Bank Response dated 22.12.2023 for RFP Ref: SBI/GITC/NW&C/2023-24/1065 dated 22.11.2023 for Procurement, Installation, Commissioning and Maintenance of Software Defined Wide Area Network (SDWAN) Solution with associated accessories at 4 Data Centers and around 7000 domestic branches

Sl No	RFP Page No.	RFP Clause No.	Existing Clause	Query/Suggestions	Response Type	Bank Response
1	56	Point-5 Appendix-B Bidder's Eligibility Criteria	The Bidder should have experience of implementation of SDWAN solution at least 2 Domestic/Global organizations with minimum 2000 SDWAN devices in each organization. Out of these 2 organizations one should be from BFSI/Telecom sector	Kindly revise this clause. Bidder should have experience of implementation of Managed Services/ ILL / SDWAN solution at least 2 Domestic/Global organizations with minimum 2000 Manged Devices / SDWAN devices in each organization. Out of these 2 organizations one should be from BFSI/Telecom sector Minimum 100 bank customer offices last mile ILL connected.	No Change	No Change in terms of the RFP
2	7	Point - iii 1. INVITATION TO BID:	iii. Bidder shall mean any entity (i.e., juristic person) who meets the eligibility criteria given in Appendix-B of this RFP and willing to provide the Product and Services as required in this RFP. The interested Bidders who agree to all the terms and conditions contained in this RFP may submit their Bids with the information desired in this RFP. Consortium bidding is not permitted under this RFP	Kindly allow consortium	No Change	No Change in terms of the RFP
3	91	6	Media type: Wired, RF, 4G, 5G, VSAT, MPLS minimum 10 types.	How many types of media is required at One site.?	Clarification	All media will be provided by the Bank. The mentioned Media types should be available in solution as parameters to be considered for Group creation.
4	91	6	Media type: Wired, RF, 4G, 5G, VSAT, MPLS minimum 10 types.	Who will provide the media, will it be SBI responsibility, OR will be responsibility of bidder?	Clarification	All media will be provided by the Bank. The mentioned Media types should be available in solution as parameters to be considered for Group creation.
5	62	10	In the Proposed SDWAN Solution the existing data traffic from branch end device should not be impacted due to unavailability of connectivity towards controllers hosted centrally at DCs.	Please explain	Clarification	The data traffic from the branch end towards the DCs or vice versa should not be impacted even when the control channel between the branch end SDWAN device and DC headend SDWAN device is unavailable except in the case of longer duration downtime controllers across all DC simultaneously.
6	66	18	Such session log archival server shall be deployed across two datacentres in active-active mode. All the branch-end devices shall send the session logs to the primary server (in DC) only, and the same should be replicated to server placed at DR site within 5 minutes duration.	Please explain whose DC and DR it's should be weather is SBI DC / DR or the Bidders DC / DR.	Clarification	The DC and DR will be of the SBI Data Centres. Please refer point no. 8 on page no. 62 and be guided accordingly.
7	69	4	Minimum 12 TSP WAN links terminated at data centres headend devices (headend devices in High Availability mode).	Please explain what types of 12 TSP WAN links?	Clarification	MPLS and P2P links of various TSPs. Name of TSPs shall be shared with successful bidder.
8	70	7	The devices should support Ethernet extender to support 4G and 5G connectivity (4G, 5G devices will be provided by TSP and Ethernet cable will be extended till router).	Please explain whether extender is required if the SDWAN device can accept Ethernet as media and inbuilt 5G/4G capabilities without the use if any external devices.	Clarification	Any additional components including ethernet extender cable, converters, additional network device etc. required for achieving the mentioned functionality has to be provided as part of SD-WAN solution by the bidder without any additional cost to the Bank.

9	56	5	The Bidder should have experience of implementation of SDWAN solution at least 2 Domestic/Global organizations with minimum 2000 SDWAN devices in each organization. Out of these 2 organizations one should be from BFSI/Telecom sector.	Request you to change the Eligibility condition to Bidder OEM for all the clauses.	No Change	No Change in terms of the RFP
10	56	Bidder's Eligibility Criteria-Appendix-B	The Bidder should have experience of implementation of SDWAN solution at least 2 Domestic/Global organizations with minimum 2000 SDWAN devices in each organization. Out of these 2 organizations one should be from BFSI/Telecom sector	The Bidder should have experience of implementation of SDWAN solution at least 1 Domestic/Global organizations with minimum 1000 SDWAN devices in the organization. The said organization should be from BFSI sector. OR The Bidder should have experience of implementation of SDWAN solution at least 2 Domestic/Global organizations with atleast 1 having minimum 1000 SDWAN devices . Out of these 2 organizations one having more than 1000 branches should be from BFSI/Telecom sector	No Change	No Change in terms of the RFP
11	69	1	In the proposed SDWAN solution, the edge (branch and DC) devices should be able to monitor different path parameters for all the WAN links in near real time	"In the proposed SDWAN solution, the edge (branch and DC) devices should be able to monitor different path parameters for all the WAN links in real time." There are technologies/protocols other than SNMP like real time streaming telemetry that supports real time analytics without increasing gateway device compute utilization.	No Change	No Change in terms of the RFP
12	61	4	The proposed OEM should have at least 20000 SD-WAN devices deployment	The clause mentioned is restrictive and favoring only selected OEMs. The clause does not favor Startups and MSMEs as per the Applicability of Preference to Make in India, Order 2017 (PPP-MII Order) and related amendments to DPIIT orders and CVC guidelines. Kindly refer the clause 10b of No. P-45021 /2/2017-PP (BE-II) Dated: 16th September, 2020 referring b. Procuring entities shall endeavour to see that eligibility conditions, including on matters like turnover, production capability and financial strength do not result in unreasonable exclusion of 'Class-I local supplier'/ 'Class-II local supplier' who would otherwise be eligible, beyond what is essential for ensuring quality or creditworthiness of the supplier. We request you to either kindly remove this clause or amend as such for Startup / MSMEs Class-1 Supplier " The proposed OEM should have at least 2000 SDWAN devices deployment."	No Change	No Change in terms of the RFP
13			New point suggestion	The SD-WAN OEM should propose solution with perpetual license for the entire solution with no license renewal charges after the intial contract of 3 years.	No Change	No Change in terms of the RFP

14	61	5	The proposed OEM should have at least two customers where 2000 SD-WAN devices has been deployed out of which at least one customer should be from BFSI/Telecom sector	The clause mentioned is restrictive and favoring only selected OEMs. The clause does not favor Startups and MSMEs as per the Applicability of Preference to Make in India, Order 2017 (PPP-MII Order) and related amendments to DPIIT orders and CVC guidelines. Kindly refer the clause 10b of No. P-45021 /2/2017-PP (BE-II) Dated: 16th September, 2020 referring b. Procuring entities shall endeavour to see that eligibility conditions, including on matters like turnover, production capability and financial strength do not result in unreasonable exclusion of 'Class-I local supplier'/ 'Class-II local supplier' who would otherwise be eligible, beyond what is essential for ensuring quality or creditworthiness of the supplier. We request you to either kindly remove this clause or amend as such for Startup / MSMEs Class-1 Supplier " The proposed OEM should have at least two organizations where 500 SDWAN devices have been deployed in each of the organization, out of which at least one organization should be from BFSI/Telecom /Government sector."	No Change	No Change in terms of the RFP
15	78	9	The proposed SDWAN solution may support data compression techniques for unencrypted traffic like FTP	The point needs to be deleted as data compression is usually not a part of SD-WAN solution, though there could be a few SD-WAN OEMs who claim to have this capability but the effectiveness needs to be ascertained.	Clarification	Non Mandatory Clause
16	77	4	The proposed SD-WAN solution should be able to do real time traffic duplication for defined traffic and application across all the links to mitigate latency and packet drops automatically when SLA is violated. After the parameters come up with the SLA, duplication of traffic should stop automatically	"The solution should support traffic duplication" Automatic enablement could be OEM specific. Data duplication can have an adverse effect o the overall optimum utiliation of WAN. When the WAN links are not performing properly enablment of data duplication will futher increase to utilzation of the bandwidth for the same traffic copies. Instead of traffic duplication, FEC is the option that is already considered where the traffic need not be re-intiated but can be recreated at the destination location through parity values	No Change	No Change in terms of the RFP
17	75	2	QoS should work for all kinds of traffic in both forward and backward direction. All the WAN ports of the device should support QoS.	"QoS should work for all kinds of egress traffic. All the WAN ports of the device should support QoS." Traffic is always intiated from inside to outside. The outside traffic should be dropped by default to protect against DDoS attacks. Hence QoS for ingress traffic doesnt have any use case.	No Change	No Change in terms of the RFP

18			New point suggestion	Kindly refer GoI Guidelines “File no.1(10)/2017 – CLES dated 6/12/2019” for Self-Declaration from CPE/Router suppliers for Cyber Security Products. The tender is also not asking for Self-Declaration from suppliers for Cyber Security Products which is an integral part of the project. The SBI tender ask for Next generation Security on all branch CPEs to protect their day-to-day financial banking applications and customer data. Request you to kindly add the same. The GoI notification is enclosed for your kind reference.	clarification	Not considered
19	56	Eligibility Criteria Point 6	The Bidder should have experience of implementation of SDWAN solution at least 2 Domestic/Global organizations with minimum 2000 SDWAN devices in each organization. Out of these 2 organizations one should be from BFSI/Telecom sector.	Kindly amend this clause as" The Bidder/OEM should have experience of implementation of SDWAN solution at least 2 Domestic/Global organizations with minimum 2000 SDWAN devices in each organization. Out of these 2 organizations one should be from BFSI/Telecom sector.	No Change	No Change in terms of the RFP
20	131	14. PAYMENT SCHEDULE:	Delivery of hardware and software/licences: 50 % of the Cost of Hardware and Software Installation: 10% of the Cost of Hardware and Software Commissioning:10% of the Cost of Hardware and Software Acceptance of the solution:10% of the Cost of Hardware and Software. Closure of all security observation given by the Bank Information Security team till acceptance of solution: 10% of the Cost of Hardware and Software.	Kindly amend the Payment term as, 70% against Delivery 20% against Installation and commissiong 10% against Migration, testing and fine-tuning of all the devices under respective PO	No Change	No Change in terms of the RFP
21	2	12.Earnest Money Deposit	12.Earnest Money Deposit :Rs. 125.00 Lakhs	the EMD Exemption as per the GeM GTC xiii (M) (V) page No: 14. Sellers/ Service Provider having annual turnover of Rs 500 Crore or more, be exempted from furnishing EMD.	No Change	No Change in terms of the RFP
22	119	3. Delivery of DC hardware	3. Delivery of DC hardware: All the devices to be deployed in 4 Data Centers of the Bank must be delivered to the respective Data Centers within a period of 8 weeks from the date of placing PO /LOI.	Kindly share the Installation /Deployment period	Clarification	Mentioned in Penalties
23	61	Technical Specification Point no. 4	The proposed OEM should have at least 20,000 SDWAN devices deployment	The count of device deployment may be reduced to 3,500, i.e. 50% of the SBI requirement in this RFP	No Change	No Change in terms of the RFP
24	61	Technical Specification Point no. 5	The proposed OEM should have at least two organizations where 2,000 SDWAN devices have been deployed in each of the organization, out of which at least one organization should be from BFSI/Telecom sector	May be amended with 500 no. of devices deployment	No Change	No Change in terms of the RFP

25	63	Technical Specification Point no. 13	In the Proposed SDWAN Solution, all links deployed at the critical branches (branch with 2 routers) and normal branch (branch with single router) should be in active-active state. If any additional device/cable is required to achieve above mentioned functionalities, the bidder should arrange for the same without any additional cost to the bank. The additional network device, if provided, should be in HA and should be a managed device	The count of branches having two routers and one router must be shared.	Clarification	45 to 50 branches will be having double routers deployment and remaining will be single routers. Bank may modify the number as and when required.
26	3	Schedule of events	Tender fee of Rs.25,000/	May be Waived off for BSNL being 100% Central Government organization	Clarification	No provision of exemption other than as mentioned in RFP. If BSNL have any government guidelines, please provide the same to claim the exemption.
27	3	Schedule of events	EMD of Rs.125 lakh	As per Government of India guideline all the tenders are to be floated through GEM portal and in GEM all the PSU's and Central Government organizations have relaxation of EMD and tender payment. Hence it is requested the tender fee and EMD amount may be waived off for BSNL being 100% Government of India undertaking and is being waived off in GEM portal (GEM guideline is attached)	Clarification	No provision of exemption other than as mentioned in RFP. If BSNL have any government guidelines, please provide the same to claim the exemption.
28	55	Eligibility clause point no. 4	The Bidder should be a profitable organization on the basis of (operating) profit before tax (PBT) for at least 02 (two) out of last 03 (three) financial years mentioned in para 3 above	Profit Before TAX may be changed to Positive EBIDTA	No change	No Change in terms of the RFP
29	56	Eligibility clause point no. 5	The Bidder should have experience of implementation of SDWAN solution at least 2 Domestic/Global organizations with minimum 2000 SDWAN devices in each organization. Out of these 2 organizations one should be from BFSI/Telecom sector	The experience of OEM/SI should also be accepted and the minimum quanitity of devices may be reduced to 1000 no.	No Change	No Change in terms of the RFP
30	2	Schedule of events	Last date and time for Bid submission Up to 15:30 hrs on 18.12.2023	May be extended by 2 weeks	Clarification	Please refer earlier corrigendum
31	55	Eligibility clause point no. 2	The Bidder (including its OEM, if any) must comply with the requirements contained in O.M. No. 6/18/2019-PPD, dated 23.07.2020 order (Public Procurement No. 1), order (Public Procurement No. 2) dated 23.07.2020 and order (Public Procurement No. 3) dated 24.07.2020		No Change	No Change in terms of the RFP
32	149	Other Terms and Penalties Clause (d)	Penalties for SLA uptime of solution (monthly) shall be as under		No Change	No Change in terms of the RFP
33	2	Pre bid meeting	Pre-bid meeting From 16:00 hrs to 18:00 hrs on 05.12.2023 through online meeting	Pre-bid querry date may be extended to 20/12/2023	No Change	No Change in terms of the RFP
34			New point suggestion	The SD-WAN OEM should propose solution with perpetual license for the entire solution with no license renewal charges after the intial contract of 3 years.	No Change	No Change in terms of the RFP

35	69	1	In the proposed SDWAN solution, the edge (branch and DC) devices should be able to monitor different path parameters for all the WAN links in near real time	"In the proposed SDWAN solution, the edge (branch and DC) devices should be able to monitor different path parameters for all the WAN links in real time." There are technologies/protocols other than SNMP like real time streaming telemetry that supports real time analytics without increasing gateway device compute utilization.	No Change	No Change in terms of the RFP
36	61	4	The proposed OEM should have at least 20000 SD-WAN devices deployment	The clause mentioned is restrictive and favoring only selected OEMs. The clause does not favor Startups and MSMEs as per the Applicability of Preference to Make in India, Order 2017 (PPP-MII Order) and related amendments to DPIIT orders and CVC guidelines. Kindly refer the clause 10b of No. P-45021 /2/2017-PP (BE-II) Dated: 16th September, 2020 referring b. Procuring entities shall endeavour to see that eligibility conditions, including on matters like turnover, production capability and financial strength do not result in unreasonable exclusion of 'Class-I local supplier'/ 'Class-II local supplier' who would otherwise be eligible, beyond what is essential for ensuring quality or creditworthiness of the supplier. We request you to either kindly remove this clause or amend as such for Startup / MSMEs Class-1 Supplier " The proposed OEM should have at least 2000 SDWAN devices deployment."	No Change	No Change in terms of the RFP
37	61	5	The proposed OEM should have at least two customers where 2000 SD-WAN devices has been deployed out of which at least one customer should be from BFSI/Telecom sector	The clause mentioned is restrictive and favoring only selected OEMs. The clause does not favor Startups and MSMEs as per the Applicability of Preference to Make in India, Order 2017 (PPP-MII Order) and related amendments to DPIIT orders and CVC guidelines. Kindly refer the clause 10b of No. P-45021 /2/2017-PP (BE-II) Dated: 16th September, 2020 referring b. Procuring entities shall endeavour to see that eligibility conditions, including on matters like turnover, production capability and financial strength do not result in unreasonable exclusion of 'Class-I local supplier'/ 'Class-II local supplier' who would otherwise be eligible, beyond what is essential for ensuring quality or creditworthiness of the supplier. We request you to either kindly remove this clause or amend as such for Startup / MSMEs Class-1 Supplier " The proposed OEM should have at least two organizations where 500 SDWAN devices have been deployed in each of the organization, out of which at least one organization should be from BFSI/Telecom /Government sector."	No Change	No Change in terms of the RFP
38	78	9	The proposed SDWAN solution may support data compression techniques for unencrypted traffic like FTP	The point needs to be deleted as data compression is usually not a part of SD-WAN solution, though there could be a few SD-WAN OEMs who claim to have this capability but the effectiveness needs to be ascertained.	Clarification	Non Mandatory Clause

39	77	4	The proposed SD-WAN solution should be able to do real time traffic duplication for defined traffic and application across all the links to mitigate latency and packet drops automatically when SLA is violated. After the parameters come up with the SLA, duplication of traffic should stop automatically	"The solution should support traffic duplication" Automatic enablement could be OEM specific. Data duplication can have an adverse effect o the overall optimum utiliation of WAN. When the WAN links are not performing properly enablment of data duplication will futher increase to utilzation of the bandwidth for the same traffic copies. Instead of traffic duplication, FEC is the option that is already considered where the traffic need not be re-intiated but can be recreated at the destination location through parity values	No Change	No Change in terms of the RFP
40	75	2	QoS should work for all kinds of traffic in both forward and backward direction. All the WAN ports of the device should support QoS.	"QoS should work for all kinds of egress traffic. All the WAN ports of the device should support QoS." Traffic is always intiated from inside to outside. The outside traffic should be dropped by default to protect against DDoS attacks. Hence QoS for ingress traffic doesnt have any use case.	No Change	No Change in terms of the RFP
41			New point suggestion	Kindly refer GoI Guidelines “File no.1(10)/2017 – CLES dated 6/12/2019” for Self-Declaration from CPE/Router suppliers for Cyber Security Products. The tender is also not asking for Self-Declaration from suppliers for Cyber Security Products which is an integral part of the project. The SBI tender ask for Next generation Security on all branch CPEs to protect their day-to-day financial banking applications and customer data. Request you to kindly add the same. The GoI notification is enclosed for your kind reference.	clarification	Not considered
42	125		The device should support (but not limited to) industry standard congestion management techniques such as class-based weighted fair queue, Low latency queue or equivalent.	Need More details	Clarification	Bidder can consult Bank team.
43	3	8	PrebidMeeting - From 16:00 hrs to 18:00 hrs on 05.12.2023 through online	Request to allow for participation in by Physical preseance	No Change	No Change in terms of the RFP
44	7	iii	The interested Bidders who agree to all the terms and conditions contained in this RFP may submit their Bids with the information desired in this RFP. Consortium bidding is not permitted under this RFP.	We reuqest to change this as to allow "consortium to be permitted under this RFP"	No Change	No Change in terms of the RFP
45	56	5	The Bidder should have experience of implementation of SDWAN solution at least 2 Domestic/Global organizations with minimum 2000 SDWAN devices in each organization. Out of these 2 organizations one should be from BFSI/Telecom sector.	We request to changes is "as with minimum 2000 SDWAN devices for bidder/ OEM combined"	No Change	No Change in terms of the RFP
46	131	14(1)	Delivery of hardware and software/licences - Clause aginst breakuyp of Payment structure	70 % of the Cost of Hardware and Software	No Change	No Change in terms of the RFP
47	131	14(2)	Installation - Clause against break up of payment structure	5% of the Cost of Hardware and Software	No Change	No Change in terms of the RFP

48	131	14(3)	Commissioning - Clause against break up of payment structure	5 % of the Cost of Hardware and Software	No Change	No Change in terms of the RFP
49	131	14(4)	Acceptance of the solution - Clause against break up of payment structure	5 % of the Cost of Hardware and Software	No Change	No Change in terms of the RFP
50	131	14(5)	Closure of all security observation given by the Bank Information Security team till acceptance of solution - - Clause against break up of payment structure	5% of the Cost of Hardware and Software	No Change	No Change in terms of the RFP
51	132	14(7)	10% of the Cost of Hardware and Software	We request to change it as 10% of the Cost of Hardware and Software upon successful submission of Performance Bank Guarente	No Change	No Change in terms of the RFP
52	59	5	dynamically selected group* : Automatic branch selection on behalf of pre applied tags given below for example. Name of tags may change based on the actual requirements. Minimum numbers of tags that should be available to apply is 10 per branch end device.	Please modify to " Solution should have the capability to let customer to choose the sites for which any changes needs to be incorporated"	No Change	No Change in terms of the RFP
53	61	1	The proposed SDWAN Solution should be implemented as true software defined WAN solution. The proposed solution should have Centralized Network Orchestrator/manager/controller along with compatible head end and Branch devices. The solution should have functionalities like Analytic, Monitoring and Reporting engine.	Please modify to "The proposed SDWAN Solution should be implemented as true software defined WAN solution. The proposed solution should have separate Centralized Network Orchestrator, manager and a controller along with compatible head end and Branch devices. The solution should have functionalities like Analytic, Monitoring and Reporting engine. • Management Engine- Shall be a separate component that provides single point of entry for Configuration and Monitoring. Shall be securely accessed and capable of configuration policies, monitoring and troubleshooting of multiple WAN Edge devices in the branches, data-centers or remote locations. This management engine shall be available in either physical/virtual form factor and should provide high availability. • Controller - shall be a separate component that abstracts all the routing information from the edge devices and distributes route prefixes, encryption key to all Edges. The controller shall maintain centralized routing table, controls route advertisement as per policy, creates end to end segments on network, instructs data plane to change traffic flow as per the defined policy. Controller shall be available in either physical/virtual form factor and should provide Active-Active instances across DC and DR. • Orchestrator/Authentication Gateway shall be used to authenticate the onboarding edge devices using Certificates and serial number of the edge devices."	No Change	No Change in terms of the RFP

54	63	14	All SDWAN components/devices deployed in High Availability should be capable of: a. Auto Failover: In case the active device fails or malfunctions, the system should be able to identify such failures and initiate auto failover without impacting operations and sessions. b. Manual Failover: There should be functionality to perform manual failover and such manual failover performed should not impact operations and sessions.	Please modify to " All SDWAN components/devices deployed in High Availability should either be capable of: a. Auto Failover: In case the active device fails or malfunctions, the system should be able to identify such failures and initiate auto failover without impacting operations and sessions. b. Manual Failover: There should be functionality to perform manual failover and such manual failover performed should not impact operations and sessions."	No Change	No Change in terms of the RFP
55	63	16	All the Data Centre components of proposed SDWAN solution (including but not limited to Orchestrator, Controller, Analytic engine, Hub/gateway, headend etc.) should support at least 5000 active branches in a single device excluding HA device and without stacking from day one. All the branches have a minimum of 2 WAN links from different TSPs, wherein 5% of total branches as per RFP may have maximum up to 4 WAN Links from different TSPs.	Please modify to "All the Data Centre components of proposed SDWAN solution (including but not limited to Orchestrator, Controller, Analytic engine, Hub/gateway, headend etc.) should support at least 5000 active branches in a single/ multiple devices excluding HA device and without stacking from day one. All the branches have a minimum of 2 WAN links from different TSPs, wherein 5% of total branches as per RFP may have maximum up to 4 WAN Links from different TSPs."	No Change	No Change in terms of the RFP
56	64	17	All devices deployed as part of SDWAN solution (including Data Centre and branch devices) should have hardware and software parameters utilisation under 60% with all feature set enabled, as stated in this RFP, for following parameters throughout the contract period. a. CPU b. SSD c. Memory d. Any other measurable parameters e.g., swap space, ASIC processor utilization, GPU utilization, threads, throughput consumption etc. If the performance of the deployed device degrades, in terms of any of the above-mentioned parameters, upon addition of a certain number of branches, the capacity limits of such device will be considered as the number before the degradation.	Please remove this clause for wider OEM participation	Corrigendum	Please refer Corrigendum

57	69	1.3. 3	The device should support load balancing on available WAN links based on 1. Session based 2. packet based The devices should support both load-balancing mechanisms (Packet and Session) for different application groups/profiles on same device simultaneously.	Please modify to "The device should support load balancing on available WAN links based on 1. Session based or 2. packet based The devices should support both load-balancing mechanisms (Packet or Session) for different application groups/profiles on same device simultaneously. Example: Application group such as APP1 should use session-based load balancing mechanism and Application group such as APP2 should use packet based load balancing mechanism in the same branch router simultaneously"	No Change	No Change in terms of the RFP
58	70	1.3. 5	The Proposed SDWAN solution should load balance the critical application (Highest Priority) traffic through second best link and so on, if the best link bandwidth is utilized up to configured threshold.	Please modify to "The Proposed SDWAN solution should load balance the critical application (Highest Priority) traffic through second best link and so on, if the best link bandwidth is utilized up to configured threshold or should have equal cost multi pathing profile for critical high priority application so that all the links will get utilizaiton and no chance of link capacity threshold issue etc."	No Change	No Change in terms of the RFP
59	70	1.3 .7	The proposed SDWAN solution should Support GRE tunnel for VSAT link termination out of the box. If not, any additional component required for VSAT link should be provisioned by bidder at no additional cost to the Bank.	SDWAN will make secure encrypted tunnel so please clarify the use case of GRE tunnel over VSAT . Also , please let us know - What is the bandwidth used at VSAT locations? And how many users or devices are going to use VSAT link?	Clarification	Use of GRE tunnel maybe required in case SD-WAN device is required to function as normal router. Exact count of VSAT locations shall be shared with successful bidder, and shall be within 1% of branches under scope of this RFP.
60	71	1.4.1	The proposed SDWAN device should allow creation of multiple end to end segments (minimum 5) and required different topology for different segment like: a. Full mesh topology for segment X. b. Hub to Spoke topology for segment Y. c. Multiple Hubs and Spokes for segment Z. Segment X, Y and Z can be created on same, different device as per discretion of the bank.	Please modify to "The proposed SDWAN device should allow creation of multiple end to end segments (minimum 4) and required different topology for different segment like: a. Full mesh topology for segment X. b. Hub to Spoke topology for segment Y. c. Multiple Hubs and Spokes for segment Z. Segment X, Y and Z can be created on same, different device as per discretion of the bank."	No Change	No Change in terms of the RFP
61	71	1.4.2	Support end-to-end segmentation (with minimum 5 segments) with separate routing and forwarding tables for each segment, to securely isolate branch user segment LAN traffic / ATMs etc. within a single appliance.	Please modify to "Support end-to-end segmentation (with minimum 4 segments) with separate routing and forwarding tables for each segment, to securely isolate branch user segment LAN traffic / ATMs etc. within a single appliance."	No Change	No Change in terms of the RFP
62	71	1.4.3	Segmentation should be done from the central controller. Branch devices should support minimum 5 segments and DC/DR devices should support minimum 30 segments.	Please modify to "Segmentation should be done from the central controller. Branch devices should support minimum 4 segments and DC/DR devices should support minimum 30 segments."	No Change	No Change in terms of the RFP

63	75	1.7.1	The device should support industry standard IP QoS mechanisms including (Traffic Class, IP Precedence and DSCP - Differentiated Services Code Point).	Please modify to "The device should support industry standard IP QoS mechanisms including (Traffic Class and IP Precedence or DSCP - Differentiated Services Code Point)."	Corrigendum	Please refer Corrigendum
64	77	1.8.4	"The proposed SDWAN solution should be able to do real-time traffic duplication for defined traffic and application across all links to mitigate latency and packet drops automatically when SLA (packet loss, latency, and jitter) of all available link is violated. After the parameters come within the SLA, duplication of traffic should stop automatically. At the same time, SDWAN solution should be able to do packet deduplication automatically at respective headend and branch device. Example: Branch has two TSP links and both link have violated SLA in terms of packet loss/latency. Then Branch and headend device should support sending critical/defined application traffic through both the links and support deduplication when traffic exits the SDWAN fabric."	Please modify to "The proposed SDWAN solution should be able to identify the app requirement and manually or real-time traffic duplication for defined traffic and application across two or all links to mitigate latency and packet drops automatically when SLA (packet loss, latency, and jitter) of all available link is violated. ~~After the parameters come within the SLA, duplication of traffic should stop automatically.~~ ~~At the same time, SDWAN solution should be able to do packet deduplication automatically at respective headend and branch device.~~ ~~Example:~~ ~~Branch has two TSP links and both link have violated SLA in terms of packet loss/latency. Then Branch and headend device should support~~ ~~sending critical/defined application traffic through both the links and support deduplication when traffic exits the SDWAN fabric."~~	No Change	No Change in terms of the RFP
65	78	1.8.9	The Proposed SDWAN solution may support data compression techniques for unencrypted traffic like FTP etc	Please remove the clause	Clarification	Non Mandatory Clause
66	79	2.1.4	The proposed SDWAN solution should allow automated and policy driven refresh of the encryption key, per tunnel. Solution should also be able to integrate with centralized key management server of the Bank for rotation of certificates and IPSEC keys.	Please modify to "The proposed SDWAN solution should allow automated and policy driven refresh of the encryption key, per tunnel. Solution should also be able to integrate with centralized key management server of the Bank or should have integrated key management for rotation of certificates and IPSEC keys."	No Change	No Change in terms of the RFP
67	84	2.3.7	All devices access should be available through SSH (AES-128, AES-256 and higher, SHA-2 and higher) or HTTPS (TLS 1.2, TLS 1.3 or higher) and should support all future algorithms through upgrades or updates. The Certificate required for HTTPS should be customizable as per the Bank.	Please modify to "All devices access should be available through SSH (AES-128, AES-256 and higher, SHA /SHA-2 and higher) or HTTPS (TLS 1.2/TLS 1.3 or higher) and should support all future algorithms through upgrades or updates. The Certificate required for HTTPS should be customizable as per the Bank."	Clarification	Both are required. Hence no Change in terms of RFP.
68	84	2.3.11	Proposed SDWAN solution should have the option to disable the default login ID and allow Bank to create custom super user or root user.	Please modify to "Proposed SDWAN solution should have the option to create custom user and integrate with RADIUS/TACACS user management "	No Change	No Change in terms of the RFP

69	85	2.4.2	Logs should be configured to include but not limited to following: a) Authentication failures. b) Account created/deleted/disabled. c) Password change for privileged accounts. d) Changes in configuration settings. e) Start and stop of service. f) System/Console alerts/errors or failures/fault logs. g) Administrator or Root user activities. h) Access to audit trails. i) Creation and deletion of system-level objects. j) Alarms/alerts raised by the access control system (such as violation of any ACL defined) k) Details of system/files accessed of the SDWAN device. l) Use of privileges. (i.e., Privilege escalation)	SDWAN provides indepth logs , but some of the asks written eg: Privilege Escalation , maybe not be applicable to SDWAN solution . Kindly relax the requirement	Corrigendum	Please refer Corrigendum
70	90	3.2.3	Proposed Orchestrator should have the capability to synchronize automatically as well as manually with geographically redundant devices. Automatic synchronization should be done in near real-time (within 60 seconds) without any manual intervention. In case a branch loses the connectivity with primary/ master Orchestrator, than the branch should fetch the configuration from any of the next available Orchestrators deployed in other Data Centres automatically without any manual intervention.	Please modify to "Proposed Orchestrator should have the capability to synchronize automatically as well as manually with geographically redundant devices. Automatic synchronization should be done in near real-time ~~(within 60 seconds)~~ without any manual intervention. In case a branch loses the connectivity with primary/ master Orchestrator, than the branch should fetch the configuration from any of the next available Orchestrators deployed in other Data Centres automatically without any manual intervention"	Corrigendum	Please refer Corrigendum
71	91	3.2.6	Proposed Orchestrator should be able to push/ pull the configuration to dynamically-selected device groups as per the predefined tags in any permutation and combination. Accordingly, the push/ pull of the configuration should apply to the selected group of devices only.	Please modify to "Proposed Orchestrator should be able to push/ pull the configuration to dynamically-selected device ~~groups as per the predefined tags in any permutation and combination~~. Accordingly, the push/ pull of the configuration should apply to the selected group of devices only"	No Change	No Change in terms of the RFP

72	91	3.2.9	Proposed Orchestrator should have the capability to (either push or pull as per the design): I. Push templates to all branches managed by individual Central Manager/ Orchestrator concurrently to minimum 1000 devices. The templates should be pushed to the remaining managed branches in subsequent iterations automatically. So necessary threads, memory, processes etc. should be provisioned accordingly. II. Cater minimum 1000 branch Pull requests concurrently. Pull requests should be having scheduling mechanism ranging from 10 sec to 1 minute. So necessary threads, memory, processes etc. should provisioned accordingly. Example: A configuration template has to be pushed for 5000 branches on dynamically selected group. Device should push template to these 5000 branches with grouping of 1000 branch in one cycle and should complete the remaining 4000 branches without any manual intervention.	Please remove the clause	No Change	No Change in terms of the RFP
73	92	3.2.10	Proposed Orchestrator should push/ pull and rollback Templates to all branches managed by individual Central Manager/ Orchestrator within 5 minutes.	Please modify to " Proposed Orchestrator should push/ pull and rollback Templates to all branches managed by individual Central Manager/ Orchestrator without failure "	Corrigendum	Please refer Corrigendum
74	94	3.2.23	The proposed Orchestrator should have intelligence defined as per the SLA to automatically distribute total IPSEC tunnels/paths across all available headend devices, so as the resource utilization of headend doesn't cross 60% utilization. If so the IPSEC tunnels/paths to be shifted to next available headend device under 60% utilization.	Please remove this clause	No change	No Change in terms of the RFP

