CORRIGENDUM-1 DATED 07.09.2022

Enquiry No. I-IEN22011 dated 18.08.2022

for "Annual Software Subscription and Support & Hardware Upgrade"

It is hereby notified to the bidders that, the following amendment is made to the above mentioned Enquiry.

1) Due date for Submission of the Bid is extended up to **13th September, 2022 by 5:00pm (IST)**

2) Detailed Scope of Supply, Installation, Support Subcription and Warranty/AMC Period are mentioned in Annexure-A. Complete Annexure-A shall be signed & stamped on each page by bidder & to be return back along with the offer. This will be considered as an acceptance of bidder on Annexure-A. Annexure-A shall be treated as an integral part of enquiry and to be taken into consideration by bidder while submitting the bid.

Except this corrigendum, all other details, Scope of Supply, Technical & Management Specifications, Terms & Conditions and Price Bid format of the above mentioned tender shall remain unchanged.

Annexure-A (Corrigendum-1 Dated 07.09.2022)

Scope work during Supply and Installation

1. Bidder has to rack mount the upgraded gateway and other accessories
2. Bidder has to install or apply the license on upgraded Gateway and Management Server
3. Bidder has to upgrade the firmware to the latest on the upgraded Gateway and Management Server
4. Install Hot-fix on the upgraded Gateway and Management Server
5. Bidder has to migrate the policies i.e., VPN configuration and rules, Mobile Access VPN configuration and rules, Security Access rules, NAT Rules, Geo access rules from existing firewall and Installation of the Policy on upgraded Gateway.
6. Migration of the multiple ISPs from the existing gateway to the upgraded gateway
7. Bidder has to test the setup before keeping it in production
8. Fine-tuning the policy and configuration with best practice if required

Scope work during three years of Support Subscription and Warranty/ AMC

Sr No.	Description
1	Unlimited telephonic / email remedial support from the Bidders technical team for any issues encountered during administration of the infrastructure in scope
2	Configuration of new security policy / NAT policy with different security profiles as and when required
3	Configuration of new security profiles i.e., IPS, Application & URL filtering as and when required
4	As and When needed provide back-to-back OEM Support / Warranty
5	The interface with the vendor TAC support for any kind of escalation on reported issues or requirements by ITER India shall be done by the bidder's technical resource and driven toward the resolution.
6	Onsite Support shall be provided whenever identified to be required, for all breakdown support calls for the infrastructure covered in the scope
7	Bidder has to upgrade the Checkpoint firmware on the upgraded gateway and Security Management Server on-site as per the recommendation
8	Installation of recommended patches and hot-fix on the upgraded gateway and security management server as and when required
9	Troubleshooting any issue related to firewall hardware / Software or any configuration issue. (on-site if required)
10	Bidder has to perform on-site quarterly health/review checks and give recommendations as per best practice

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Enq. No.: I-IEN22011

Bidder Signature		
Name of the signatory & Title	Name	Title
Bidder's Official seal		
Place & Date	Place	DD-MM-YYYY