Banks Response to Pre-Bid Queries for Procurement of Domain Name System(DNS)Solution.
Ref: SBI/GITC/Network Technology/2025-26/1396 dated 18/10/2025

Sl. No	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Response Type	Bank Response
1	65	E2	The proposed solution should be capable of handling a minimum of 5 Lakh DNS queries per second (QPS) per appliance per site. The performance should be unaffected in case of hardware failures in the cluster	Based on established industry best practices for DNS infrastructure sizing, the global standard for calculating Queries Per Second (QPS) is typically set at 0.3 QPS per user. Given the Bank's projected 600,000 users, the calculated and industry-standard QPS requirement for a combined Authoritative and Caching DNS deployment is 180,000 QPS. The current requirement of 500,000 QPS appears significantly high compared to this standard benchmark. We formally request the amendment of the QPS requirement to 450,000 QPS (a conservative estimate well above the 180K benchmark) to ensure competitive participation in this bid while guaranteeing a highly performant and scalable solution	Corrigendum	Please refer corrigendum.
2	65	E3	Each appliance should be scalable to a minimum of 10 Lakh QPS without any change in the hardware.	To ensure a highly competitive and appropriately sized solution, we request the Scalable QPS specification be revised to 900,000 QPS. Pertaining to system architecture, the RFP's Scalability Requirement must explicitly allow for a horizontally scalable and distributed DNS infrastructure. Relying solely on centralized servers concentrates risk, creating a Single Point of Failure. Our design philosophy and proposed solution are predicated on risk mitigation, ensuring that additional, geographically dispersed instances can be easily integrated to linearly scale capacity and maintain service continuity under extreme load or component failure." Furthermore, we request that the Scalability Requirement be amended to explicitly permit a distributed, multi-instance architecture. Standard enterprise best practice discourages placing the entire load on a centralized DNS cluster, as this introduces an inherent Single Point of Failure (SPOF). Our proposed design ensures high availability and scalability by allowing for the seamless addition of more instances to cater to future load increases, thereby mitigating risk and ensuring continuous service."	Corrigendum	Please refer corrigendum.
3	67	F25	The proposed solution should provide an authoritative DNS service mitigating the risk of cache poisoning and denial-of-service attacks. The solution should be a non-BIND-based DNS to provide a highly secure and fault-tolerant DNS service	The requirement for a non-BIND based DNS engine may unnecessarily limit the pool of capable solutions, as As BIND is the industry standard leveraged across the majority of enterprise DNS implementations. We propose that the requirement be amended to allow for solutions based on BIND, provided they demonstrate full compliance with all security and performance specifications detailed in the RFP. Since all security parameters are explicitly defined under the Security Category, this allowance will ensure we can propose a robust, standards-compliant, and cost-effective solution without compromising the required security posture	Corrigendum	Please refer corrigendum.
4	67	F31	The proposed solution should have methodologies that can manipulate and control traffic.	Kindly provide more use cases which help to understand the detailed requirement of this specification	No Change	No change in RFP terms
5	71	J2	The solution should be designed and deployed onsite by the Professional Service resources of the OEM	As Infoblox has certified profession services resource with our partner and distributor. Kindly help to modify the specification to "The solution should be designed by OEM and the same can be deployed by OEM certified professional services resource"	No Change	No change in RFP terms

6	67	F25	The proposed solution should provide an authoritative DNS service mitigating the risk of cache poisoning and denial-of-service attacks. The solution should be a non-BIND-based DNS to provide a highly secure and fault-tolerant DNS service	The requirement for a non-BIND based DNS engine may unnecessarily limit the pool of capable solutions, as As BIND is the industry standard leveraged across the majority of enterprise DNS implementations. We propose that the requirement be amended to allow for solutions based on BIND, provided they demonstrate full compliance with all security and performance specifications detailed in the RFP. Since all security parameters are explicitly defined under the Security Category, this allowance will ensure we can propose a robust, standards-compliant, and cost-effective solution without compromising the required security posture	Corrigendum	Please refer corrigendum.
7	67	F31	The proposed solution should have methodologies that can manipulate and control traffic.	Kindly provide more use cases which help to understand the detailed requirement of this specification	No Change	No change in RFP terms
8	71	J2	The solution should be designed and deployed onsite by the Professional Service resources of the OEM.	As Infoblox has certified profession services resource with our partner and distributor. Kindly help to modify the specification to OEM certified professional services resource.	No Change	No change in RFP terms
9	65	E2	The proposed solution should be capable of handling a minimum of 5 Lakh DNS queries per second (QPS) per appliance per site. The performance should be unaffected in case of hardware failures in the cluster.	Based on established industry best practices for DNS infrastructure sizing, the global standard for calculating Queries Per Second (QPS) is typically set at 0.3 QPS per user. Given the Bank's projected 600,000 users, the calculated and industry-standard QPS requirement for a combined Authoritative and Caching DNS deployment is 180,000 QPS. The current requirement of 500,000 QPS appears significantly high compared to this standard benchmark. We formally request the amendment of the QPS requirement to 450,000 QPS (a conservative estimate well above the 180K benchmark) to ensure competitive participation in this bid while guaranteeing a highly performant and scalable solution	Corrigendum	Please refer corrigendum.
10	65	E3	Each appliance should be scalable to a minimum of 10 Lakh QPS without any change in the hardware.	To ensure a highly competitive and appropriately sized solution, we request the Scalable QPS specification be revised to 900,000 QPS. Pertaining to system architecture, the RFP's Scalability Requirement must explicitly allow for a horizontally scalable and distributed DNS infrastructure. Relying solely on centralized servers concentrates risk, creating a Single Point of Failure. Our design philosophy and proposed solution are predicated on risk mitigation, ensuring that additional, geographically dispersed instances can be easily integrated to linearly scale capacity and maintain service continuity under extreme load or component failure." Furthermore, we request that the Scalability Requirement be amended to explicitly permit a distributed, multi-instance architecture. Standard enterprise best practice discourages placing the entire load on a centralized DNS cluster, as this introduces an inherent Single Point of Failure (SPOF). Our proposed design ensures high availability and scalability by allowing for the seamless addition of more instances to cater to future load increases, thereby mitigating risk and ensuring continuous service."	Corrigendum	Please refer corrigendum.

11	103	Table A- Point 2	Installation, testing, and successful commissioning of devices within 90 Days from the date of PO from the Bank. Penalty of two (2) percent of the cost / amount of devices for delay per week or part thereof for which the Installation, testing, and successful commissioning has been delayed beyond the scheduled plan 90 days from the date of PO, whichever is later; subject to maximum amount of five (5) percent of the total consideration (Total Purchase Order value) will be charged to Bidder.	Please relax this clause as below Penalty of One (1) percent of the cost / amount of devices for delay per week or part thereof for which the Installation, testing, and successful commissioning has been delayed beyond the scheduled plan 90 days from the date of PO, whichever is later; subject to maximum amount of five (2) percent of the total consideration (Total Purchase Order value) will be charged to Bidder	No Change	No change in RFP terms
12	103	Table A- Point 4	Bank's operations shall not be impacted due to malfunctioning / short-coming / bug-hit in Operating Systems / Software of the devices / Hardware Solutions / License provided by Bidder and OEM In the event of operations impact, Rs.10,00,000/- per Incident.	Please relax this clause as below In the event of operations impact, Rs.5,00,000/- per Incident.	No Change	No change in RFP terms
13	103	Table A- Point 5	Preventive Maintenance (PM) should be performed for all the devices deployed across the datacenters provided under the RFP on a quarterly basis. The PM report of running quarter shall be submitted in the first week of the upcoming quarter. Penalty of Rs.5,000/- per day of delay or part thereof.	Please relax this clause as below Preventive Maintenance (PM) should be performed for all the devices deployed across the datacenters provided under the RFP on a quarterly basis. The PM report of running quarter shall be submitted in the 2nd week of the upcoming quarter. Penalty of Rs. 2,500/- per day of delay or part thereof.	No Change	No change in RFP terms
14	103	Table A- Point 6	The RCA of the issue should be submitted within 72 hours of resolution of the issue. Penalty of Rs.10,000/- per day of delay or part thereof.	Please relax this clause as below The RCA of the issue should be submitted within 96 hours of resolution of the issue. Penalty of Rs.5,000/- per day of delay or part thereof.	No Change	No change in RFP terms
15	103	Table A- Point 7	Migration from existing DNS solution to new solution should be completed within 2 months after Hardware delivery. Penalty of Rs.10,000/- per day of delay or part thereof.	Please relax this clause as below Migration from existing DNS solution to new solution should be completed within 3 months after Hardware delivery. Penalty of Rs.5,000/- per day of delay or part thereof.	No Change	No change in RFP terms