75	95	4.1.1	In the Proposed SDWAN Solution, the provisioned headend/ device should have eight 40 G (with backward compatibility for 10G) fiber port with Multimode SFP+ in a single device without stacking. All ports should be configurable as WAN and LAN as per the Bank requirement. All ports should be fully populated from day one.	Please modify to "In the Proposed SDWAN Solution, the provisioned headend/ device should have six 40G /100G fiber port with Multimode SFP+ in a single device without stacking. All ports should be configurable as WAN and LAN as per the Bank requirement. All ports should be fully populated from day one."	Clarification	In the Proposed SDWAN Solution, the provisioned headend/ device should have minimum 4 X 100G and minimum 10 X 10G fiber port. All Transceivers should be Multimode in a single device without stacking. All ports should be configurable as WAN and LAN as per the Bank requirement. Headend device throughput: Minimum 40Gbps with all features mentioned in this RFP for each device. The above requirement is considering 5000 branches. If the number of branches on a single headend device exceed 5000, throughput of the should be propotionaly increased. For example, if a single headend device is able to cater 7500 branches, the throughput of the single device should be 60 Gbps. But in case device doesn't support upto 60Gbps throughput, then for 2500 branches, another headend device should be provided with minimum 40Gbps throughput as specified above.
76	98	5.1.2	The branch device should have following throughput with all feature set enabled as stated in RFP and port capacity: S.No Throughput Total Port Minimum WAN Minimum LAN 1. 50 Mbps 4 (1G) 2 1 2. 100 Mbps 6 (1G) 2 2 3. 300 Mbps 6 (1G) 2 2 4. 500 Mbps 8 (1G) 3 3 5. 1 Gbps 8 (1G) 3 3 6. 10 Gbps (Fiber) 8 (10G with (1/10 compatibil ity)) 3 3 All devices should be fully populated. Remaining (in addition to minimum WAN and LAN ports) ports should be configurable as either LAN or WAN ports as per bank's requirement.	Please modify to "The branch device should have following throughput with all feature set enabled as stated in RFP and port capacity: S.No Throughput Total Port Minimum WAN Minimum LAN 1. 25 Mbps 6 (1G) 2 2 2. 100 Mbps 6 (1G) 2 2 3. 300 Mbps 6 (1G) 2 2 4. 500 Mbps 8 (1G) 3 3 5. 1 Gbps 8 (1G) 3 3 6. 10 Gbps (Fiber) 8 (10G with (1/10 compatibil ity)) 3 3 All devices should be fully populated. Remaining (in addition to minimum WAN and LAN ports) additional two ports should be configurable as either LAN or WAN ports ."	No Change	No Change in terms of the RFP

77	99	5.2.3	The proposed device should seamlessly operate across all climatic temperatures and weather conditions across the globe without any additional heating / cooling device.	Please let us know the number of locations where the such conditions exist. These places should be catered by Ruggedized devices.	Clarification	All DC end devices will be in DC with all climatic conditions in control. Devices being installed in branches: all most all branches have favourable climatic conditions like AC, UPS, Earthing, etc. but not exactly matching with DCs. The devices installed at the branches in should work with Indian climatic conditions as per the locations.
78	99	5.2.4	Branch devices should be able to be configured locally as well as remotely from the central orchestrator for all functions and features.	Please modify to "Branch devices should be able to be configured locally when the connectivity to the orchestrator is lost and remotely from the central orchestrator for all functions and features otherwise"	No Change	No Change in terms of the RFP
79	99	5.2.7	The Devices should be able to classify or identify traffic based on (but not limited to) the following parameters: 1. Incoming traffic Interface 2. Source and Destination IP 3. Protocol (TCP & UDP) 4. Port based 5. Application (Custom/ Global) 6. IP Preference and DSCP 7. Applied Quality of Service	Please modify to "The Devices should be able to classify or identify traffic based on (but not limited to) the following parameters: 1. Incoming traffic Interface 2. Source and Destination IP 3. Protocol (TCP & UDP) 4. Port based 5. Application (Custom/ Global) 6. IP Preference or DSCP 7. Applied Quality of Service"	Corrigendum	Please refer Corrigendum
80	100	5.2.11	The Devices should support the following IPv6 capabilities: a. IPv6 addressing architecture, IPv6 name resolution, IPv6 statistics, IPv6 neighbor discovery b. ICMPv6, IPv6 DHCP c. Support for the following IPv6 features: OSPFv3, BGP Routing support for IPv6 d. Dual Stack (IPv4 and IPv6) e. IPv6 to IPv4 and vice versa natting	Please modify to ""The Devices should support the following IPv6 capabilities: a. IPv6 addressing architecture, IPv6 name resolution, IPv6 statistics, IPv6 neighbor discovery b. ICMPv6, IPv6 DHCP c. Support for the following IPv6 features: OSPFv3, BGP Routing support for IPv6 d. Dual Stack (IPv4 and IPv6) e. IPv6 to IPv4 ~~and vice versa natting~~"	Corrigendum	Please refer Corrigendum
81	100	5.2.12	The Devices should support time-based policies to allow, deny desired traffic for pre-defined time range considering day-wise, and timewise.	Please remove this clause	No Change	No Change in terms of the RFP
82	102	6.1.2	The proposed SDWAN solution should have servers for storing below types of data as per the retention period specified, with appropriate capacity planning of the storage – a. Live monitoring data - for displaying central and branch dashboards as specified further in this section b. All session data – for forensic purpose.	Please modify to " The proposed SDWAN solution should have servers for storing below types of data as per the retention period specified, with appropriate capacity planning of the storage – a. Live monitoring data - for displaying central and branch dashboards as specified further in this section b. On demand session data – for forensic purpose."	No Change	No Change in terms of the RFP

83	103	6.2.2	The proposed SDWAN solution should have the capability to record and display all session information (for all users and all applications) from Branch End devices being accessed with the following minimum granular data in tabular format: a. Source IP b. Destination IP c. Session timestamp d. Protocol e. Source Port f. Destination Port g. Traffic Sent volume h. Traffic Received volume i. Application name (Well Known, Custom) j. Incoming interface and outgoing interface. k. User ID information from AD integration l. Branch End device IP address	Please modify to "The proposed SDWAN solution should have the capability to record and display all session information (for all users and all applications) from Branch End devices being accessed with the following minimum granular data in tabular format: a. Source IP b. Destination IP c. Session timestamp d. Protocol e. Source Port f. Destination Port g. Traffic Sent volume h. Traffic Received volume i. Application name (Well Known, Custom) j. Incoming interface and outgoing interface. ~~k. User ID information from AD integration~~ ~~l. Branch End device IP address"~~	No Change	No Change in terms of the RFP
84	105	6.3.7	The reporting module of the proposed solution should provide monitoring dashboard to provide information such as a. Number of successful/ failed configuration push/ pull to/ from edge devices. b. Number of edge devices deployed per OS version group-wise. All the above options should be available with further drill-down and with information i.e., IP address, location, hostname, etc.	Please modify to " The reporting module of the proposed solution should provide monitoring dashboard to provide information such as a. ~~Number of successful/ failed configuration push/ pull to/ from edge devices.~~ ~~b. Number of edge devices deployed per OS version group-wise.~~ ~~All the above options should be available with further drill-down and with information i.e., IP address, location, hostname, etc"~~	No Change	No Change in terms of the RFP
85	105	6.3.8	For all the dashboards mentioned in this RFP, below should be the response time- · For the purpose of near real-time device and end-user monitoring, the proposed SDWAN analytics solution should be able to populate the data inputs within 60 seconds for selected Branch End devices for duration upto 15 days on to the selected dashboard. · For the purpose of reporting, monitoring (for archived data older than 15 days), the dashboards must populate and report should be generated within 5 minutes.	Please remove this clause	Corrigendum	Please refer Corrigendum
86	106	6.3.9	The dashboard of proposed SDWAN solution should populate details pertaining to authenticated, unauthenticated (rogue device trying to register), offline and online headend and branch-end devices.	Please remove this clause	No Change	No Change in terms of the RFP

87	107	6.4.3	The Proposed SDWAN solution should have monitoring dashboard to provide utilization of Bandwidth, link-wise per application in graphical format with all possible representations (line, bar, stacked bar, area, scattered graph, etc.) in Time v/s Bandwidth, Time v/s Session as per the Bank's requirement at each SDWAN deployed location.	Please modify to " The Proposed SDWAN solution should have monitoring dashboard to provide utilization of Bandwidth, link-wise per application in graphical format with all possible representations ~~(line, bar, stacked bar, area, scattered graph, etc.) in Time v/s Bandwidth, Time v/s Session as per the Bank's requirement at each SDWAN deployed location~~"	No Change	No Change in terms of the RFP
88	107	6.4.4	The Proposed SDWAN solution should have monitoring dashboard to provide utilization of provisioned Link at SDWAN branch link-wise per user in graphical format with all possible representations (line, bar, stacked bar, area, scattered graph, etc.) in Time v/s Bandwidth, Time v/s Session as per the Bank's requirement.	Please modify to " The Proposed SDWAN solution should have monitoring dashboard to provide utilization of provisioned Link at SDWAN branch link-wise per user in graphical format with all possible representations ~~(line, bar, stacked bar, area, scattered graph, etc.) in Time v/s Bandwidth, Time v/s Session as per the Bank's requirement."~~	No Change	No Change in terms of the RFP
89	107	6.4.5	The Proposed SDWAN solution should have monitoring dashboard to provide utilization of provisioned Link at SDWAN branch per user per application link-wise in graphical format with all possible representations (line, bar, stacked bar, area, scattered graph, etc.) in Time v/s Bandwidth, Time v/s Session as per the Bank's requirement.	Please modify to "The Proposed SDWAN solution should have monitoring dashboard to provide utilization of provisioned Link at SDWAN branch per user per application link-wise in graphical format with all possible representations ~~(line, bar, stacked bar, area, scattered graph, etc.) in Time v/s Bandwidth, Time v/s Session as per the Bank's requirement.~~"	No Change	No Change in terms of the RFP
90	108	6.4.8	The dashboards mentioned in this RFP, below should be the response time- · For the purpose of near real-time device and end-user monitoring, the proposed SDWAN analytics solution should be able to populate the data inputs within 60 seconds for selected Branch End devices for duration upto 15 days on to the selected dashboard. · For all other data, the dashboards must populate and report should be generated within 5 minute. For dashboards / reporting, the necessary capacity planning like disk IOPS, SSD, and RAM etc. shall be done by the bidder. Any performance enhancement required to achieve the above-mentioned requirements shall be provided by the bidder at no additional cost to the Bank during the whole contract period.	Please remove this clause	Corrigendum	Please refer Corrigendum
91	110	6.5.8	The Proposed SDWAN solution should have the capability to generate User Access reports (Successful logins, failed logins, failed authorization, etc.) at the periodicity defined by the Bank.	Please remove this clause	No Change	No Change in terms of the RFP

92	21	19. AWARD CRITERIA AND AWARD OF CONTRACT: i) b)	(b) If L1 bid is not a 'Class-I local supplier', 50% of the order quantity shall be awarded to L1. Thereafter, the lowest bidder among the 'Class-I local supplier', will be invited to match the L1 price for the remaining 50% quantity subject to the Class-I local supplier's quoted price falling within the margin of purchase preference, and contract for that quantity shall be awarded to such 'Class-I local supplier' subject to matching the L1 price. In case such lowest eligible 'Class-I local supplier' fails to match the L1 price or accepts less than the offered quantity, the next higher 'Class-I local supplier' within the margin of purchase preference shall be invited to match the L1 price for remaining quantity and so on, and contract shall be awarded accordingly. In case some quantity is still left uncovered on Class-I local suppliers, then such balance quantity may also be ordered on the L1 bidder.	Please modify this clause as below: (b) If Class I Local Suppliers qualify for award of contract for atleast 50% of the tendered quantity, the contract may be awarded to all the qualified bidders. Hoowever, in case Class I local suppliers do not qualify for atleast 50% of the tendered quantity, purchase preference should be given to Class I local suppliers over Class II local suppliers / Non Local suppliers provided their quoted rates fall within 20% margin of purchase preference of the highest quoted bidder considered for award of contract	Corrigendum	Please refer Corrigendum
93	56	Appendix-B, Bidder Eligibility Criteria, Point 5.	The Bidder should have experience of implementation of SDWAN solution at least 2 Domestic/Global organizations with minimum 2000 SDWAN devices in each organization. Out of these 2 organizations one should be from BFSI/Telecom sector.	Please modfiy the Clause to "The Bidder should have experience of implementation of SDWAN solution at least 2 Domestic organizations with minimum 2000 SDWAN devices in each organization. Out of these 2 organizations one should be from BFSI/Telecom sector."	No Change	No Change in terms of the RFP
94	56	Appendix-B, Bidder Eligibility Criteria, Point 6.	The Bidder (including its OEM, if any) should either be Class-I or Class-II local supplier as defined under this RFP.	Please remove this Clause	No Change	No Change in terms of the RFP
95	21	19. AWARD CRITERIA AND AWARD OF CONTRACT: i)	"Minimum Local content" for the purpose of this RFP, the 'local content' requirement to categorize a supplier as 'Class-I local supplier' is minimum 50%. For 'Class-II local supplier', the 'local content' requirement is minimum 20%. If Nodal Ministry/Department has prescribed different percentage of minimum 'local content' requirement to categorize a supplier as 'Class-I local supplier'/ 'Class-II local supplier', same shall be applicable.	Query: Nodal Ministry, DoT in this case, via notification dated 29.8.2021 for PPP-MII under Table(A) states that minimum local contet for "IP/MPLS Core routers/ Edge/ Enterprise Router" should be 60%. Pls confirm that to qualify as Class I local supplier, 'local content' should be 60%	Clarification	In RFP NO: SBI/GITC/NW&C/2023-24/1065 dated 22.11.2023 page number 21 under "Minimum Local content" one of the line stated below: If Nodal Ministry/Department has prescribed different percentage of minimum 'local content' requirement to categorize a supplier as 'Class-I local supplier'/ 'Class-II local supplier', same shall be applicable. Currently it is 60%.

96	22	19. AWARD CRITERIA AND AWARD OF CONTRACT: ii)	The 'Class-I local supplier'/ 'Class-II local supplier' at the time of submission of bid shall be required to provide a certificate as per Appendix-G from the statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content requirement for 'Class-I local supplier'/ 'Class-II local supplier' as the case may be. <	Query: The PPP-MII dated 16.9.2020, in Clause No. 11 states that the Nodal Ministry (DoT) will prescribe the Manner of Calculation of Local Content DoT states in Notification dated 29.8.2021 for PPP-MII Under Table (B) the Manner in which Local Content needs to be calculated. Under Table(B) it is specifically stated that (a) The Intellectual Property Right (IPR) resides in India for Hardware Design, (b) The Copyright is in India for the software Design & Development. Can the Bank provide excpetion for these clauses while calculating the local content?	Corrigendum	Please refer Corrigendum
97	141	Appendix - I, Certificate of Local Content	2. This certificate is submitted in reference to the Public Procurement (Preference to Make in India), Order 2017 including revision thereto.	Query: The PPP-MII dated 16.9.2020, in Clause No. 11 states that the Nodal Ministry (DoT) will prescribe the Manner of Calculation of Local Content DoT states in Notification dated 29.8.2021 for PPP-MII Under Table (B) and Table (C) the Manner in which Local Content needs to be calculated. Does this need to be followed for calculating Local Content?	Clarification	Bank is adhering to the relevant Public Procurement (Preference to Make in India) order by Government of India.
98	21	19. AWARD CRITERIA AND AWARD OF CONTRACT: i)	"Local content" means the amount of value added in India which shall, unless otherwise prescribed by the Nodal Ministry, be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all customs duties) as a proportion of the total value, in percent.	Query: Is it possible to claim Class-I local suppliers/Class-II local suppliers by claiming the services such as transportation, insurance, installation, commissioning, training and after sales service support like AMC/CMC etc. as local value addition.	No Change	No Change in terms of the RFP
99			Additional Clauses to be added :			
100				The SDWAN tunnel creation should be automatic & dynamic without any manual configuration on the edges and the controller. In case of a change in WAN IP address (Private/Public) the SD-WAN solution shall detect the change and rebuild the SDWAN tunnel without manual VPN configurations.	Clarification	Please be guided by the RFP
101				The system should automatically measure the link SLA's (packet loss , latency and jitter) without the need for defining any probing endpoint manually on the devices	Clarification	As per the terms of the RFP
102				Automated Workflow to connect to Multiple Cloud vendors like AWS/AZURE/GCP and Cloud security vendors	Clarification	Please be guided by the RFP

103				System should have minimum two factor authentication between Controllers and central and branch devices before they established communication with each other. Out of two factors, one factor has to be using certificate. The communication between the software defined network controller and the branch device running on the remote entity should be secure and encrypted.	Clarification	Please be guided by the RFP
104				Memory utilization on a CPE is heavily dependent on the features like NAT , policies and configurations applied/enabled on CPE. Software needs to be upgradable to incorporate new feature on roadmap and these new features are AI/ML based which needs more memory on branch CPE. To make sure longer running life and feature upgradability, we recommend Bank to specify minimum memory 8GB resource requirement on branch CPE hardware.	Clarification	As per the terms of the RFP
105				Branch device should have minimum of one fiber port as majority of Service provides today have last mile on Fiber and prefer to deliver handoff on fiber	Clarification	Please be guided by the RFP
106	131	14. PAYMENT SCHEDULE	Delivery of hardware and software/licences-50 % of the Cost of Hardware and Software	We request you to revise this clause as "70% of the cost of Hardware and Software against the delivery."	No Change	No Change in terms of the RFP
107	131	14. PAYMENT SCHEDULE	Installation - 10% of the cost of Hardware & Software.	Installation - 10% of the cost of Hardware & Software.	No Change	No Change in terms of the RFP
108	131	14. PAYMENT SCHEDULE	Commissioning - 10% of the cost of Hardware & Software.	Commissioning - 10% of the cost of Hardware & Software.	No Change	No Change in terms of the RFP
109	131	14. PAYMENT SCHEDULE	Acceptance of the solution - 10% of the cost of Hardware & Software	Acceptance of the solution - 10% of the cost of Hardware & Software	No Change	No Change in terms of the RFP
110	131	14. PAYMENT SCHEDULE	Closure of all security observation given by the Bank Information Security team till acceptance of solution - 10% of the Cost of Hardware and Software	NIL	No Change	No Change in terms of the RFP
111	132	14. PAYMENT SCHEDULE	10% of the Cost of Hardware and Software - On the date of completion of warranty and submission of bills	NIL	No Change	No Change in terms of the RFP

112	59	Technical and Functional Specifications, Point # 5	dynamically selected group* : Automatic branch selection on behalf of pre applied tags given below for example. Name of tags may change based on the actual requirements. Minimum numbers of tags that should be available to apply is 10 per branch end device. Circle name: X/Y/Z (minimum 20 circles). State/UT Name: A/B/C (minimum 36 states). AO/ZO name: P/Q/R (minimum 1500). TSP name: L/M/N (minimum14 TSPs). Media type: Wired, RF, 4G, 5G, VSAT, MPLS minimum 10. Bandwidth: Numeric values ranging from 1 to 100G. Up to 10 such configurable tags. Example: User should be able to filter out the branches based on the tags : Circle: Chandigarh State: Himachal Pradesh TSP : TSP1 Media Type: RF Based on the output from above applied filter, user should be able to change latency SLA parameter or Configure syslog IP to all the filtered branches out of 7000 branches.	We support the tags, which can help to filter out all the desired branches and reports can be generated based on such tag filters. However, config push should be planned accrodingly once the devices are filtered based on the templates associated with such branches. Single push config to all these filtered branches may not be possible. Request to modify the clause as below: "Based on the output from above applied filter, user should be able to identify the branches where a common config change is to be pushed via their associated templates"	No Change	No Change in terms of the RFP
113	62	Solution Deployment, Point # 10	In the Proposed SDWAN Solution the existing data traffic from branch end device should not be impacted due to unavailability of connectivity towards controllers hosted centrally at DCs.	Data traffic via overlay tunnels will not be impacted until IPSec rekey timer expires which can be configured upto maximum of 7 days. Beyond this, the IPSec tunnels will go down, data plane cannot be kept UP without control plane indefinitely. Request to modify the point as below: In the Proposed SDWAN Solution the existing data traffic from branch end device should not be impacted due to unavailability of connectivity towards controllers hosted centrally at DCs upto 7 days	Clarification	The data traffic from the branch end towards the DCs or vice versa should not be impacted even when the control channel between the branch end SDWAN device and DC headend SDWAN device is unavailable except in the case of longer duration downtime controllers across all DC simultaneously.

114	64	Solution Deployment, Point # 17	All devices deployed as part of SDWAN solution (including Data Centre and branch devices) should have hardware and software parameters utilisation under 60% with all feature set enabled, as stated in this RFP, for following parameters throughout the contract period. a. CPU b. SSD c. Memory d. Any other measurable parameters e.g., swap space, ASIC processor utilization, GPU utilization, threads, throughput consumption etc. If the performance of the deployed device degrades, in terms of any of the above-mentioned parameters, upon addition of a certain number of branches, the capacity limits of such device will be considered as the number before the degradation.	The proposed hardware for branches as well as DC-DR is multi-core CPU with sufficient storage and RAM to achieve desired performance at the branch. CPU, Memory performance will not impact the traffic as long as device is able to serve the traffic efficiently. The proposed devices have much higher throughput capacity as compared to the actual utilization in branches. Hence request to modify this clause to allow upto 75% of Memory utilization for the proposed hardware.	Corrigendum	Please refer Corrigendum
115	66	Solution Deployment, Point # 18	The proposed SDWAN solution should have session log archival server with appropriate capacity planning of the storage to accommodate the data of the all allocated branches as per the retention period defined. Such session log archival server shall be deployed across two datacentres in active-active mode. All the branch-end devices shall send the session logs to the primary server (in DC) only, and the same should be replicated to server placed at DR site within 5 minutes duration.	Log archival can be done is separate server like syslog servers, SIEM tools, etc. It is not advisable to store very old logs within SDWAN Analytics to avoid performance issues. Request to allow bidder to propose separate Log servers for retention of archived logs. It is possible to have active-active Analytics nodes in both DC and DR. However, in such a situation, it is advisable to send logs from branch to both the Analytics clusters at the same time which means there is no sync required between DC to DR analytics. Alternatively, the logs can be sent to DC Analytics only and then replicated to DR. But this may or may not be completed within 5 mins because it will depend on various factors like latency between DC/DR, amount of logs, prioritization at Analytics nodes, etc. Hence request to either allow sending data to both analytics or remove the 5 minutes condition from this clause.	Corrigendum	Please refer Corrigendum
116	67	Section 1.1- License, Point # 4	Any device functioning should not be impacted in case, the corresponding licenses expires	SDWAN devices come with subscription license and when the subscription expires, the device can still run for a limited time period without renewal. After this time period, the device functionality will be limited to few users and few sessions only. Since these are not perpetual licenses, request to modify this clause accordingly or remove it.	No Change	No Change in terms of the RFP
117	70	Section 1.3- Load Balancing mechanism, Point # 7	The proposed SDWAN solution should Support GRE tunnel for VSAT link termination out of the box. If not, any additional component required for VSAT link should be provisioned by bidder at no additional cost to the Bank. Any such device should be a managed network device.	SDWAN devices would support ethernet interfaces only. The existing VSAT links would be provided by the existing ISP along with required converter (if applicable) to give ethernet hand-off to the edge device. Please confirm if any other converter is to be considered by the bidder for such VSAT branches.	Clarification	Any additional components including ethernet extender cable, converters, additional network device etc. required for achieving the mentioned functionality has to be provided as part of SD-WAN solution by the bidder without any additional cost to the Bank.

118	78	Section 1.8-Additional Feature, Point # 6.d	As requestor of the API calls, solution should be capable of communicating with third party tools like ticketing and alerting tools.	SDWAN solution acts in a "Responder only" mode for API calls made by any 3rd party tools. For pushing any alerts/events to other tools, we can use emails, webhook or Kafka. Request to modify the point as follows: As responder to API calls, solutoin should be capable of communicating with third party tools like ticketing and alerting tools. or Solution should be capable of communicating with third party tools like ticketing and alerting tools using email, webhook, or other mechanism	Corrigendum	Please refer Corrigendum
119	78	Section 1.8-Additional Feature, Point # 9	The Proposed SDWAN solution may support data compression techniques for unencrypted traffic like FTP etc	SDWAN solutions support certain traffic optimization features like TCP Optimization, SaaS Optimization. However, data compression is a WAN optimization feature which requires very large, purpose built hardware and will drive the overall cost of the solution very high. Request to remove this clause.	Clarification	Non Mandatory Clause
120	79	Section 2.1-General Security Features, Point # 4	Solution should also be able to integrate with centralized key management server of the Bank for rotation of certificates and IPSEC keys	Please specify which key management server is used by Bank and which protocols it uses. We support RFC-based standard protocols and can integrate with well-known key management solutions. Any proprietary solution, if used by Bank, needs to be evaluated further	Clarification	Currently Key Management Interoperability Protocol (KMIP) with PKCS#11 is being used in the Bank. The provisioned solution should be able to support well-known secure key management protocols.
121	79	Section 2.1-General Security Features, Point # 4	Solution should also be able to integrate with centralized key management server of the Bank for rotation of certificates and IPSEC keys	Please specify which key management server is used by Bank and which protocols it uses. We support RFC-based standard protocols and can integrate with well-known key management solutions. Any proprietary solution, if used by Bank, needs to be evaluated further	Clarification	Currently Key Management Interoperability Protocol (KMIP) with PKCS#11 is being used in the Bank. The provisioned solution should be able to support well-known secure key management protocols.
122	81	Section 2.1-General Security Features, Point # 12	OEM of the proposed SDWAN solution must certify that their product is free of malware, free from OWASP vulnerabilities and free of any covert channels in the code at the time of deployment in the Bank and throughout the life cycle of the devices.	No Software can be qualified as bug free or malware free or vulnerability free. Any such vulnerabilities, if found, need to be fixed by OEM in a timely manner. Request to modify this point as below: OEM must certify that any malware/vulnerability after deployment would be fixed within mutually agreed timelines.	No Change	No Change in terms of the RFP
123	84	Section 2.3-Device Security, Point # 9	The devices deployed must be tamper proof i.e., any other OS/ firmware, third party software cannot be installed.	In order to ensure the device is tamper proof, it is advisable to use hardware with TPM chipset which ensures that only certified OEM OS can be deployed on the given device. Request to add this requirement and modify the point as below: The devices deployed must be tamper proof i.e., any other OS/ firmware, third party software cannot be installed. The device must have inbuilt TPM chipset.	No Change	No Change in terms of the RFP
124	84	Section 2.3-Device Security, Point # 10	Proposed SDWAN solution should have an option to disable concurrent login from the same user on single device proposed as part of the solution.	It is recommended NOT to allow direct access to the device from any user. Only the authenticated user who is logged into the Orchestrator GUI should be able to access the device cli via the GUI itself. As per the previous point, login to Orchestrator GUI is already restricted, hence this point would not be required. Request to remove this clause from RFP.	No Change	No Change in terms of the RFP

125	84	Section 2.3- Device Security, Point # 11	Proposed SDWAN solution should have the option to disable the default login ID and allow Bank to create custom super user or root user	Super user/root user are default users which are required for "login of the last resort" if all other methods fail. these users cannot be deleted or created new. The login password for such users can be customized by Bank as per their policy requirements. Request to modify the point as follows: Proposed SDWAN solution should have the option to modify the default login password and allow Bank to create custom password for super user or root user	No Change	No Change in terms of the RFP
126	85	Section 2.4- Log Security, Point # 2.k and 2.l	Logs should be configured to include but not limited to following: k) Details of system/files accessed of the SDWAN device. l) Use of privileges. (i.e., Privilege escalation)	It is not recommended to allow CLI access to any user, except for deep-dive troubleshooting requirements. During such access, all requested logs in this clause are available except these 2 points. Request to remove these 2 or make them optional	Corrigendum	Please refer Corrigendum
127	87	Section 3.2- Functionality Specification, Point # 1	In the Proposed SDWAN Solution, the Controller(s) deployed in any one Data Center should be able to cater to all the deployed branches. If a single box is not capable of handling all the deployed branches, the bidder may deploy multiple boxes in cluster. In such a case, controller cluster in any one DC should be accessible through a single VIP (virtual IP). Similar setup should be replicated across all other Data Centers.	The Central orchestrator is designed to be deployed in DC and DR for HA purposes. However, the design will not allow placing the Orchestrator in all 4 DCs. They can be placed in only 1 DC and 1 DR. Request to modify the clause as below: In the Proposed SDWAN Solution, the Controller(s) deployed in any one Data Center should be able to cater to all the deployed branches. If a single box is not capable of handling all the deployed branches, the bidder may deploy multiple boxes in cluster. In such a case, controller cluster in any one DC should be accessible through a single VIP (virtual IP). Similar setup should be replicated in DR site as well.	No Change	No Change in terms of the RFP
128	88	Section 3.2- Functionality Specification, Point # 2	Any changes made in the Master controller should be automatically synced to HA pair, DR devices and all the slave controllers, within a duration of maximum 60 seconds.	Config change done at Primary Node will be replicated to Secondary node, however, it cannot be guaranteed to happen within 60 seconds. It will depend on multiple factors like latency between DC-DR, the size of file to be synced, diff between existing config and new one pushed from DC to DR, etc. Hence request to modify the point as below: Any changes made in the Master controller should be automatically synced to HA pair, DR devices and all the slave controllers.	Corrigendum	Please refer Corrigendum
129	89	Section 3.2- Functionality Specification, Point # 2	All the 7000 branch devices can fetch update from the any one of the controller (i.e. cluster A, B, C, D) deployed in the Data Centres irrespective of the state and geographical location as per its connectivity and priority defined at the branch device.	Branches will never fetch config from the orchestrator, instead the orchestrator will push the config when Admin user commits it to be branch. There will be only Primary Orchestrator which will always push the config via underlying network. Only when Primary Orchestrator is down, the Secondary becomes new Primary. Request to modify the point as accordingly.	Clarification	All the 7000 branch devices can fetch update (either push or pull method) from the any one of the controller.

130	90	Section 3.2-Functionality Specification, Point # 3	Proposed Orchestrator should have the capability to synchronize automatically as well as manually with geographically redundant devices. Automatic synchronization should be done in near real-time (within 60 seconds) without any manual intervention.	"Config change done at Primary Node will be replicated to Secondary node, however, it cannot be guaranteed to happen within 60 seconds. It will depend on multiple factors like latency between DC-DR, the size of file to be synced, diff between existing config and new one pushed from DC to DR, etc. Hence request to modify the point as below: Proposed Orchestrator should have the capability to synchronize automatically as well as manually with geographically redundant devices. Automatic synchronization should be done without any manual intervention."	Corrigendum	Please refer Corrigendum
131	91	Section 3.2-Functionality Specification, Point # 6	Examples of parameters to be considered for Group creation: Circle name: X/Y/Z (minimum 20 circles). State/ UT Name: A/B/C (minimum 36 states). AO/ZO name: P/Q/R minimum 1500 . TSP name: L/M/N minimum 14 TSPs. Media type: Wired, RF, 4G, 5G, VSAT, MPLS minimum 10 types. Bandwidth: Numeric values ranging from 1 to 100G. minimum 10 such configurable tags. Example case: Admin should be able to filter out the branches based on the below tags: Circle: Chandigarh State: Himachal Pradesh TSP : TSP1 Media Type: RF Suppose this filter gives 900 out of 7000 branches as result. Based on this output, admin should be able to change configuration such as SLA parameter, syslog IP of these selected 900 branches.	"We support the tags, which can help to filter out all the desired branches and reports can be generated based on such tag filters. However, config push should be planned accrodingly once the devices are filtered based on the templates associated with such branches. Single push config to all these filtered branches may not be possible. Request to modify the clause as below: "Suppose this filter gives 900 out of 7000 branches as result. Based on this output, admin should be able to plan change configuration such as SLA parameter, syslog IP of these filtered 900 branches."	No Change	No Change in terms of the RFP
132	92	Section 3.2-Functionality Specification, Point # 10	Proposed Orchestrator should push/ pull and rollback Templates to all branches managed by individual Central Manager/ Orchestrator within 5 minutes	The requested operation is achievable, however, it cannot be guaranteed the operation will complete within 5 mins. It depends on the number of branches where config is being pushed, the amount of config to be pushed, latency between DC to the branches,etc. Request to modify the point as below: Proposed Orchestrator should push/ pull and rollback Templates to all branches managed by individual Central Manager/ Orchestrator.	Corrigendum	Please refer Corrigendum
133	93	Section 3.2-Functionality Specification, Point # 20	The Proposed Orchestrator should have the capability to delete all the OS/firmware images except the running image on the branch devices for dynamically selected group through template or Script.	Deletion of existing images from branch devices can be done either manually or using a script, there is no template available for this. Request to modify the point as below: The Proposed Orchestrator should have the capability to delete all the OS/firmware images except the running image on the branch devices for dynamically selected group manually or through Script.	No Change	No Change in terms of the RFP

134	94	Section 3.2-Functionality Specification, Point # 23	The proposed Orchestrator should have intelligence defined as per the SLA to automatically distribute total IPSEC tunnels/paths across all available headend devices, so as the resource utilization of headend doesn't cross 60% utilization. If so the IPSEC tunnels/paths to be shifted to next available headend device under 60% utilization.	The SDWAN Hub devices are placed in Active-Active state in the network and each branch device will always have an active IPSec tunnel with each hub device. Hence this point is not applicable as per solution design. Request to remove this point	No change	No Change in terms of the RFP
135	95	Section 4.1-Headend device specification, Point # 1	In the Proposed SDWAN Solution, the provisioned headend/ device should have eight 40 G (with backward compatibility for 10G) fiber port with Multimode SFP+ in a single device without stacking. All ports should be configurable as WAN and LAN as per the Bank requirement.	Request to allow 25 Gig and 100 Gig links on the proposed device to meet the throughput requirements of Central Hub devices. Device Specifications: 16 x 25 Gig interfaces and 4x 100 Gig interface, all of which can be used as LAN or WAN as per Bank requirements.	Corrigendum	Please refer Corrigendum
136	96	Section 4.2-Headend device functional specification, Point # 3	Headend device should automatically learn per-branch configured bandwidth and the applied QoS associated with it. Headend device should apply QoS or bandwidth limitation per branch (considering multiple IPsec tunnels/paths initiated from the branch due to multiple links at branch and dual handoff at data center basis). The applied QoS should not cross the branch links' actual bandwidth per data center	The headend device can learn about capacity of the link at branch end and then limit the traffic to that much capacity to be sent on that link. However, this headend device cannot reserve bandwidth for reverse traffic towards branch for critical/non-critical applications. Request to remove this clause.	Corrigendum	Please refer Corrigendum
137	102	Section 6.1-Device specification, Point # 2.b	The proposed SDWAN solution should have servers for storing below types of data as per the retention period specified, with appropriate capacity planning of the storage – a. Live monitoring data - for displaying central and branch dashboards as specified further in this section b. All session data – for forensic purpose.	All session data needs to be sent from SDWAN device to syslog server, SIEM tool, etc which are meant to consume this much amount of data. Complete session logging cannot be enabled on SDWAN analytics otherwise the storage of Analytics will become unpredictable and its performance will be impacted. Request to modify the point as below: b. All session data must be streamed to external syslog server.	No Change	No Change in terms of the RFP
138	102	Section 6.1-Device specification, Point # 3	Such server(s) shall be deployed across two datacentres in redundancy, wherein each Data Centre set-up should be capable of handling the load from all the allocated branches individually. All the branch-end devices shall send the session logs to the primary server (in DC) only, and the same should be replicated to server placed at DR site within 5 minutes duration.	Replication from DC to DR cannot be guaranteed to happen in 5 mins since it will depend on multiple factors like latency on DC-DR link, amount of data to be synced, file size, etc. Request to modify the point as below: Such server(s) shall be deployed across two datacentres in redundancy, wherein each Data Centre set-up should be capable of handling the load from all the allocated branches individually. All the branch-end devices shall send the session logs to the primary server (in DC) only, and the same should be replicated to server placed at DR site.	No Change	No Change in terms of the RFP

139	102	Section 6.1- Device specification, Point # 3	Such server(s) shall be deployed across two datacentres in redundancy, wherein each Data Centre set-up should be capable of handling the load from all the allocated branches individually. All the branch-end devices shall send the session logs to the primary server (in DC) only, and the same should be replicated to server placed at DR site within 5 minutes duration.	Replication from DC to DR cannot be guaranteed to happen in 5 mins since it will depend on multiple factors like latency on DC-DR link, amount of data to be synced, file size, etc. Request to modify the point as below: Such server(s) shall be deployed across two datacentres in redundancy, wherein each Data Centre set-up should be capable of handling the load from all the allocated branches individually. All the branch-end devices shall send the session logs to the primary server (in DC) only, and the same should be replicated to server placed at DR site.	No Change	No Change in terms of the RFP
140	103	Section 6.2- Live Dashboard and Reporting, Point # 2	The proposed SDWAN solution should have the capability to record and display all session information (for all users and all applications) from Branch End devices being accessed with the following minimum granular data in tabular format: a. Source IP b. Destination IP c. Session timestamp d. Protocol e. Source Port f. Destination Port g. Traffic Sent volume h. Traffic Received volume i. Application name (Well Known, Custom) j. Incoming interface and outgoing interface. k. User ID information from AD integration l. Branch End device IP address	This capability is available, however, it is advisable to be enabled only for debugging purposes and then shutdown again. If these logs are to be stored, then it is advisable to stream the session logs to external syslog servers, SIEM tools, etc	No Change	No Change in terms of the RFP
141	104	Section 6.2- Live Dashboard and Reporting, Point # 3	Reporting tool / dashboard should be able to fetch data any time from archival storage as and when requested for customizable time period, within the retention period as specified above. The requested dashboard from archived storage should be presented within 5 minutes	Dashboard from archived storage can be seen using manual scripts. There will be required for additional Analytics VM for this specific requirement. Moreover, the report may not be generated within 5 mins since it will depend on number of branches for which report is generated, amount of data to be pulled from arhived database, etc. Request to remove this time duration from the clause	No Change	No Change in terms of the RFP
142	104	Section 6.3- Central Dashboard, Point # 3	The proposed SDWAN solution should have customizable dashboard as per the requirement of the Bank.	Proposed analytics will have multiple pre-built automated reports and screen. However, there is no user customizable dashboard supported. Request to remove this clause.	Clarification	The mentioned parameters in this RFP related to dashboard display will be finally accepted by the bank before solution acceptance.

