form Page 8	Please provide Performance Report(QUERY SPEED) of the CDN (Latency in ms)	Please remove this point as this report will require Synthetic or RUM solution and it is beyond scope of the CDN or WAF.	Replied earlier
167.	Generic	Additional questions.	As a part of One Time Integration, how many Websites, streams, and DNS Zones need to be configured for CDN and WAF?	Replied earlier
168.	Annexure H : Commercial Bid Form	Expected Traffic: 100 TB/month. However LIC provides no minimum Monthly/Yearly Traffic Commitment and the Billing model will be "Pay as you go" i.e. based on the actual traffic bandwidth consumed in the month.	We request to give minimum commitment for the pricing approvals. Akamai can not sign the "Pay as you go" model for the billing perspective. However customer will get the freedom to use the traffic within the year	Please adhere to RFP Terms and conditions.

MINUTES OF PRE-BID MEETING

Ref: LIC/CO/ITSD/CDN/RFP/PBM

DATE: 18.10.2022

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
169.	Annexure H : Commercial Bid Form	Payment will be made on Quarterly basis in arrears based on actual consumption.	We request to change the payment terms from Quarterly to Monthly basis	Please adhere to RFP Terms and conditions.
170.	Primary RFP Document Section 5.9 Page number: 26	Preference to Make in India. Guidelines on Public Procurement (Preference to Make in India), Order 2017	Please remove this clause this will give the undue advantage to the one local vendor	Replied earlier
171.	Annexure D : Client References	PO Date & PO Value	Please remove this point as all our customers are in NDA and we can't disclose the commercials	Replied earlier
172.	Annexure E : Eligibility criteria Page 2	The bidder must provide reference of 3 active clients from BFSI in India for whom the bidder has implemented Integrated Cloud CDN and Cloud WAF solutions. At least 1 Client must be with the monthly traffic of 100 TB.	Please remove the requirement of "At least 1 Client must be with the monthly traffic of 100 TB".	Refer corrigendum.

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
173.	Primary RFP Document Section 7.2 Page number: 61	CNAME masking	Please let us know about this requirement in details, if it refers to Top Level Domain traffic delivery and Zone Apex Mapping, we will need Edge DNS to be used as an Authoritative DNS for LIC Domains.	Will; be discussed and finalized with the selected service provider.
174	Annexure H : Commercial Bid Form	Expected Traffic: 100 TB/month. However LIC provides no minimum Monthly/Yearly Traffic Commitment and the Billing model will be "Pay as you go" i.e. based on the actual traffic bandwidth consumed in the month.	We request to give minimum commitment for the pricing approvals. We can not sign the "Pay as you go" model for the billing perspective. However customer will get the freedom to use the traffic within the year	Please adhere to RFP Terms and conditions.
175.	Annexure E : Eligibility criteria Page 3	The Authorised Bidder / OEM should have an annual turnover of at least Rs.10 Crore in the last 3 years. The Authorised bidder/ OEM should be a profit-making company in all the last 3 years and the bidder should have positive Net worth as per the latest audited balance sheet	We request to modify Annual Turnover to atleast Rs.200 Crore to avail healthy competition for LIC	Please adhere to RFP Terms and conditions.
176.	Primary RFP Document Section 6.13.4 Page number: 38	The total penalty will be capped at 10 % of the total contract value	We request LIC to modify the total penalty clause and allow it to be capped at 5 % of the total contract value	Please adhere to RFP Terms and conditions.

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
177.	Primary RFP Document Section 7.3.2 Page number: 66	The maximum penalty in a given year on all the occasions put together shall not exceed 25% of the annual payments due and exceeding the limit is liable to cancellation of the contract.	We request to modify the clause as follow: The maximum penalty in a given year on all the occasions put together shall not exceed 15% of the annual payments due and exceeding the limit is liable to cancellation of the contract.	Please adhere to RFP Terms and conditions.
178.	Primary RFP Document Section 7.3.2 Page number: 68	The penalty will be charged as Rs.10000/- per day for every day of delay.	We request to modify the clause as follow: The penalty will be charged as Rs.5000/- per day for every day of delay.	Please adhere to RFP Terms and conditions.

(Dy. Secretary, IT/SD)

***** End of Document *****