16	103 - 104	Table B - 1 - RMA Penalty (Solution is running on HA Mode)	*RMA of component / equipment / device (Brand New and in working condition) shall arrive within 04 hours. i) Delay penalty of Rs. 5,00,000/- per incident and thereafter with an additional penalty of Rs.1,00,000/- per hour for DNS Appliance provided the HA setup is working and there is no production impact (Technical Requirements mentioned in this RFP). ii. Delay penalty of Rs. 10,00,000/- per incident and thereafter with an additional penalty of Rs.2,00,000/- per hour for DNS appliance in HA Setup, provided there is a production impact (Technical Requirements mentioned in this RFP).	Please relax this clause as below *RMA of component / equipment / device (Brand New and in working condition) shall arrive within 04 hours. i) Delay penalty of Rs. 2,00,000/- per incident and thereafter with an additional penalty of Rs.50,000/- per hour for DNS Appliance provided the HA setup is working and there is no production impact (Technical Requirements mentioned in this RFP). ii. Delay penalty of Rs. 4,00,000/- per incident and thereafter with an additional penalty of Rs.90,000/- per hour for DNS appliance in HA Setup, provided there is a production impact (Technical Requirements mentioned in this RFP).	No Change	No change in RFP terms
17	104	Table B - 2 - RMA Penalty (Solution is running on HA Mode).	If the device or its components declared unserviceable by OEM during contract period, bidder to ensure replacement with equivalent or higher and compatible component / equipment / device at no cost to the Bank. 150% of the original product cost without upper limit. (The cap of penalty of the Total Purchase Order will not be applicable in this case).	Please relax the clause as below The capping should be applicable If the device or its components declared unserviceable by OEM during contract period, bidder to ensure replacement with equivalent or higher and compatible component / equipment / device at no cost to the Bank. 150% of the original product cost without upper limit. (so the Capping on penalty we request you to be 5% of the Hardware component only)	No Change	No change in RFP terms
18	105	Table D – 2. PENALTY FOR Solution DOWNTIME	If uptime is <100% and upto 99.99%, Rs. 2,00,000/-	Please relax the clause If uptime is <100% and upto 99.99%, - Penalty will be Rs. 1,00,000/-	No Change	No change in RFP terms
19	105	Table D – 3 PENALTY FOR Solution DOWNTIME	If uptime is <99.99% and up to 99.95%, Rs.5,00,000/-	Please relax the clause If uptime is <99.99% and up to 99.95%, Rs.2,00,000/-	No Change	No change in RFP terms
20	105	Table D – 4 PENALTY FOR Solution DOWNTIME	If uptime is <99.95% and up to 99.90%, Rs.10,00,000/-	Please relax the clause Rs.5,00,000/-	No Change	No change in RFP terms
21	105	Table D – 5 PENALTY FOR Solution DOWNTIME	If uptime is <99.90 % Rs. 20,00,000/- + Rs. 5,00,000/- for every additional downtime of 0.05%. Bank may also forfeit the PBG and/or terminate the contract and/or take any other suitable action.	Request you to please relax the clause as below If uptime is <99.90 % Rs. 10,00,000/- + Rs. 1,00,000/- for every additional downtime of 0.05%. Instead please keep the clause as Penalty capping of 5% of the PO value	No Change	No change in RFP terms
22	105	Table D – 2 PENALTY FOR Solution DOWNTIME	Uptime (Solution per site, provided that all services are up from alternate site) If uptime is <100% and upto 99.99%, Rs. 50,000/	Please relax the clause as below Uptime (Solution per site, provided that all services are up from alternate site) If uptime is <100% and upto 99.99%, Rs. 20,000/	No Change	No change in RFP terms
23	105	Table D – 3 PENALTY FOR Solution DOWNTIME	If uptime is <99.99% and up to 99.95%, Rs.2,00,000/-	Please relax the clause as below If uptime is <99.99% and up to 99.95%, the penalty will be Rs.1,00,000/-	No Change	No change in RFP terms
24	105	Table D – 4 PENALTY FOR Solution DOWNTIME	If uptime is <99.95% and up to 99.90% Rs.5,00,000/-	Please relax the clause as below If uptime is <99.95% and up to 99.90% the Penalty will be Rs. 2,00,000/-	No Change	No change in RFP terms

25	105	Table D – 5 PENALTY FOR Solution DOWNTIME	If uptime is <99.90 % Rs. 10,00,000/-	Please relax the clause as below If uptime is <99.90 % then penalty will be Rs 5,00,000/-	No Change	No change in RFP terms
26	105	UPTIME PENALTY for Hardware:	If uptime is <99.5% and upto 99.4%, Rs.10000/- per device	Please relax this clause as below UPTIME PENALTY for Hardware: If uptime is <99.5% and upto 99.4%, the penalty will be Rs.5,000/- per device	No Change	No change in RFP terms
27	106	UPTIME PENALTY for Hardware:	If uptime is <99.3% and up to 99.2% Rs.14000/- per device	Please relax this clause If uptime is <99.3% and up to 99.2% Penalty will be Rs. 7000/- Per device	No Change	No change in RFP terms
28	106	UPTIME PENALTY for Hardware:	If uptime is <99.2% and up to 99.1% Rs.18000/- per device	Please relax this clause If uptime is <99.2% and up to 99.1% Penalty will be Rs.8000/- Per Device	No Change	No change in RFP terms
29	106	UPTIME PENALTY for Hardware:	If uptime is <99.1% and up to 99.0% Rs.2,0000/- per device	Please relax this clause as below If uptime is <99.1% and up to 99.0% Penalty will be Rs. 9000/- Per Device	No Change	No change in RFP terms
30	106	UPTIME PENALTY for Hardware:	If uptime is <99.0% and up to 98.9%, Rs.2,2000/- per device	Please relax this clause as below If uptime is <99.0% and up to 98.9%, Penalty will be 11,000/- Per Device	No Change	No change in RFP terms
31	106	UPTIME PENALTY for Hardware:	If uptime is <98.9% and up to 98.8%, Rs.2,4000/- per device	Please relax this clause as below If uptime is <98.9% and up to 98.8%, Penalty will be Rs.11,000/- per device	No Change	No change in RFP terms
32	106	UPTIME PENALTY for Hardware:	If uptime is <98.8% and up to 98.7%, Rs.2,6000/- per device	Please relax this clause as below If uptime is <98.8% and up to 98.7%, Penalty will be 16,000/- Per Device	No Change	No change in RFP terms
33	106	UPTIME PENALTY for Hardware:	If uptime is <98.7% and below Rs.4,0000/- per device	Please relax this clause as below If uptime is <98.7% and below, Penalty will be 18,000/- Per Device	No Change	No change in RFP terms
34	106	Table E - Penalty on TAC Response:	SLA Terms - Assignment of the ticket/incident, including engineer assignment within 15 minutes. Rs.20,000/- per instance for delay of each 30 minutes or part thereof.	Please relax the caluse as below Penalty on TAC Response: Assignment of the ticket/incident, including engineer assignment within 30 minutes. Rs.10,000/- per instance for delay of each 30 minutes or part thereof.	No Change	No change in RFP terms
35	106	Table F - Training	SLC Terms - Training should start within two months from date of issuance of advice by the Bank.Rs.10,000 per month for the delay.	Please relax the clause as below Training should start within two months from date of issuance of advice by the Bank. Rs.5,000 per month for the delay.	No Change	No change in RFP terms