143	105	Section 6.3-Central Dashboard, Point # 7	The reporting module of the proposed solution should provide monitoring dashboard to provide information such as a. Number of successful/ failed configuration push/ pull to/ from edge devices.	The proposed solution GUI will show the details of all branches where the config push was successful or failed, however, there is no such dashboard or monitoring report which can be extracted from this. Also, there is no reporting of config pull from edge devices because pull operation itself is not recommended from edge device. Hence, request to modify the point as below: The proposed solution should provide information such as a. Number of successful/ failed configuration push to edge devices.	No Change	No Change in terms of the RFP
144	107	Section 6.4-Branch Dashboard, Point # 1	Bank may demand to add more parameters during implementation and bidder need to incorporate.	This is very open ended. Request to modify as below: Bank may demand to add more parameters during implementation and bidder need to incorporate, if feature request is accepted by OEM, and deliver it within mutually agreed timelines.	Clarification	Bank may demand to add more parameters during implementation and bidder need to incorporate and deliver it within mutually agreed timelines.
145	108	Section 6.4-Branch Dashboard, Point # 8	For the purpose of near real-time device and end-user monitoring, the proposed SDWAN analytics solution should be able to populate the data inputs within 60 seconds for selected Branch End devices for duration upto 15 days on to the selected dashboard. For all other data, the dashboards must populate and report should be generated within 5 minute.	The assumption is that these monitoring will be done for individual branch and not for a group of branches at the same time. Please confirm if the understaing is correct. Time taken for fetching the reports cannot be guaranteed as it depends on multiple parameters. Hence request to remove the timers mentioned in this point.	Corrigendum	Please refer Corrigendum
146	21	Section: Award Criteria and Award of Contract, Point # 19.i.b	If L1 bid is not a 'Class-I local supplier', 50% of the order quantity shall be awarded to L1. Thereafter, the lowest bidder among the 'Class-I local supplier', will be invited to match the L1 price for the remaining 50% quantity subject to the Class-I local supplier's quoted price falling within the margin of purchase preference, and contract for that quantity shall be awarded to such 'Class-I local supplier' subject to matching the L1 price. In case such lowest eligible 'Class-I local supplier' fails to match the L1 price or accepts less than the offered quantity, the next higher 'Class-I local supplier' within the margin of purchase preference shall be invited to match the L1 price for remaining quantity and so on, and contract shall be awarded accordingly. In case some quantity is still left uncovered on Class-I local suppliers, then such balance quantity may also be ordered on the L1 bidder	Bank distribute 50% to L1 & 50% to class 1 in that case, like to understand how bank will distribute central orchestrator component equally as it is not divisible in nature. As per PPLC clause product which are divisible in nature can be distributed but product like CUCM(IP telephony) , Wifi - with Controller & SDwan solutions are not divisible in nature so complete order should be given to class 1 provider.	corrigendum	Please refer Corrigendum
147	56	Section: Bidder's Eligibility Criteria, Point # 5	The Bidder should have experience of implementation of SDWAN solution at least 2 Domestic/Global organizations with minimum 2000 SDWAN devices in each organization. Out of these 2 organizations one should be from BFSI/Telecom sector.	We request you to please go for 2000 sites with deployment in India. The Bidder should have experience of implementation of SDWAN solution at least 2 Domestic/Global organizations with minimum 2000 SDWAN devices in each organization in India Out of these 2 organizations one should be from BFSI/Telecom sector.	No Change	No Change in terms of the RFP

148	56	Section: Bidder's Eligibility Criteria, Point # 6	The Bidder (including its OEM, if any) should either be Class-I or Class-II local supplier as defined under this RFP.	Only Class 1 Bidder should participate in RFP as many class one certificate bidder. The Bidder (including its OEM, if any) should either be Class-I local supplier as defined under this RFP.	No Change	No Change in terms of the RFP
149	61	Section: Solution Deployment, Point # 4	The proposed OEM should have at least 20,000 SDWAN devices deployment.	The proposed OEM should have at least 20,000 SDWAN devices deployment in India	No Change	No Change in terms of the RFP
150	61	Section: Solution Deployment, Point # 5	The proposed OEM should have at least two organizations where 2,000 SDWAN devices have been deployed in each of the organization, out of which at least one organization should be from BFSI/Telecom sector	The proposed OEM should have at least two organizations where 2,000 SDWAN devices have been deployed in each of the organization in India , out of which both the organization should be from BFSI sector	No Change	No Change in terms of the RFP
151	N/A	Request to add new Point		All the hardware proposed for branch or DC-DR should have minimum 8 GB RAM. This is required to achieve the performance along with features mentioned int he RFP Request to add this clause in the RFP so that proposed hardware will have minimum performance guarantee	Clarification	As pr the RFP clause No:____
152	N/A	Request to add new Point	As per Indian government mandate - MTCTE - Mandatory Teasting & certification of Telecomunication equipments, is an essential certification for any networking devices. Request to add this clause compliance from all participating OEMs.	Request to add this clause as per Government of India mandate	No change	No Change in terms of the RFP
153	56	5	The Bidder should have experience of implementation of SDWAN solution at least 2 Domestic/ Global organizations with minimum 2000 SDWAN devices in each organization. Out of these 2 organizations one should be from BFSI/Telecom sector.	We wish to state that SDWAN being a new technology not much of the SI's had direct experience with the clients and major projects had been executed by OEM's directly or a limited few SI's. In the wake of the above statement, we shall request SBI to kindly edit this clause by allowing the usage of Bidder/OEM experience which shall increase participation of SI's and SBI shall both technically and commercially be benefitted by more participation.	No Change	No Change in terms of the RFP
154	55	Bidder’s Eligibility Criteria	The Bidder should have experience of implementation of SDWAN solution at least 2 Domestic/Global organizations with minimum 2000 SDWAN devices in each organization. Out of these 2 organizations one should be from BFSI/Telecom sector.	For a more competitive and fair bidding process, we request authority to give a chance to bidders with experience deploying SDWAN solutions for multiple clients with a total of 30-40 SDWAN devices. Our request is that this clause be amended as follows: "The bidder must have experience implementing SDWAN solutions in at least two domestic/global organizations with a minimum of 40 SDWAN devices each." One of these 2 organizations should be in the BFSI/telecom sector.	No Change	No Change in terms of the RFP
155	63	1 Solution Deployment	In the Proposed SDWAN Solution, all links deployed at the critical branches (branch with 2 routers) and normal branch (branch with single router) should be in active-active state. If any additional device/cable is required to achieve above mentioned functionalities, the bidder should arrange for the same without any additional cost to the bank. The additional network device, if provided, should be in HA and should be a managed device.	1. Are there any preferred or recommended brands, models, or specifications for the additional network devices, or do you leave the selection to the discretion of the service provider, ensuring compatibility with the overall SDWAN solution? 2. Could you please specify the exact definition of "active-active state" for the links deployed at critical branches and normal branches? Are you referring to load balancing, link utilization, or a specific configuration?	No Change	No Change in terms of the RFP

156	63	2 Solution Deployment	All SDWAN components/devices deployed in High Availability should be capable of: a. Auto Failover: In case the active device fails or malfunctions, the system should be able to identify such failures and initiate auto failover without impacting operations and sessions. b. Manual Failover: There should be functionality to perform manual failover and such manual failover performed should not impact operations and sessions.	a. Auto Failover: 1. Can you provide more details on how the system identifies failures leading to auto failover? Are there specific criteria or thresholds for device malfunction detection? 2. What measures are in place to ensure that auto failover is seamless and does not disrupt ongoing operations and active sessions? b. Manual Failover: 1. Could you elaborate on the specific functionalities available for manual failover? Are there designated interfaces or controls for users to initiate manual failover? 2. How is it ensured that manual failover actions do not impact the continuity of operations and existing sessions?	Clarification	A.1. Please refer point number 9 on page no. 71 of the RFP. A.2. The required measures should be built into the SDWAN solution. B.1. Manual Failover functionality should be available in SDWAN solution. B.2. Seamless means no interuption in connectivity to the end users of the Bank.
157	63	3 Solution Deployment	The proposed SDWAN solution should allow at least 7 active Hub sites when deployed in multiple hub and spoke topology.	Could you provide insights into the scalability considerations for requiring a minimum of 7 active Hub sites? Are there specific operational needs or potential expansion plans that influence this number?	Clarification	As per the terms of the RFP
158	63	4 Solution Deployment	All the Data Centre components of proposed SDWAN solution (including but not limited to Orchestrator, Controller, Analytic engine, Hub/gateway, headend etc.) should support at least 5000 active branches in a single device excluding HA device and without stacking from day one. All the branches have a minimum of 2 WAN links from different TSPs, wherein 5% of total branches as per RFP may have maximum up to 4 WAN Links from different TSPs. All the Data Centres have dual active-active handoff from each TSP. Each IPSEC session from the branch may contain up to 10 SA (Security Associations) sessions / ACL entries for interesting traffic towards Data Centre.	1. Could you provide more details on the expected growth pattern or projections that influenced the requirement for supporting at least 5000 active branches in a single device from day one? Understanding the scalability expectations will assist us in offering an optimal solution. 2. Regarding the WAN links, could you elaborate on the specific criteria that determine the selection of branches with up to 4 WAN links? Understanding the distribution and criteria for these branches would help us tailor our solution to meet the diverse needs. 3. Concerning the IPSEC sessions from the branch, could you elaborate on the specific nature or type of interesting traffic towards the Data Centre? Additionally, understanding the rationale behind allowing up to 10 SA sessions/ACL entries per IPSEC session will assist us in fine-tuning our solution to align with your security and traffic requirements.	Clarification	As per the terms of the RFP
159			General Quries	What are your primary reasons for considering an SDWAN solution?	Clarification	As per the terms of the RFP
160			General Quries	Can you describe your current network infrastructure and its pain points?	Clarification	Details, if any, will be shared with the successful bidder.
161			General Quries	What specific business applications are critical for your operations?	Clarification	Details, if any, will be shared with the successful bidder.
162			General Quries	Do you have a preference for a particular SDWAN deployment model (on-premises, cloud, hybrid)?	Clarification	SDWAN deployment model is on-premises.
163			General Quries	What is the expected timeframe for deploying the SDWAN solution?	Clarification	It is mentioned in the RFP under Scope of Work.
164			General Quries	Are there specific security requirements or compliance standards that need to be addressed?	Clarification	It is mentioned in the RFP under Scope of Work.
165			General Quries	What types of WAN connections are currently in use across your branches?	Clarification	Details, if any, will be shared with the successful bidder.
166			General Quries	What is the average number of users per branch location?	Clarification	Details, if any, will be shared with the successful bidder.

167			General Quries	How do you currently manage and prioritize network traffic?	Clarification	Details, if any, will be shared with the successful bidder.
168			General Quries	Are there any specific performance or bandwidth requirements for your applications?	Clarification	Details, if any, will be shared with the successful bidder.
169			General Quries	What level of visibility and control do you need over your network traffic?	Clarification	Details are provided in the RFP.
170			General Quries	Are there latency-sensitive applications that require special attention?	Clarification	Latency requirements are mentioned in the RFP.
171			General Quries	Do you have plans for adopting cloud-based applications, and if so, which ones?	Clarification	Details, if any, will be shared with the successful bidder.
172			General Quries	What is your approach to disaster recovery and business continuity?	Clarification	Details, if any, will be shared with the successful bidder.
173			General Quries	How do you handle network redundancy and failover in your current setup?	Clarification	Details, if any, will be shared with the successful bidder.
174			General Quries	What is the ratio of internet-bound traffic vs. backhauled traffic at your branches?	Clarification	Details, if any, will be shared with the successful bidder.
175			General Quries	Are there specific challenges you face with your current WAN optimization?	Clarification	Details, if any, will be shared with the successful bidder.
176			General Quries	What is your preferred method for monitoring and reporting network performance?	Clarification	As per the terms of the RFP
177			General Quries	Do you have any specific vendor preferences or restrictions for SDWAN solutions?	Clarification	The requirements mentioned in this RFP and applicable clauses are guiding factors for bidders and are not vendor specific.
178			General Quries	How do you currently address network security at the branch level?	Clarification	Details, if any, will be shared with the successful bidder.
179			General Quries	Are there specific Quality of Service (QoS) requirements for your applications?	Clarification	Details, if any, will be shared with the successful bidder.
180			General Quries	What is your strategy for managing and updating network policies across branches?	Clarification	Details, if any, will be shared with the successful bidder.
181			General Quries	How do you plan to handle network scalability as your organization grows?	Clarification	Details, if any, will be shared with the successful bidder.
182			General Quries	Are there any budget constraints or considerations we should be aware of?	Clarification	Details, if any, will be shared with the successful bidder.
183			General Quries	What is your organization's stance on using public internet links for business-critical traffic?	Clarification	Details, if any, will be shared with the successful bidder.
184			General Quries	Do you require integration with existing security solutions or services?	Clarification	Details, if any, will be shared with the successful bidder.
185			General Quries	Are there specific protocols or technologies your applications heavily rely on?	Clarification	Details, if any, will be shared with the successful bidder.
186			General Quries	How do you handle remote user access and secure connectivity?	Clarification	Details, if any, will be shared with the successful bidder.
187			General Quries	What level of automation and orchestration are you looking for in an SDWAN solution?	Clarification	Details, if any, will be shared with the successful bidder.
188			General Quries	Are there specific reporting and analytics requirements for network performance?	Clarification	Details, if any, will be shared with the successful bidder.
189			General Quries	How do you currently address network troubleshooting and issue resolution?	Clarification	Details, if any, will be shared with the successful bidder.
190			General Quries	What level of WAN optimization or acceleration is necessary for your applications?	Clarification	Details, if any, will be shared with the successful bidder.

191			General Quries	What is your approach to managing and securing IoT devices on your network?	Clarification	Details, if any, will be shared with the successful bidder.
192			General Quries	Are there specific compliance requirements related to data privacy or industry standards?	Clarification	Details, if any, will be shared with the successful bidder.
193			General Quries	How do you currently manage and update firmware or software across network devices?	Clarification	Details, if any, will be shared with the successful bidder.
194			General Quries	What is your strategy for handling network upgrades and technology refresh cycles?	Clarification	Details, if any, will be shared with the successful bidder.
195			General Quries	Are there any specific geographical considerations for your branch locations?	Clarification	Details, if any, will be shared with the successful bidder.
196			General Quries	How do you plan to handle remote network provisioning and configuration?	Clarification	Details, if any, will be shared with the successful bidder.
197			General Quries	What is your preferred method for handling software-defined policies for applications?	Clarification	Details, if any, will be shared with the successful bidder.
198			General Quries	Are there any specific challenges or requirements related to voice and video traffic?	Clarification	Details, if any, will be shared with the successful bidder.
199			General Quries	How do you currently handle user authentication and access control at branch offices?	Clarification	Details, if any, will be shared with the successful bidder.
200			General Quries	What level of involvement do you expect from your IT team in day-to-day network management?	Clarification	Details, if any, will be shared with the successful bidder.
201			General Quries	Are there any specific training or skillset requirements for your IT staff in managing SDWAN?	Clarification	Details, if any, will be shared with the successful bidder.
202			General Quries	What is your organization's stance on using multiple SDWAN vendors for different regions?	Clarification	Details, if any, will be shared with the successful bidder.
203			General Quries	How do you currently handle network monitoring during maintenance or downtime?	Clarification	Details, if any, will be shared with the successful bidder.
204			General Quries	Are there any specific considerations for network performance in remote or international locations?	Clarification	Details, if any, will be shared with the successful bidder.
205			General Quries	What is your strategy for securing and optimizing SaaS applications in the cloud?	Clarification	Details, if any, will be shared with the successful bidder.
206			General Quries	How do you currently manage and enforce network policies for guest or BYOD devices?	Clarification	Details, if any, will be shared with the successful bidder.
207			General Quries	What is your preferred approach to handling software updates and patches for network devices?	Clarification	Details, if any, will be shared with the successful bidder.
208	55	Appendix-B Bidder's Eligibility Criteria	3. The Bidder must have an average turnover of minimum Rs.180 crore during last 03 (three) financial year(s) i.e., FY 20-21, FY21-22 and FY 22-23	Request you to give relaxation on average turnover of *"minimum Rs. 150 crore during last 03 (three) financial year(s) i.e., FY 20-21, FY21-22 and FY 22-23* ."	No Change	No Change in terms of the RFP
209	56	Appendix-B Bidder's Eligibility Criteria	5 The Bidder should have experience of implementation of SDWAN solution at least 2Domestic/Global organizations with minimum 2000 SDWANdevices in each organization. Out of these 2 organizations one should be from BFSI/Telecom sector.	Request you to give relaxation as requested below: The Bidder/OEM should have experience of implementation of SDWAN/Networking solution in at least 2 Domestic/Global organizations with minimum 2000 SDWAN devices in each organization or in at least 1 Domestic/Global organizations with minimum 7000 SDWAN devices. Out of these organizations one should be from BFSI/Telecom sector/PSU.	No Change	No Change in terms of the RFP

210	61	Technical Specifications: 1 Solution Deployment	4. The proposed OEM should have at least 20,000 SDWAN devices deployment.	Request you to give relaxation on devices deployment count of minimum 7000 instead of 20,000 SDWAN devices (as ask of the RFP is of 7000 device only) as suggested below: The proposed Bidder/OEM should have at least 7000 SDWAN devices deployment.	No Change	No Change in terms of the RFP
211	61	Technical Specifications: 1 Solution Deployment	5. The proposed OEM should have at least two organizations where 2,000 SDWAN devices have been deployed in each of the organization, out of which at least one organization should be from BFSI/Telecom sector.	The proposed Bidder/OEM should have at least two organizations where 2,000 SDWAN/Networking devices have been deployed in each of the organization, out of which at least one organization should be from BFSI/Telecom sector or 5000 & above in case of public sector.	No Change	No Change in terms of the RFP
212	37	43. LIQUIDATED DAMAGES:	If Service Provider fails to deliver Product and/or perform any or all the Services within the stipulated time, schedule as specified in this RFP, the Bank may, without prejudice to its other remedies under the RFP, and unless otherwise extension of time is agreed upon without the application of liquidated damages, deduct from the Project Cost, as liquidated damages a sum equivalent to 0.5% of total Project Cost for delay of each week or part thereof maximum up to 5% of total Project Cost. Once the maximum deduction is reached, the Bank may consider termination of the Agreement.	Remark: We request bank to cap the LD at 0.5% on delayed/undelivered portion of the issued Purchase Order with maximum cap at 5% pf total project cost.	No Change	No Change in terms of the RFP
213	149	(d)	S. No. Uptime Range Penalty 1. 100% Nil 2. If uptime is <100% and up to 99.99%, Rs. 5,00,000/- 3. If uptime is <99.99% and up to 99.95%, Rs.10,00,000/- 4. If uptime is <99.95% and up to 99.90%, Rs.15,00,000/- 5. If uptime is <99.90 Rs.20,00,000/- + Rs. 5,00,000/- for every additional downtime of 0.05%. Bank may also invoke the PBG and/or terminate the contract and/or take any other suitable action.	Remark: We request bank to given 30 days cure period before invoke the PBG/termination of contract. Penalties are too high, we request to reduce penalties amount by 80% or also give relaxation on downtime range at least 2%.	No Change	No Change in terms of the RFP

214	150	(E) Penalties for SLA uptime of data center devices (monthly) shall be as under	S. No. Uptime (Per device) Penalty per device 1. 99.4% and above per device Nil 2. If uptime is <99.4% and up to 99.3%, Rs.10,000/- per device 3. If uptime is <99.3% and up to 99.2%, Rs.15,000/- per device 4. If uptime is <99.2% and up to 99.1%, Rs.20,000/- per device 5. If uptime is <99.1% and up to 99.0%, Rs.25,000/- per device 6. If uptime is <99.0% and up to 98.8%, Rs.50,000/- per device 7. If uptime is <98.8% and up to 98.6%, Rs.75,000/- per device 8. If uptime is <98.6% and below Rs.1,00,000/- per device Note: Per device uptime penalty shall be levied even if redundant device/devices installed in pair (High Availability /Active-passive) is working fine and there is no impact on the application traffic.	Remark: Penalties are too high, we request to reduce penalties amount by 80%.	No Change	No Change in terms of the RFP
215	150	(F) Penalties for SLA uptime of branch devices (Quarterly) shall be as under	S. No. Uptime (Per device) Penalty per device 1. 99.5% and above per device Nil 2. If uptime is <99.5% and up to 99.3%, Rs. 500/- per device 3 If uptime is <99.3% and up to 99.1%, Rs.1000/- per device 4. If uptime is <99.1% and up to 99.0%, Rs.1500/- per device 5. If uptime is <99.0% and below Rs.2000/- per device Note: Per device uptime penalty shall be levied even if redundant device/devices installed in pair (High Availability /Active-passive)is working fine and there is no impact on the application traffic.	Remark: Penalties are too high, we request to reduce penalties amount by 80%.	No Change	No Change in terms of the RFP
216	153	Other Penalties	1. During the contract period bank will conduct security review of the device and associated observation need to be closed by bidder/OEM. In case, closure of security observation on the deployed device need upgrade/ replace then bidder will do so without any additional cost to the bank within 3 months of reporting such observations with bidder/OEM. Note: The replacement device should have all the feature and functionality asked in this RFP. Device replacement delayed beyond 3 months shall be liable for penalty of 2% of device cost as per PO, per every month or part thereof.	Remark: Penalties are too high, we request bank that not to levy the penalty concurrently and all cumulative penalties should be capped at the rate of 10% of item value mentioned in the purchase order. This is too stringent as capped on the total contract value including hardware & services. Request bank to consider cap at individual level as mentioned above. If it is on total contract value as an upper cap it should be in the range of 2-5% and be factored as part of bid cost.	No Change	No Change in terms of the RFP

217	153	Other Penalties	The Bidder should inform the Bank/ Bank's NI about all release/version change of patches/ upgrades, updates for hardware/software/OS/middleware etc. as and when released by the OEM during the contract period within 2 weeks. Beyond 2 weeks a penalty of Rs 10,000/- per every week or part thereof.		No Change	No Change in terms of the RFP
218	153	Other Penalties	Initial Root Cause Analysis (RCA) and Action taken report for Data Centre devices shall be submitted by OEM/bidder within 6 hours from the time of resolving the issue Beyond 6 hours a penalty of Rs 3,000/- per every hour or part thereof.		No Change	No Change in terms of the RFP
219	153	Other Penalties	Initial Root Cause Analysis (RCA) and Action Taken report for branch end devices shall be submitted by OEM/bidder within one day from the time of resolving the issue. Beyond 1 day a penalty of Rs 500/- per every day or part thereof.		No Change	No Change in terms of the RFP
220	153	Other Penalties	For any custom / ad hoc report as per the requirement of the Bank, the required development shall be done by the bidder/OEM within 7 days of request raised so that such report can be generated instantaneously to meet any further requirement. Beyond 1 week a penalty of Rs 1000/- per every week or part thereof.		No Change	No Change in terms of the RFP
221	153	Other Penalties	OEM Professional Services will conduct a "handover workshop" with the Bank's Operations team and Bank's Network Integrator to transfer of knowledge within 2 weeks. Beyond 2 weeks a penalty of Rs 10,000/- per every week or part thereof.		No Change	No Change in terms of the RFP
222	153	Other Penalties	During branch migration PS team should be onboarded in remote session or telephonic call within 30 minutes for resolving the issues, if the branch migration is not getting completed within the stipulated time.Beyond 30 minutes a penalty of Rs 10,000/- per every 30 min or part thereof.		No Change	No Change in terms of the RFP
223	153	Other Penalties	Absence of any onsite OEM/Bidder resource without any replacement. 2x costing quoted for each resource per day		No Change	No Change in terms of the RFP
224	153	Other Penalties	Delay in RMA replacement. For DC devices: Beyond 4 Hours a penalty of Rs 1,00,000/- per every 2 hours or part thereof For Branch devices: Beyond 24/48 hours (Based on the class of city and associated RMA timeline in scope of work) a penalty of Rs 2,000/- per every 24 hours or part thereof as applicable for 24/48.		No Change	No Change in terms of the RFP

225	153	Other Penalties	Devices to be deployed at Branches and DC of the Bank must be delivered to the respective Branch/designated locations within a period of 8 weeks from the date of placing PO /LOI. Beyond 8 weeks a penalty of 1% of the device cost quoted in RFP per every week or part thereof.		No Change	No Change in terms of the RFP
226	153	Other Penalties	Vulnerability Category: Timeline for workaround :Timeline for closure Critical: 24 Hrs.: 7 days High: 48 Hrs. :15 days Medium: 72 Hrs. :30 days Low: 96 Hrs.: 90 days Delay in first response or workaround time (per case): Penalty amount will be Rs. 2,000 per additional 15 minutes and part thereof. Maximum will be Rs. 1,00,000. Delay in Final resolution (per case): Penalty amount will be Rs. 5,000 per additional 24 hours and part thereof. Maximum penalty will be Rs. 2,00,000.		No Change	No Change in terms of the RFP
227	153	Other Penalties	Case Priority: First response : Workaround / corrective action: Final resolution/ Preventive action P1: 5 mins.: 30 mins.: 24 Hrs. P2:15 mins.: 60 mins.: 48 Hrs. P3: 30 mins.: 120 mins.: 72 Hrs. Delay in first response or workaround time (per case): Penalty amount will be Rs. 2,000 per additional 15 minutes and part thereof. Maximum will be Rs. 1,00,000. Delay in Final resolution (per case): Penalty amount will be Rs. 5,000 per additional 24 hours and part thereof. Maximum penalty will be Rs. 2,00,000.		No Change	No Change in terms of the RFP
228	131	14. PAYMENT SCHEDULE:	1. Delivery of hardware and software/licences 50 % of the Cost of Hardware and Software 2. Installation 10% of the Cost of Hardware and Software 3. Commissioning 10% of the Cost of Hardware and Software 4. Acceptance of the solution 10% of the Cost of Hardware and Software 5.Closure of all security observation 10% of the Cost of Hardware and Software given by the Bank Information Security team till acceptance of solution 6. completion of warranty and submission of bills 10% of the Cost of Hardware and Software The Bank will pay properly submitted valid invoices within reasonable period but not exceeding 30 (thirty) days after its receipt thereof. All payments shall be made in Indian Rupees.	Please get clarity the payment will be made as & when each site meets the payment milestone. GST should be paid 100% along with delivery payment. Milestone 6 will make us cash out as it will be paid 3 years of warranty. request bank make this amount payable on submission of equivalent BG. There should be general for all milestone given 15 days to the bank in case the milestone is not archived reason attributable to bank. Lastly request bank to make 30% on commissioning(remove milestone 4&5) as for any such security concern bank has in case has 10% towards warranty.	No Change	No Change in terms of the RFP

229	32	RIGHT TO AUDIT:	i.i. The Selected Bidder (Service Provider) shall be subject to annual audit by internal/ external Auditors appointed by the Bank/ inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank/ such auditors in the areas of products (IT hardware/ Software) and services etc. provided to the Bank and Service Provider is required to submit such certification by such Auditors to the Bank. Service Provider and or his / their outsourced agents / sub – contractors (if allowed by the Bank) shall facilitate the same The Bank can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by Service Provider. Service Provider shall, whenever required by the Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the Bank. Except for the audit done by Reserve Bank of India or any statutory/regulatory authority, the Bank shall provide reasonable notice not less than 7 (seven) days to Service Provider before such audit and same shall be conducted during normal business hours. However, Service Provider shall not be obligated to provide records/data not related to Services under the Agreement (e.g. internal cost breakup etc.).	Remark: An advance notice of 30 days shall be given to bidder before audit and audit shall be limited to this contractual transaction only.	No Change	No Change in terms of the RFP
230	174	15 GENERAL INDEMNITY	Service Provider agrees and hereby keeps the Bank indemnified against all claims, actions, loss, damages, costs, expenses, charges, including legal expenses (Attorney, Advocates fees included) which the Bank may suffer or incur on account of (i) Services Provider's breach of its warranties, covenants, responsibilities or obligations; or (ii) breach of confidentiality obligations mentioned in this Agreement; or (iii) any willful misconduct and gross negligent acts on the part of employees, agents, representatives or sub-contractors (if allowed) of Service Provider. Service Provider agrees to make good the loss suffered by the Bank	Remark: Bidder shall be liable for all claims directly attributable to bidder.	No Change	No Change in terms of the RFP

231	31	32. INSPECTION AND TESTING:	i. The Bank reserves the right to carry out pre-shipment inspection or demand a demonstration of the Product on a representative model at Service Provider's location. ii. The inspection and tests prior to dispatch of Products / at the time of final acceptance would be as follows: (a) Service Provider shall intimate the Bank before dispatching Products for conducting inspection and testing. (b) Inspection / pre-shipment acceptance testing of Products as per quality control formats including functional testing and burn-in tests at full load, quality control tests etc., as per the standards / specifications and may be done at factory site of Service Provider by the Bank or its authorized agency before dispatch of Products. In case of failure by Service Provider to provide necessary facility / equipment at his premises, all the cost of such inspection like travel, boarding, lodging and other incidental expenses of the Bank's representatives to be borne by Service Provider.	Remark: Testing would be done at OEM premises or service provider premises	Clarification	Please refer to the RFP clause No:32 page No: 31 and be guided accordingly.
232	44	46. TERMINATION FOR DEFAULT:	vi. In the event of failure of Service Provider to render the Services or in the event of termination of Agreement or expiry of term or otherwise, without prejudice to any other right, the Bank at its sole discretion may make alternate arrangement for getting the Services contracted with another Service Provider. In such case, the Bank shall give prior notice to the existing Service Provider. The existing Service Provider shall continue to provide services as per the terms of the Agreement until a 'New Service Provider' completely takes over the work. During the transition phase, the existing Service Provider shall render all reasonable assistance to the new Service Provider within such period prescribed by the Bank, at no extra cost to the Bank, for ensuring smooth switch over and continuity of services, provided where transition services are required by the Bank or New Service Provider beyond the term of this Agreement, reasons for which are not attributable to Service Provider, payment shall be made to Service Provider for such additional period on the same rates and payment terms as specified in this Agreement. If existing Service Provider is breach of this obligation, they shall be liable for paying a penalty of 10% of the total Project Cost on demand to the Bank, which may be settled from the payment of invoices or Bank Guarantee for the contracted period or by invocation of Bank Guarantee.	Remark: The Risk Purchase of the faulty unit/service shall be limited to the 100% value of such equipment/service as on PO.	No Change	No Change in terms of the RFP

233	45	49. TERMINATION FOR CONVENIENCE:	i. The Bank, by written notice of not less than 90 (ninety) days, may terminate the Contract, in whole or in part, for its convenience, provided same shall not be invoked by the Bank before completion of half of the total Contract period (including the notice period). ii. In the event of termination of the Agreement for the Bank's convenience, Service Provider shall be entitled to receive payment for the Services rendered (delivered) up to the effective date of termination.	Remark: We understand there will a lock in period of 3.5 years(half of the total contract period). Please clarify	Clarification	Please refer to the RFP clause No:49 page No: 45 and be guided accordingly.
234	34	37. LIMITATION OF LIABILITY:	i. The maximum aggregate liability of Service Provider, subject to below mentioned sub-clause (iii), in respect of any claims, losses, costs or damages arising out of or in connection with this RFP/Agreement shall not exceed the total Project Cost. ii. Under no circumstances shall either Party be liable for any indirect, consequential or incidental losses, damages or claims including loss of profit, loss of business or revenue.	Remark: The maximum aggregate liability of service provider shall be up to 100% of issued purchase order.	No Change	No Change in terms of the RFP
235	35	DELAY IN SERVICE PROVIDER'S PERFORMANCE	iii. Any delay in performing the obligation/ defect in performance by Service Provider may result in imposition of penalty, liquidated damages, invocation of Bank Guarantee and/or termination of Contract (as laid down elsewhere in this RFP document).	Remark: We request bank to allow the cure period of at least 30 days and if cured then no invoking of BG and termination.	No Change	No Change in terms of the RFP
236	37	DELAY IN SERVICE PROVIDER'S PERFORMANCE	iii. Subject to below mentioned sub-clause (iv) and (v) of this RFP, Service Provider, at its own expenses without any limitation, indemnify and keep fully and effectively indemnified the Bank against all costs, claims, damages, demands, expenses and liabilities of whatsoever nature arising out of or in connection with all claims of infringement of Intellectual Property Rights, including patent, trade mark, copyright, trade secrets or industrial design rights of any third party arising from the Services or use of software/Product under this RFP.	Remark: Bidder shall be indemnify for direct claims attributable to bidder only.	No Change	No Change in terms of the RFP
237	117	2. Architecture, planning and sizing of DC hardware	All the issues during migration of 340 branches shall be resolved by OEM onsite PS team. All such issues and resolution shall also be recorded by OEM PS team and needs to be shared with the bank. A branch migration shall be considered as successful only when branch is operating without any issue for a period of 15 days from the date of migration. Bidder shall migrate all 340 branches within 2 weeks after deployment of data center devices.	Remark: Please reduce the operating period 7 days. It is assumed that Bank will pay the charges for connectivity during the operating period.	No Change	No Change in terms of the RFP

238	128	Scope of Work (For Branch Devices)	Bidder shall provide 20 spare hardware per circle (Total 340 = 17*20), at no additional cost to the Bank. These devices will be placed at respective LHOs/RBOs as per the Bank's decision. At present, there 17 LHOs of the Bank, where the spare devices will be kept. The address details of all such locations will be provided to the Bidder by the Bank at the time of placing PO / LOI.	Remark: This clause should be dropped as there are very high SLA Penalties applicable in the project as per RFP.	No Change	No Change in terms of the RFP
239	152	Point 7	If Bank desires to shift the Equipment to a new site and install it thereof, the Vendor shall be informed of the same. The Bank shall bear the reasonable mutually agreed charges for such shifting and Vendor shall provide necessary arrangement to the Bank in doing so. The terms of this RFP, after such shifting to the alternate site and reinstallation thereof would continue to apply and binding on Vendor.	Remark: Such shifting charges shall includes i.e. shifting, freight, de-installation, re-installation, transit insurance, etc.). Please confirm. We assumed such payment shall be paid within 30 days of completion of such shifting/submission of invoice.	Clarification	As per the terms of the RFP
240	Additi on	Addition	Right to Terminate	Remark: In case of non payment of dues within sixty (60) days of raising the invoice, the Contractor shall have the right to terminate the agreement.	Clarification	As per the terms of the RFP
241	33	35. INSURANCE:	i. The insurance shall be for an amount equal to 100 percent of the value of the Products from place of dispatch to final destination on "All Risks" basis, valid for a period of one month after delivery of Products at the defined destination.	Request bank to remove the condition of indicating SBI name from the hardware as once the SBI name is put and it is not working/replaced then Hughes can't refurbished / use any such return case. In telecom industry to meet warranty/maintenance obligation the equipment needs rotation.	Clarification	Query not relevant to this clause.
242			(d) The ownership of the supplied hardware shall be that of the Bank from the date of delivery of the same. In other words, wherever the ownership of the hardware is indicated, the name "State Bank of India" must appear to indicate that the Bank is the perpetual owner of the hardware including use of software license embedded to the hardware in perpetuity. Evidence to this effect must be submitted before the payment can be released.		Clarification	Incomplete query.
243				Request bank to clarify that the evidence of putting SBI name on each hardware should be based on installation certificate (the certificate format to include such a check box)	Clarification	Based on the serial number enquiry on the OEMs portal, the device name should appear in Banks name.
244	37	42- Intellectual Property Rights and Ownership	Subject to below mentioned sub-clause (iv) and (v) of this RFP, Service Provider, at its own expenses without any limitation, indemnify and keep fully and effectively indemnified the Bank against all costs, claims, damages, demands, expenses and liabilities of whatsoever nature arising out of or in connection with all claims of infringement of Intellectual Property Rights, including patent, trade mark, copyright, trade secrets or industrial design rights of any third party arising from the Services or use of software/Product under this RFP.	Remark: Bidder shall be indemnify for direct claims attributable to them. Before providing an indemnity for patent/ trademark or any other IPR to third parties, Bidder should have the right to defend and if unable to defend then indemnify.	No Change	No Change in terms of the RFP

245	41	45 (5) (a)- Debarment/ Banning	Whenever a Vendor is found lacking in performance, in case of less frequent and less serious misdemeanors, the vendors may be put on a holiday listing (temporary debarment) for a period upto 12 (twelve) months. When a Vendor is on the holiday listing, he is neither invited to bid nor are his bids considered for evaluation during the period of the holiday.	Remark: "found lacking in performance" is very open-ended and vague. There has to be actual breach or damage against a objective service level standard. Cure period of at least 30 days to be provided prior to holiday listing.	No Change	No Change in terms of the RFP
246	46	50- Arbitration	Any appeal will be subject to the exclusive jurisdiction of courts at Mumbai. Arbitration proceeding shall be held at Mumbai, India.	Remark: Suggest venue and jurisdiction to be New Delhi.	No Change	No Change in terms of the RFP
247	46	52- Applicable law	The Contract shall be interpreted in accordance with the laws of the Union of India and shall be subjected to the exclusive jurisdiction of courts at Mumbai	Remark: Suggest venue and jurisdiction to be New Delhi.	No Change	No Change in terms of the RFP
248	174	Agreement 15.1- General Indemnity	Service Provider agrees and hereby keeps the Bank indemnified against all claims, actions, loss, damages, costs, expenses, charges, including legal expenses (Attorney, Advocates fees included) which the Bank may suffer or incur on account of (i) Services Provider's breach of its warranties, covenants, responsibilities or obligations; or (ii) breach of confidentiality obligations mentioned in this Agreement; or (iii) any willful misconduct and gross negligent acts on the part of employees, agents, representatives or sub-contractors (if allowed) of Service Provider. Service Provider agrees to make good the loss suffered by the Bank.	(I) Bidder to be liable for all claims directly attributable to Bidder. (ii) Suggest Attorney fees to be reasonable. (iii) Bidder does not indemnify for breach of general responsibilities and obligations. There are other avenues in the contracts such as LDs, penalties, termination etc. for breach of obligations/ responsibilities or covenants. (iv) Special carve out for breach of confidentiality, willful misconduct and gross negligence. There already is right to terminate for the said breaches. Further these breaches have also been excluded from the limitation of liability. Therefore suggest deletion otherwise Bidder will be exposed to unlimited liability. (v) "make good the loss suffered"- this is a blanket statement and is open-ended. This will result in unlimited liability to Bidder. Suggest that the indemnity clause is subject to the limitation of liability clause.	No Change	No Change in terms of the RFP
249	44	46.TERMINATION FOR DEFAULT:	v. The Bank's right to terminate the Contract will be in addition to the penalties / liquidated damages and other actions as specified in this RFP.	Remark: Please remove "t~~he addition to the penalties/liquidated damages and other actions as specified in this RFP~~" from the clause.	No Change	No Change in terms of the RFP
250			Additional Clause	Right to Terminate- In case of non payment of dues within sixty (60) days of raising the invoice, the Contractor shall have the right to terminate the agreement.	Clarification	Please be guided by the RFP

251	98	5. Branch Device 5.1 Device Specification	The branch device should have following throughput with all feature set enabled as stated in RFP and port capacity: S.No Throughput Total Port Minimum WAN Minimum LAN 1. 50 Mbps 4 (1G) 2 1 2. 100 Mbps 6 (1G) 2 2 3. 300 6 (1G) 2 2 4. 500 Mbps 8 (1G) 3 3 5. 1 Gbps 8 (1G) 3 3 6. 10 Gbps (Fiber 8 (10G with (1/10 compatibility)) 3 3 All devices should be fully populated. Remaining (in addition to minimum WAN and LAN ports) ports should be configurable as either LAN or WAN ports as per bank's requirement.	Remark: Information is incomplete for the total number port in given table. Request to share the complete information.	Clarification	Information required for the minimum number of ports is mentioned in the clause.
252			New point suggestion	The SD-WAN OEM should propose solution with perpetual license for the entire solution with no license renewal charges after the intial contract of 3 years.	Clarification	Not considered
253	69	1	In the proposed SDWAN solution, the edge (branch and DC) devices should be able to monitor different path parameters for all the WAN links in near real time	"In the proposed SDWAN solution, the edge (branch and DC) devices should be able to monitor different path parameters for all the WAN links in real time." There are technologies/protocols other than SNMP like real time streaming telemetry that supports real time analytics without increasing gateway device compute utilization.	No Change	No Change in terms of the RFP
254	61	4	The proposed OEM should have at least 20000 SD-WAN devices deployment	The clause mentioned is restrictive and favoring only selected OEMs. The clause does not favor Startups and MSMEs as per the Applicability of Preference to Make in India, Order 2017 (PPP-MII Order) and related amendments to DPIIT orders and CVC guidelines. Kindly refer the clause 10b of No. P-45021 /2/2017-PP (BE-II) Dated: 16th September, 2020 referring b. Procuring entities shall endeavour to see that eligibility conditions, including on matters like turnover, production capability and financial strength do not result in unreasonable exclusion of 'Class-I local supplier'/ 'Class-II local supplier' who would otherwise be eligible, beyond what is essential for ensuring quality or creditworthiness of the supplier. We request you to either kindly remove this clause or amend as such for Startup / MSMEs Class-1 Supplier " The proposed OEM should have at least 2000 SDWAN devices deployment."	No Change	No Change in terms of the RFP

255	61	5	The proposed OEM should have at least two customers where 2000 SD-WAN devices has been deployed out of which at least one customer should be from BFSI/Telecom sector	The clause mentioned is restrictive and favoring only selected OEMs. The clause does not favor Startups and MSMEs as per the Applicability of Preference to Make in India, Order 2017 (PPP-MII Order) and related amendments to DPIIT orders and CVC guidelines. Kindly refer the clause 10b of No. P-45021 /2/2017-PP (BE-II) Dated: 16th September, 2020 referring b. Procuring entities shall endeavour to see that eligibility conditions, including on matters like turnover, production capability and financial strength do not result in unreasonable exclusion of 'Class-I local supplier'/ 'Class-II local supplier' who would otherwise be eligible, beyond what is essential for ensuring quality or creditworthiness of the supplier. We request you to either kindly remove this clause or amend as such for Startup / MSMEs Class-1 Supplier " The proposed OEM should have at least two organizations where 500 SDWAN devices have been deployed in each of the organization, out of which at least one organization should be from BFSI/Telecom /Government sector."	No Change	No Change in terms of the RFP
256	78	9	The proposed SDWAN solution may support data compression techniques for unencrypted traffic like FTP	The point needs to be deleted as data compression is usually not a part of SD-WAN solution, though there could be a few SD-WAN OEMs who claim to have this capability but the effectiveness needs to be ascertained.	Clarification	Non Mandatory Clause
257	77	4	The proposed SD-WAN solution should be able to do real time traffic duplication for defined traffic and application across all the links to mitigate latency and packet drops automatically when SLA is violated. After the parameters come up with the SLA, duplication of traffic should stop automatically	"The solution should support traffic duplication" Automatic enablement could be OEM specific. Data duplication can have an adverse effect o the overall optimum utiliation of WAN. When the WAN links are not performing properly enablment of data duplication will futher increase to utilzation of the bandwidth for the same traffic copies. Instead of traffic duplication, FEC is the option that is already considered where the traffic need not be re-intiated but can be recreated at the destination location through parity values	No Change	No Change in terms of the RFP
258	75	2	QoS should work for all kinds of traffic in both forward and backward direction. All the WAN ports of the device should support QoS.	"QoS should work for all kinds of egress traffic. All the WAN ports of the device should support QoS." Traffic is always intiated from inside to outside. The outside traffic should be dropped by default to protect against DDoS attacks. Hence QoS for ingress traffic doesnt have any use case.	No Change	No Change in terms of the RFP
259			New point suggestion	Kindly refer GoI Guidelines "File no.1(10)/2017 – CLES dated 6/12/2019" for Self-Declaration from CPE/Router suppliers for Cyber Security Products. The tender is also not asking for Self-Declaration from suppliers for Cyber Security Products which is an integral part of the project. The SBI tender ask for Next generation Security on all branch CPEs to protect their day-to-day financial banking applications and customer data. Request you to kindly add the same. The GoI notification is enclosed for your kind reference.	clarification	Not considered

260	131	14. PAYMENT SCHEDULE:	Hardware and software/licences Delivery - 50% Installation - 10% Commissioning - 10% Acceptance - 10% After Warranty - 10%	Delivery - 90% Installation - 10%	No Change	No Change in terms of the RFP
261	131	14. PAYMENT SCHEDULE:	AMC - Quarterly in arrears	Request Bank to make the AMC payment Yearly in advance.	No Change	No Change in terms of the RFP
262	37	43. LIQUIDATED DAMAGES:	under the RFP, and unless otherwise extension of time is agreed upon without the application of liquidated damages, deduct from the Project Cost, as liquidated damages a sum equivalent to 0.5% of total Project Cost for delay of each week or part thereof maximum up to 5% of total Project Cost.	Request Bank to modify the clause as per below. under the RFP, and unless otherwise extension of time is agreed upon without the application of liquidated damages, deduct from the Project Cost, as liquidated damages a sum equivalent to 0.5% of total Project Cost for delay of each week or part thereof maximum up to 5% of delayed deliverables.	No Change	No Change in terms of the RFP
263	155	(f) Penalties for SLA	The cap of 20 percentage penalty of the Total Purchase Order will be applied for a sum of penalties calculated under various heads mentioned above. This cap includes the deductions of the total value of the services not provided.	Request Bank to modify the clause as per below. The cap of 5 percentage penalty of the Total Purchase Order will be applied for a sum of penalties calculated under various heads mentioned above. This cap includes the deductions of the total value of the services not provided.	No Change	No Change in terms of the RFP
264	116	2. Architecture, planning and sizing of DC hardware. Point 1	Bidder has to start OEM engagement immediate after receiving of LOI/PO and has to submit initial plan within 2 weeks and final plan should be submitted within additional 2 weeks i.e. OEM has to complete this plan within 04 weeks after receiving LOI/PO.	please confirm the timeline, when the bidder has to deploy the resources for support. For example, Is it immediately after receiving the PO date or 3 months after the PO date. Please suggest ?	Clarification	Please be guided by the RFP
265	118	2. Architecture, planning and sizing of DC hardware. Point7	The configuration in Data center devices for the migration of all the remaining branches shall be done by the bidder onsite L3 resources within 6 weeks under supervision of OEM (PS Team), after the deployment of first 340 branches by OEM PS team.	Please confirm the device count that bidder has to migrated in this 6 weeks, As we may have to factor the L3 resource sizing acordingly to complete the ask in the required timeline. Also Can you please confirm if bidder can propose additional timeline beyond six weeks	Clarification	Please be guided by the RFP
266	123	9. Resources and support	An onsite Technical Account Manager (TAM) of the OEM should be available in the Bank’s premises for the entire contract duration on all the working days of the Bank.	Please confirm the TAM count & the resources that is required at onsite ? Also please suggest if its required only in one of the DC for support during 9x6 business hours or help us understand if there is any different expectation.	Clarification	Please be guided by the RFP
267	124	9. Resources and support. Point 3	Response time of TAM and TAC teams shall be as per below, Case Priority, First response, Workaround / corrective action, Final resolution/ Preventive action P1 5 mins. 30 mins. 24 Hrs. P2 15 mins. 60 mins. 48 Hrs. P3 30 mins. 120 mins. 72 Hrs	please relax the response time of TAM & TAC teams and the associated penalty on it for the bidders, As bidder would have dependecies on OEM for this cases.	No Change	No Change in terms of the RFP
268	124	9. Resources and support. Point 5	The TAC ticket raised by the Bank through NI/ the on-site resource for the devices deployed in Data Centres and branches should be handled exclusively by the designated TAC team of the OEM.	We understand this NI/onsite resources will be banks/third party resources will not be in scope for the bidder. Please confirm.	Clarification	Please be guided by the RFP

269	124	9. Resources and support. Point 8	The Bidder must appoint an on-site Project Manager for supervising the installation and commissioning till acceptance of the solution.	Please confirm if bidder has to propose dedicated onsite project manager for the complete contract duration or is it only during implementation phase of the project and not during day 2 operations ?	Clarification	As per the terms of the RFP
270	126	9. Resources and support. Point 18	The Bidder shall engage onsite L3 resident engineers such that at least one engineer is available at any point of time for 24*7*365 support.	We understand that bidder only has to propose L3 engineers for 24x7 support along with OEM TAM & TAC support. And L1/L2 is not in bidder scope and will be managed by SBI bank directly, please confirm?	Clarification	Please be guided by the RFP
271	126	9. Resources and support. Point 18	L3 resident engineer will be responsible for all technical tasks, backend support from engineering, TAC support, Professional Services team.	Normally the TAC support is provided by OEM, So request you to remove this TAC support responsibility from bidder L3 engineer.	No Change	No Change in terms of the RFP
272	127	10 Warranty & AMC	AMC support, terms and condition will be same as warranty support, terms and condition during entire contract period even if it extends beyond 7 years.	please confirm if transition timeline is inclusive in this 7 year tenure or will it be over and above the contract term.	Clarification	As per the terms of the RFP
273	127	Spares and RMA	Bidder shall provide at least 1 spare (Cold standby) head-end device (excluding the HA devices in production) in store area of each Data Centre of the Bank.	please share the store area locations of each data centers or other list of locations along with devices details as this would help bidder in planning.	Clarification	Please be guided by the RFP
274	127	Scope of Work (For Branch Devices)	Bidder shall provide 20 spare hardware per circle (Total 340 = 17*20), at no additional cost to the Bank. These devices will be placed at respective LHOs/RBOs as per the Bank's decision. At present, there 17 LHOs of the Bank, where the spare devices will be kept. The address details of all such locations will be provided to the Bidder by the Bank at the time of placing PO/ LOI.	please share the 17 LHOs where the spare devices will be kept, as accordingly bidder will work out the sparing strategy in respective locations where required or look for an alternative approach.	Clarification	Please be guided by the RFP
275	127	Scope of Work (For Branch Devices)	Faulty devices shall be replaced and the stock replenished through RMA process from the respective stocking location (RBOs / LHOs / AOs) as per the below table irrespective of day and time. Location RMA duration, RBOs in Metro and urban areas 24 Hrs RBOs in Semi-urban and rural areas 48 Hrs.	Request you to relax the RMA or penalty for the non-metro and hilly areas as there could be delay in delivery of equipment	No Change	No Change in terms of the RFP
276	148	Appendix L	Penalties for SLA uptime of solution (monthly) shall be as under	please relax the SLA, in terms of uptime please modify the range of Nil to 99.9/99.8% from current 100% and also reduce the penalty amount.	No Change	No Change in terms of the RFP
277	150	Appendix L	Penalties for SLA uptime of data center devices (monthly) shall be as under;	We see that you have put an penalty on both solution uptime and also on device based uptime penalty. Request you to keep penalty only on one component either on solution or device instead of both please.	No Change	No Change in terms of the RFP
278	150	Appendix L	e) Penalties for SLA uptime of data center devices (monthly) shall be as under; Uptime (Per device) Note: Per device uptime penalty shall be levied even if redundant device/devices installed in pair (High Availability /Active-passive) is working fine and there is no impact on the application traffic.	Please remove this as the devices are working fine without any impact to the traffic.	No Change	No Change in terms of the RFP
279	154	Appendix L	Absence of any onsite OEM/Bidder resource without any replacement.	Please confirm if there is any penalty for delay in resource onbaording & when the resource billing will happen ? Is it on deployment or is there any other condition.	No change	No Change in terms of the RFP
280	131	14 sr.No 7	10% of the Cost of Hardware and Software	Request to be released against 10%PBG	No Change	No Change in terms of the RFP

281	131	14 sr.no 1	50 % of the Cost of Hardware and Software	Requst of atleast 70% of payment to be made aginst Delivery	No Change	No Change in terms of the RFP
282	131		No mention on payment in case of SNR	In case site not ready, balance 50% payment for installation commisiong should not be hold and released to bidder	Clarification	As per the terms of the RFP
283	56	Appendix B point 6	The Bidder (including its OEM, if any) should either be Class-I or Class-II local supplier as defined under this RFP	Request to Pls remove bidder from MII clause	No Change	No Change in terms of the RFP
284	114	Appendix E point15	quantity of equipment to be purchased or the minimum order quantity. The Bank, however, reserves the right to procure extra quantity of equipment during the validity period of the offer.	1)what is the maximum quantity capping of extra order and 2) please mention thePrice validity period	Clarification	As per the terms of the RFP
285	155	Penalties	The cap of 20 percentage penalty of the Total Purchase Order will be applied for a sum of penalties calculated under various heads mentioned above. T	20% capping is substainily very high and request to consider 10% max capping request.	No Change	No Change in terms of the RFP
286	128	12. Training and Certification	The bidder shall ensure comprehensive training and certifications to be conducted by the OEM for 60 Bank officials within two years.	Please let us know location/City of training	Clarification	As per the terms of the RFP
287	128	12. Training and Certification	The necessary study material for training and certifications shall be arranged by the bidder,	Does bank Expect OEM certification	Clarification	As per the terms of the RFP
288	128	12. Training and Certification	OEM to conduct refresher course for which content should be revised in accordance with the latest SDWAN technologies and trends.	Request Amendement :OEM/OEM certified Training Partner to conduct refresher course for which content should be revised in accordance with the latest SDWAN technologies and trends.	No Change	No Change in terms of the RFP
289	129	12. Training and Certification	The Bank shall inform the details of the Bank officials to be trained in the SDWAN technologies. The Bank will designate up to 60 Bank officials during the whole contract period. OEM to provide training and certification.	Does bank wants OEM to provide training and certification within 2 years of contract period or whole contract period	Clarification	During entire contract period as specified in the RFP.
290	149	Appendix–L/Other Terms and Penalties	100% Solution uptime	Suggest to keep Solution uptime to 99.99%	No Change	No Change in terms of the RFP
291	149	Appendix–L/Other Terms and Penalties	100% Solution uptime	We understand Solution uptime include only Datacentercomponents and exclude Branch routers	No change	No Change in terms of the RFP
292	152	Appendix–L/Other Terms and Penalties	Expand the capacity / enhance the features / upgrade the hardware / software supplied, either from Vendor, or third party, or developed in-house.	OEM provided hardware will only support OEM hardware components, Wont support any in-house developed components, request you to remove in-house development clause	No change	No Change in terms of the RFP
293	153	Appendix–L/Other Terms and Penalties	For any custom / ad hoc report as per the requirement of the Bank, the required development shall be done by the bidder/OEM within 7 days of request raised so that such report can be generated instantaneously to meet any further requirement.	Please let us know Occurrence of Custom report requirement in 7 year contract period	No change	No Change in terms of the RFP
294	155	Appendix–L/Other Terms and Penalties	Devices to be deployed at Branches and DC of the Bank must be delivered to the respective Branch/designated locations within a period of 8 weeks from the date of placing PO /LOI.	Request bank to keep delivery timeline for DC 8-12 weeks and branches 12-16 weeks	Corrigendum	Please refer Corrigendum

295	170	10 LIQUIDATED DAMAGES	Service Provider fails to deliver product and/or perform any or all the Services within the stipulated time, schedule as specified in this Agreement, the Bank may, without prejudice to its other remedies under the Agreement, and unless otherwise extension of time is agreed upon without the application of liquidated damages, deduct from the Project Cost, as liquidated damages a sum equivalent to __% of total Project Cost for delay of each week or part thereof maximum up to __% of total Project Cost. Once the maximum deduction is reached, the Bank may consider termination of the Agreement.	What is percentage of penalty per week and maximum penalty	Clarification	SLA attached is only template. Please refer to the RFP.
296	112	Appendix-EAcceptance of LOI/PO, Signing of SLA	Bidder shall ensure that the devices shall be delivered to all the allocated locations and migration of those devices should not have any impact on operations.	We understand Migration of any devices needs to be done in the bank approved downtime	Clarification	Yes. Within the Bank's approved downtime.
297	114	Appendix-E/Acceptance of LOI/PO, Signing of SLA	The Purchase Order may be placed in part or full by State Bank of India or any of its Associates/Subsidiaries. The quantity or number of SDWAN devices (equipment) to be purchased is only indicative. No guarantee or assurance is being provided hereby as to the exact quantity of equipment to be purchased or the minimum order quantity. The Bank, however, reserves the right to procure extra quantity of equipment during the validity period of the offer. The same rate will be applicable to all Associates/Subsidiaries of State Bank of India.	What is timeline for validity of offer?	Clarification	As per the terms of the RFP
298	115	Appendix-E/Acceptance of LOI/PO, Signing of SLA	The Bidder should not outsource the contract to sub-contractor. An undertaking to this effect should be submitted by the bidder.	Pleaserelax this caluse,for Branch site installation allow bidder to use sub-contractor	No Change	No Change in terms of the RFP
299	116	Appendix-E/Acceptance of LOI/PO, Signing of SLA	All the API integration required on OEM devices should be done by the OEM.	Please let us know Bank tools which needs API intergation and as per our understanding any such kind of intergation any changes require on Bank tool will be in scope of Bank/Bank NI who is managing these tools	Clarification	Tools details shall be provided to the shortlisted bidder.
300	116	Appendix-E/Architecture, planning and sizing of DC hardware	Bidder has to start OEM engagement immediate after receiving of LOI/PO and has to submit initial plan within 2 weeks and final plan should be submitted within additional 2 weeks i.e. OEM has to complete this plan within 04 weeks after receiving LOI/PO.	Suggest following changes in the timline for submission of documents > SDWAN Solution Design Document including HLD and Implementaiton/Migration plan : 12-16 Weeks	No Change	No Change in terms of the RFP
301	118	Appendix-E/Architecture, planning and sizing of DC hardware	The configuration in Data center devices for the migration of all the remaining branches shall be done by the bidder onsite L3 resources within 6 weeks under supervision of OEM (PS Team), after the deployment of first 340 branches by OEM PS team. The Downtime for the branch migration will be provided post bankinghours as per the discretion of the Bank.	We understand under supervision of OEM TAM remaining branch Migration will be done by bidder. Request bank to give 8-12 weeks timline for configuration of datacenter devices for the migration of all the remaining branches	No Change	No Change in terms of the RFP

302	118	Appendix-E/Architecture, planning and sizing of DC hardware	Any augmentation in Data Centre shall be carried out by the OEM PS team.	as per our undertsanding any further augmentation in DC solution components in 7 year contract period OEM PS team will be carried out	Clarification	As per the terms of the RFP
303	119	Appendix-E/Deployment of DC hardware	Deployment of DC hardware, OS installation, configuration, integration with different specified tools should be completed within 2 weeks after the delivery of hardware equipment.	Request to change the deployment timeline to 6-8 weeks	No Change	No Change in terms of the RFP
304	122	Appendix-E/Installation of Branch devices	Bidder shall migrate all 340 branches within 2 weeks after deployment ofdata center devices.	Request bank to give 4 weeks timeline for initial 340 branches migration(Architecture, planning and sizing of DC hardware RFP section 30 days given for 340 branch migration)	No Change	No Change in terms of the RFP
305	113	Appendix-E/Acceptance of LOI/PO, Signing of SLA	This replacement must be completed 3 months prior to the date of EoL/EoSS of the current devices.		No Change	Incomplete Query.
306	122	Appendix-E/Installation of Branch devices	Installation at remaining branches shall be carried out by NI team at respective locations.	As per our undersranding remaining branches installation will be done by Bank NI scope, Please do let us know timeline for remaining branches(excluding 340 branches) migration	Clarification	The remining branches installation shall be carried out immediately by the respective teams.
307	30	WARRANTY AND ANNUAL MAINTENANCE CONTRACT:	Service Provider shall be agreeable for on-call/on-site support during peak weeks (last and first week of each month) and at the time of switching over from PR to DR and vice-versa. No extra charge shall be paid by the Bank for such needs, if any, during the support period.	We understand onsite L3 team will provide require support for PR and DR, or Does bank expect addional resource during this requirment, please let us know occurrence of PR and DR drill in a year	Clarification	The DR drill will be conducted quarterly and the support will be required on demand during entire contract period. Bidder/OEM should support during the said events as required without any additional cost to the bank.
308	61	Technical Specifications: 1 Solution Deployment -- Point 4	The proposed OEM should have at least 20,000 SDWAN devices deployment.	Request for Clarification: Kindly update on the time period for the OEM deployment like in the past 5 years. Suggest to have it in India .	No Change	No Change in terms of the RFP
309	61	Technical Specifications: 1 Solution Deployment -- Point 5	The proposed OEM should have at least two organizations where 2,000 SDWAN devices have been deployed in each of the organization, out of which at least one organization should be from BFSI/Telecom sector.	Request for Change: The proposed OEM should have at least two Domestic organizations where 2,000 SDWAN devices have been deployed in each of the organization with both organizations from BFSI sector in India Only.	No Change	No Change in terms of the RFP
310	66	Technical Specifications: 1 Solution Deployment -- Point 22	Mean Time between failures (MTBF) for all the devices supplied as part of this contract shall be at least 70,000 hours.	Request for Clarification: Kindly clarify on the logic for asking MTBF for 70000 hours, as per RFP the OEM has to support for 3 years Warrenty and 4 years AMC. Hence logically, even if asked it has to be for 3 years.	Clarification	As per the device specification, MTBF should be as mentioned in clause. There is no corelation between MTBF and warranty/AMC asked.
311	73	Technical Specifications: 1.5 Interoperability -- Point 3	Integration with AD - LDAPS, SAML, ADFS	Request for Change: Integration with AD - LDAPS / SAML / ADFS Clarification: Please clarify whether all or any one to be integrated.	Clarification	The proposed device should be capable of providing all the mentioned integration types. However, during implementation bank may ask for enabling of selected functionalities.