36	107	Table G – Patch Management i. Security Patch	Bidder should continuously monitor the release of critical security patches from the OEM. Any Zero-day vulnerability should be informed to Bank within three hours, once the vulnerability is discovered in software/services under the scope of this project. OEM should outline the nature of vulnerability, potential impact and provide workaround within 03 hours After 3 hours to 24 hours, penalty of Rs.1,00,000/- per vulnerability. • After 24 hours, Rs.2,00,000/- per day per vulnerability.	Please relax the clause as below Bidder should continuously monitor the release of critical security patches from the OEM. Any Zero-day vulnerability should be informed to Bank within three hours, once the vulnerability is discovered in software/services under the scope of this project. OEM should outline the nature of vulnerability, potential impact and provide workaround within 05 hours After 5 hours to 24 hours, penalty of Rs. 70,000/- per vulnerability. • After 24 hours, Rs.1,00,000/- per day per vulnerability.	No Change	No change in RFP terms
37	107	Table G – Patch Management i. Security Patch	a. The patch to mitigate such reported vulnerability should be released to the Bank within 48 Hours. No Penalty within 48 hours • After 48 hours to 72 hours, penalty of Rs.1,00,000/- per vulnerability. • After 72 hours, Rs.2,00,000/- per day per vulnerability.	Please relax the clause as below The patch to mitigate such reported vulnerability should be released to the Bank within 72 Hours. No Penalty within 72 hours • After 72 hours to 99 hours, penalty of Rs. 70,000/- per vulnerability. • After 99 hours, Rs.1,00,000/- per day per vulnerability.	No Change	No change in RFP terms
38	107	Table G – Patch Management: i. Feature Patch	Provide the feature patch within 30 days from the day of raising the demand by the BankNo Penalty • After 30 days, Rs.2,00,000/- per month	Please relax the clause as below Provide the feature patch within 45 days from the day of raising the demand by the Bank After 45 days, Rs.1,00,000/- per month	No Change	No change in RFP terms
39	107	Table H – Others Penalty Terms:	1.Security observations and vulnerabilities highlighted by various audit entities including Bank's security team or any regulatory agencies for the devices covered under Request for Proposal shall be closed by Bidder / OEM within 15 days of reporting the issue. Rs.10,000/- per vulnerability + 5000/- per additional day of delay and part thereof	Please relax the clause as below 1.Security observations and vulnerabilities highlighted by various audit entities including Bank's security team or any regulatory agencies for the devices covered under Request for Proposal shall be closed by Bidder / OEM within 25 days of reporting the issue. Rs.5000/- per vulnerability + 2500/- per additional day of delay and part thereof	No Change	No change in RFP terms
40	108	Table H – Others Penalty Terms:	2. For any alert raised by the system, Bank's team /Bank's NI support team causing impact on the application functioning, initial Root Cause Analysis (RCA) shall be submitted within six hours from the time of reporting the issue. Rs.10,000/- per Incident + 5000/- per additional hour of delay and part thereof	Please relax the clause as below 2. For any alert raised by the system, Bank's team /Bank's NI support team causing impact on the application functioning, initial Root Cause Analysis (RCA) shall be submitted within Nine hours from the time of reporting the issue. Rs.5,000/- per Incident + 2000/- per additional hour of delay and part thereof	No Change	No change in RFP terms
41	106	Table H – Others Penalty Terms:	4. The availability of updates, security vulnerabilities etc. shall be brought to the notice of the Bank within three working days from the date of release of the updates.Rs. 10,000/- per day for every delay after 03 days from the date of release.	Please relax the clause 4. The availability of updates, security vulnerabilities etc. shall be brought to the notice of the Bank within Four working days from the date of release of the updates. Rs. 5,000/- per day for every delay after 03 days from the date of release.	No Change	No change in RFP terms

42		Table H – Others Penalty Terms:	5. The Bidder has to design the solution considering the specific requirement mentioned in the Request for Proposal and ensure that no Capacity related issues shall arise during the entire contract period of 5 years. If any capacity issue arises, The Bidder has to provide necessary software / hardware without any additional cost to the bank within 15 days of identification of the capacity issue Rs. 10,00,000/- per incident +Rs.50,000/- per day of delay and part thereof after completion of the installation and migration process	Please relax the clause 5. The Bidder has to design the solution considering the specific requirement mentioned in the Request for Proposal and ensure that no Capacity related issues shall arise during the entire contract period of 5 years. If any capacity issue arises, The Bidder has to provide necessary software / hardware without any additional cost to the bank within 15 days of identification of the capacity issue Rs. 5,00,000/- per incident +Rs.20,000/- per day of delay and part thereof after completion of the installation and migration process	No Change	No change in RFP terms
43	108	Table H – Others Penalty Terms: Scope of Work related	6. The Bidder / OEM shall ensure that all supplies (Hardware, software, subscription, license etc.) must not be End of Life (EoL) and End-of-Software Support (EoSS) for the entire duration of the contract. However, if for reasons beyond the control of OEM / The Bidder, the EoL / EoSS dates are declared by the OEM during the contract period and if those dates are prior to the date of end of contract period, the Bidder has to arrange for the replacement of equipment (hardware, Software, subscription, license etc.) with equivalent or higher specifications (working in Bank's environment) which will not reach EoL/EoSS for the remaining duration of the contract at no extra cost to the Bank. This replacement must be completed 3 months before to the date of EoL/EoSS of the current model. Rs. 40,00,000/- per incident +Rs.50,000/- per day of delay and part thereof	Please relax the clause as below Rs. 10,00,000/- per incident +Rs.20,000/- per day of delay and part thereof	No Change	No change in RFP terms
44	109	Table H – Others Penalty Terms: Scope of Work related	7. Any compromise including but not limited to data leakage, unauthorized access of bank's network / data / information due to any flaw / security loophole etc. of the solution shall attract penalties on Bidder as per Request for Proposal Terms.Rs. 5,00,000/- per incident	Please relax the Penalty amount as below Rs. 1,00,000/- per incident	No Change	No change in RFP terms
45	109	Table H – Others Penalty Terms: Scope of Work related	The cap of 20 percentage penalty of the Total Purchase Order will be applied for the sum of penalties calculated under various heads mentioned above. This cap excludes the deductions of the total value of the services not provided.	please relax this Penalty capping as below The cap of 5 percentage penalty of the Total Purchase Order will be applied for the sum of penalties calculated under various heads mentioned above. This cap excludes the deductions of the total value of the services not provided.	No Change	No change in RFP terms
46	109	Other Penalty	Overall Quarterly Penalties are capped to 20 % of the total quarterly invoice to be submitted as per RFP. Base invoice amount to calculate the penalty percentage will be original amount as per RFP and subsequent price breakup. Any truncated services leading to reduced invoicing cannot be reckoned for this purpose.	Please relax this clause as below Overall Quarterly Penalties are capped to 5 % of the total quarterly invoice to be submitted as per RFP. Base invoice amount to calculate the penalty percentage will be original amount as per RFP and subsequent price breakup. Any truncated services leading to reduced invoicing cannot be reckoned for this purpose.	No Change	No change in RFP terms

47	83	35	Issues with the current deployment (Cleaning of existing unused, duplicate, obsolete configurations, policies etc. from database) should be rectified in the proposed procurement & implementation.	Requesting you to kindly change it, post implementation of proposed solution (Cleaning of existing unused, duplicate, obsolete configurations, policies etc. from database)	No Change	No change in RFP terms
48	84	43	Bidder has to provision for required number of server racks with intelligent PDUs, patch cables and any other active or passive components required to commission the solution as per the RFP.	Requesting you to kindly share the distasnce between the proposed solution and the peer end decvices for the connectivity	No Change	No change in RFP terms
49	86	h	The expert level certifications means: Professional level certification in Routing & Switching or Expert level certification in any DNS solution	Does CCNP certification is enough for the Routing and switching?, is there any specific certification are you looking for the DNS solution, pls share	No Change	No change in RFP terms
50	88	2	Bidder has to provision the expert level exam certification vouchers for 10 bank officials for	Can you share the certification code details?	No Change	No change in RFP terms
51	67	DNS Feature F25	The proposed solution should provide an authoritative DNS service mitigating the risk of cache poisoning and denial-of-service attacks. The solution should be a non-BIND-based DNS to provide a highly secure and fault-tolerant DNS service	The requirement for a non-BIND based DNS engine may unnecessarily limit the pool of capable solutions, as As BIND is the industry standard leveraged across the majority of enterprise DNS implementations. We propose that the requirement be amended to allow for solutions based on BIND, provided they demonstrate full compliance with all security and performance specifications detailed in the RFP. Since all security parameters are explicitly defined under the Security Category, this allowance will ensure we can propose a robust, standards-compliant, and cost-effective solution without compromising the required security posture	Corrigendum	Please refer corrigendum.
52	67	DNS Feature F31	The proposed solution should have methodologies that can manipulate and control traffic.	Kindly provide more use cases which help to understand the detailed requirement of this specification	No Change	No change in RFP terms
53	71	Deployment, Support and Training J2	The solution should be designed and deployed onsite by the Professional Service resources of the OEM.	As Infoblox has certified profession services resource with our partner and distributor. Kindly help to modify the specification to OEM certified professional services resource.	No Change	No change in RFP terms
54	65	E2	The proposed solution should be capable of handling a minimum of 5 Lakh DNS queries per second (QPS) per appliance per site. The performance should be unaffected in case of hardware failures in the cluster.	Based on established industry best practices for DNS infrastructure sizing, the global standard for calculating Queries Per Second (QPS) is typically set at 0.3 QPS per user. Given the Bank's projected 600,000 users, the calculated and industry-standard QPS requirement for a combined Authoritative and Caching DNS deployment is 180,000 QPS. The current requirement of 500,000 QPS appears significantly high compared to this standard benchmark. We formally request the amendment of the QPS requirement to 450,000 QPS (a conservative estimate well above the 180K benchmark) to ensure competitive participation in this bid while guaranteeing a highly performant and scalable solution	Corrigendum	Please refer corrigendum.