312	73	Technical Specifications: 1.5 Interoperability -- Point 3	AAA solution -- authentication, authorization & accounting -- TACACS / TACACS+, RADIUS	Request for Change: AAA solution - authentication, authorization & accounting - TACACS / TACACS+ / RADIUS Clarification: Please clarify whether all or any one to be method to be used.	Clarification	The proposed device should be capable of providing all the mentioned integration types. However, during implementation bank may ask for enabling of selected functionalities.
313	73	Technical Specifications: 1.5 Interoperability -- Point 3	NMS - Network monitoring for all the parameters. - SNMPv3 polling, SNMPv3 traps & REST API calls	Request for Change: NMS - Network monitoring for all the parameters. - SNMPv3 polling / SNMPv3 traps / REST API calls Request for Clarification: Kindly clarify whether the REST API will provided by Bank NMS for SDWAN OEM to integrate.	Clarification	The proposed device should be capable of providing all the mentioned integration types. However, during implementation bank may ask for enabling of selected functionalities. The proposed solution should have rest API responding functionalites to integrate with other tools for monitoring.
314	76	Technical Specifications: 1.7 Quality Of Service -- Point 4	The device should support the per class bandwidth definition for QoS policy. The definition should support all the formats such as Kbps/Mbps/Gbps and percentage bandwidth. However, during configuration any one of these can be selected.	Request for Change: The device should support the per class bandwidth definition for QoS policy. If definition should support all the formats such as Kbps/Mbps/Gbps and percentage bandwidth. However, during configuration any one of these can be selected.	No Change	No Change in terms of the RFP
315	76	Technical Specifications: 1.7 Quality Of Service -- Point 6	The proposed SDWAN solution should be able to define minimum guaranteed bandwidth per class of service	Request for Change: The proposed SDWAN solution should be able to automatically support / define minimum guaranteed bandwidth per class of service	No Change	No Change in terms of the RFP
316	79	Technical Specifications: 2. Security - 2.1 General Security Feature -- Point 5	Encryption algorithms supported must be AES-128, AES-256 and any higher standard. Hashing algorithms supported must be SHA-2 and any higher standards. Key-exchange algorithms supported must be Diffie-Hellman (Group-14 and above), RSA, ECDH (Elliptic Curve Diffie–Hellman Key Exchange) and any higher standard.	Request for Change: Encryption algorithms supported must be AES-128, AES-256 and any higher standard. Hashing algorithms supported must be SHA-2 and any higher standards. Key-exchange algorithms supported must be Diffie-Hellman (Group-14 and above) / RSA / ECDH (Elliptic Curve Diffie–Hellman Key Exchange) or any higher standard.	No Change	No Change in terms of the RFP

317	95	4. Headend Device 4.1 Device Specification Point 3	In the proposed SDWAN solution, the provisioned headend devices should be in N+N redundancy in all Data Centre. Wherein the N is number of headend deployed in each Data Center, in order to cater all allocated branches. Example If the number of allocated branches is 7000 and a single headend device of OEM is capable of catering to 5000 branch end devices. OEM has to deploy 4 headend devices at each Data Centre to cater 7000 branches, such that 2+2 redundancy is achieved. All the headend devices shall be deployed in active active setup, and all the links extended till either the primary or redundant devices shall remain active at all times.	Request for Clarification: Request to update on the Headend device bandwidth throughout required for 7000 locations.	Clarification	In the Proposed SDWAN Solution, the provisioned headend/ device should have minimum 4 X 100G and minimum 10 X 10G fiber port. All Transceivers should be Multimode in a single device without stacking. All ports should be configurable as WAN and LAN as per the Bank requirement. Headend device throughput: Minimum 40Gbps with all features mentioned in this RFP for each device. The above requirement is considering 5000 branches. If the number of branches on a single headend device exceed 5000, throughput of the should be propotionaly increased. For example, if a single headend device is able to cater 7500 branches, the throughput of the single device should be 60 Gbps. But in case device doesn't support upto 60Gbps throughput, then for 2500 branches, another headend device should be provided with minimum 40Gbps throughput as specified above.
318	100	5. Branch Device 5.2 Functional Specification Point 9	The compatible converter for serial port shall be provided by bidder without any additional cost to the bank, wherever required.	Request for Clarification: Request to confirm the existing number of locations having serial port.	Clarification	1.5% of branches may be there with serial port out of 7000 branches in the scope of this RFP.
319	108	6 Logs, Dashboard and Report 6.5 Report Specification Point 1	All reports must be exportable in CSV and PDF Formats.	Request for Change: All reports must be exportable in CSV or PDF Formats.	No Change	No Change in terms of the RFP
320	65	1.17	The proposed SDWAN solution should have session log archival server with appropriate capacity planning	Query - 1. The Archival Server shall be part of BoQ and the financial bid. 2. Any Server is OK with SBI or there are some specific techncal specifications.	Clarification	1. Yes 2. Planning will be done by Bidder and the provided servers will be part of SDWAN solution. The servers should comply as per the clause mentioned for data centre components.
321	65	1.17	If the utilization remains above 60% for a period of 120 minutes (cumulative of continuous and non-continuous period) for 5 days in a month (regardless of the days being consecutive or not), the selected bidder has to replace such device with a higher capacity device, so as to keep the performance parameters within specified limit, without additional cost to the bank.	Suggestion for change in clause as below - If the utilization remains above 60% for a period of 120 minutes (cumulative of continuous and non-continuous period) for 5 days in a month (regardless of the days being consecutive or not), due to reasons which can be attributed to the Bidder/OEM, (The reasons attributable to SBI shall be excluded , eg genuine increase in traffic from site beyong device capacity / some typr of internal/external DDoS type attack etc) the selected bidder has to replace such device with a higher capacity device, so as to keep the performance parameters within specified limit, without additional cost to the bank.	No Change	No Change in terms of the RFP

322	73	1.5.3	Solution should support PIMS - Previleged Access Management (Acron PAM)	Query - Request to provide details of Acron PAM for intgration with SDWAN	Clarification	Selecter bidder will get the details. The SD-WAN solution should have capability to integrate with web based access and CLI based custom third party script running as per the standard of Linux/Unix/Windows to integrate with PIMS solution.
323	99	5.2.3	The proposed device should seamlessly operate across all climatic temperatures and weather conditions across the globe without any additional heating / cooling device.	Suggestion - The devices which operate in all climatic conditions are Rugged Devices which are higher priced. Due to vey high price of these devices it is suggested to specify the number of devices required to operate in all climatic conditions with separate technical specifications and BoQ for such devices and it is also suggested to specify temprature and humidity range required for devices other than Rugged Devices.	Clarification	All DC end devices will be in DC with all climatic conditions in control. Devices being installed in branches: all most all branches have favourable climatic conditions like AC, UPS, Earthing, etc. but not exactly matching with DCs. The devices installed at the branches in should work with Indian climatic conditions as per the locations.
324	100	5.2.11	The Devices should support the following IPv6 capabilities: a. IPv6 addressing architecture, IPv6 name resolution, IPv6 statistics, IPv6 neighbor discovery b. ICMPv6, IPv6 DHCP c. Support for the following IPv6 features: OSPFv3, BGP Routing support for IPv6 d. Dual Stack (IPv4 and IPv6) e. IPv6 to IPv4 and vice versa natting	Query - 1. When is the plan of SBI to mograte from Ipv4 to IPv6 - the migration related design and implementation 2. Will the migration scope from IPv4 to IPv6 Architecture be part of separate RFP as it involves complexity. 3. Is it OK if some of these features are complied from the migration day.	Corrigendum	Please refer Corrigendum
325	21	Section: Award Criteria and Award of Contract, Point # 19.i.b	If L1 bid is not a ‘Class-I local supplier’, 50% of the order quantity shall be awarded to L1. Thereafter, the lowest bidder among the ‘Class-I local supplier’, will be invited to match the L1 price for the remaining 50% quantity subject to the Class-I local supplier’s quoted price falling within the margin of purchase preference, and contract for that quantity shall be awarded to such ‘Class-I local supplier’ subject to matching the L1 price. In case such lowest eligible ‘Class-I local supplier’ fails to match the L1 price or accepts less than the offered quantity, the next higher ‘Class-I local supplier’ within the margin of purchase preference shall be invited to match the L1 price for remaining quantity and so on, and contract shall be awarded accordingly. In case some quantity is still left uncovered on Class-I local suppliers, then such balance quantity may also be ordered on the L1 bidder	Bank distribute 50% to L1 & 50% to class 1 in that case, like to understand how bank will distribute central orchestrator component equally as it is not divisible in nature. As per PPLC clause product which are divisible in nature can be distributed but product like CUCM(IP telephony) , Wifi - with Controller & SDwan solutions are not divisible in nature so complete order should be given to class 1 provider.	corrigendum	Please refer Corrigendum
326	56	Section: Bidder's Eligibility Criteria, Point # 5	The Bidder should have experience of implementation of SDWAN solution at least 2 Domestic/Global organizations with minimum 2000 SDWAN devices in each organization. Out of these 2 organizations one should be from BFSI/Telecom sector.	We request you to please go for 2000 sites with deployment in India. The Bidder should have experience of implementation of SDWAN solution at least 2 Domestic/Global organizations with minimum 2000 SDWAN devices in each organization in India Out of these 2 organizations one should be from BFSI/Telecom sector.	No Change	No Change in terms of the RFP

327	56	Section: Bidder's Eligibility Criteria, Point # 6	The Bidder (including its OEM, if any) should either be Class-I or Class-II local supplier as defined under this RFP.	Only Class 1 Bidder should participate in RFP as there are many class one certificate bidder. Request to modify the point as below: "The Bidder (including its OEM, if any) should either be Class-I local supplier as defined under this RFP. The bidder and OEM must submit Certificate signed by Statutory Auditor for Class-1 qualification" If only Class-1 bidder is not accpetable to bank, still we request to get Statutory Auditor signed Certificate for Class-1 or Class-2. Then point can be modified as below: The Bidder (including its OEM, if any) should either be Class-I or Class-II local supplier as defined under this RFP. The bidder and OEM must submit Certificate signed by Statutory Auditor for Class-1/Class-2 qualification	No change	No Change in terms of the RFP
328	N/A	Request to add new Point		Request to add this clause in the RFP so that proposed hardware will have minimum performance guarantee All the hardware proposed for branch or DC-DR should have minimum 8 GB RAM. This is required to achieve the performance along with features mentioned int he RFP	No Change	Not considered
329	N/A	Request to add new Point	As per Indian government mandate - MTCTE - Mandatory Teasting & certification of Telecomunication equipments, is an essential certification for any networking devices. Request to add this clause compliance from all participating OEMs.	Request to add this clause as per Government of India mandate	No change	No Change in terms of the RFP

330	59	Technical and Functional Specifications, Point # 5	dynamically selected group* : Automatic branch selection on behalf of pre applied tags given below for example. Name of tags may change based on the actual requirements. Minimum numbers of tags that should be available to apply is 10 per branch end device. Circle name: X/Y/Z (minimum 20 circles). State/UT Name: A/B/C (minimum 36 states). AO/ZO name: P/Q/R (minimum 1500). TSP name: L/M/N (minimum14 TSPs). Media type: Wired, RF, 4G, 5G, VSAT, MPLS minimum 10. Bandwidth: Numeric values ranging from 1 to 100G. Up to 10 such configurable tags. Example: User should be able to filter out the branches based on the tags : Circle: Chandigarh State: Himachal Pradesh TSP : TSP1 Media Type: RF Based on the output from above applied filter, user should be able to change latency SLA parameter or Configure syslog IP to all the filtered branches out of 7000 branches.	We support the tags, which can help to filter out all the desired branches and reports can be generated based on such tag filters. However, config push should be planned accrodingly once the devices are filtered based on the templates associated with such branches. Single push config to all these filtered branches may not be possible. Request to modify the clause as below: "Based on the output from above applied filter, user should be able to identify the branches where a common config change is to be pushed via their associated templates"	No Change	No Change in terms of the RFP
331	62	Solution Deployment, Point # 10	In the Proposed SDWAN Solution the existing data traffic from branch end device should not be impacted due to unavailability of connectivity towards controllers hosted centrally at DCs.	Data traffic via overlay tunnels will not be impacted until IPSec rekey timer expires which can be configured upto maximum of 7 days. Beyond this, the IPSec tunnels will go down, data plane cannot be kept UP without control plane indefinitely. Request to modify the point as below: In the Proposed SDWAN Solution the existing data traffic from branch end device should not be impacted due to unavailability of connectivity towards controllers hosted centrally at DCs upto 7 days	Clarification	The data traffic from the branch end towards the DCs or vice versa should not be impacted even when the control channel between the branch end SDWAN device and DC headend SDWAN device is unavailable except in the case of longer duration downtime controllers across all DC simultaneously.

332	64	Solution Deployment, Point # 17	All devices deployed as part of SDWAN solution (including Data Centre and branch devices) should have hardware and software parameters utilisation under 60% with all feature set enabled, as stated in this RFP, for following parameters throughout the contract period. a. CPU b. SSD c. Memory d. Any other measurable parameters e.g., swap space, ASIC processor utilization, GPU utilization, threads, throughput consumption etc. If the performance of the deployed device degrades, in terms of any of the above-mentioned parameters, upon addition of a certain number of branches, the capacity limits of such device will be considered as the number before the degradation.	The proposed hardware for branches as well as DC-DR is multi-core CPU with sufficient storage and RAM to achieve desired performance at the branch. CPU, Memory performance will not impact the traffic as long as device is able to serve the traffic efficiently. The proposed devices have much higher throughput capacity as compared to the actual utilization in branches. Hence request to modify this clause to allow upto 75% of Memory utilization for the proposed hardware.	Corrigendum	Please refer Corrigendum
333	66	Solution Deployment, Point # 18	The proposed SDWAN solution should have session log archival server with appropriate capacity planning of the storage to accommodate the data of the all allocated branches as per the retention period defined. Such session log archival server shall be deployed across two datacentres in active-active mode. All the branch-end devices shall send the session logs to the primary server (in DC) only, and the same should be replicated to server placed at DR site within 5 minutes duration.	Log archival can be done is separate server like syslog servers, SIEM tools, etc. It is not advisable to store very old logs within SDWAN Analytics to avoid performance issues. Request to allow bidder to propose separate Log servers for retention of archived logs. It is possible to have active-active Analytics nodes in both DC and DR. However, in such a situation, it is advisable to send logs from branch to both the Analytics clusters at the same time which means there is no sync required between DC to DR analytics. Alternatively, the logs can be sent to DC Analytics only and then replicated to DR. But this may or may not be completed within 5 mins because it will depend on various factors like latency between DC/DR, amount of logs, prioritization at Analytics nodes, etc. Hence request to either allow sending data to both analytics or remove the 5 minutes condition from this clause.	Corrigendum	Please refer Corrigendum
334	67	Section 1.1- License, Point # 4	Any device functioning should not be impacted in case, the corresponding licenses expires	SDWAN devices come with subscription license and when the subscription expires, the device can still run for a limited time period without renewal. After this time period, the device functionality will be limited to few users and few sessions only. Since these are not perpetual licenses, request to modify this clause accordingly or remove it.	No Change	No Change in terms of the RFP
335	70	Section 1.3- Load Balancing mechanism, Point # 7	The proposed SDWAN solution should Support GRE tunnel for VSAT link termination out of the box. If not, any additional component required for VSAT link should be provisioned by bidder at no additional cost to the Bank. Any such device should be a managed network device.	SDWAN devices would support ethernet interfaces only. The existing VSAT links would be provided by the existing ISP along with required converter (if applicable) to give ethernet hand-off to the edge device. Please confirm if any other converter is to be considered by the bidder for such VSAT branches.	Clarification	Use of GRE tunnel maybe required in case SD-WAN device is required to function as normal router. Exact count of VSAT locations shall be shared with successful bidder, and shall be within 1% of branches under scope of this RFP.

336	78	Section 1.8-Additional Feature, Point # 6.d	As requestor of the API calls, solution should be capable of communicating with third party tools like ticketing and alerting tools.	SDWAN solution acts in a "Responder only" mode for API calls made by any 3rd party tools. For pushing any alerts/events to other tools, we can use emails, webhook or Kafka. Request to modify the point as follows: As responder to API calls, solutoin should be capable of communicating with third party tools like ticketing and alerting tools. or Solution should be capable of communicating with third party tools like ticketing and alerting tools using email, webhook, or other mechanism	Corrigendum	Please refer Corrigendum
337	78	Section 1.8-Additional Feature, Point # 9	The Proposed SDWAN solution may support data compression techniques for unencrypted traffic like FTP etc	SDWAN solutions support certain traffic optimization features like TCP Optimization, SaaS Optimization. However, data compression is a WAN optimization feature which requires very large, purpose built hardware and will drive the overall cost of the solution very high. Request to remove this clause.	Clarification	Non Mandatory Clause
338	79	Section 2.1-General Security Features, Point # 4	Solution should also be able to integrate with centralized key management server of the Bank for rotation of certificates and IPSEC keys	Please specify which key management server is used by Bank and which protocols it uses. We support RFC-based standard protocols and can integrate with well-known key management solutions. Any proprietary solution, if used by Bank, needs to be evaluated further	Clarification	Currently Key Management Interoperability Protocol (KMIP) with PKCS#11 is being used in the Bank. The provisioned solution should be able to support well-known secure key management protocols.
339	79	Section 2.1-General Security Features, Point # 4	Solution should also be able to integrate with centralized key management server of the Bank for rotation of certificates and IPSEC keys	Please specify which key management server is used by Bank and which protocols it uses. We support RFC-based standard protocols and can integrate with well-known key management solutions. Any proprietary solution, if used by Bank, needs to be evaluated further	Clarification	Currently Key Management Interoperability Protocol (KMIP) with PKCS#11 is being used in the Bank. The provisioned solution should be able to support well-known secure key management protocols.
340	81	Section 2.1-General Security Features, Point # 12	OEM of the proposed SDWAN solution must certify that their product is free of malware, free from OWASP vulnerabilities and free of any covert channels in the code at the time of deployment in the Bank and throughout the life cycle of the devices.	No Software can be qualified as bug free or malware free or vulnerability free. Any such vulnerabilities, if found, need to be fixed by OEM in a timely manner. Request to modify this point as below: OEM must certify that any malware/vulnerability after deployment would be fixed within mutually agreed timelines.	No Change	No Change in terms of the RFP
341	84	Section 2.3-Device Security, Point # 9	The devices deployed must be tamper proof i.e., any other OS/ firmware, third party software cannot be installed.	In order to ensure the device is tamper proof, it is advisable to use hardware with TPM chipset which ensures that only certified OEM OS can be deployed on the given device. Request to add this requirement and modify the point as below: The devices deployed must be tamper proof i.e., any other OS/ firmware, third party software cannot be installed. The device must have inbuilt TPM chipset.	No Change	No Change in terms of the RFP

342	84	Section 2.3- Device Security, Point # 10	Proposed SDWAN solution should have an option to disable concurrent login from the same user on single device proposed as part of the solution.	It is recommended NOT to allow direct access to the device from any user. Only the authenticated user who is logged into the Orchestrator GUI should be able to access the device cli via the GUI itself. As per the previous point, login to Orchestrator GUI is already restricted, hence this point would not be required. Request to remove this clause from RFP.	No Change	No Change in terms of the RFP
343	84	Section 2.3- Device Security, Point # 11	Proposed SDWAN solution should have the option to disable the default login ID and allow Bank to create custom super user or root user	Super user/root user are default users which are required for "login of the last resort" if all other methods fail. these users cannot be deleted or created new. The login password for such users can be customized by Bank as per their policy requirements. Request to modify the point as follows: Proposed SDWAN solution should have the option to modify the default login password and allow Bank to create custom password for super user or root user	No Change	No Change in terms of the RFP
344	85	Section 2.4- Log Security, Point # 2.k and 2.l	Logs should be configured to include but not limited to following: k) Details of system/files accessed of the SDWAN device. l) Use of privileges. (i.e., Privilege escalation)	It is not recommended to allow CLI access to any user, except for deep-dive troubleshooting requirements. During such access, all requested logs in this clause are available except these 2 points. Request to remove these 2 or make them optional	Corrigendum	Please refer Corrigendum
345	87	Section 3.2- Functionality Specification, Point # 1	In the Proposed SDWAN Solution, the Controller(s) deployed in any one Data Center should be able to cater to all the deployed branches. If a single box is not capable of handling all the deployed branches, the bidder may deploy multiple boxes in cluster. In such a case, controller cluster in any one DC should be accessible through a single VIP (virtual IP). Similar setup should be replicated across all other Data Centers.	The Central orchestrator is designed to be deployed in DC and DR for HA purposes. However, the design will not allow placing the Orchestrator in all 4 DCs. They can be placed in only 1 DC and 1 DR. Request to modify the clause as below: In the Proposed SDWAN Solution, the Controller(s) deployed in any one Data Center should be able to cater to all the deployed branches. If a single box is not capable of handling all the deployed branches, the bidder may deploy multiple boxes in cluster. In such a case, controller cluster in any one DC should be accessible through a single VIP (virtual IP). Similar setup should be replicated in DR site as well.	No Change	No Change in terms of the RFP
346	88	Section 3.2- Functionality Specification, Point # 2	Any changes made in the Master controller should be automatically synced to HA pair, DR devices and all the slave controllers, within a duration of maximum 60 seconds.	Config change done at Primary Node will be replicated to Secondary node, however, it cannot be guaranteed to happen within 60 seconds. It will depend on multiple factors like latency between DC-DR, the size of file to be synced, diff between existing config and new one pushed from DC to DR, etc. Hence request to modify the point as below: Any changes made in the Master controller should be automatically synced to HA pair, DR devices and all the slave controllers.	Corrigendum	Please refer Corrigendum

347	89	Section 3.2-Functionality Specification, Point # 2	All the 7000 branch devices can fetch update from the any one of the controller (i.e. cluster A, B, C, D) deployed in the Data Centres irrespective of the state and geographical location as per its connectivity and priority defined at the branch device.	Branches will never fetch config from the orchestrator, instead the orchestrator will push the config when Admin user commits it to be branch. There will be only Primary Orchestrator which will always push the config via underlying network. Only when Primary Orchestrator is down, the Secondary becomes new Primary. Request to modify the point as accordingly.	Clarification	All the 7000 branch devices can fetch update (either push or pull method) from the any one of the controller.
348	90	Section 3.2-Functionality Specification, Point # 3	Proposed Orchestrator should have the capability to synchronize automatically as well as manually with geographically redundant devices. Automatic synchronization should be done in near real-time (within 60 seconds) without any manual intervention.	"Config change done at Primary Node will be replicated to Secondary node, however, it cannot be guaranteed to happen within 60 seconds. It will depend on multiple factors like latency between DC-DR, the size of file to be synced, diff between existing config and new one pushed from DC to DR, etc. Hence request to modify the point as below: Proposed Orchestrator should have the capability to synchronize automatically as well as manually with geographically redundant devices. Automatic synchronization should be done without any manual intervention."	Corrigendum	Please refer Corrigendum
349	91	Section 3.2-Functionality Specification, Point # 6	Examples of parameters to be considered for Group creation: Circle name: X/Y/Z (minimum 20 circles). State/ UT Name: A/B/C (minimum 36 states). AO/ZO name: P/Q/R minimum 1500 . TSP name: L/M/N minimum 14 TSPs. Media type: Wired, RF, 4G, 5G, VSAT, MPLS minimum 10 types. Bandwidth: Numeric values ranging from 1 to 100G. minimum 10 such configurable tags. Example case: Admin should be able to filter out the branches based on the below tags: Circle: Chandigarh State: Himachal Pradesh TSP : TSP1 Media Type: RF Suppose this filter gives 900 out of 7000 branches as result. Based on this output, admin should be able to change configuration such as SLA parameter, syslog IP of these selected 900 branches.	"We support the tags, which can help to filter out all the desired branches and reports can be generated based on such tag filters. However, config push should be planned accrodingly once the devices are filtered based on the templates associated with such branches. Single push config to all these filtered branches may not be possible. Request to modify the clause as below: "Suppose this filter gives 900 out of 7000 branches as result. Based on this output, admin should be able to plan change configuration such as SLA parameter, syslog IP of these filtered 900 branches."	No Change	No Change in terms of the RFP
350	92	Section 3.2-Functionality Specification, Point # 10	Proposed Orchestrator should push/ pull and rollback Templates to all branches managed by individual Central Manager/ Orchestrator within 5 minutes	The requested operation is achievable, however, it cannot be guaranteed the operation will complete within 5 mins. It depends on the number of branches where config is being pushed, the amount of config to be pushed, latency between DC to the branches,etc. Request to modify the point as below: Proposed Orchestrator should push/ pull and rollback Templates to all branches managed by individual Central Manager/ Orchestrator.	Corrigendum	Please refer Corrigendum

351	93	Section 3.2-Functionality Specification, Point # 20	The Proposed Orchestrator should have the capability to delete all the OS/firmware images except the running image on the branch devices for dynamically selected group through template or Script.	Deletion of existing images from branch devices can be done either manually or using a script, there is no template available for this. Request to modify the point as below: The Proposed Orchestrator should have the capability to delete all the OS/firmware images except the running image on the branch devices for dynamically selected group manually or through Script.	No Change	No Change in terms of the RFP
352	94	Section 3.2-Functionality Specification, Point # 23	The proposed Orchestrator should have intelligence defined as per the SLA to automatically distribute total IPSEC tunnels/paths across all available headend devices, so as the resource utilization of headend doesn't cross 60% utilization. If so the IPSEC tunnels/paths to be shifted to next available headend device under 60% utilization.	The SDWAN Hub devices are placed in Active-Active state in the network and each branch device will always have an active IPSec tunnel with each hub device. Hence this point is not applicable as per solution design. Request to remove this point	No change	No Change in terms of the RFP
353	96	Section 4.2-Headend device functional specification, Point # 3	Headend device should automatically learn per-branch configured bandwidth and the applied QoS associated with it. Headend device should apply QoS or bandwidth limitation per branch (considering multiple IPsec tunnels/paths initiated from the branch due to multiple links at branch and dual handoff at data center basis). The applied QoS should not cross the branch links' actual bandwidth per data center	The headend device can learn about capacity of the link at branch end and then limit the traffic to that much capacity to be sent on that link. However, this headend device cannot reserve bandwidth for reverse traffic towards branch for critical/non-critical applications. Request to remove this clause.	Corrigendum	Please refer Corrigendum
354	102	Section 6.1-Device specification, Point # 2.b	The proposed SDWAN solution should have servers for storing below types of data as per the retention period specified, with appropriate capacity planning of the storage – a. Live monitoring data - for displaying central and branch dashboards as specified further in this section b. All session data – for forensic purpose.	All session data needs to be sent from SDWAN device to syslog server, SIEM tool, etc which are meant to consume this much amount of data. Complete session logging cannot be enabled on SDWAN analytics otherwise the storage of Analytics will become unpredictable and its performance will be impacted. Request to modify the point as below: b. All session data must be streamed to external syslog server.	No Change	No Change in terms of the RFP
355	102	Section 6.1-Device specification, Point # 3	Such server(s) shall be deployed across two datacentres in redundancy, wherein each Data Centre set-up should be capable of handling the load from all the allocated branches individually. All the branch-end devices shall send the session logs to the primary server (in DC) only, and the same should be replicated to server placed at DR site within 5 minutes duration.	Replication from DC to DR cannot be guaranteed to happen in 5 mins since it will depend on multiple factors like latency on DC-DR link, amount of data to be synced, file size, etc. Request to modify the point as below: Such server(s) shall be deployed across two datacentres in redundancy, wherein each Data Centre set-up should be capable of handling the load from all the allocated branches individually. All the branch-end devices shall send the session logs to the primary server (in DC) only, and the same should be replicated to server placed at DR site.	No Change	No Change in terms of the RFP

356	102	Section 6.1- Device specification, Point # 3	Such server(s) shall be deployed across two datacentres in redundancy, wherein each Data Centre set-up should be capable of handling the load from all the allocated branches individually. All the branch-end devices shall send the session logs to the primary server (in DC) only, and the same should be replicated to server placed at DR site within 5 minutes duration.	Replication from DC to DR cannot be guaranteed to happen in 5 mins since it will depend on multiple factors like latency on DC-DR link, amount of data to be synced, file size, etc. Request to modify the point as below: Such server(s) shall be deployed across two datacentres in redundancy, wherein each Data Centre set-up should be capable of handling the load from all the allocated branches individually. All the branch-end devices shall send the session logs to the primary server (in DC) only, and the same should be replicated to server placed at DR site.	No Change	No Change in terms of the RFP
357	103	Section 6.2- Live Dashboard and Reporting, Point # 2	The proposed SDWAN solution should have the capability to record and display all session information (for all users and all applications) from Branch End devices being accessed with the following minimum granular data in tabular format: a. Source IP b. Destination IP c. Session timestamp d. Protocol e. Source Port f. Destination Port g. Traffic Sent volume h. Traffic Received volume i. Application name (Well Known, Custom) j. Incoming interface and outgoing interface. k. User ID information from AD integration l. Branch End device IP address	This capability is available, however, it is advisable to be enabled only for debugging purposes and then shutdown again. If these logs are to be stored, then it is advisable to stream the session logs to external syslog servers, SIEM tools, etc	No Change	No Change in terms of the RFP
358	104	Section 6.2- Live Dashboard and Reporting, Point # 3	Reporting tool / dashboard should be able to fetch data any time from archival storage as and when requested for customizable time period, within the retention period as specified above. The requested dashboard from archived storage should be presented within 5 minutes	Dashboard from archived storage can be seen using manual scripts. There will be required for additional Analytics VM for this specific requirement. Moreover, the report may not be generated within 5 mins since it will depend on number of branches for which report is generated, amount of data to be pulled from arhived database, etc. Request to remove this time duration from the clause	No Change	No Change in terms of the RFP
359	104	Section 6.3- Central Dashboard, Point # 3	The proposed SDWAN solution should have customizable dashboard as per the requirement of the Bank.	Proposed analytics will have multiple pre-built automated reports and screen. However, there is no user customizable dashboard supported. Request to remove this clause.	Clarification	The mentioned parameters in this RFP related to dashboard display will be finally accepted by the bank before solution acceptance.

360	105	Section 6.3-Central Dashboard, Point # 7	The reporting module of the proposed solution should provide monitoring dashboard to provide information such as a. Number of successful/ failed configuration push/ pull to/ from edge devices.	The proposed solution GUI will show the details of all branches where the config push was successful or failed, however, there is no such dashboard or monitoring report which can be extracted from this. Also, there is no reporting of config pull from edge devices because pull operation itself is not recommended from edge device. Hence, request to modify the point as below: The proposed solution should provide information such as a. Number of successful/ failed configuration push to edge devices.	No Change	No Change in terms of the RFP
361	107	Section 6.4-Branch Dashboard, Point # 1	Bank may demand to add more parameters during implementation and bidder need to incorporate.	This is very open ended. Request to modify as below: Bank may demand to add more parameters during implementation and bidder need to incorporate, if feature request is accepted by OEM, and deliver it within mutually agreed timelines.	Clarification	Bank may demand to add more parameters during implementation and bidder need to incorporate and deliver it within mutually agreed timelines.
362	108	Section 6.4-Branch Dashboard, Point # 8	For the purpose of near real-time device and end-user monitoring, the proposed SDWAN analytics solution should be able to populate the data inputs within 60 seconds for selected Branch End devices for duration upto 15 days on to the selected dashboard. For all other data, the dashboards must populate and report should be generated within 5 minute.	The assumption is that these monitoring will be done for individual branch and not for a group of branches at the same time. Please confirm if the understaing is correct. Time taken for fetching the reports cannot be guaranteed as it depends on multiple parameters. Hence request to remove the timers mentioned in this point.	Corrigendum	Please refer Corrigendum
363	61	Section: Solution Deployment, Point # 4	The proposed OEM should have at least 20,000 SDWAN devices deployment.	The proposed OEM should have at least 20,000 SDWAN devices deployment in India	No Change	No Change in terms of the RFP
364	61	Section: Solution Deployment, Point # 5	The proposed OEM should have at least two organizations where 2,000 SDWAN devices have been deployed in each of the organization, out of which at least one organization should be from BFSI/Telecom sector.	The proposed OEM should have at least two organizations where 2,000 SDWAN devices have been deployed in each of the organization in India , out of which both the organization should be from BFSI sector	No Change	No Change in terms of the RFP
365	61	1 Solution Deployment - 3	All components of proposed solution should be in the form of hardware appliance and must be rack mountable.	Branch end devices are proposed based on the throughput requirement and may not be rack mountable to the small form factor. Request to rephrase the clause as "All components of proposed solution should be in the form of hardware appliance and must be rack mountable or placed on Tray provided with the device OEM ."	Clarification	If the form factor is small then Rack mounting may not be required for branch devices.
366	66	1 Solution Deployment - 21	The Proposed SDWAN reporting and dashboard solution should have capacity for minimum 50 concurrent login for the admin/management console or GUI without any degradation in services.	Every session login consumes resources when the admin logs into the centralized management tool. Admin can query resource intensive tasks and hence it is recommended not to have 50 concurrent login sessions. Allowing 50 concurrent logins will definitely lead to performance issues on the management tool. Request to rephrase the clause as "The Proposed SDWAN reporting and dashboard solution should have capacity for minimum 5 concurrent login for the admin/management console or GUI without any degradation in services."	No Change	No Change in terms of the RFP

367	69	1.3 Loadbalamcing Mechanism - 2	In the proposed SDWAN solution, the WAN path selection for the traffic originating from branch should be dynamically done based on the policy configured/pushed from the Central Controller. The device should support load balancing on available WAN links based on 1. Session based 2. packet based The devices should support both load-balancing mechanisms (Packet and Session) for different application groups/profiles on same device simultaneously. Example: Application group such as APP1 should use session-based load balancing mechanism and Application group such as APP2 should use packet based load balancing mechanism in the same branch router simultaneously.	Packet based load balancing is a legacy method supported only by loadballancer solutions. In this method there would be an additional latency induced at source for breaking the segment and at destination to assemble the segment back. This would further impact application user performance. Routers cannot run session based and packet based loadballancing simultaneously as both uses different algorithms. Hence request you to rephrase the clause as "In the proposed SDWAN solution, the WAN path selection for the traffic originating from branch should be dynamically done based on the policy configured/pushed from the Central Controller. The device should support load balancing on available WAN links based on 1. Session based 2. packet based The devices should support either of the load-balancing mechanisms (Packet or Session) at any given point of time. Example: Application group such as APP1 and APP2 should either use session-based load balancing or packet based load balancing mechanism."	No Change	No Change in terms of the RFP
368	83	2.3 Device Security 1	All devices provisioned as part of the solution should have the capability to restrict management access based on IP address / Subnets. The access lists for the purpose must be at least 20 IPs / subnets.	Management access to the devices has to be provided through specific subnets of the SOC/NOC Team. Including subnets outside of SOC/NOC can lead to misuse / increase of attack surface which is not recommended. Each DC having SOC/NOC (four DC and 1 subnet per NOC/SOC) can have one subnet for management of devices still providing future scale to add more IP/subnets. We can provide 10 IP / subnet per user / TACACS / RADIUS group. Request to rephrase the clause as "All devices provisioned as part of the solution should have the capability to restrict management access based on IP address / Subnets. The access lists for the purpose must be at least 10 IPs / subnets per User / TACACS/Radius Group."	No Change	No Change in terms of the RFP
369	61	1 Solution Deployment -3	All components of proposed solution should be in the form of hardware appliance and must be rack mountable.	Branch end devices are proposed based on the throughput requirement and may not be rack mountable due to the small form factor.	Clarification	If the form factor is small then Rack mounting may not be required for branch devices.