55	65	E3	Each appliance should be scalable to a minimum of 10 Lakh QPS without any change in the hardware.	To ensure a highly competitive and appropriately sized solution, we request the Scalable QPS specification be revised to 900,000 QPS. Pertaining to system architecture, the RFP's Scalability Requirement must explicitly allow for a horizontally scalable and distributed DNS infrastructure. Relying solely on centralized servers concentrates risk, creating a Single Point of Failure. Our design philosophy and proposed solution are predicated on risk mitigation, ensuring that additional, geographically dispersed instances can be easily integrated to linearly scale capacity and maintain service continuity under extreme load or component failure." Furthermore, we request that the Scalability Requirement be amended to explicitly permit a distributed, multi-instance architecture. Standard enterprise best practice discourages placing the entire load on a centralized DNS cluster, as this introduces an inherent Single Point of Failure (SPOF). Our proposed design ensures high availability and scalability by allowing for the seamless addition of more instances to cater to future load increases, thereby mitigating risk and ensuring continuous service."	Corrigendum	Please refer corrigendum.
56	89	Timeline: C	Installation, Configuration, Migration, Testing and fine tuning, Commissioning/go live of new setup. 90 Days	Requesting you to kindly extend the timeline from the Date of hardware delivery. Installation, Configuration, Migration, Testing and fine tuning, Commissioning/go live of new setup. From 90 Days to 115 days from the date of PO	No Change	No change in RFP terms
57	102	Table A-Delivery, Installation and commissioning and maintenance of devices:	Delivery of hardware & software within 45 Days from the date of PO at locations specified by the Bank.	Request you to amend the clause as per below Delivery of hardware & software within 75 Days from the date of PO at locations specified by the Bank.	No Change	No change in RFP terms
58	89	PAYMENT SCHEDULE: 1	On Delivery of hardware and software/licenses/subscription 40 % of the Cost of Hardware and Software/Subscription/License in arrears.	Request you to please relax the clause as below On Delivery of hardware and software/licenses/subscription 70 % of the Cost of Hardware and Software/Subscription/License in arrears.	No Change	No change in RFP terms
59	89	PAYMENT SCHEDULE: 2	On Installation, Commissioning, Migration, and successful testing and fine-tuning of all the devices including Professional Support from OEM during Integration and Migration up to Go Live 30% of the Cost of Hardware and Software /Subscription/License in arrears.	Request you to please relax the clause as below. On Installation, Commissioning, Migration, and successful testing and fine-tuning of all the devices including Professional Support from OEM during Integration and Migration up to Go Live 20% of the Cost of Hardware and Software /Subscription/License in arrears. Installation amount of 90% should release after the go live	No Change	No change in RFP terms
60	89	PAYMENT SCHEDULE: 3	On Closure of all security observation given by the Bank Information Security team till acceptance of solution. 15% of the Cost of Hardware and Software/Subscription/License in arrears.	Please relax the clause as below On Closure of all security observation given by the Bank Information Security team till acceptance of solution. 5% of the Cost of Hardware and Software/Subscription/License in arrears. Remaing Installation amount of 5% should get release in these stage	No Change	No change in RFP terms
61	89	PAYMENT SCHEDULE: 4	On Production Go-Live 15% of the Cost of Hardware and Software/ Subscription/ License in arrears	Please relax the clause as belowOn Production Go-Live 5% of the Cost of Hardware and Software/ Subscription/ License in arrears Remaing Installation amount of 5% should get release in these stage	No Change	No change in RFP terms

62	78	Appendix-E, Scope of Work, Training & certifications and Payment Schedule	3. Description of Deliverables 1. All required brand-new, intact, latest version of equipment / components along with sub-parts / subcomponent shall be delivered at the designated locations within 45 days from the date of purchase order.	Request for modification: Request Bank ot modify lcause with delivery timeline for 8 to 10 weeks.	No Change	No change in RFP terms
63	86	2.a	One L3 engineer from OEM, with expert level certification, should be provisioned onsite for a period of one year from implementation signoff date.	We have partners with required skill set to manage and trouble shoot DNS solution and hence request you please have this as "One L3 engineer from OEM/Bidder , with expert level certification, should be provisioned onsite for a period of one year from implementation signoff date."	Corrigendum	Please refer corrigendum.
64	68	H-14.b	DNS Malware Protection	Request Bank to change this clause to "The solution should support DNS tunneling protection" since Malware protection is done at endpoint level with a EDR/XDR solution	No Change	No change in RFP terms
65	70	I-118	The DNS Solution should support two factor authentication (2FA) using SAML authentication or One-time Password (OTP) or other similar methods.	Request Bank to change this clause to "The solution mgmt. interface should support integration with various AAA technologies like Radius,TACACS,LDAP etc" since two factor authentication (2FA) & One-time Password (OTP) will be provided by third party devices.	No Change	No change in RFP terms
66	71	I-136	The proposed solution should provide upgrades as a single package (Operating System + Application)	Request Bank to change this clause to "The proposed solution should provide upgrades as a single software/patch"	Corrigendum	Please refer corrigendum.
67	77	Scope of Work, Training & certifications and Payment Schedule	The project lifecycle mentioned above should be completed and the solution should go live within 90 days from the date of purchase order. The delivery locations will be shared with the L1 bidder upon finalization.	Solution to go-live in 90 days. Are these timelines after delivery of H/W?	No Change	No change in RFP terms
68	78	Scope of Work, Training & certifications and Payment Schedule	The bidder will submit a report (Quality Assurance Report) from OEM on correct and complete implementation as per their best practices after the testing and go live of solution.	If the OEM is going to implement the solution, then is it still needed for the Bidder to get a certification? Does this mean the Bidder can also do the implementation?	No Change	No change in RFP terms
69	81	Scope of Work, Training & certifications and Payment Schedule	All required brand-new, intact, latest version of equipment / components along with sub-parts / subcomponent shall be delivered at the designated locations within 45 days from the date of purchase order.	Is this part of the 90 days for the solution go-live or the 45 days are outside these 90 days	No Change	No change in RFP terms
70	84	Scope of Work, Training & certifications and Payment Schedule	The Bidder shall ensure that during installation, Implementation, configuration etc. of new setup the existing setup operations should not impact partially or completely. Bidder should make sure that he keeps the existing setup in close monitoring while building the new DNS setup.	Does this mean that bidder can also propose the implementation? Can OEM and Bidder perform a joint implementation	No Change	No change in RFP terms