370	61	1 Solution Deployment -3	Controller - Proposed OEM physical appliance only	Appliance based controller would have limited scalability for future scale. VM based controller can be expanded to provided scalability and enhance performance by increasing resources from the underlying VM. Request to rephrase as "Controller Appliance can be OEM physical appliance or Virtual Machine. All underlying infrastructure required like hypervisor, server has to be included as part of the technical solution from Day-1."	Corrigendum	Please refer Corrigendum
371	98	5.2 Functional Specification -1	Proposed branch device should have an appropriate rack mounting kit as per the form factor of the proposed device. The power supply unit of device should be as per the Indian standard plug and power rating of the device. All the necessary material for the rack mounting of the devices must be provided by the Bidder/OEM.	Branch end devices are proposed based on the throughput requirement and may not be rack mountable due to the small form factor. Request to rephrase the clause as "Proposed branch device should have an appropriate rack mounting kit / tray as per the form factor of the proposed device. The power supply unit of device should be as per the Indian standard plug and power rating of the device. All the necessary material for the rack / tray mounting of the devices must be provided by the Bidder/OEM."	Clarification	If form factor is small then the mountig kit may not be required.
372	99	5.2 Functional Specification -3	The proposed device should seamlessly operate across all climatic temperatures and weather conditions across the globe without any additional heating / cooling device.	Electronic devices are manufactured to operate in ideal of temperature and humidity conditions. Devices manufactured to operate in extreme conditions are of different make and called ruggedized. Request to rephrase as "The proposed devices should be able to operate under following conditions. Temperature - 0°–40°C Humidity - 10%–90% non-condensing"	Clarification	All DC end devices will be in DC with all climatic conditions in control. Devices being installed in branches: all most all branches have favourable climatic conditions like AC, UPS, Earthing, etc. but not exactly matching with DCs. The devices installed at the branches in should work with Indian climatic conditions as per the locations.
373	99	5.2 Functional Specification -5	The Device should have inbuilt memory storage (SSD/ NVRAM/ etc.) to locally retain: 1. syslog for at least 1 month. 2. minimum 2 OS images. 3. configuration file up to 5 revision number.	Centralized Manager / Controller will have the ability to store configuration revision and Log server will store the logs from all devices centrally. Storing logs on branch device affect the performance and does not provide ability to pull logs from the device. Request you to rephrase the clause as "The Device should have inbuilt memory storage (SSD/ NVRAM/ etc.) to locally retain: 1. send syslog to central log server part of the solution as per log retention period mention for log server. 2. minimum 2 OS images. 3. configuration file up to 5 revision number should be stored locally or on the Controller / Manager."	No Change	No Change in terms of the RFP
374	100	5.2 Functional Specification -9	The compatible converter for serial port shall be provided by bidder without any additional cost to the bank, wherever required.	As per specifications under section 5.1 point no 2, all interfaces required should be 1G. Request to confirm how many serial to Ethernet converters should be provided per router at the branch.	Clarification	1.5% of branches may be there with serial port out of 7000 branches in the scope of this RFP.

375	100	5.2 Functional Specification -12	The Devices should support time-based policies to allow, deny desired traffic for pre-defined time range considering day-wise, and timewise. Example: a. Depending on the banking hours and operational ease, bank wants to allow antivirus updates from Monday to Friday from 16:00 hrs. to 17:00 hrs. only or any customizable time range. b. Likewise, the bank wants to allow windows update on 10th, 20th and 27th of every month from 18:00 hrs. to 19:00 hrs. only.	Time based policies are supported based on Day of the week and time range. Creation of schedule based on date of the Month is not supported. Request you to rephrase the clause as "The Devices should support time-based policies to allow, deny desired traffic for pre-defined time range considering day-wise, and timewise. Example: a. Depending on the banking hours and operational ease, bank wants to allow antivirus updates from Monday to Friday from 16:00 hrs. to 17:00 hrs. only or any customizable time range. "	No Change	No Change in terms of the RFP
376	102	6.1 Device Specification -1	In the Proposed SDWAN Solution the provisioned central reporting device should have at least 4 x 10 G fiber port with Multimode SFP+. All ports should be fully populated from day one.	Reporting server will be deployed on Server and required ports will be provided in the server appliance. Request you to rephrase the clause as "In the Proposed SDWAN Solution the provisioned central reporting device (if virtual then the underlying server) should have at least 4 x 10 G fiber port with Multimode SFP+. All ports should be fully populated from day one."	No Change	No Change in terms of the RFP
377	128	11. Spares and RMA -2	RMA of device (Brand New) should arrive within 4 hour at the respective Data Centre irrespective of day and time including holidays 24x7x365	In the same section point number 1, it is requested to provide Cold standby for the DC Headend Devices. In such case requesting for RMA to be delivered in 4 hours over and above the Cold stand by will be redundant and add to overall cost to Bank. Request you to either request for "Cold Standby" or "4 hours RMA" for DC devices.	No Change	No Change in terms of the RFP
378	128	11. Spares and RMA -3	Timelines for any such incident shall start from the time when the Bank / the Bank's NI informs either the Bidder or OEM	RMA is raised only once TAC confirms hardware fault which would require replacement of the device. Timelines for RMA only starts when RMA is confirmed and raised by TAC and not when TAC ticket is raised. Request you to rephrase the clause as "Timelines for any such incident shall start from the time when TAC has confirmed the hardware failure and raise RMA"	No Change	No Change in terms of the RFP
379	134	Data Centre Devices (Y)	(Sizing of the DC devices should be done accordingly by the bidder and quantity as per the technical specifications and rates should be mentioned in this table, Including license if any applicable for entire contract period	The point mentions that the sizing for DC Headend device has to be done by the bidder however the required sizing consideration of device throughput after enabling SDWAN and IPSEC functionality is not mentioned in the RFP. Sizing can be subjective in absence of sizing considerations and lead to disparity in sizing between different bidder leading to incorrect comparison of solutions. If the device is undersized, it may lead to production failure causing business and reputation impact to the Bank. Request bank to mention the throughput for the headend devices post enabling SDWAN and IPSEC feature set.	Clarification	The bidder/ OEM has to architect the solution in such a way that none of the parameters shall go beyond 60% utilisation. Please refer point number 17 on page number 64.

380	64	1 Solution Deployment -17	All devices deployed as part of SDWAN solution (including Data Centre and branch devices) should have hardware and software parameters utilisation under 60% with all feature set enabled, as stated in this RFP, for following parameters throughout the contract period. a. CPU b. SSD c. Memory d. Any other measurable parameters e.g., swap space, ASIC processor utilization, GPU utilization, threads, throughput consumption etc.	Every OEM has different hardware software architecture, thus aligning CPU cores / thread / memory is the responsibility of the OS without impacting the performance of the appliance. Some cores / threads may utilized higher than other however this does not impact the device performance. Hence request you to rephrase the clause as "All devices deployed as part of SDWAN solution (including Data Centre and branch devices) should have hardware and software parameters utilisation under 80% with all feature set enabled, as stated in this RFP, for following parameters throughout the contract period. a. CPU b. SSD c. Memory d. Any other measurable parameters e.g., swap space, ASIC processor utilization, GPU utilization, throughput consumption etc."	Corrigendum	Please refer Corrigendum
381	66	1 Solution Deployment -18	The proposed SDWAN solution should have session log archival server with appropriate capacity planning of the storage to accommodate the data of the all allocated branches as per the retention period defined. Such session log archival server shall be deployed across two datacentres in active-active mode. All the branch-end devices shall send the session logs to the primary server (in DC) only, and the same should be replicated to server placed at DR site within 5 minutes duration.	Log server would receive syslog from 7000 branches and 4 hubs devices. This traffic would be in multiples of Gbs. Replicating multi-gig traffic from DC to DR would not just be dependant on the two log servers but would also require dedicated bandwidth for the replication to complete in timely manner. Request you to rephrase the clause as "The proposed SDWAN solution should have session log archival server with appropriate capacity planning of the storage to accommodate the data of the all allocated branches as per the retention period defined. Such session log archival server shall be deployed across two datacentres in active-active mode. All the branch-end devices shall send the session logs to the primary server (in DC) only, and the same should be replicated to server placed at DR site within 180 minutes duration. Necessary dedicated bandwidth will be provided by the Bank for the replication purpose."	Corrigendum	Please refer Corrigendum

382	70	1.3 Load Balancing Mechanism -6	The proposed SDWAN solution should be able to load balance the traffic across multiple WAN links of uneven bandwidth. Simultaneous monitoring of the links should be done to avoid congestion on the lower-bandwidth link. Example: TSP1 Link is of 5Mbps and TSP2 link is of 50Mbps. So, the load balancing of traffic/sessions should be 1:10 ratio.	Different OEM solutions have different mechanism to load balance traffic across two links with different bandwidth. Our solution can load balance traffic based on available bandwidth ensuring that the link with smaller bandwidth is not bottleneck and utilized accordingly. Request you to rephrase the clause as "The proposed SDWAN solution should be able to load balance the traffic across multiple WAN links of uneven bandwidth. Simultaneous monitoring of the links should be done to avoid congestion on the lower-bandwidth link. Example: TSP1 Link is of 5Mbps and TSP2 link is of 50Mbps. So, the load balancing of traffic/sessions should be 1:10 ratio or based on available / free bandwidth utilization on both links."	No Change	No Change in terms of the RFP
383	78	1.8 Additional Feature -9	The Proposed SDWAN solution may support data compression techniques for unencrypted traffic like FTP etc.	Today in Banking environment 100% of traffic is SSL based. Compression is a legacy method of WAN optimization used when WAN links had sparse bandwidths in kbps and when traffic was clear-text. Data compression at branch would require decompression at DC which would add latency to complete data transfer. Lastly bank should not run unencrypted applications on WAN and compression does not work for encrypted traffic. Request you to remove this point.	Clarification	Non Mandatory Clause
384	85	2.4 Logs Security -3	Logging level on the devices should be configurable as per requirement of the Bank. Enabling the highest level logging should not degrade the performance of the device.	Enabling debug level of logging utilizes CPU resources depending the type of debug being executed which can impact the production performance and is not recommended. Debug logging should only be used for troubleshooting. Request you to rephrase the clause as "Logging level on the devices should be configurable as per requirement of the Bank. Enabling the highest level logging (except debug) should not degrade the performance of the device."	Corrigendum	Please refer Corrigendum
385	87	3. Orchestrator 3.1 Device Specification -1	In the Proposed SDWAN Solution the provisioned central orchestrator/manager/controller should have at least 4x10G fiber port with Multimode SFP+. All ports should be fully populated from day one.	It is recommended to deploy Controller / orchestrator on VM to provide scale and performance.. Request you to rephrase the clause as "In the Proposed SDWAN Solution the provisioned central reporting device (if virtual then the underlying server) should have at least 4 x 10 G fiber port with Multimode SFP+. All ports should be fully populated from day one."	No Change	No Change in terms of the RFP

386	88	3.2 Functionality Specification -2	In the Proposed SDWAN Solution, the Controllers / controller clusters shall be deployed in all four Data centers of the Bank. There should be a single point of manageability in one of the two below mentioned ways – a. There should be a master controller / orchestrator managing the individual orchestrator deployment in each DC. Master controller in such a case shall be placed in local HA and in DC-DR. b. All 4 clusters should work in nested cluster architecture, i.e., at any point of time, Controller / controller cluster in one DC shall act as Master and remaining controllers hosted in other DCs shall act as Slaves, for management login. All the four set of controllers shall remain Active at all times, for operations such as configuration, key exchange, etc. Any changes made in the Master controller should be automatically synced to HA pair, DR devices and all the slave controllers, within a duration of maximum 60 seconds.	Sync between the controllers depend on the amount of data / configuration that needs to be synced and dedicated bandwidth available between the instances. Syncing take take more time if the sync is with regards to 1000s of branches for multiple setting, templates, OS files etc. Considering these 60 seconds of time is not sufficient to sync between the controller instances. Request to rephrase the clause as "In the Proposed SDWAN Solution, the Controllers / controller clusters shall be deployed in all four Data centers of the Bank. There should be a single point of manageability in one of the two below mentioned ways – a. There should be a master controller / orchestrator managing the individual orchestrator deployment in each DC. Master controller in such a case shall be placed in local HA and in DC-DR. b. All 4 clusters should work in nested cluster architecture, i.e., at any point of time, Controller / controller cluster in one DC shall act as Master and remaining controllers hosted in other DCs shall act as Slaves, for management login. All the four set of controllers shall remain Active at all times, for operations such as configuration, key exchange, etc. Any changes made in the Master controller should be automatically synced to HA pair, DR devices and all the slave controllers, within a duration of maximum 30 mins."	Corrigendum	Please refer Corrigendum
387	90	3.2 Functionality Specification -3	Proposed Orchestrator should have the capability to synchronize automatically as well as manually with geographically redundant devices. Automatic synchronization should be done in near real-time (within 60 seconds) without any manual intervention. In case a branch loses the connectivity with primary/ master Orchestrator, than the branch should fetch the configuration from any of the next available Orchestrators deployed in other Data Centres automatically without any manual intervention.	Sync between the controllers depend on the amount of data / configuration that needs to be synced and dedicated bandwidth available between the instances. Syncing take take more time if the sync is with regards to 1000s of branches for multiple setting, templates, OS files etc. Considering these 60 seconds of time is not sufficient to sync between the controller instances. Request to rephrase the clause as "Proposed Orchestrator should have the capability to synchronize automatically as well as manually with geographically redundant devices. Automatic synchronization should be done in near real-time (within 30 minutes) without any manual intervention. In case a branch loses the connectivity with primary/ master Orchestrator, than the branch should fetch the configuration from any of the next available Orchestrators deployed in other Data Centres automatically without any manual intervention."	Corrigendum	Please refer Corrigendum

388	92	3.2 Functionality Specification -9	Proposed Orchestrator should have the capability to (either push or pull as per the design): I. Push templates to all branches managed by individual Central Manager/ Orchestrator concurrently to minimum 1000 devices. The templates should be pushed to the remaining managed branches in subsequent iterations automatically. So necessary threads, memory, processes etc. should be provisioned accordingly. II. Cater minimum 1000 branch Pull requests concurrently. Pull requests should be having scheduling mechanism ranging from 10 sec to 1 minute. So necessary threads, memory, processes etc. should provisioned accordingly. Example: A configuration template has to be pushed for 5000 branches on dynamically selected group. Device should push template to these 5000 branches with grouping of 1000 branch in one cycle and should complete the remaining 4000 branches without any manual intervention.	The main benefit of adopting solutions like SDWAN is to centrally manage, monitor and configure all device from single console in DC. This means majority of the configuration should be deployed form the central management pane towards all the branches. Configuration change being performed locally at the branch should be predominantly avoided and allowed only in case of extreme emergency. This scenario cannot be applicable to 1000s of branch where configuration change is being made locally from the branch defeating the purpose of SDWAN which is the scenario when pull operation is required from the central management pane. Pulling of configuration is not applicable to 1000s of branches simultaneously and is applicable to 1 or 2 branches at a time to sync back the configuration change locally performed at the branch. Request to rephrase the clause as "Proposed Orchestrator should have the capability to (either push or pull as per the design): I. Push templates to all branches managed by individual Central Manager/ Orchestrator concurrently to minimum 1000 devices. The templates should be pushed to the remaining managed branches in subsequent iterations automatically. So necessary threads, memory, processes etc. should be provisioned accordingly. II. Pull requests should be available for syncing configuration from the branch device to the central management pane. Example: A configuration template has to be pushed for 5000 branches on dynamically selected group. Device should push template to these 5000 branches with grouping of 1000 branch in one cycle and should complete the remaining 4000 branches without any manual intervention."	No Change	No Change in terms of the RFP
389	92	3.2 Functionality Specification -10	Proposed Orchestrator should push/ pull and rollback Templates to all branches managed by individual Central Manager/ Orchestrator within 5 minutes.	Time taken to perform tasks like pull/push / rollback can depend on the amount of configuration and number of devices to whom the confirmation is being pushed / pulled. 5 mins is too short in case the configuration has to be deployed to 1000s of devices. Request you to rephrase as "Proposed Orchestrator should push/ pull and rollback Templates to all branches managed by individual Central Manager/ Orchestrator within 20 minutes."	Corrigendum	Please refer Corrigendum

390	93	3.2 Functionality Specification -16	Proposed Orchestrator should have a central repository to store at least 10 OS/firmware (comprising all the recommended & rollback version for Headend and Branch end devices). Solution should have scheduling mechanism for OS/firmware upgradation of dynamically selected group. Headend and Branch end devices should have sufficient storage locally to house the current running version and rollback version of deployed OS/firmware. Note: The Centralized repository should be available on SSD.	It is recommended to upgrade the devices based on groups created based on type and similar platforms Request to rephrase the clause as "Proposed Orchestrator should have a central repository to store at least 10 OS/firmware (comprising all the recommended & rollback version for Headend and Branch end devices). Solution should have scheduling mechanism for OS/firmware upgradation of static / dynamically selected group of devices. Headend and Branch end devices should have sufficient storage locally to house the current running version and rollback version of deployed OS/firmware. Note: The Centralized repository should be available on SSD."	No Change	No Change in terms of the RFP
391	93	3.2 Functionality Specification -17	In the event of failure during upgradation, the device should have graceful rollback mechanism automatically to previous running version without any manual intervention.	Upgrade failure can occur due to multiple reason and in some cases could also lead to the device getting isolated from the network Request to rephrase the clause as "In the event of failure during upgradation, the device should have graceful rollback mechanism automatically or with manual intervention to previous running version. "	Corrigendum	Please refer Corrigendum
392	98	5.2 Functional Specification -1	Proposed branch device should have an appropriate rack mounting kit as per the form factor of the proposed device. The power supply unit of device should be as per the Indian standard plug and power rating of the device. All the necessary material for the rack mounting of the devices must be provided by the Bidder/OEM.	Branch end devices are proposed based on the throughput requirement and may not be rack mountable due to the small form factor. Request to rephrase the clause as "All components of proposed solution should be in the form of hardware appliance and must be rack or tray mountable at the Branch.	Clarification	If form factor is small then the mountig kit may not be required.
393	95	4 Headend 4.1 Device Specification -1	In the Proposed SDWAN Solution, the provisioned headend/ device should have eight 40 G (with backward compatibility for 10G) fiber port with Multimode SFP+ in a single device without stacking. All ports should be configurable as WAN and LAN as per the Bank requirement. All ports should be fully populated from day one.	The point mentions that the sizing for DC Headend device has to be done by the bidder however the required sizing consideration of device throughput after enabling SDWAN and IPSEC functionality is not mentioned in the RFP. Sizing can be subjective in absence of sizing considerations and lead to disparity in sizing between different bidder leading to incorrect comparison of solutions. If the device is undersized, it may lead to production failure causing business and reputation impact to the Bank. Request to change the clause as "In the Proposed SDWAN Solution, the provisioned headend/ device should have four X 40G and 8 X 10G SFP+ fiber port. All Transceivers should be Multimode in a single device without stacking. All ports should be configurable as WAN and LAN as per the Bank requirement. All ports should be fully populated from day one." Request bank to mention the throughput for the headend devices post enabling SDWAN and IPSEC feature set.	Corrigendum	Please refer Corrigendum

394	75	1.7 Quality Of Service -3	The device should support (but not limited to) industry standard congestion management techniques such as class-based weighted fair queue, Low latency queue or equivalent.	Terminologies used in the clause are specific to single OEM. Request you to rephrase clause as "The device should support (but not limited to) industry standard congestion management techniques such as class-based weighted fair queue or equivalent, Low latency queue or equivalent."	No Change	No Change in terms of the RFP
395	80	2.1 General Security Feature -9	OEM of the proposed SDWAN solution should have internal VAPT team to identify any zero-day vulnerabilities in their product. Certificate for the same process is required from the OEM.	VAPT is an internal process and cannot be shared. Request to rephrase as "OEM of the proposed SDWAN solution should have internal VAPT team to identify any zero-day vulnerabilities in their product. Certificate of confirmation that OEM performs such process internally has to be shared by the OEM. "	No Change	No Change in terms of the RFP
396	82	2.2 Integration Security -3	Support for Remote Authentication Dial-In User Service (RADIUS), TACACS and TACACS+ for AAA (Authentication, authorization, and accounting) should be available. Device must be able to configure at least 5 AAA servers. If the first AAA server is not reachable, device should be able to fall-back and send request to next available AAA server. If any of the AAA servers is reachable, the local login to the device should be configurable.	More the number of AAA server the latency would increase causing delay in authenticating the user. Request to rephrase the clause as "Support for Remote Authentication Dial-In User Service (RADIUS), TACACS and TACACS+ for AAA (Authentication, authorization, and accounting) should be available. Device must be able to configure at least 3 AAA servers. If the first AAA server is not reachable, device should be able to fall-back and send request to next available AAA server. If any of the AAA servers is reachable, the local login to the device should be configurable."	No Change	No Change in terms of the RFP
397	83	2.3 Device Security -2	All the sensitive information (including passwords, keys) should be hashed (using SHA-2 or any other higher standards) and should not be visible in plain text at CLI / GUI.	Every OEM has different deployment for encrypting local data. Request you to rephrase the clause as "All the sensitive information (including passwords, keys) should be hashed (using SHA-2/AES-128 or any other higher standards) and should not be visible in plain text at CLI / GUI. "	No Change	No Change in terms of the RFP
398	102	6.2 Live Dashboard and Reporting Device -1	Edge device in the proposed solution should be able to send path parameters data, session details, etc. to the central reporting device at interval of every 5-minute maximum.	Congestion of the links can some times lead to delay in sending the logs. As logs are give lower priority hence request to rephrase the clause as "Edge device in the proposed solution should be able to send path parameters data, session details, etc. to the central reporting device at interval of every 5-10 minute maximum. "	No Change	No Change in terms of the RFP
399	103	6.2 Live Dashboard and Reporting Device -2	The proposed SDWAN solution should have the capability to record and display all session information (for all users and all applications) from Branch End devices being accessed with the following minimum granular data in tabular format:	Request to remove "k. User ID information from AD integration" from the clause	No Change	No Change in terms of the RFP

400	102	6.1 Device Specification -2	Such server(s) shall be deployed across two datacentres in redundancy, wherein each Data Centre set-up should be capable of handling the load from all the allocated branches individually. All the branch-end devices shall send the session logs to the primary server (in DC) only, and the same should be replicated to server placed at DR site within 5 minutes duration.	Log server would receive syslog from 7000 branches and 4 hubs devices. This traffic would be in multiples of Gbs. Replicating multi-gig traffic from DC to DR would not just be dependant on the two log servers but would also require dedicated bandwidth for the replication to complete in timely manner. Request you to rephrase the clause as "Such server(s) shall be deployed across two datacentres in redundancy, wherein each Data Centre set-up should be capable of handling the load from all the allocated branches individually. All the branch-end devices shall send the session logs to the primary server (in DC) only, and the same should be replicated to server placed at DR site within 180 minutes duration."	No Change	No Change in terms of the RFP
401	103	6.1 Device Specification -3	Reporting tool / dashboard should be able to fetch data any time from archival storage as and when requested for customizable time period, within the retention period as specified above. The requested dashboard from archived storage should be presented within 5 minutes.	Log retention period mentioned in this clause is 60/90 days for different parameters. There is no mention for the requirement of "Archive storage" and the retention period for the logs in archive storage in the RFP. Fetching logs from archive storage and presenting in 5 minutes is not feasible as it depends on the size of logs, duration, number of devices etc to fetch and restore the logs on the log server to get the logs. Request you to rephrase the clause as "Reporting tool / dashboard should be able to fetch data any time from archival storage as and when requested for customizable time period, within the retention period as specified above.."	No Change	No Change in terms of the RFP
402	104	6.3 Central Dashboard -3	The proposed SDWAN solution should have customizable dashboard as per the requirement of the Bank.	The statement is open ended. Request Bank to define the customizations required in the RFP.	Clarification	The mentioned parameters in this RFP related to dashboard display will be finally accepted by the bank before solution acceptance.
403	105	6.3 Central Dashboard -4	The Dashboard should be able to display the current load on headend devices across multiple data centers in GUI.	Request Bank to specify with examples which parameters should be shown as load in the GUI. Please confirm if below mentioned parameters can be considered . CPU - Memory - Traffic utilization on the interface Concurrent Sessions count -Session Rate	Clarification	Please refer point number 17 on page number 64 for the parameters need to display in dashboard

404	105	6.3 Central Dashboard -8	For all the dashboards mentioned in this RFP, below should be the response time- • For the purpose of near real-time device and end-user monitoring, the proposed SDWAN analytics solution should be able to populate the data inputs within 60 seconds for selected Branch End devices for duration up to 15 days on to the selected dashboard. • For the purpose of reporting, monitoring (for archived data older than 15 days), the dashboards must populate and report should be generated within 5 minutes. For dashboards/ reporting, the necessary capacity planning like disk IOPS, SSD, RAM, etc. shall be done by the bidder. Any performance enhancement required to achieve the above-mentioned requirements shall be provided by the bidder at no additional cost to the Bank during the whole contract period.	Report generation requires pulling of various data points from different logs depending on the parameter and number of devices included in the report for generation. Such reports should be scheduled for generation rather than getting them on demand. Time required to generate reports cannot be confirmed due to the dynamic nature of inputs which may be included for report generation as mentioned above. There could background process running for scheduled reports which can also lead to delay in generating the reports. Request to rephrase the clause as "For all the dashboards mentioned in this RFP, below should be the response time- • For the purpose of near real-time device and end-user monitoring, the proposed SDWAN analytics solution should be able to populate the data inputs for selected Branch End devices for duration upto 15 days on to the selected dashboard. • For the purpose of reporting, monitoring (for archived data older than 15 days), the dashboards must populate and report should be generated. For dashboards/ reporting, the necessary capacity planning like disk IOPS, SSD, RAM, etc. shall be done by the bidder. Any performance enhancement required to achieve the above-mentioned requirements shall be provided by the bidder at no additional cost to the Bank during the whole contract period."	Corrigendum	Please refer Corrigendum
405	106	6.3 Central Dashboard -10	The Proposed SDWAN Solution should provide the Digital user experience Monitoring dashboard (GUI) in a single pane for each individual branch. Further, drilling down the branch based dashboard, it should be capable of displaying issues due to applications/links/local systems. The information should include but not limited to j) User experience	Determining issues due to applications/local systems is job of Application Performance Monitoring (APM) solution and not of SDWAN. SDWAN solution can highlight the issues observed on the link and applications based on network / TCP statistics only. User experience can be affected due to local switch / DC side switching / network where the SDWAN solution has no visibility and hence it cannot provide details on user experience. Request to rephrase the clause as "The Proposed SDWAN Solution should provide the Digital user experience Monitoring dashboard (GUI) in a single pane for each individual branch. Further, drilling down the branch based dashboard, it should be capable of displaying issues due to applications/links/local systems with regards to network / TCP statistics. The information should include but not limited to" Also Request to remove "User Experience" from the clause.	Corrigendum	Please refer Corrigendum

406	106	6.3 Central Dashboard -11	The dashboard of proposed SDWAN solution should support a near real-time automated alerting mechanism and alerts can be forwarded to another monitoring tools using SNMP traps, syslog and API etc. The alerts should be sent to users or admins through email and SMS etc.	Most of the alerts have details which cannot be included in SMS (due to limitation in SMS) and has to be shared on Email only. Email gateway integration is supported by the central dashboard to send notifications. Request to rephrase the clause as "The dashboard of proposed SDWAN solution should support a near real-time automated alerting mechanism and alerts can be forwarded to another monitoring tools using SNMP traps, syslog and API etc. The alerts should be sent to users or admins through email / SMS etc."	No Change	No Change in terms of the RFP
407	106	6.4 Branch Dashboard -1	The dashboard of the proposed solution should be capable of doing near real-time monitoring of all the links in GUI with respect to the following (but not limited to) parameters: · Packet loss · Jitter · Link errors · Bandwidth utilization · Latency · Duplex, Speed Note: Bank may demand to add more parameters during implementation and bidder need to incorporate.	Request Bank to clearly mention the requirement in theRFP for the bidder / Oem to confirm on the compliance. Any additional parameter demanded by the Bank can only be implemented if those are support in the platform. Request to rephrase the clause as "The dashboard of the proposed solution should be capable of doing near real-time monitoring of all the links in GUI with respect to the following (but not limited to) parameters: · Packet loss - Jitter - Link errors - Bandwidth utilization · Latency · Duplex, Speed"	No Change	No Change in terms of the RFP

408	108	6.4 Branch Dashboard -8	The dashboards mentioned in this RFP, below should be the response time- • For the purpose of near real-time device and end-user monitoring, the proposed SDWAN analytics solution should be able to populate the data inputs within 60 seconds for selected Branch End devices for duration upto 15 days on to the selected dashboard. • For all other data, the dashboards must populate and report should be generated within 5 minute. For dashboards / reporting, the necessary capacity planning like disk IOPS, SSD, and RAM etc. shall be done by the bidder. Any performance enhancement required to achieve the above-mentioned requirements shall be provided by the bidder at no additional cost to the Bank during the whole contract period.	Report generation requires pulling of various data points from different logs depending on the parameter and number of devices included in the report for generation. Such reports should be scheduled for generation rather than getting them on demand. Time required to generate reports cannot be confirmed due to the dynamic nature of inputs which may be included for report generation as mentioned above. Request to rephrase the clause as "The dashboards mentioned in this RFP, below should be the response time- • For the purpose of near real-time device and end-user monitoring, the proposed SDWAN analytics solution should be able to populate the data inputs for selected Branch End devices for duration upto 15 days on to the selected dashboard. • For all other data, the dashboards must populate and report should be generated. For dashboards / reporting, the necessary capacity planning like disk IOPS, SSD, and RAM etc. shall be done by the bidder. Any performance enhancement required to achieve the above-mentioned requirements shall be provided by the bidder at no additional cost to the Bank during the whole contract period."	Corrigendum	Please refer Corrigendum
409	98	5.1 Device Specification -2	The branch device should have following throughput with all feature set enabled as stated in RFP and port capacity:	Most bank locations have LTE connection. In the next 7 years there is high probality that 4G will become obsolete and provider will move to 5G / 6Gconnectivity. The average speeds in 5G is more than 200Mbps. Request Bank to consider this futuristic upgrade for sizing the Branch devices.	No Change	No Change in terms of the RFP
410	81	2.1 General Security Feature -13	OEM of the proposed SDWAN solution must certify that their product goes through periodical rigorous application security testing (at least annually) and corrective action is taken on them. Such rectification should be made available to the devices deployed in Bank, in form of OS upgrades / patches as per identification of the vulnerability with following timelines:	Request to rephrase the clause as "OEM of the proposed SDWAN solution must certify that their product goes through periodical rigorous application security testing (at least annually) and corrective action is taken on them. Such rectification should be made available to the devices deployed in Bank, in form of OS upgrades / patches as per identification of the vulnerability applicable to the configured functionality of SBI SDWAN solution with following timelines: Request change of timelines as below Medium 96Hours for work around and 90 days time for closure Low 120Hours for work around and 150 days for time for closure"	No Change	No Change in terms of the RFP

411	81	2.1 General Security Feature -14	OEM of the proposed SDWAN solution should resolve any vulnerabilities (VA observation) found by the Bank InfoSec team within the timeline mutually agreed between bidder and the bank depending on the severity expressed by the Bank in maximum 6 months.	Request to rephrase as "OEM of the proposed SDWAN solution should resolve any vulnerabilities (VA observation) found by the Bank InfoSec team within the timeline mutually agreed between bidder and the bank depending on the severity expressed by the Bank."	No Change	No Change in terms of the RFP
412	58	Technical & Functional Specifications	To qualify in the Technical Evaluation, a Bidder must comply with all the requirements as listed in the table below. Bidder(s) must submit their response in yes or no only, any compliance with qualified statement shall be treated as non-compliance.	Bidder / OEM should be allowed to add comments / remarks against the compliance statement of Yes/No. This will allow bidder/OEM to provide more inputs regarding the understanding and compliance of the requirement. Request to change the clause as "To qualify in the Technical Evaluation, a Bidder must comply with all the requirements as listed in the table below. Bidder(s) must submit their response in yes or no with remarks against the point if any."	No Change	No Change in terms of the RFP
413		General	"Declaration by bidder and OEM"	Declaration by the bidder and OEM has been requested in the RFP for Technical compliance. The document gets reviewed internally by multiple tiers of Managers based in India and Abroad and would require a minimum time of 6 weeks post receiving the response to prebid queries. Hence request to align the bid submission date to 6 weeks post "Response to pre-bid queries " has been published by Bank on the portal.	No change	No Change in terms of the RFP
414	105	6.3 Central Dashboard -7	The reporting module of the proposed solution should provide monitoring dashboard to provide information such as a. Number of successful/ failed configuration push/ pull to/ from edge devices. b. Number of edge devices deployed per OS version group-wise. All the above options should be available with further drill-down and with information i.e., IP address, location, hostname, etc.	Request to remove "Number of successful/ failed configuration push/ pull to/ from edge devices." from the clause.	No Change	No Change in terms of the RFP
415	109	6.5 Report Specification -5	The Proposed SDWAN solution should be able to provide data points to external NMS solution through API to generate reports for	The entire rudimentary data will be provided using the API to the external NMS syste. Data computation, Calculation and representation of the data has to be done by the external NMS system.	No Change	No Change in terms of the RFP
416	131	14	Delivery of hardware and software/licences -8 weeks from the date of acceptance of PO	Request to consider 14 weeks for delivery from PO date.	No Change	No Change in terms of the RFP
417	131	14. Payment Schedule	On installation 10% of the cost of hardware and software	What will consistute complete installation whether 340 or 7000 branches	Clarification	As per RFP clause number 5 on page number 120
418	131	14. Payment Schedule	Commissioning	What will constitute complete commissioning whether 340 or 7000 branches	Clarification	please refer point number 3 on page number 117
419	131	14. Payment Schedule	Aceptance of the solution	What will constitute acceptance whether 340 or 7000 branches	Clarification	please refer point number 5 on page number 120