71	General Query		What are the total number of applications that need to be migrated	Please specify count or what needs to be assumed	No Change	No change in RFP terms
72	74	K4	The solution should meet a Recovery Time Objective (RTO) of ≤1 minutes and a Recovery Point Objective (RPO) of ≤ 15 minutes.	Request Bank to remove this point since the RTO & RPO is dependant on various factors like proposed H/W,S/W & OS dependancies.	No Change	No change in RFP terms
73	73	K2-3	The front-end solution should be integrated with Bank's ITSM solution for proper change and incident management.	Request Bank to share the current ITSM vendor & share what type of activities/ticket intergration is expected from solution.	No Change	No change in RFP terms
74	72	K1-4	The solution should support logical grouping of DNS records in terms of various parameters like departments, user groups, applications, location etc.	Request Bank to remove this point since this required functinality will be already achieved from the DNS H/W solution.	No Change	No change in RFP terms
75	New value added point			Request Bank to add this value add point "The solution should support load balancing features with load balacning algorithms like RR,Least Connections,hash based etc since Bank may need to load balance multiple AD servers, DNS servers & various recrods."	No Change	No change in RFP terms
76	New value added point			Request Bank to add this value add point "The solution should support latest next generation PQC Ciphers like X25519Kyber768Draft00 and X25519MLKEM768 ciphers since Bank will need to fulfill future regulatory complainces with these next-gen Ciphers"	No Change	No change in RFP terms
77	New value added point			Request Bank to add this value add point "The solution should support multiple features like WAF,LB etc on same hardware since Bank may need security feaures"	No Change	No change in RFP terms
78	66	Technical & Functional Specifications, F12	The proposed solution should support primary IP addresses for secondary zones	Request more explanation to understand this point	No Change	No change in RFP terms
79	67	Functional Specif	The proposed solution should allow the configuration of source-based query limit i.e A Record query limit per IP/Subnet, AAAA Record query limit per IP/Subnet, TXT record query limit per IP/Subnet, PTR Record query limit per IP/Subnet	The requirement to configure query limits based on record type (A, AAAA, TXT, PTR, etc.) should be removed, as DNS servers process all record types uniformly per RFC standards. Implementing record-type–specific limits is not practical and may lead to legitimate query drops	No Change	No change in RFP terms
80	67	Functional Specif	The proposed solution should be able to isolate services such as recursive and authoritative resolution and traffic to Solution onto different IP addresses and multiple NIC'S	Request this point to be removed, since the requirement to isolate recursive and authoritative services on different IPs or NICs is unnecessary and may complicate network design. Modern DNS tools uses access control lists (ACLs) to securely segregate recursive and authoritative traffic.	No Change	No change in RFP terms

81	67	Functional Specif	The proposed solution should propagate the desired persistence information to member DNS servers to reduce frequency of data synchronization and to maintain session integrity	Request this point to be removed, since the mentioned approach of propagating persistence information between DNS servers is non-standard and complex, as DNS is a stateless protocol and should not maintain session integrity. Instead, zone transfers (AXFR/IXFR) provide a proven, RFC-compliant, and efficient way to synchronize DNS data across servers. They ensure data consistency, security, and interoperability without adding unnecessary overhead or custom logic.	No Change	No change in RFP terms
82	68	Functional Specif	The proposed DNS solution should use strong standard encrypted protocol for communications between the devices - such as DoT, DoH and roadmap for DoQ and should support modern TLS standards.	DOQ is in roadmap and can be achived in next 3-4 months	No Change	No change in RFP terms
83	69	Functional Specif	The proposed solution should have the ability to be deployed as Authoritative DNS Server in screening mode, or delegation mode.	Request more explanation to understand this point	No Change	No change in RFP terms
84	71	Functional Specif	The proposed solution should provide the following monitoring dashboards with historical trend of a minimum of one year. a. Health Status of the hardware (CPU, Memory, Network, Disk etc.) b. DNS Performance in terms of Queries per second, Active and New connections per second etc. c. Top queried domains d. Top query types e. Top IP addresses/Clients performing DNS queries f. Changes made by administrators/Users g. Sync status – Cluster wise and site wise h. DNS security details in terms of attack and violations i. The DNS solution should provide real time visibility into QPS, Cache hit ratio, latency, failures, recursion depth etc.	Maintaining one year of detailed DNS and system monitoring data is not recommended as it causes excessive storage consumption, performance degradation, and management overhead. Metrics like per-query, per-client, or per-connection data grow exponentially and can slow down dashboards and reporting. Instead, these dashboards and metrics should be available within the product for visibility and analysis, This ensures efficient performance, cost optimization, and compliance without compromising on monitoring capabilities.	No Change	No change in RFP terms
85	58	Bidder's Eligibility Criteria, Point # 5	The Bidder should have experience of implementation, Migration, support and maintenance of DNS solution for the last three year in BFSI sector or Telecom Sector.	Request you to kindly modify the same to: The Bidder / OEM should have experience of implementation, Migration, support and maintenance of DNS solution for the last three year in BFSI sector or Telecom Sector.	Corrigendum	Please refer corrigendum.
86	59	Bidder's Eligibility Criteria, Point # 7	Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has executed similar projects in India. (Start and End Date of the Project to be mentioned) in the past (At least three client references are required from BFSI/Telecom).	Request you to kindly modify the same to: Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder / OEM has executed similar projects in India. (Start and End Date of the Project to be mentioned) in the past (At least three client references are required from BFSI/Telecom).	No change	No change in RFP terms

87	58	Appendix-B, Bidder's Eligibility Criteria, S.No 5	The Bidder should have experience of implementation, Migration, support and maintenance of DNS solution for the last three year in BFSI sector or Telecom Sector	For Wider Participation we request Tender Inviting Authority to ammend this clause as: The Bidder should have experience of implementation, Migration, support and maintenance of DNS solution for the last three year in BFSI sector or Telecom Sector or Central Government/ State Government/PSU's	Corrigendum	Please refer corrigendum.
88	58	Bidder's Eligibility Criteria	The Bidder should have experience of implementation, Migration, support and maintenance of DNS solution for the last three year in BFSI sector or Telecom Sector.	The Bidder should have experience of implementation, Migration, support and maintenance of DNS solution for the last **seven** years in BFSI sector or Telecom Sector.	Corrigendum	Please refer corrigendum.
89	58	Bidder's Eligibility Criteria	The Bidder should have experience of implementation, Migration, support and maintenance of DNS solution for the last three year in BFSI sector or Telecom Sector.	The Bidder / **bidder group company** should have experience of implementation, Migration, support and maintenance of DNS solution for the last three years in BFSI sector or Telecom Sector.	Corrigendum	Please refer corrigendum.
90	58	Bidder's Eligibility Criteria	The Bidder should have experience of implementation, Migration, support and maintenance of DNS solution for the last three year in BFSI sector or Telecom Sector.	The Bidder should have experience of implementation, Migration, support and maintenance of DNS solution for the last three year.	Corrigendum	Please refer corrigendum.
91	59	Bidder's Eligibility Criteria	Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has executed similar projects in India. (Start and End Date of the Project to be mentioned) in the past (At least three client references are required from BFSI/Telecom).	Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has executed similar projects in India. (Start and End Date of the Project to be mentioned) in the past (At least **two** client references are required out of which **one** should be from BFSI/Telecom).	No change	No change in RFP terms
92	59	Bidder's Eligibility Criteria	Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has executed similar projects in India. (Start and End Date of the Project to be mentioned) in the past (At least three client references are required from BFSI/Telecom).	Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder / **Bidder group compan**y has executed similar projects in India. (Start and End Date of the Project to be mentioned) in the past (At least three client references are required out of which **two** should be from BFSI/Telecom).	No change	No change in RFP terms
93	86	2.a	One L3 engineer from OEM, with expert level certification, should be provisioned onsite for a period of one year from implementation signoff date.	We have partners with required skill set to manage and trouble shoot DNS solution and hence request you please have this as "One L3 engineer from OEM/Bidder , with expert level certification, should be provisioned onsite for a period of one year from implementation signoff date."	Corrigendum	Please refer corrigendum.
94	68	H-14.b	DNS Malware Protection	Request Bank to change this clause to "The solution should support DNS tunneling protection" since Malware protection is done at endpoint level with a EDR/XDR solution	Clarification	The solution have the capability to accept list of malicious IPs/domains and block the DNS resolutions to those IP aaddresses.
95	70	I-118	The DNS Solution should support two factor authentication (2FA) using SAML authentication or One-time Password (OTP) or other similar methods.	Request Bank to change this clause to "The solution mgmt. interface should support integration with various AAA technologies like Radius,TACACS,LDAP etc" since two factor authentication (2FA) & One-time Password (OTP) will be provided by third party devices.	No Change	No change in RFP terms
96	71	I-136	The proposed solution should provide upgrades as a single package (Operating System + Application)	Request Bank to change this clause to "The proposed solution should provide upgrades as a single software/patch"	No Change	No change in RFP terms
97	77	Scope of Work, Training & certifications and Payment Schedule	The project lifecycle mentioned above should be completed and the solution should go live within 90 days from the date of purchase order. The delivery locations will be shared with the L1 bidder upon finalization.	Solution to go-live in 90 days. Are these timelines after delivery of H/W?	No Change	No change in RFP terms
98	78	Scope of Work, Training & certifications and Payment Schedule	The bidder will submit a report (Quality Assurance Report) from OEM on correct and complete implementation as per their best practices after the testing and go live of solution.	If the OEM is going to implement the solution, then is it still needed for the Bidder to get a certification? Does this mean the Bidder can also do the implementation?	No Change	No change in RFP terms

99	81	Scope of Work, Training & certifications and Payment Schedule	All required brand-new, intact, latest version of equipment /components along with sub-parts / subcomponent shall be delivered at the designated locations within 45 days from the date of purchase order.	Is this part of the 90 days for the solution go-live or the 45 days are outside these 90 days	No Change	No change in RFP terms
100	84	Scope of Work, Training & certifications and Payment Schedule	The Bidder shall ensure that during installation, Implementation, configuration etc. of new setup the existing setup operations should not impact partially or completely. Bidder should make sure that he keeps the existing setup in close monitoring while building the new DNS setup.	Does this mean that bidder can also propose the implementation? Can OEM and Bidder perform a joint implementation	No Change	No change in RFP terms
101	General Query		What are the total number of applications that need to be migrated	Please specify count or what needs to be assumed	No Change	No change in RFP terms
102	74	K4	The solution should meet a Recovery Time Objective (RTO) of ≤1 minutes and a Recovery Point Objective (RPO) of ≤ 15 minutes.	Request Bank to remove this point since the RTO & RPO is dependant on various factors like proposed H/W,S/W & OS dependancies.	No Change	No change in RFP terms
103	73	K2-3	The front-end solution should be integrated with Bank's ITSM solution for proper change and incident management.	Request Bank to share the current ITSM vendor & share what type of activities/ticket intergration is expected from solution.	No Change	No change in RFP terms
104	72	K1-4	The solution should support logical grouping of DNS records in terms of various parameters like departments, user groups, applications, location etc.	Request Bank to remove this point since this required functinality will be already achieved from the DNS H/W solution.	No Change	No change in RFP terms
105	62	Technical & Functional Specifications	Technical Specifications/Requirements	Please share the existing inventory of the DNS which should include count, make, model, services running, features included, specific modules (if any), policies, etc.	No Change	No change in RFP terms
106	64	Technical & Functional Specifications	Technical Specifications/Requirements	Please share the network topology diagram for existing DNS setup, which should include uplink and downlink connectivity details along with integration with existing network infrastructure- AD, NMS, SIEM, ITSM, PIMS, LMS, NTP.	No Change	No change in RFP terms
107	84	Scope of Work, Training & certifications and Payment Schedule	Bidder has to provision for required number of server racks with intelligent PDUs, patch cables and any other active or passive components required to commission the solution as per the RFP.	Please suggest if the customer will be providing the rack space, PDU's, power, cooling, etc for the proposed H/W as the RFP says vice-versa	No Change	No change in RFP terms
108	88	Buyback	The Bidder shall buy back all the products which will get replaced with new products supplied through this RFP	Please provide more clarification regarding "The Bidder shall buy back all the products which will get replaced with new products".	No Change	No change in RFP terms
109	68	Security	The offered solution should provide high-capacity, DDoS-aware network firewall functionality within the same platform	Please share more detailed information of DDoS services running on existing DNS servers.	No Change	No change in RFP terms
110	68	DNS Features	The DNS Solution should support API-based integration with ITSM platform (BMC) or other custom solutions allowing record insert, modify, update, remove etc.	Please provide more information regarding what all API's to be considered for integration with existing BMC.	No Change	No change in RFP terms
111	75	Support and Maintenance	The front-end solution shall be deployed on dedicated physical servers or as virtual servers. If deployed as virtual servers, the Bank will provide the necessary underlying infrastructure from Bank's private cloud.	Please clarify if the underlying infrastructure for H/W and for centralized management platform will be provisioned by customer.	No Change	No change in RFP terms
112	102	Table A- Delivery, Installation and commissioning and maintenance of devices	Delivery of hardware & software within 45 Days from the date of PO at locations specified by the Bank.	Request to amend the clause as "Delivery of hardware & software within **60** Days from the date of PO at locations specified by the Bank"	No Change	No change in RFP terms

113	102	Timeline	Installation, testing, and successful commissioning of devices within 90 Days from the date of PO from the Bank.	Request to amend the clause as "Installation, testing, and successful commissioning of devices within **120** Days from the date of PO from the Bank."	No Change	No change in RFP terms
114	58	Appendix-B Bidder's Eligibility Criteria	The Bidder should have experience of implementation, Migration, support and maintenance of DNS solution for the last three year in BFSI sector or Telecom Sector.	We Request you to read clause as: " The Bidder/OEM should have experience of implementation, Migration, support and maintenance of DNS solution for the last three year in BFSI sector or Telecom Sector. "	Corrigendum	Please refer corrigendum.
115	59	Appendix-B Bidder's Eligibility Criteria	Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has executed similar projects in India. (Start and End Date of the Project to be mentioned) in the past (At least three client references are required from BFSI/Telecom).	We Request you to read clause as: " Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder/OEM has executed similar projects in India. (Start and End Date of the Project to be mentioned) in the past (At least three client references are required from BFSI/Telecom). "	No change	No change in RFP terms
116	89	Timelines:	Hardware Delivery (including all associated accessories) at various locations as specified in respective PO **(45 days)**	We Request you to read clause as: Hardware Delivery (including all associated accessories) at various locations as specified in respective PO **(90 days)**	No change	No change in RFP terms
117	89	Timelines:	Installation, Configuration, Migration, Testing and fine tuning, Commissioning/go live of new setup. **(90 days)**	We request you to read clause as: "Installation, Configuration, Migration, Testing and fine tuning, Commissioning/go live of new setup." **(120 days)**	No change	No change in RFP terms
118	89	PAYMENT SCHEDULE:	On Delivery of hardware and software/licenses/subscription --- 40 % of the Cost of Hardware and Software/ Subscription/License in arrears.	We request you to read clause as: On Delivery of hardware and software/licenses/subscription --- 70 % of the Cost of Hardware and Software/Subscription/License in arrears.	No change	No change in RFP terms
119	89	PAYMENT SCHEDULE:	On Installation, Commissioning, Migration, and successful testing and fine-tuning of all the devices including Professional Support from OEM during Integration and Migration up to Go Live ---- 30% of the Cost of Hardware and Software / Subscription/ License in arrears.	We request you to read clause as: On Installation, Commissioning, Migration, and successful testing and fine-tuning of all the devices including Professional Support from OEM during Integration and Migration up to Go Live ----- 20% of the Cost of Hardware and Software / Subscription/License in arrears.	No change	No change in RFP terms
120	89	PAYMENT SCHEDULE:	On Closure of all security observation given by the Bank Information Security team till acceptance of solution. -- 15% of the Cost of Hardware and Software/Subscription/License in arrears.	We request you to read clause as: On Closure of all security observation given by the Bank Information Security team till acceptance of solution. -- 5% of the Cost of Hardware and Software/Subscription/License in arrears.	No change	No change in RFP terms
121	89	PAYMENT SCHEDULE:	On Production Go-Live --- 15% of the Cost of Hardware and Software/ Subscription/ License in arrears	We request you to read clause as: On Production Go-Live --- 5% of the Cost of Hardware and Software/ Subscription/ License in arrears	No change	No change in RFP terms
122		F12	The proposed solution should support primary IP addresses for secondary zones	need more explanation to understand this point	No Change	No change in RFP terms
123		F22	The proposed solution should allow the configuration of source-based query limit i.e A Record query limit per IP/Subnet, AAAA Record query limit per IP/Subnet, TXT record query limit per IP/Subnet, PTR Record query limit per IP/Subnet	The requirement to configure query limits based on record type (A, AAAA, TXT, PTR, etc.) should be removed, as DNS servers process all record types uniformly per RFC standards. Implementing record-type–specific limits is not practical and may lead to legitimate query drops	No change	No change in RFP terms
124		F23	The proposed solution should be able to isolate services such as recursive and authoritative resolution and traffic to Solution onto different IP addresses and multiple NIC'S	this point should be removed, since The requirement to isolate recursive and authoritative services on different IPs or NICs is unnecessary and may complicate network design. Modern DNS tools uses access control lists (ACLs) to securely segregate recursive and authoritative traffic.	No change	No change in RFP terms