420	70	1.3 Load Balancing Mechanism	The proposed SDWAN Solution should be able to utilize all types of service provider links irrespective of the last mile connectivity type (e.g., MPLS, 4G, VSAT, RF, 5G, etc.) simultaneously and load balance the traffic amongst the all the links irrespective of the last mile connectivity as per configured policies. The devices should support Ethernet extender to support 4G and 5G connectivity (4G, 5G devices will be provided by TSP and Ethernet cable will be extended till router). The proposed SDWAN solution should Support GRE tunnel for VSAT link termination out of the box. If not, any additional component required for VSAT link should be provisioned by bidder at no additional cost to the Bank. Any such device should be a managed network device	Ethernet extender cable to be provide by bank or bidder?	Clarification	Any additional components including ethernet extender cable, converters, additional network device etc. required for achieving the mentioned functionality has to be provided as part of SD-WAN solution by the bidder without any additional cost to the Bank.
421	82	2.1 General Security Feature	The Proposed SDWAN Solution by the bidder, should have separate management port 1/10G (out of band management) for all the devices placed in all data centers	Out of Band infra will be provided by Bidder or Bank? Required switches cables etc.	Clarification	Bidder need to provide management port as per specification of this clause.
422	119	3. Delivery of DC hardware	Successful Bidders should maintain rack level segregation for all the headend, controller, log server and reporting tool etc. All HA components should have rack level redundancy as well in each DC, i.e., all the HA components should be placed in separate racks	Bank to arrange required space, Power	Clarification	Bank shall arrange for space and power as required.
423	121	5. Commissioning & Acceptance of the solution	Acceptance of the Solution will be provided by the Bank to the bidder after migration of all the 7000 allocated branches and accomplishment of all stated below task.	can you specify the critera for the acceptance?	Clarification	please refer point number 5 on page number 120
424	55	Appendix-B Bidder's Eligibility Criteria	Copy of the audited financial statement for required financial years. (Certificate from statutory auditor for preceding/current year may be submitted.)	We request authority to change the caluse as below Copy of the audited financial statement for required financial years. (Certificate from statutory auditor/ CA for preceding/current year may be submitted.)	Corrigendum	Please refer Corrigendum
425	55	Appendix-B Bidder's Eligibility Criteria	Copy of the audited financial statement along with profit and loss statement for corresponding years and / or Certificate of the statutory auditor.	We request authority to change the caluse as below Copy of the audited financial statement along with profit and loss statement for corresponding years and / or Certificate of the statutory auditor/ CA.	corrigendum	Please refer Corrigendum

426	56	Appendix-B Bidder's Eligibility Criteria	The Bidder should have experience of implementation of SDWAN solution at least 2 Domestic/Global organizations with minimum 2000 SDWAN devices in each organization. Out of these 2 organizations one should be from BFSI/Telecom sector.	We request authority to change the clause as below to encourage higher level of participation as the current clause is focussing only on SDWAN technology and becoming restrictive to larger System Integrators with much higher level of experience and expertise in ICT domain. "Bidder / OEM should have experience of implementation of SDWAN solution in Domestic/Global organizations with minimum a) 1 project having 5000 SDWAN Devices or b) 2 Projects having 2000 SDWAN Devices in each organization. Out of these one should be from BFSI/Telecom sector. Bidders / OEM may submit their India/ global experience in terms of technical qualifications of their parent/ group companies/ Sister Concern having same ultimate parent."	No Change	No Change in terms of the RFP
427	131	14. PAYMENT SCHEDULE:	Delivery of hardware and software/licences 50 % of the Cost of Hardware and Software	Due to the higher exposer in CAPES we request authority to change the clause as below, 75 % of the Cost of Hardware and Software	No Change	No Change in terms of the RFP
428	131	14. PAYMENT SCHEDULE:	Installation & On Commissioning, Configuration 10% of the Cost of Hardware and Software 10% of the Cost of Hardware and Software	Due to the higher exposer in CAPEX we request authority to change the clause as below, 20 % of the Cost of Hardware and Software on installation.	No Change	No Change in terms of the RFP
429	131	14. PAYMENT SCHEDULE:	On the date of completion of warranty and submission of bills 10% of the Cost of Hardware and Software	Due to the higher exposer in CAPEX we request authority to change the clause as below, 5% of the Cost of Hardware and Software or Bidder may claim against advance bank guarantee after completion of Migration, testing and fine-tuning	No Change	No Change in terms of the RFP
430	61	1 Solution Deployment Point -2	All components deployed at Data Center locations should be horizontally scalable up to 25000 branches (as per stated scenario in this RFP) if Bank decides to Integrate/migrate additional branches/offices on to the proposed SDWAN solution fabric.	As per bidder's understanding, Solution asked in the RFP is for 7000 Branch devices on day 1, Required additional hardware/software/license for 25000 branches will be procured by the Employer SBI. Kindly confirm.	Clarification	Scope of this RFP is for 7000 branches. (with additional approval +/- 25% only. However bidder shall consider for the scope of 7000 only. Horizontal scalability is must for future expansion.
431	63	1 Solution Deployment Point -13	In the Proposed SDWAN Solution, all links deployed at the critical branches (branch with 2 routers) and normal branch (branch with single router) should be in active-active state. If any additional device/cable is required to achieve above mentioned functionalities, the bidder should arrange for the same without any additional cost to the bank. The additional network device, if provided, should be in HA and should be a managed device.	A) As per understanding Both Router in critical Branches will be installed in same Rack or in adjacent Rack, Please confirm. B) If not please share approximate distance between routers for cabling estimation.	Clarification	Both devices at branch end will be in same rack. However, in case it is not in same rack then also the distance will not be more than 10 meters.
432	66	1 Solution Deployment Point -18	Such session log archival server shall be deployed across two datacentres in active-active mode. All the branch-end devices shall send the session logs to the primary server (in DC) only, and the same should be replicated to server placed at DR site within 5 minutes duration.	Required capacity Link will be provided by "The Bank (SBI)" between DC-DR location to Achieve required RTO and RPO values. Please confirm.	Corrigendum	Please refer Corrigendum

433	70	1.3 Load Balancing Mechanism Point - 7	The proposed SDWAN Solution should be able to utilize all types of service provider links irrespective of the last mile connectivity type (e.g., MPLS, 4G, VSAT, RF, 5G, etc.) simultaneously and load balance the traffic amongst the all the links irrespective of the last mile connectivity as per configured policies.	A) All ISP/TSP links are already exist at Branch locations and all DC/DR sites, B) If any new link required, will be arranged by "The Bank (SBI)". C) All SLA related to the ISP/TSP links will be out of scope for this bidder. Kindly confirm.	Clarification	(A) Yes (B) Yes (C) Yes
434	91	3.2 Functionality Specification	Proposed Orchestrator should have the capability to configure each parameter of branch devices (including but not limited to NTP, Syslog, SNMP services, TACACS server, Log level, etc.) through Orchestrator using Templates/ Configuration Manager	As per Bidder's understanding, server (like NTP, TACACS, AD, DHCP,SYSLOG etc.) are already in place and need to be integrate with sdwan solution components. Required support from the server side Team/OEM will be arranged by The Bank(SBI). Kindly confirm.	Clarification	The mentioned details required for template creation for branch end devices and pushed through central orchestrator will be provided by the Bank.
435	102	6 Logs, Dashboard and Report 6.1 Device Specification Point-3	Such server(s) shall be deployed across two datacentres in redundancy, wherein each Data Centre set-up should be capable of handling the load from all the allocated branches individually.	Logs, Dashboard and Report server solution need to be placed in Two DC locations only in redundancy, not on 4 loctions. Kindly confirm the understanding.	Clarification	The mentioned devices like controllers/orchestrators may be placed in 4 DCs as per the required architecture
436	116	1. Acceptance of LOI/PO, Signing of SLA Point-31	For any custom / ad hoc report as per the requirement of the Bank, the required development shall be done by the bidder/OEM within 7 days of request raised so that such report can be generated instantaneously to meet any further requirement.	Customize/ad hoc reports can be generated based on available technical specifications only of implemented complied/approved solution. Or please provide customization parameters.	Clarification	Bank shall provide details as and when such reports are required
437	119	4. Deployment of DC hardware	Cabling from SDWAN devices to top of the rack switch and till core switch will be done by the bidder including uplink and downlink.	A) As per bidder's understanding, Fiber patch panel between ToR Switch rack and Core switch Rack will be provided by SBI, Bidder will provide patch cord for uplink/downlink port connectivity. B) Also Please share the type of patch cord required (Optical/electrical, Multimode/single mode, connector type SC-SC/LC-LC). Kindly confirm.	Clarification	The details shall be shared to selected bidder.
438	120	4. Deployment of DC hardware	Only Fiber cables (excluding fiber patch cords) will be provided by the bank.	A) As per bidder's understanding, Fiber patch panel between ToR Switch rack and Core switch Rack will be provided by SBI, Bidder will provide patch cord for uplink/downlink port connectivity. B) Also Please share the type of patch cord required (Optical/electrical, Multimode/single mode, connector type SC-SC/LC-LC). Kindly confirm.	Clarification	The details shall be shared to selected bidder.
439	119	4. Deployment of DC hardware	Top of the Rack switch will be provided by the bank.	As per bidder's understanding, Redundant ToR switches in each Rack will be provided with needed port type & pluggables (SFPs) in ToR Switches, by "The Bank (SBI)" as per the solution requirement. Kindly confirm.	Clarification	The details shall be shared to selected bidder.

440	119	3. Delivery of DC hardware Point-2	Bidders should provide 42 U rack fully loaded (Rack doors should not be of glass, it should be perforated) for all data centers devices with the industry standard Power sockets, Dual Power Distribution Units (PDUs) etc. in each rack, power accessories, LIU, patch panels, check nuts, cable managers, equipment with rack mounting kit etc. to mount all components in the rack space provided in the Bank's Data Centers. Bidder may check for the compatibility of power sockets in DCs before procuring the same.	A) Required Power till Rack PDU & Cooling will arranged by "The bank (SBI)". Please confirm. B) Please share location details for all 4 DC/DR sites.	Clarification	A) Yes. B) The details shall be shared to selected bidder.
441	122	7. Delivery of branch hardware Point -2	Successful Bidders shall provide all the compatible equipment / accessories (like rack mounting kit, check nuts, etc.) to mount device in the existing rack space available in the Bank's branches/offices. Rack for branches / offices are already installed in the branch offices. All the accessories to be delivered along with the hardware to the respective locations.	Required rack space, Power and cooling is already there. Kindly confirm.	Clarification	Bank shall arrange for the same at the time of installation of the solution at DCs.
442	122	8. Installation of Branch devices point - 1	Bidder shall be responsible for installation and migration of 340 branch devices (340 spread across 17 circles).	Please share the complete location details for each branch site for resource arrangement during I&C phase.	Clarification	Bank shall arrange for the same at the time of PO with selected bidder.
443	125	9. Resources and support Point-9	Bidder will engage on-site Project Manager for OEM-related tasks including Design, Installation, Migration, Testing of Data Center and Branch devices as well as Integration with ITAM, SIEM, NOC Tools etc.	for Integration, required support from OEMs of ITAM, SIEM, NOC Team will be arranged by "The bank (SBI)". Please confirm.	Clarification	Yes, for Integration, required support from OEMs of ITAM, SIEM, NOC Team will be arranged by "The bank (SBI)". Please confirm.
444	128	12. Training and Certification Point-1	The bidder shall ensure comprehensive training and certifications to be conducted by the OEM for 60 Bank officials within two years.	Please confirm if, OEM or "Affiliated training partner" allowed to deliver training. Kindly ammend accordingly.	Clarification	The bidder shall ensure comprehensive training and certifications to be conducted by the OEM for 60 Bank officials within two years.
445	128	12. Training and Certification point-3	The necessary study material for training and certifications shall be arranged by the bidder, which shall be inclusive of exam fees to the designated Bank staff. The Bidder shall bear all necessary expenses for certifications to the Bank staff without any extra cost to the Bank.	Expense will be borne by bibber for single attempt of certification after training.Please confirm.	Clarification	Coupons for certifications shall be shared to Bank at the time of training. Bank shall use the coupons accordingly.
446				Kindly provice clarity on Bandwidth services to be provided as Bandwidth selling in India is allowed by DoT only through a valid ISP/NLD license issued by them to Telecom Service Operators for which there is an annual license fee which is charged by DoT and that is the reason no 3rd party/SI/Non-Telecom Service Operator can sell bandwidth in India. It is recommended that in the event the RFP is awarded to NEC India, we execute a Tripartite Agreement between the customer, NEC India & the Telecom Service Operator for the Network Services wherein the Telecom Service Operator shall directly bill to the customer.	Clarification	This RFP is only for Supply, installation, Configuration, Testing Commissioning, and warranty support for all components of SDWAN (hardware, software, license, firmware etc.) at all Data Centers and Branches along with operating system and other peripherals and its integration with the Bank's network infrastructure (during the period of contract).

447				Common Seal - As per provision of Companies Act, 2013, Common seal is not applicable for our Company and it is presumed that the Official Seal is the stamp of the Company . Kindly confirm	Clarification	Relevent documents to be submitted to claim the same.
448				It is our understanding that the bidder has to be a Class I Local Supplier and is required to meet the criteria of more than 50% local content. Please clarify if the OEM/Subcontractors of the bidder proposed to be engaged for supplying certain items for this project will also be required to meet the 50% criteria of local content? Please also clarify if there is any notification categorising the items to be supplied under this project as having local sufficiency or competition for the purpose of the Public Procurement Order 2017 being Order No. P-45021/2/2017-PP (BE-II) dated 16.09.2020? Please note that the RFP talks only about switch. Kindly clarify all Make in India requirements to be followed for this RFP	Corrigendum	Please refer Corrigendum
449				Please clarify if the bidder is neither a Class I nor Class II supplier whether such bidder will be eligible to submit a bid for this RFP. Please also clarify if any nodal ministry or department has been notified under Public Procurement Order 2017 being Order No. P-45021/2/2017-PP (BE-II) dated 16.09.2020 for this RFP and whether there is any specific local content requirement to be met for each of the components to be supplied for this RFP?	Corrigendum	Please refer Corrigendum
450				Please clarify how will the bidder calcute the local content for multiple items to be supplied under the RFP? Please also clarify whether bidder has to meet the local content requirement notified for each item or for all components collectively?	Corrigendum	Please refer Corrigendum
451	12	7 (v)	No request for change in commercial/legal terms and conditions, other than what has been mentioned in this RFP or any addenda/corrigenda or clarifications issued in connection thereto, will be entertained and queries in this regard, therefore will not be entertained.	Request authority to kindly seek confirmation from the Bidder as well since for there is a posibility of change in commercials whilst going forwards with business transactions. In the event there is no change in commercials, and the scope of work has been modified by the authority. It will expose the bidder financially.	Clarification	The clause is self explanatory.
452	13	9 (viii)	The EMD will be forefeited	Request the authority to kindly revise the clause wherein authority forfeits the EMD and deduct the amount which has caused direct loss to the authority solely due to the reasosns attributable to the Bidder.	No Change	No Change in terms of the RFP

453	32	33	RIGHT TO AUDIT:	Please note that inspection/audit rights and access to all data of the Supplier will not be possible. The Supplier will only be able to provide copies of the relevant documents which relate to the performance of services under this Agreement and no other document which does not relate to this Agreement can be provided to Authority. This is to secure the confidential information of the company which relates to other parties and the Supplier/Service Provider itself. We request you to delete the entire clause 33 and include a simple clause like the one below: "The Service Provider shall provide Bank and/or persons appointed by Bank copies of the relevant documents relating to the performance of the Contract to enable Bank or persons appointed by Bank to inspect and audit the same. "	No Change	No Change in terms of the RFP
454	34	37 (i)	i. The maximum aggregate liability of Service Provider, subject to below mentioned sub-clause (iii), in respect of any claims, losses, costs or damages arising out of or in connection with this RFP/Agreement shall not exceed the total Project Cost.	Request the auhtority to kindly modify the clause in order to limit the liability of the Bidder. Modification requested as follows- (i) The maximum aggregate liability of Service Provider, subject to below mentioned sub-clause (iii), in respect of any claims, losses, costs or damages arising out of or in connection with this RFP/Agreement shall not exceed the ~~total Project Cost~~.amount of money received by the Service Provider under the respecitve PO / Contract giving rise to such liability.	No Change	No Change in terms of the RFP
455	34	37 (iii)	iii. The limitations set forth herein shall not apply with respect to: (a) claims that are the subject of indemnification pursuant to infringement of third-party Intellectual Property Right. (b) damage(s) occasioned by the Gross Negligence or Willful Misconduct of Service Provider, (c) damage(s) occasioned by Service Provider for breach of Confidentiality Obligations, (d) Regulatory or statutory fines imposed by a Government or Regulatory agency for non-compliance of statutory or regulatory guidelines applicable to the Bank, provided such guidelines were brought to the notice of Service Provider.	Request the authority to kindly modify the clause in order to limit the financial exposure of the Bidder as follows- (iii) ~~The limitations set forth herein shall not apply with respect to:~~ ~~(a) claims that are the subject of indemnification pursuant to infringement of third-party Intellectual Property Right.~~ ~~(b) damage(s) occasioned by the Gross Negligence or Willful Misconduct of Service Provider,~~ ~~(c) damage(s) occasioned by Service Provider for breach of Confidentiality Obligations,~~ ~~(d) Regulatory or statutory fines imposed by a Government or Regulatory agency for non-compliance of statutory or regulatory guidelines applicable to the Bank, provided such guidelines were brought to the notice of Service Provider.~~	No Change	No Change in terms of the RFP

456	37	43	If Service Provider fails to deliver Product and/or perform any or all the Services within the stipulated time, schedule as specified in this RFP, the Bank may, without prejudice to its other remedies under the RFP, and unless otherwise extension of time is agreed upon without the application of liquidated damages, deduct from the Project Cost, as liquidated damages a sum equivalent to 0.5% of total Project Cost for delay of each week or part thereof maximum up to 5% of total Project Cost. Once the maximum deduction is reached, the Bank may consider termination of the Agreement.	Request the authority to kindly modify the clause in order to limit the financial exposure of the Bidder as follows-If Service Provider fails to deliver Product and/or perform any or all the Services within the stipulated time, schedule as specified in this RFP, the Bank may, without prejudice to its other remedies under the RFP, and unless otherwise extension of time is agreed upon without the application of liquidated damages, deduct from the Project Cost, as liquidated damages a sum equivalent to 0.5% of total Project Cost for delay of each week or part thereof maximum up to 5% of total Project Cost~~. Once the maximum deduction is reached, the Bank may consider termination of the Agreement.~~	No Change	No Change in terms of the RFP
457	38	44 i	Bidder shall not have a conflict of interest (the "Conflict of Interest") that affects the bidding Process. Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, the Bank shall be entitled to forfeit and appropriate the Bid Security and/or Performance Security (Bank Guarantee), as the case may be, as mutually agreed upon genuine estimated loss and damage likely to be suffered and incurred by the Bank and not by way of penalty for, inter alia, the time, cost and effort of the Bank, including consideration of such Bidder's proposal (the "Damages"), without prejudice to any other right or remedy that may be available to the Bank under the bidding Documents and/ or the Agreement or otherwise.	Request the authority to kindly modify the clause with some relaxation as the conflict of interest can result into disqualification. This will thereafter result into a huge financial exposure to the Bidder as mentioned in this clause Bid Security and/or Performance Security (Bank Guarantee) will be forfeiture as the case may be.	No Change	No Change in terms of the RFP
458	38	44 ii	ii. Without limiting the generality of the above, a Bidder shall be deemed to have a Conflict of Interest affecting the bidding Process, if:	Request the authority to kindly delete this clause in order to limit the financial exposure of the Bidder.	No Change	No Change in terms of the RFP
459	40	45	Code of Integrity	This clause on debarment and banning cannot be accepted by the Service Provider as the same will lead to huge financial and business exposures and loss of reputation in the event such event occurs. Thus the entire mentioned subclause needs to be deleted	No Change	No Change in terms of the RFP
460	43	46 ii	ii. In the event the Bank terminates the Contract in whole or in part for the breaches attributable to Service Provider, the Bank may procure, upon such terms and in such manner as it deems appropriate, Services similar to those undelivered, and subject to limitation of liability clause of this RFP Service Provider shall be liable to the Bank for any increase in cost for such similar Product and / or Services. However, Service Provider shall continue performance of the Contract to the extent not terminated.	Request the authority to kindly revise the clause in order to limit the financial exposure of the Bidder. Modification requested to delete the clause entirely.	No Change	No Change in terms of the RFP

461	44	46iii	If the Contract is terminated under any termination clause, Service Providershall handover all documents/ executable/ Bank's data or any other relevant information to the Bank in timely manner and in proper format as per scope of this RFP and shall also support the orderly transition to another Service Provider or to the Bank.	Request the authority to kindly revise the clause in order to limit the financial exposure of the Bidder. Modification requested as follows- If the Contract is terminated under any termination clause, Service Providershall subject to Bank releasing all payments due under this Contract for to the Service Provider for the work/services already delivered and all the work that has been carried out by the Service Provider but not delivered till the date of termination and expenses incurred by Service Provider up to and including the effective date of the termination or expiration. handover all documents/ executable/ Bank's data or any other relevant information to the Bank in timely manner and in proper format as per scope of this RFP and shall also support the orderly transition to another Service Provider or to the Bank.	No Change	No Change in terms of the RFP
462	44	46 vi	vi. In the event of failure of Service Provider to render the Services or in the event of termination of Agreement or expiry of term or otherwise, without prejudice to any other right, the Bank at its sole discretion may make alternate arrangement for getting the Services contracted with another Service Provider. In such case, the Bank shall give prior notice to the existing Service Provider. The existing Service Provider shall continue to provide services as per the terms of the Agreement until a 'New Service Provider' completely takes over the work. During the transition phase, the existing Service Provider shall render all reasonable assistance to the new Service Provider within such period prescribed by the Bank, at no extra cost to the Bank, for ensuring smooth switch over and continuity of services, provided where transition services are required by the Bank or New Service Provider beyond the term of this Agreement, reasons for which are not attributable to Service Provider, payment shall be made to Service Provider for such additional period on the same rates and payment terms as specified in this Agreement. If existing Service Provider is breach of this obligation, they shall be liable for paying a penalty of 10% of the total Project Cost on demand to the Bank, which may be settled from the payment of invoices or Bank Guarantee for the contracted period or by invocation of Bank Guarantee.	Request the Bank to confirm if the cost of employing the new Bidder will be borne by the previous Bidder and delete the clause entirely as it is putting the Bidder on a high risk and financial exposure.	No Change	No Change in terms of the RFP

463	44	47ii	ii. For the purposes of this clause, 'Force Majeure' means and includes wars, insurrections, revolution, civil disturbance, riots, terrorist acts, public strikes, hartal, bundh, fires, floods, epidemic, freight embargoes, declared general strikes in relevant industries, Vis Major, acts of Government in their sovereign capacity, impeding reasonable performance of Service Provider and / or Sub-Contractor but does not include any foreseeable events, or those involving fault or negligence on the part of the party claiming Force Majeure.	Modification requested in order to bring out clarity- For the purposes of this clause, 'Force Majeure' means and includes wars, insurrections, revolution, civil disturbance, riots, terrorist acts, public strikes, hartal, bundh, fires, floods, epidemic, quarantine restrictions including but not limited to Covid-19 restrictions, freight embargoes, declared general strikes in relevant industries, Vis Major, acts of Government in their sovereign capacity, impeding reasonable performance of Service Provider and / or Sub-Contractor but does not include any foreseeable events, or those involving fault or negligence on the part of the party claiming Force Majeure.	No Change	No Change in terms of the RFP
464	45	47 iv	. If the Force Majeure situation continues beyond 30 (thirty) days, either party shall have the right to terminate the Agreement by giving a notice to the other party. Neither party shall have any penal liability to the other in respect of the termination of the Agreement as a result of an event of Force Majeure. However, Service Provider shall be entitled to receive payments for all services actually rendered up to the date of the termination of the Agreement.	Request the authority to kindly modify the clause in order to limit the financial exposure of the Bidder as follows- If the Force Majeure situation continues beyond 30 (thirty) days, either party shall have the right to terminate the Agreement by giving a written notice to the other party. Neither party shall have any penal liability to the other in respect of the termination of the Agreement as a result of an event of Force Majeure. However, Service Provider shall be entitled to receive payments within 15 days of such termination for all services and expenses incurred by Service Provider actually rendered up to the date of the termination of the Agreement.	No Change	No Change in terms of the RFP
465	45	48	Termination for Insolvency	Request the authority to kindly modify the clause on mutual terms as either Party may undergo the risk of being insolvent.	No Change	No Change in terms of the RFP
466	45	49	Termination for Convenience	Request the authority to kindly delete this clause in order to limit the liability od the Bidder. Bearing in mind, the current industry scenario and the market conditions, there are possibilities as commercial reasons as when this Agreement gets terminated then the party who receives the notice will have to bear the distress of financial and reputational exposure.	No Change	No Change in terms of the RFP

467	47	50	DISPUTES / ARBITRATION (APPLICABLE IN CASE OF SUCCESSFUL BIDDER ONLY):	Request the authority to kindly consider the jurisdiction as New Delhi, India since it has a larger pool of advocates available and the registered office of the potential service provider is also in New Delhi, India. Also it is recommended to have dispute resolution through arbitration and under the Arbitration and Conciliation Act , 1993 as the same is less time consuming and a more cost effective method of resolving disputes between the parties. Moreover, it is suggested to have exclusice jurisdicition of courts of New Delhi as New Delhi has a larger pool of advocates and easy access to all levels of judiciary. Therefore, request the authority to kindly include the simple clause as-" Arbitration and shall be finally settled under the Arbitration and Conciliation Act, 1996 or any amendments or enactments thereof. The Arbitration shall be conducted by a sole arbitrator mutually appointed by both Parties. The seat of arbitration shall be exclusively in New Delhi, India and the language of the arbitration shall be English. The Parties agree that the decision of the arbitrator shall be final and binding on the Parties and the Parties consent to the enforcement of any resulting arbitration order in the courts of any jurisdiction where either Party maintains business operations or assets. - Arbitration and shall be finally settled under the Arbitration and Conciliation Act, 1996 or any amendments or enactments thereof. The Arbitration shall be conducted by a sole arbitrator mutually appointed by both Parties. The seat of arbitration shall be exclusively in New Delhi, India and the language of the arbitration shall be English. The Parties agree that the decision of the arbitrator shall be final and binding on the Parties and the Parties consent to the enforcement of any resulting arbitration order in the courts of any jurisdiction where either Party maintains business operations or assets. "	No Change	No Change in terms of the RFP
468	48	52	Applicable Law	Request the authority to kindly consider the jurisdiction as New Delhi, India since it has a larger pool of advocates available and the registered office of the potential service provider is also in New Delhi, India.	No Change	No Change in terms of the RFP
469	61	2	All components deployed at Data Center locations should be horizontally scalable up to 25000 branches (as per stated scenario in this RFP) if Bank decides to integrate/migrate additional branches/offices on to the proposed SDWAN solution fabric.	Request Request Remove this point for wider participation.	Clarification	Scope of this RFP is for 7000 branches. (with additional approval +/- 25% only). Horizontal scalability for 25000 branches is must for future expansion.
470	62	8	The proposed SDWAN Solution should provide all the features set stated in the RFP, at on premise deployed hardware. Bank’s data should not get transmitted to OEM cloud/premises for enabling any of the listed feature set. Bidder to submit undertaking/ declaration from OEM along with the Technical bid.	request Request Remove this point for wider participation. Justification: Cloud-Portal is required for license validation for the appliance	No Change	No Change in terms of the RFP

471	63	16	All the Data Centre components of proposed SDWAN solution (including but not limited to Orchestrator, Controller, Analytic engine, Hub/gateway, headend etc.) should support at least 5000 active branches in a single device excludingHA device and without stacking from day one. All the branches have a minimum of 2 WAN links from different TSPs, wherein 5% of total branches as per RFP may have maximum up to 4 WAN Links from different TSPs. All the Data Centres have dual active-active handoff from each TSP. Each IPSEC session from the branch may contain up to 10 SA (Security Associations) sessions / ACL entries for interesting traffic towards Data Centre. Example: Branch has two WAN links from TSP 1 and TSP 2. All data centres have TSP 1 and TSP 2 link with dual active-active handoff. TSP1 and TSP 2 WAN links including secondary handoff will be extended till headend device. So Branch will have minimum 4 paths with each data centre, till the existing WAN router. Path / connectivity from the WAN router till the headend device has not been considered in this, and shall depend on the solution architecture as designed in consultation with the Bank. Branch can send and receive data to / from all four paths simultaneously. Each Data Centre devices should be able to cater such 5000 branches.	Change the clause to : "should support at least 3000 active branches in a single device"	No Change	No Change in terms of the RFP
472	66	19	The proposed SDWAN solution should have ability to support for static, default as well as dynamic routing protocol (such as BGP, OSPF etc.) a. with minimum 1 lakh routing table entries for underlay connectivity at branch router b. with minimum 10 lakh routing table entries for underlay connectivity at Data Centre devices	Request Remove this point for wider participation.	No Change	No Change in terms of the RFP
473	67	3	All licenses should be applied to entire SD-WAN solution/devices through central controller wherein Central Controller should have both option to fetch license information from internet through proxy as well as manual upload option and all other component should updated license information from central controller only, if applicable.	Request Remove this point for wider participation.	No Change	No Change in terms of the RFP
474	79	1	Branch and Headend devices should have separate Control Plane, Management Plane and Data Plane communication. All communication should be encrypted.	Change clause to: "Branch and Headend devices should have separate Control Plane/Management Plane and Data Plane communication. All communication should be encrypted."	Corrigendum	Please refer Corrigendum
475	79	4	The proposed SDWAN solution should allow automated and policy driven refresh of the encryption key, per tunnel. Solution should also be able to integrate with centralized key management server of the Bank for rotation of certificates and IPSEC keys.	Request Remove this clause for wider participation.	No Change	No Change in terms of the RFP

476	80	11	Proposed SDWAN solution should have the capabilities to push software update/patches from the central devices like Controller/ Orchestrator/Manager. Option to disable local OS upgrade should be available for all the devices.	Change clause to: Proposed SDWAN solution should have the capabilities to push software update/patches from the central devices like Controller/Orchestrator/Manager.	No Change	No Change in terms of the RFP
477	82	19	Proposed SDWAN solution should have capability to restrict the number of active concurrent admin / read-only users at the branch device, head-end device, and central orchestrator/manager.	Request Remove this clause for wider participation.	No Change	No Change in terms of the RFP
478	84	10	Proposed SDWAN solution should have an option to disable concurrent login from the same user on single device proposed as part of the solution.	Request Remove this clause for wider participation.	No Change	No Change in terms of the RFP
479	87	1	In the Proposed SDWAN Solution, the Controller(s) deployed in any one Data Center should be able to cater to all the deployed branches. If a single box is not capable of handling all the deployed branches, the bidder may deploy multiple boxes in cluster. In such a case, controller cluster in any one DC should be accessible through a single VIP (virtual IP). Similar setup should be replicated across all other Data Centers. Example – If the number of allocated branches is 7000 and a single orchestrator device of OEM is capable of catering to 5000 branch end devices, then set of two devices should be made in each of the four DCs to cater the allocated 7000 branches, individually by each DC Such a cluster in any one DC should be accessible through a single Virtual IP, and changes shall be done after logging on to the Virtual IP only. No changes should be required to be made on individual component of the cluster. Such a cluster of 2 orchestrator devices should be setup in each of the 4 DCs.	Request Remove this clause for wider participation.	No Change	No Change in terms of the RFP

480	88	2	In the Proposed SDWAN Solution, the Controllers / controller clusters shall be deployed in all four Data centers of the Bank. There should be a single point of manageability in one of the two below mentioned ways – a. There should be a master controller / orchestrator managing the individual orchestrator deployment in each DC. Master controller in such a case shall be placed in local HA and in DC-DR. b. All 4 clusters should work in nested cluster architecture, i.e., at any point of time, Controller / controller cluster in one DC shall act as Master and remaining controllers hosted in other DCs shall act as Slaves, for management login. All the four set of controllers shall remain Active at all times, for operations such as configuration, key exchange, etc. Any changes made in the Master controller should be automatically synced to HA pair, DR devices and all the slave controllers, within a duration of maximum 60 seconds. Scenario 1 Example for Point A: If the number of allocated branches is 7000 and a single orchestrator device of OEM is capable of catering to 5000 branch end devices, then set of two devices should be made in each of the four DCs to cater the allocated 7000 branches, individually by each DC. OEM has to deploy a master orchestrator (Controller of the controllers), to manage 8 deployed orchestrator (four sets of two orchestrator each) across multiple Data Centre. Such master orchestrator should be deployed in DC-DR architecture along with local HA, i.e. total 4 master orchestrator devices will be deployed (2 devices	Request Remove this clause for wider participation.	Corrigendum	Please refer Corrigendum
481	90	3	Proposed Orchestrator should have the capability to synchronize automatically as well as manually with geographically redundant devices. Automatic synchronization should be done in near real-time (within 60 seconds) without any manual intervention. In case a branch loses the connectivity with primary/ master Orchestrator, than the branch should fetch the configuration from any of the next available Orchestrators deployed in other Data Centres automatically without any manual intervention. Example: One orchestrator is deployed across each of the four Data Centres (A, B, C, and D). 10 branches out of deployed 1000 branches have lost the connectivity path to the master orchestrator deployed at Data Centre A. The mentioned 10 branches must synchronize the configuration from the orchestrator placed at the Data Centres B, C or D with whom the connectivity is available, without any manual intervention. At any point of the time all the 1000 branches must have similar configuration.	Request Remove this clause for wider participation.	Corrigendum	Please refer Corrigendum

482	91	6	Proposed Orchestrator should be able to push/ pull the configuration to dynamically-selected device groups as per the predefined tags in any permutation and combination. Accordingly, the push/ pull of the configuration should apply to the selected group of devices only. Examples of parameters to be considered for Group creation: Circle name: X/Y/Z (minimum 20 circles). State/ UT Name: A/B/C (minimum 36 states). AO/ZO name: P/Q/R minimum 1500 . TSP name: L/M/N minimum 14 TSPs. Media type: Wired, RF, 4G, 5G, VSAT, MPLS minimum 10 types. Bandwidth: Numeric values ranging from 1 to 100G. minimum 10 such configurable tags. Example case: Admin should be able to filter out the branches based on the below tags: Circle: Chandigarh State: Himachal Pradesh TSP : TSP1 Media Type: RF Suppose this filter gives 900 out of 7000 branches as result. Based on this output, admin should be able to change configuration such as SLA parameter, syslog IP of these selected 900 branches.	Request Remove this clause for wider participation.	No Change	No Change in terms of the RFP
483	91	9	Proposed Orchestrator should have the capability to (either push or pull as per the design): I. Push templates to all branches managed by individual Central Manager/ Orchestrator concurrently to minimum 1000 devices. The templates should be pushed to the remaining managed branches in subsequent iterations automatically. So necessary threads, memory, processes etc. should be provisioned accordingly. II. Cater minimum 1000 branch Pull requests concurrently. Pull requests should be having scheduling mechanism ranging from 10 sec to 1 minute. So necessary threads, memory, processes etc. should provisioned accordingly. Example: A configuration template has to be pushed for 5000 branches on dynamically selected group. Device should push template to these 5000 branches with grouping of 1000 branch in one cycle and should complete the remaining 4000 branches without any manual intervention.	Request Remove this clause for wider participation.	Corrigendum	Please refer Corrigendum

484	95	1	In the Proposed SDWAN Solution, the provisioned headend/ device should have eight 40 G (with backward compatibility for 10G) fiber port with Multimode SFP+ in a single device without stacking. All ports should be configurable as WAN and LAN as per the Bank requirement. All ports should be fully populated from day one.	In the Proposed SDWAN Solution, the provisioned headend/ device should have 6x 1/10 G fiber port with Multimode SFP+ in a single device without stacking. All ports should be configurable as WAN and LAN as per the Bank requirement. All ports should be fully populated from day one.	Corrigendum	Please refer Corrigendum
485	99	5.2.3	The proposed device should seamlessly operate across all climatic temperatures and weather conditions across the globe without any additional heating / cooling device.	Suggestion - The devices which operate in all climatic conditions are Rugged Devices which are higher priced. Due to vey high price of these devices it is suggested to specify the number of devices required to operate in all climatic conditions with separate technical specifications and BoQ for such devices and it is also suggested to specify temprature and humidity range required for devices other than Rugged Devices.	Clarification	All DC end devices will be in DC with all climatic conditions in control. Devices being installed in branches: all most all branches have favourable climatic conditions like AC, UPS, Earthing, etc. but not exactly matching with DCs. The devices installed at the branches in should work with Indian climatic conditions as per the locations.
486	100	5.2.11	The Devices should support the following IPv6 capabilities: a. IPv6 addressing architecture, IPv6 name resolution, IPv6 statistics, IPv6 neighbor discovery b. ICMPv6, IPv6 DHCP c. Support for the following IPv6 features: OSPFv3, BGP Routing support for IPv6 d. Dual Stack (IPv4 and IPv6) e. IPv6 to IPv4 and vice versa natting	Query - 1. When is the plan of SBI to mograte from Ipv4 to IPv6 - the migration related design and implementation 2. Will the migration scope from IPv4 to IPv6 Architecture be part of separate RFP as it involves complexity. 3. Is it OK if some of these features are complied from the migration day.	Corrigendum	Please refer Corrigendum
487	65	1.17	The proposed SDWAN solution should have session log archival server with appropriate capacity planning	Query - The Archival Server shall be part of BoQ and the financial bid. 2. Any Server is OK with SBI or there are some specific techncal specifications.	Clarification	1. Yes 2. Planning will be done by Bidder and the provided servers will be part of SDWAN solution. The servers should comply as per the clause mentioned for data centre components.
488	65	1.17	If the utilization remains above 60% for a period of 120 minutes (cumulative of continuous and non-continuous period) for 5 days in a month (regardless of the days being consecutive or not), the selected bidder has to replace such device with a higher capacity device, so as to keep the performance parameters within specified limit, without additional cost to the bank.	Suggestion for change in clause as below - If the utilization remains above 60% for a period of 120 minutes (cumulative of continuous and non-continuous period) for 5 days in a month (regardless of the days being consecutive or not), due to reasons which can be attributed to the Bidder/OEM, (The reasons attributable to SBI shall be excluded , eg genuine increase in traffic from site beyong device capacity / some typr of internal/external DDoS type attack etc) the selected bidder has to replace such device with a higher capacity device, so as to keep the performance parameters within specified limit, without additional cost to the bank.	No Change	No Change in terms of the RFP
489	73	1.5.3	Solution should support PIMS - Previleged Access Management (Acron PAM)	Query - Request to provide details of Acron PAM for intgration with SDWAN	Clarification	Selecter bidder will get the details. The SD-WAN solution should have capability to integrate with web based access and CLI based custom third party script running as per the standard of Linux/Unix/Windows to integrate with PIMS solution.