125		F29	The proposed solution should propagate the desired persistence information to member DNS servers to reduce frequency of data synchronization and to maintain session integrity	This point should be removed since the mentioned approach of propagating persistence information between DNS servers is non-standard and complex, as DNS is a stateless protocol and should not maintain session integrity. Instead, zone transfers (AXFR/IXFR) provide a proven, RFC-compliant, and efficient way to synchronize DNS data across servers. They ensure data consistency, security, and interoperability without adding unnecessary overhead or custom logic.	No Change	No change in RFP terms
126		H3	The proposed DNS solution should use strong standard encrypted protocol for communications between the devices - such as DoT, DoH and roadmap for DoQ and should support modern TLS standards.	DOQ is in roadmap and can be achived in next 3-4 months	No change	No change in RFP terms
127		H28	The proposed solution should have the ability to be deployed as Authoritative DNS Server in screening mode, or delegation mode.	need more explanation to understand this point	No change	No change in RFP terms
128		I23	The proposed solution should provide the following monitoring dashboards with historical trend of a minimum of one year. a. Health Status of the hardware (CPU, Memory, Network, Disk etc.) b. DNS Performance in terms of Queries per second, Active and New connections per second etc. c. Top queried domains d. Top query types e. Top IP addresses/Clients performing DNS queries f. Changes made by administrators/Users g. Sync status – Cluster wise and site wise h. DNS security details in terms of attack and violations i. The DNS solution should provide real time visibility into QPS, Cache hit ratio, latency, failures, recursion depth etc.	Maintaining one year of detailed DNS and system monitoring data is not recommended as it causes excessive storage consumption, performance degradation, and management overhead. Metrics like per-query, per-client, or per-connection data grow exponentially and can slow down dashboards and reporting. Instead, these dashboards and metrics should be available within the product for visibility and analysis, This ensures efficient performance, cost optimization, and compliance without compromising on monitoring capabilities.	No change	No change in RFP terms
129	58	Bidder's Eligibility Criteria, Sr. 5	Copy of the order and / or Certificate of completion of the work. The Bidder should also furnish user acceptance report	Request Bank to consider email acceptance by customer as User Acceptance Report	No change	No change in RFP terms
130	58	Bidder's Eligibility Criteria Clause Number 5	The Bidder should have experience of implementation, Migration, support and maintenance of DNS solution for the last three year in BFSI sector or Telecom Sector.	We request bank to modify the clause as mentioned below: The Bidder/ OEM should have experience of implementation, Migration, support and maintenance of DNS solution for the last three year in BFSI sector or Government / PSU or Telecom Sector **OR** The Bidder should have experience of implementation/ Migration/ support/ maintenance of DNS solution for the last three year in BFSI sector or Government / PSU or Telecom Sector	Corrigendum	Please refer corrigendum.
131	74	Support & Maintenance Clause Number 1	The bidder shall provide 24x7 support for the front- end solution with clearly defined Service Level Agreements (SLAs).	Please let us know if the resources to be deloyed would be L1 or L2 resources. Apart from this, please let us know if the resources has to be on payroll of bidder or we can provide the resources on payroll of bidder's resourcing partner	No change	No change in RFP terms

132	75	Support & Maintenance Clause Number 5	The front-end solution shall be deployed on dedicated physical servers or as virtual servers. If deployed as virtual servers, the Bank will provide the necessary underlying infrastructure from Bank's private cloud.	We understand that underlying hardware and software has to be provided by bidder. However from the mentioned clause on Page 75, it mentions hardware would be provided by bank. Please clarify if the hardware and OS software, hypervisor for the solution deployment would be provided by the bank. Also, please let us know if bidder need to submit the MAF for server OEM as well (incase bidder proposes software based solution)	No change	No change in RFP terms
133	85	Professional Services (PS) (Integration / Migration Requirements with existing systems) Clause Number 1	Bidder's expert team and OEM's professional services team to be available onsite and should own the entire migration from Old DNS solution installed at Bank's locations with newly supplied DNS equipment; including but not limited to	Please provide the details of the existing solution so that we can factor the efforts accordingly	No change	No change in RFP terms
134	64	A1	The proposed DNS solution can be a purpose-built Hardwa	Kindly confirm whether a Make-in-India virtual appliance deployed on Bank's existing virtualization infrastructure will be accepted instead of a bundled hypervisor stack.	No change	No change in RFP terms
135	64	A2	The proposed solution should be deployed at a minimum of 3 Datacenter sites in Active-Active state.	Please clarify if Active-Active refers to real-time load distribution across sites or database/configuration synchronization only.	No change	No change in RFP terms
136	65	A7	The solution should cater for a minimum of 6 Lakh endpoints.	Please confirm if 'endpoints' refer to concurrent DNS clients or total registered devices across the enterprise network.	No change	No change in RFP terms
137	66	E6	DNS QPS Capability Matrix to be submitted.	Kindly specify the benchmarking tools or methodology acceptable (e.g., dnsperf/resperf) for validation.	No change	No change in RFP terms
138	67	F15	The DNS solution should support Global Traffic Management (GTM).	Please clarify if GTM should be DNS-based health check load balancing or integration with external load balancers.	No change	No change in RFP terms
139	68	F28	The proposed solution should support DNS filtering.	Please clarify whether DNS filtering implies malware/RPZ filtering or simple ACL/policy-based blocking.	No change	No change in RFP terms
140	74	K3.7	Annual VAPT to be performed per Bank policy.	Please confirm if VAPT will be done by Bank's InfoSec or if OEM must provide external VAPT compliance reports.	No change	No change in RFP terms
141	66	F12	The proposed solution should support primary IP addresse	need more explanation to understand this point	No change	No change in RFP terms
142	67	F22	The proposed solution should allow the configuration of source-based query limit i.e A Record query limit per IP/Subnet, AAAA Record query limit per IP/Subnet, TXT record query limit per IP/Subnet, PTR Record query limit per IP/Subnet	The requirement to configure query limits based on record type (A, AAAA, TXT, PTR, etc.) should be removed, as DNS servers process all record types uniformly per RFC standards. Implementing record-type–specific limits is not practical and may lead to legitimate query drops	No change	No change in RFP terms
143	67	F23	The proposed solution should be able to isolate services such as recursive and authoritative resolution and traffic to Solution onto different IP addresses and multiple NIC'S	this point should be removed, since The requirement to isolate recursive and authoritative services on different IPs or NICs is unnecessary and may complicate network design. Modern DNS tools uses access control lists (ACLs) to securely segregate recursive and authoritative traffic.	No change	No change in RFP terms

144	67	F29	The proposed solution should propagate the desired persistence information to member DNS servers to reduce frequency of data synchronization and to maintain session integrity	This point should be removed since the mentioned approach of propagating persistence information between DNS servers is non-standard and complex, as DNS is a stateless protocol and should not maintain session integrity. Instead, zone transfers (AXFR/IXFR) provide a proven, RFC-compliant, and efficient way to synchronize DNS data across servers. They ensure data consistency, security, and interoperability without adding unnecessary overhead or custom logic.	No change	No change in RFP terms
145	68	H3	The proposed DNS solution should use strong standard encrypted protocol for communications between the devices - such as DoT, DoH and roadmap for DoQ and should support modern TLS standards.	DOQ is in roadmap and can be achived in next 3-4 months	No change	No change in RFP terms
146	69	H28	The proposed solution should have the ability to be deployed as Authoritative DNS Server in screening mode, or delegation mode.	need more explanation to understand this point	No change	No change in RFP terms
147	71	I23	The proposed solution should provide the following monitoring dashboards with historical trend of a minimum of one year. a. Health Status of the hardware (CPU, Memory, Network, Disk etc.) b. DNS Performance in terms of Queries per second, Active and New connections per second etc. c. Top queried domains d. Top query types e. Top IP addresses/Clients performing DNS queries f. Changes made by administrators/Users g. Sync status – Cluster wise and site wise h. DNS security details in terms of attack and violations i. The DNS solution should provide real time visibility into QPS, Cache hit ratio, latency, failures, recursion depth etc.	Maintaining one year of detailed DNS and system monitoring data is not recommended as it causes excessive storage consumption, performance degradation, and management overhead. Metrics like per-query, per-client, or per-connection data grow exponentially and can slow down dashboards and reporting. Instead, these dashboards and metrics should be available within the product for visibility and analysis, This ensures efficient performance, cost optimization, and compliance without compromising on monitoring capabilities.	No Change	No change in RFP terms
148	67	F25	The proposed solution should provide an authoritative DNS service mitigating the risk of cache poisoning and denial-of-service attacks. The solution should be a non-BIND-based DNS to provide a highly secure and fault-tolerant DNS service	The requirement for a non-BIND based DNS engine may unnecessarily limit the pool of capable solutions, as As BIND is the industry standard leveraged across the majority of enterprise DNS implementations. We propose that the requirement be amended to allow for solutions based on BIND, provided they demonstrate full compliance with all security and performance specifications detailed in the RFP. Since all security parameters are explicitly defined under the Security Category, this allowance will ensure we can propose a robust, standards-compliant, and cost-effective solution without compromising the required security posture	Corrigendum	Please refer corrigendum.
149	67	F31	The proposed solution should have methodologies that can manipulate and control traffic.	Kindly provide more use cases which help to understand the detailed requirement of this specification	No Change	No change in RFP terms
150	71	J2	The solution should be designed and deployed onsite by the Professional Service resources of the OEM	As Infoblox has certified profession services resource with our partner and distributor. Kindly help to modify the specification to OEM certified professional services resource.	No Change	No change in RFP terms

151	65	E2	The proposed solution should be capable of handling a minimum of 5 Lakh DNS queries per second (QPS) per appliance per site. The performance should be unaffected in case of hardware failures in the cluster	Based on established industry best practices for DNS infrastructure sizing, the global standard for calculating Queries Per Second (QPS) is typically set at 0.3 QPS per user. Given the Bank's projected 600,000 users, the calculated and industry-standard QPS requirement for a combined Authoritative and Caching DNS deployment is 180,000 QPS. The current requirement of 500,000 QPS appears significantly high compared to this standard benchmark. We formally request the amendment of the QPS requirement to 450,000 QPS (a conservative estimate well above the 180K benchmark) to ensure competitive participation in this bid while guaranteeing a highly performant and scalable solution	Corrigendum	Please refer corrigendum.
152	65	E3	Each appliance should be scalable to a minimum of 10 Lakh QPS without any change in the hardware.	To ensure a highly competitive and appropriately sized solution, we request the Scalable QPS specification be revised to 900,000 QPS. Pertaining to system architecture, the RFP's Scalability Requirement must explicitly allow for a horizontally scalable and distributed DNS infrastructure. Relying solely on centralized servers concentrates risk, creating a Single Point of Failure. Our design philosophy and proposed solution are predicated on risk mitigation, ensuring that additional, geographically dispersed instances can be easily integrated to linearly scale capacity and maintain service continuity under extreme load or component failure." Furthermore, we request that the Scalability Requirement be amended to explicitly permit a distributed, multi-instance architecture. Standard enterprise best practice discourages placing the entire load on a centralized DNS cluster, as this introduces an inherent Single Point of Failure (SPOF). Our proposed design ensures high availability and scalability by allowing for the seamless addition of more instances to cater to future load increases, thereby mitigating risk and ensuring continuous service."	Corrigendum	Please refer corrigendum.
153	63	A6	The proposed solution should get synchronized with NTP systems with minimum SHA1 authentication.	Requesting bank to change as : The proposed solution should get synchronized with NTP systems	No Change	No change in RFP terms
154	64	C15	The DNS solution should support Global Traffic Management (GTM) for high availability and optimized traffic distribution across multiple sites using DNS and health monitoring parameters.	Requesting bank to share the number of domains for load balancing sizing	No Change	No change in RFP terms
155	65	E6.5	QPS with DNSSEC enabled	Requesting bank to delete the clause : As in the DNS Server you can get per Server Consolidated QPS	No Change	No change in RFP terms
156	65 and 66	F2	The DNS solution must allow query responses to be tailored based on site availability, geographic/topological proximity, Load and latency, conditions as well as policy weighting.	Requesting bank to change as : The DNS solution must allow query responses to be tailored based on site availability, load, latency and policy weighting	No Change	No change in RFP terms
157	66	F3	The solution should support health checks of endpoints and automatically remove unhealthy sites from DNS responses.	Requesting Bank to provide more clarity on the clause and please explain the what is unhealthy sites from DNS responses	No Change	No change in RFP terms
158	67	F31	The proposed solution should have methodologies that can manipulate and control traffic.	Requesting Bank to provide more clarity on What do you mean by DNS manipulation and DNS control Traffic	No Change	No change in RFP terms
159	68	H3	The proposed DNS solution should use strong standard encrypted protocol for communications between the devices - such as DoT, DoH and roadmap for DoQ and should support modern TLS standards.	Requesting bank to change as : The proposed DNS solution should use strong standard encrypted protocol for communications between the devices - such as DoT, DoH	No Change	No change in RFP terms
160	69	H30	The proposed solution must detect and mitigate ICMP flood attacks	Requesting Bank to delete the clause as its applicable to DDOS solution and Network Security solution	No Change	No change in RFP terms

161	69	H31	The proposed solution must detect and mitigate UDP flood attacks	Requesting Bank to delete the clause as its applicable to DDOS solution and Network Security solution	No Change	No change in RFP terms
162	69	H32	The proposed solution must detect and mitigate TCP SYN/RST/ACK/FIN flood attacks	Requesting Bank to delete the clause as its applicable to DDOS solution and Network Security solution	No Change	No change in RFP terms
163	70	I8	The proposed solution should support TACACS+, RADIUS, Local and LDAP authentication methods	Requesting bank to change as : The proposed solution should support OpenID connect, RADIUS, Local, LDAP and AD authentication methods	No Change	No change in RFP terms
164	70	I14	The proposed solution should have the capacity to store the traffic and event log locally or on a centralized management server for a minimum of 90 days.	Requesting bank to delete clause : As Proposed solution is DNS server QPS is high and logging should not be done on DNS server	No Change	No change in RFP terms
165	70	I17	The proposed solution should be capable of providing elevated access to system administrators for making root level changes whenever required. Necessary credentials has to be provided.	Requesting Bank to delete the clause as root access cannot be shared with End Customer and only kept with EIP TAC and Enginnering for Advance troubleshooting	No Change	No change in RFP terms
166	71	I30	g. Sync status – Cluster wise and site wise	Requesting bank to change as : g. Sync status – Cluster wise or site wise	No Change	No change in RFP terms
167	72	J7	The bidder must ensure replacement of faulty parts / appliances within 4 hours.	Instead of 4 hours can it be moved to Next Business Day.	No Change	No change in RFP terms
168	67	F25	The proposed solution should provide an authoritative DNS service mitigating the risk of cache poisoning and denial-of-service attacks. The solution should be a non-BIND-based DNS to provide a highly secure and fault-tolerant DNS service	Requesting Bank to delete the clause as BIND is most standard DNS engine which support majorly all the RFC Standards. We as a vendor we also use BIND as a DNS Engine. Hence requesting Bank to delete the clause	No Change	No change in RFP terms
169	72	6	The solution should allow specific privileges like, but not limited to- a. Search b. List c. Select c. Add / Create d. Modify e. Delete the DNS records.	Requesting Bank to delete the clause as Select is nothing but view rights	No Change	No change in RFP terms
170	73	7	The solution should have DNS record validation mechanisms like: a. Duplicate record checks b. CNAME loop prevention c. TTL validation prior to record creation.	Requesting bank to explain what is CNAME loop prevention	No Change	No change in RFP terms
171	58	5	The Bidder should have experience of implementation, Migration, support and maintenance of DNS solution for the last three year in BFSI sector or Telecom Sector.	Please calrify, Can we use NGFW Firewall POs, as DNS Solution licenses are bundled in it.	No Change	No change in RFP terms