490	113	1.11	If, during the warranty period and AMC period, any hardware and/or software items fails on three or more occasions in 6 months, such hardware items shall be replaced by equivalent/ superior new hardware items as per the RMA clause by the bidder at no additional cost to the Bank.	Suggestion - Pls modify the clause as below - If, during the warranty period and AMC period, any hardware and/or software items fails on three or more occasions in 6 months, due to reasons which can be attributed to the Bidder/OEM, (The reasons attributable to SBI shall be excluded , eg genuine increase in traffic from site beyong device capacity / some typr of internal/external DDoS type attack etc) - such hardware items shall be replaced by equivalent/ superior new hardware items as per the RMA clause by the bidder at no additional cost to the Bank.	No Change	No Change in terms of the RFP
491	114	1.19	Bidder shall arrange to transfer the 7-year OEMs support to the Bank.OEM's internal systems should accommodate such a transfer from the Bidder to the Bank.	Suggestion - The start date for the complete project from the perspective of determining the end date of 7 years shall be the date of delivery of completion of 7500 devices.	No Change	No Change in terms of the RFP
492	115	1.29	For any alert raised by the system, the Bank's team / Bank's NI support team causing impact on the application functioning, initial Root Cause Analysis (RCA) shall be submitted by OEM/bidder within six hours from the time of resolving the issue	Suggestion - RCA in 6 hours , actually it shall be termed as Incident Report thereore modify the clause as below - For any alert raised by the system, the Bank's team / Bank's NI support team causing impact on the application functioning, Incident Report (IR) shall be submitted by OEM/bidder within six hours from the time of resolving the issue. RCA is mentioned in next clause or which request to change 48 hours to 96 hours	No Change	No Change in terms of the RFP
493	116	2.2	Onsite OEM Professional Services shall be responsible for completing the migration of first 340 branches (of different categories as provided by the Bank) within 30 working days and shall prepare all necessary templates as per these different branch categories.	Suggestion - Request to increase number of days from 30 to 90 days as there may be multiple dependencies in respective Data Centres which is going to be major migration activity.	No Change	No Change in terms of the RFP
494	73	1.5.3	Date of Installation will be Date of Delivery plus 3 months.	Query - Can it less than 3 months if site is installed earlier than 3 months	Clarification	The 3 months time is maximum.
495	124	9.3	Response time of TAM and TAC teams shall be as per below-	Suggestion - Request to increase the mentioned times by 2 times as practically the mentioned times may not be feasible due to the involved complexities	No Change	No Change in terms of the RFP
496	128	11.2	Faulty devices shall be replaced and the stock replenished through RMA process from the respective stocking location (RBOs / LHOs / AOs) as per the below table irrespective of day and time	Suggestion - Request to increase RMA times of Urban Areas to 48 hours and of Rural Areas to 96 hours which is the taken by any reputred logstics agency to such type of sites.	No Change	No Change in terms of the RFP
497	133	Appendix F	Indicative Price Bid mentions multiplying factors - 100 Mbps throughput device - 1.3X 500 Mbps throughput device - 2X 1 Gbps throughput device - 3X 10 Gbps throughput device - 4X	Suggestion - Request to change multiplying factors as below - 100 Mbps throughput device - 1.5X 500 Mbps throughput device - 3X 1 Gbps throughput device - 5X 10 Gbps throughput device - 7X	No change	No Change in terms of the RFP

498	145	Appendix L	Penalties	Suggestion - Mentioned penalties are very high , Request to change the mentioned penalties by 75% - The SDWAN is software and in the software Industry like oracle licences or Microsoft licences , they work as per defined features which is applicable for SDWAN. Since SDWAN is connected to live Network - many times Network issues are attributed to SDWAN which shall be excluded from penalty of device. The OEM shall be responsible for the reasons which can be attributed to the OEM, (The reasons attributable to SBI shall be excluded , eg genuine increase in traffic from site beyong device capacity / some typr of internal/external DDoS type attack etc and reasons attributable to LAN and WAN connectivity shall also be excluded from SLA of OEM)	No change	No Change in terms of the RFP
499	56	Appendix - B ; Clause 5	The Bidder should have experience of implementation of SDWAN Solution at least 2 Domestic/Global organizations with minimum 2000 SDWAN devices in each organization. Out of these 2 organizations one should be from BFSI/Telecom Sector.	Bidder and its group entity should be allowed to provide: 1. 1000 MPLS or SDWAN deployment ; OR 2. OME/Bidder should have 2000 deployment OR 3. Cumlative 2000 deployment SDWAN/ MPLS implementation experience	No Change	No Change in terms of the RFP
500	2	Schedule of Events; S.No.6	Last date and time for Bid submission Up to 15:30 hrs on 18.12.2023	Require Extension of Submission date for a month ; to be extended to 18th January 2024;	Clarification	Please refer earlier corrigendum
501	150	e	Device SLA Uptime: 99.4% and above per device	How the SLA uptime will be calculated ? will this be as per the Dashboard portal shared by OEM? Since both bidder and SBI NI team is responsible for the uptime of SBI network then how the SLA bifurcation will happen ?	No change	No Change in terms of the RFP
502	149	SLA upime Penalty	If uptime is <100% and up to 99.99%,Rs. 5,00,000/-	Penalty should be in percentage of recurring charges instead of absolute value	No change	No Change in terms of the RFP
503	55	Appendix - B ; Clause 4	The Bidder should be a profitable organization on the basis of (operating) profit before tax (PBT) for at least 02 (two) out of last 03 (three) financial years mentioned in para 3 above.	Should be replace with Positive EBITDA	No Change	No Change in terms of the RFP
504	29	iii	Provider shall ensure that services of professionally qualified personnel are available for providing comprehensive on-site maintenance of the Product and its components as per the Bank's requirements.	Will SBI Ni team provide onsite support during inlife ?	Clarification	The bidder/OEM shall be responsible to provide support like RMA, preventive maintenance, version upgrade etc during the inlife of contract. The NI will be providing day to day operational support only.
505	30	Viii	Prompt support shall be made available as desired in this RFP during the support period at the locations as and when required by the Bank.	What is the defination of the prompt support, how it will be quantified? Dose it mean onsite or remote support ?	Clarification	Please refer the Appendix-L, page number 155.
506	30	iX	Service Provider shall be agreeable for on-call/on-site support during peak weeks (last and first week of each month) and at the time of switching over from PR to DR and vice-versa. No extra charge shall be paid by the Bank for such needs, if any, during the support period.	As we would be having RE and TAM based out of GITC office, we need clarity on support expectation remote or physical, Is it LHO level or HO/DC level.	Clarification	Support required from both on premise and remote team. The location may be SBI GITC offices or Data centres.

507	62	12	In the Proposed SDWAN Solution, all links including secondary handoff's, extended till the headend devices placed at Data Centre should be deployed and configured in active-active state If any additional device/cable is required to achieve above mentioned functionalities, the bidder should arrange for the same without any additional cost to the bank. The additional network device, if provided, should be a managed device (ex. Managed switch).	Request inhouse cabelling inside DCs should be owned by Bank	Clarification	Bank will provide cabling till the rack. Inside the rack the arrangement shall be made by the bidder including patch cables or any other components required to achieve the deployment of the solution without any additional cost to the bank.
508	63	13	In the Proposed SDWAN Solution, all links deployed at the critical branches (branch with 2 routers) and normal branch (branch with single router) should be in active-active state. If any additional device/cable is required to achieve above mentioned functionalities, the bidder should arrange for the same without any additional cost to the bank. The additional network device, if provided, should be in HA and should be a managed device.	Please clarify this scope is limited to SDWAN CPE demarcation (LAN Port of SDWAN CPE)	Clarification	Please refer RFP scope of the work for more clarity.
509	64	17	If the performance of the deployed device degrades, in terms of any of the above-mentioned parameters, upon addition of a certain number of branches, the capacity limits of such device will be considered as the number before the degradation	Please clarify this setup is for 7000 branches. Is there is any forcast for additiona branch addition	Clarification	This RFP is to cover 7000 branches only.
510	119	2	Bidders should provide 42 U rack fully loaded (Rack doors should not be of glass, it should be perforated) for all data centers devices with the industry standard Power sockets, Dual Power Distribution Units (PDUs) etc. in each rack, power accessories, LIU, patch panels, check nuts, cable managers, equipment with rack mounting kit etc. to mount all components in the rack space provided in the Bank's Data Centers. Bidder may check for the compatibility of power sockets in DCs before procuring the same.	Request Bank to provide All necessary assoceries to connect SDWAN device.	No Change	No Change in terms of the RFP
511	119	45017	All cabling laydown required in the Data Centre for SDWAN solution including connector, Cables, Fiber patch cord, check nuts,compatible SFP (SFP for SDWAN devices) etc. shall be provide by the bidder 6) Cabling from SDWAN devices to top of the rack switch and till core switch will be done by the bidder including uplink and downlink	Request Bank to provide All necessary assoceries to connect SDWAN device.	No Change	No Change in terms of the RFP
512	121	3	Bank will provide commissioning and acceptance report for minimum 100 branches or in multiples of 100. Bidder shall submit signed installation report from the branches/ offices/ circle ITS team for every installation.	Acceptance per each branch post installation with in 5 days instead of 100 branches.	No Change	No Change in terms of the RFP

513	123	4	Installation at remaining branches shall be carried out by NI team at respective locations.	Will SBI Ni team provide onsite support during in life ?	Clarification	Replacement of devices shallbe carried out which includes mounting of device in the rack at the branches. Rest all the tasks should be done by the bidder as per the scope of the work mentioned in the RFP..
514	129	3	The Bidder shall bear all necessary expenses for certifications to the Bank staff without any extra cost to the Bank bidder shall provide all necessary means and expenses for SDWAN certifications (up to Expert level) to the Bank staff without any extra cost to the Bank.	Please consider one time voucher/Person for certifications	Clarification	YES for SBI staff
515	129	10	Cost of training material, trainer fees, accommodation and travel of trainer, training site and certification cost etc. shall be borne by the Bidder.	Travell & Accommodation cost shall be borne by SBI	Clarification	YES for SBI staff
516	3	Earnest Money Deposit	Rs. 125.00 Lakhs (Rupees One Hundred Twenty Five lakh only)	Considering this a Hardware heavy deal we request EMD to be reduced to 10L	No Change	No Change in terms of the RFP
517	4	Bank Guarantee	10 % of the total value of the Contract	Request to reduce the PBG value from 10% to 3% of Deal value as a industry practice.	No Change	No Change in terms of the RFP
518	152	Future additions of Hardware / Software	The Bank would have the right to: i. Shift supplied systems to an alternative site of its choice. ii. Disconnect / connect / substitute peripherals such as printers, etc. or devices or any equipment / software acquired from another vendor. iii. Expand the capacity / enhance the features / upgrade the hardware / software supplied, either from Vendor, or third party, or developed inhouse.	All these services will have a cost associated and Bidder be allowed to quote for these separately.	Clarification	Cost for shifting shall be borne by the Bank. Mentioned points are talking about the right of the Bank but not about cost.
519	45	TERMINATION FOR CONVENIENCE	The Bank, by written notice of not less than 90 (ninety) days, may terminate the Contract, in whole or in part, for its convenience, provided same shall not be invoked by the Bank before completion of half of the total Contract period (including the notice period)	In such an event, The bank should pay the complete amount for unexpired contract period	No Change	No Change in terms of the RFP
520	119	Scope of Work	All the devices to be deployed in 4 Data Centers of the Bank must be delivered to the respective Data Centers within a period of 8 weeks from the date of placing PO /LOI.	The timeline for the same should be increased	No Change	No Change in terms of the RFP
521	128	Scope of Work (For Branch Devices)	Bidder shall provide 20 spare hardware per circle (Total 340 = 17*20), at no additional cost to the Bank. These devices will be placed at respective LHOs/RBOs as per the Bank's decision. At present, there 17 LHOs of the Bank, where the spare devices will be kept. The address details of all such locations will be provided to the Bidder by the Bank at the time of placing PO / LOI.	There is a significant cost involved and the bank should pay for the same or this clause should be removed	No Change	No Change in terms of the RFP
522	Additional Points	Additional Points		Need confirmation on the coverage of UPS power supply ,earthing and AC at all Server Room for smooth functioning of the Routers .	Clarification	The Bank is having all environmental control as per the standard requirements.

523	Additional Points	Additional Points		Cabling , Patchcord worn torn replacement will be NI teams respomsibility & not by OME Team	Clarification	At DC, first time installation of cables and patches will be done by Bidder/OEM without any additional cost of material or labour to the bank. Further, any faulty cable replacement shall be done by NI team after the project acceptance. For branch devices faulty cables after the acceptance of solution shall be replaced by NI.
524	Additional Points	Additional Points		To check with team SBI on option to API bonding with 3rd party CRM.	Clarification	Details, if any, will be shared with the successful bidder.
525	116	2.2	On site OEM Professional Services shall be responsible for completing the migration of first 340 branches (of different categories as provided by the Bank) within 30 working days and shall prepare all necessary templates as per these different branch categories	Delivery time line should be 18-20 weeks, post PO received.	No Change	No Change in terms of the RFP
526	119	3.1	All the devices to be deployed in 4 Data Centers of the Bank must be delivered to the respective Data Centers within a period of 8 weeks from the date of placing PO /LOI.	Delivery time line should be 16-18 weeks, post PO received.	No Change	No Change in terms of the RFP
527	122	8.2	Bidder shall migrate all 340 branches within 2 weeks after deployment of data center devices.	Delivery time line should be 18-20 weeks, post PO received.	No Change	No Change in terms of the RFP
528	118	2.7	The configuration in Data center devices for the migration of all the remaining branches shall be done by the bidder onsite L3 resources within 6 weeks under supervision of OEM (PS Team), after the deployment of first 340 branches by OEM PS team.	Delivery time line should be 24-30 weeks, post PO received.	No Change	No Change in terms of the RFP
529	61	1 Solution Deployment - 3	All components of proposed solution should be in the form of hardware appliance and must be rack mountable.	Branch end devices are proposed based on the throughput requirement and may not be rack mountable to the small form factor. Request to rephrase the clause as "All components of proposed solution should be in the form of hardware appliance and must be rack mountable or placed on Tray provided with the device OEM ."	Clarification	If the form factor is small then Rack mounting may not be required for branch devices.
530	66	1 Solution Deployment - 21	The Proposed SDWAN reporting and dashboard solution should have capacity for minimum 50 concurrent login for the admin/management console or GUI without any degradation in services.	Every session login consumes resources when the admin logs into the centralized management tool. Admin can query resource intensive tasks and hence it is recommended not to have 50 concurrent login sessions. Allowing 50 concurrent logins will definitely lead to performance issues on the management tool. Request to rephrase the clause as "The Proposed SDWAN reporting and dashboard solution should have capacity for minimum 5 concurrent login for the admin/management console or GUI without any degradation in services."	No Change	No Change in terms of the RFP

531	69	1.3 Loadbalamcing Mechanism - 2	In the proposed SDWAN solution, the WAN path selection for the traffic originating from branch should be dynamically done based on the policy configured/pushed from the Central Controller. The device should support load balancing on available WAN links based on 1. Session based 2. packet based The devices should support both load-balancing mechanisms (Packet and Session) for different application groups/profiles on same device simultaneously. Example: Application group such as APP1 should use session-based load balancing mechanism and Application group such as APP2 should use packet based load balancing mechanism in the same branch router simultaneously.	Packet based load balancing is a legacy method supported only by loadballancer solutions. In this method there would be an additional latency induced at source for breaking the segment and at destination to assemble the segment back. This would further impact application user performance. Routers cannot run session based and packet based loadballancing simultaneously as both uses different algorithms. Hence request you to rephrase the clause as "In the proposed SDWAN solution, the WAN path selection for the traffic originating from branch should be dynamically done based on the policy configured/pushed from the Central Controller. The device should support load balancing on available WAN links based on 1. Session based 2. packet based The devices should support either of the load-balancing mechanisms (Packet or Session) at any given point of time. Example: Application group such as APP1 and APP2 should either use session-based load balancing or packet based load balancing mechanism."	No Change	No Change in terms of the RFP
532	83	2.3 Device Security 1	All devices provisioned as part of the solution should have the capability to restrict management access based on IP address / Subnets. The access lists for the purpose must be at least 20 IPs / subnets.	Management access to the devices has to be provided through specific subnets of the SOC/NOC Team. Including subnets outside of SOC/NOC can lead to misuse / increase of attack surface which is not recommended. Each DC having SOC/NOC (four DC and 1 subnet per NOC/SOC) can have one subnet for management of devices still providing future scale to add more IP/subnets. We can provide 10 IP / subnet per user / TACACS / RADIUS group. Request to rephrase the clause as "All devices provisioned as part of the solution should have the capability to restrict management access based on IP address / Subnets. The access lists for the purpose must be at least 10 IPs / subnets per User / TACACS/Radius Group."	No Change	No Change in terms of the RFP
533	61	1 Solution Deployment -3	All components of proposed solution should be in the form of hardware appliance and must be rack mountable. Component || OEM Branch End device || Proposed OEM physical appliance only Headend Device || Proposed OEM physical appliance only	Request to rephrase as below: Branch end devices are proposed based on the throughput requirement and may not be rack mountable due to the small form factor. Request to rephrase the clause as "All components of proposed solution should be in the form of hardware appliance and must be rack or tray mountable at the Branch.	Clarification	If the form factor is small then Rack mounting may not be required for branch devices.

534	61	1 Solution Deployment -3	Controller || Proposed OEM physical appliance only	Appliance based controller would have limited scalability for future scale. VM based controller can be expanded to provided scalability and enhance performance by increasing resources from the underlying VM. Request to rephrase as "Controller Appliance can be OEM physical appliance or Virtual Machine. All underlying infrastructure required like hypervisor, server has to be included as part of the technical solution from Day-1."	Corrigendum	Please refer Corrigendum
535	98	5.2 Functional Specification -1	Proposed branch device should have an appropriate rack mounting kit as per the form factor of the proposed device. The power supply unit of device should be as per the Indian standard plug and power rating of the device. All the necessary material for the rack mounting of the devices must be provided by the Bidder/OEM.	Branch end devices are proposed based on the throughput requirement and may not be rack mountable due to the small form factor. Request to rephrase the clause as "Proposed branch device should have an appropriate rack mounting kit / tray as per the form factor of the proposed device. The power supply unit of device should be as per the Indian standard plug and power rating of the device. All the necessary material for the rack / tray mounting of the devices must be provided by the Bidder/OEM."	Clarification	If form factor is small then the mountig kit may not be required.
536	99	5.2 Functional Specification -3	The proposed device should seamlessly operate across all climatic temperatures and weather conditions across the globe without any additional heating / cooling device.	Electronic devices are manufactured to operate in ideal of temperature and humidity conditions. Devices manufactured to operate in extreme conditions are of different make and called ruggedized. Request to rephrase as "The proposed devices should be able to operate under following conditions. Temperature - 0°–40°C Humidity - 10%–90% non-condensing"	Clarification	All DC end devices will be in DC with all climatic conditions in control. Devices being installed in branches: all most all branches have favourable climatic conditions like AC, UPS, Earthing, etc. but not exactly matching with DCs. The devices installed at the branches in should work with Indian climatic conditions as per the locations.
537	99	5.2 Functional Specification -5	The Device should have inbuilt memory storage (SSD/ NVRAM/ etc.) to locally retain: 1. syslog for at least 1 month. 2. minimum 2 OS images. 3. configuration file up to 5 revision number.	Centralized Manager / Controller will have the ability to store configuration revision and Log server will store the logs from all devices centrally. Storing logs on branch device affect the performance and does not provide ability to pull logs from the device. Request you to rephrase the clause as "The Device should have inbuilt memory storage (SSD/ NVRAM/ etc.) to locally retain: 1. send syslog to central log server part of the solution as per log retention period mention for log server. 2. minimum 2 OS images. 3. configuration file up to 5 revision number should be stored locally or on the Controller / Manager."	No Change	No Change in terms of the RFP
538	100	5.2 Functional Specification -9	The compatible converter for serial port shall be provided by bidder without any additional cost to the bank, wherever required.	As per specifications under section 5.1 point no 2, all interfaces required should be 1G. Request to confirm how many serial to Ethernet converters should be provided per router at the branch.	Clarification	1.5% of branches may be there with serial port out of 7000 branches in the scope of this RFP.

539	100	5.2 Functional Specification -12	The Devices should support time-based policies to allow, deny desired traffic for pre-defined time range considering day-wise, and timewise. Example: a. Depending on the banking hours and operational ease, bank wants to allow antivirus updates from Monday to Friday from 16:00 hrs. to 17:00 hrs. only or any customizable time range. b. Likewise, the bank wants to allow windows update on 10th, 20th and 27th of every month from 18:00 hrs. to 19:00 hrs. only.	Time based policies are supported based on Day of the week and time range. Creation of schedule based on date of the Month is not supported. Request you to rephrase the clause as "The Devices should support time-based policies to allow, deny desired traffic for pre-defined time range considering day-wise, and timewise. Example: a. Depending on the banking hours and operational ease, bank wants to allow antivirus updates from Monday to Friday from 16:00 hrs. to 17:00 hrs. only or any customizable time range. "	No Change	No Change in terms of the RFP
540	102	6.1 Device Specification -1	In the Proposed SDWAN Solution the provisioned central reporting device should have at least 4 x 10 G fiber port with Multimode SFP+. All ports should be fully populated from day one.	Reporting server will be deployed on Server and required ports will be provided in the server appliance. Request you to rephrase the clause as "In the Proposed SDWAN Solution the provisioned central reporting device (if virtual then the underlying server) should have at least 4 x 10 G fiber port with Multimode SFP+. All ports should be fully populated from day one."	No Change	No Change in terms of the RFP
541	128	11. Spares and RMA -2	RMA of device (Brand New) should arrive within 4 hour at the respective Data Centre irrespective of day and time including holidays 24x7x365	In the same section point number 1, it is requested to provide Cold standby for the DC Headend Devices. In such case requesting for RMA to be delivered in 4 hours over and above the Cold stand by will be redundant and add to overall cost to Bank. Request you to either request for "Cold Standby" or "4 hours RMA" for DC devices.	No Change	No Change in terms of the RFP
542	128	11. Spares and RMA -3	Timelines for any such incident shall start from the time when the Bank / the Bank's NI informs either the Bidder or OEM	RMA is raised only once TAC confirms hardware fault which would require replacement of the device. Timelines for RMA only starts when RMA is confirmed and raised by TAC and not when TAC ticket is raised. Request you to rephrase the clause as "Timelines for any such incident shall start from the time when TAC has confirmed the hardware failure and raise RMA"	No Change	No Change in terms of the RFP
543	134	Data Centre Devices (Y)	(Sizing of the DC devices should be done accordingly by the bidder and quantity as per the technical specifications and rates should be mentioned in this table, Including license if any applicable for entire contract period	The point mentions that the sizing for DC Headend device has to be done by the bidder however the required sizing consideration of device throughput after enabling SDWAN and IPSEC functionality is not mentioned in the RFP. Sizing can be subjective in absence of sizing considerations and lead to disparity in sizing between different bidder leading to incorrect comparison of solutions. If the device is undersized, it may lead to production failure causing business and reputation impact to the Bank. Request bank to mention the throughput for the headend devices post enabling SDWAN and IPSEC feature set.	Clarification	The bidder/ OEM has to architect the solution in such a way that none of the parameters shall go beyond 60% utilisation. Please refer point number 17 on page number 64 of the RFP.

544	64	1 Solution Deployment -17	All devices deployed as part of SDWAN solution (including Data Centre and branch devices) should have hardware and software parameters utilisation under 60% with all feature set enabled, as stated in this RFP, for following parameters throughout the contract period. a. CPU b. SSD c. Memory d. Any other measurable parameters e.g., swap space, ASIC processor utilization, GPU utilization, threads, throughput consumption etc.	Every OEM has different hardware software architecture, thus aligning CPU cores / thread / memory is the responsibility of the OS without impacting the performance of the appliance. Some cores / threads may utilized higher than other however this does not impact the device performance. Hence request you to rephrase the clause as "All devices deployed as part of SDWAN solution (including Data Centre and branch devices) should have hardware and software parameters utilisation under 80% with all feature set enabled, as stated in this RFP, for following parameters throughout the contract period. a. CPU b. SSD c. Memory d. Any other measurable parameters e.g., swap space, ASIC processor utilization, GPU utilization, throughput consumption etc."	Corrigendum	Please refer Corrigendum
545	66	1 Solution Deployment -18	The proposed SDWAN solution should have session log archival server with appropriate capacity planning of the storage to accommodate the data of the all allocated branches as per the retention period defined. Such session log archival server shall be deployed across two datacentres in active-active mode. All the branch-end devices shall send the session logs to the primary server (in DC) only, and the same should be replicated to server placed at DR site within 5 minutes duration.	Log server would receive syslog from 7000 branches and 4 hubs devices. This traffic would be in multiples of Gbs. Replicating multi-gig traffic from DC to DR would not just be dependant on the two log servers but would also require dedicated bandwidth for the replication to complete in timely manner. Request you to rephrase the clause as "The proposed SDWAN solution should have session log archival server with appropriate capacity planning of the storage to accommodate the data of the all allocated branches as per the retention period defined. Such session log archival server shall be deployed across two datacentres in active-active mode. All the branch-end devices shall send the session logs to the primary server (in DC) only, and the same should be replicated to server placed at DR site within 180 minutes duration. Necessary dedicated bandwidth will be provided by the Bank for the replication purpose."	Corrigendum	Please refer Corrigendum
546	70	1.3 Load Balancing Mechanism -6	The proposed SDWAN solution should be able to load balance the traffic across multiple WAN links of uneven bandwidth. Simultaneous monitoring of the links should be done to avoid congestion on the lower-bandwidth link. Example: TSP1 Link is of 5Mbps and TSP2 link is of 50Mbps. So, the load balancing of traffic/sessions should be 1:10 ratio.	Different OEM solutions have different mechanism to load balance traffic across two links with different bandwidth. Our solution can load balance traffic based on available bandwidth ensuring that the link with smaller bandwidth is not bottleneck and utilized accordingly. Request you to rephrase the clause as "The proposed SDWAN solution should be able to load balance the traffic across multiple WAN links of uneven bandwidth. Simultaneous monitoring of the links should be done to avoid congestion on the lower-bandwidth link. Example: TSP1 Link is of 5Mbps and TSP2 link is of 50Mbps. So, the load balancing of traffic/sessions should be 1:10 ratio or based on available / free bandwidth utilization on both links."	No Change	No Change in terms of the RFP

547	78	1.8 Additional Feature -9	The Proposed SDWAN solution may support data compression techniques for unencrypted traffic like FTP etc.	Today in Banking environment 100% of traffic is SSL based. Compression is a legacy method of WAN optimization used when WAN links had sparse bandwidths in kbps and when traffic was clear-text. Data compression at branch would require decompression at DC which would add latency to complete data transfer. Lastly bank should not run unencrypted applications on WAN and compression does not work for encrypted traffic. Request you to remove this point.	Clarification	Non Mandatory Clause
548	85	2.4 Logs Security -3	Logging level on the devices should be configurable as per requirement of the Bank. Enabling the highest level logging should not degrade the performance of the device.	Enabling debug level of logging utilizes CPU resources depending the type of debug being executed which can impact the production performance and is not recommended. Debug logging should only be used for troubleshooting. Request you to rephrase the clause as "Logging level on the devices should be configurable as per requirement of the Bank. Enabling the highest level logging (except debug) should not degrade the performance of the device."	Corrigendum	Please refer Corrigendum
549	87	3. Orchestrator 3.1 Device Specification -1	In the Proposed SDWAN Solution the provisioned central orchestrator/manager/controller should have at least 4x10G fiber port with Multimode SFP+. All ports should be fully populated from day one.	It is recommended to deploy Controller / orchestrator on VM to provide scale and performance.. Request you to rephrase the clause as "In the Proposed SDWAN Solution the provisioned central reporting device (if virtual then the underlying server) should have at least 4 x 10 G fiber port with Multimode SFP+. All ports should be fully populated from day one."	No Change	No Change in terms of the RFP

550	88	3.2 Functionality Specification -2	In the Proposed SDWAN Solution, the Controllers / controller clusters shall be deployed in all four Data centers of the Bank. There should be a single point of manageability in one of the two below mentioned ways – a. There should be a master controller / orchestrator managing the individual orchestrator deployment in each DC. Master controller in such a case shall be placed in local HA and in DC-DR. b. All 4 clusters should work in nested cluster architecture, i.e., at any point of time, Controller / controller cluster in one DC shall act as Master and remaining controllers hosted in other DCs shall act as Slaves, for management login. All the four set of controllers shall remain Active at all times, for operations such as configuration, key exchange, etc. Any changes made in the Master controller should be automatically synced to HA pair, DR devices and all the slave controllers, within a duration of maximum 60 seconds.	Sync between the controllers depend on the amount of data / configuration that needs to be synced and dedicated bandwidth available between the instances. Syncing take take more time if the sync is with regards to 1000s of branches for multiple setting, templates, OS files etc. Considering these 60 seconds of time is not sufficient to sync between the controller instances. Request to rephrase the clause as "In the Proposed SDWAN Solution, the Controllers / controller clusters shall be deployed in all four Data centers of the Bank. There should be a single point of manageability in one of the two below mentioned ways – a. There should be a master controller / orchestrator managing the individual orchestrator deployment in each DC. Master controller in such a case shall be placed in local HA and in DC-DR. b. All 4 clusters should work in nested cluster architecture, i.e., at any point of time, Controller / controller cluster in one DC shall act as Master and remaining controllers hosted in other DCs shall act as Slaves, for management login. All the four set of controllers shall remain Active at all times, for operations such as configuration, key exchange, etc. Any changes made in the Master controller should be automatically synced to HA pair, DR devices and all the slave controllers, within a duration of maximum 30 mins."	Corrigendum	Please refer Corrigendum
551	90	3.2 Functionality Specification -3	Proposed Orchestrator should have the capability to synchronize automatically as well as manually with geographically redundant devices. Automatic synchronization should be done in near real-time (within 60 seconds) without any manual intervention. In case a branch loses the connectivity with primary/ master Orchestrator, than the branch should fetch the configuration from any of the next available Orchestrators deployed in other Data Centres automatically without any manual intervention.	Sync between the controllers depend on the amount of data / configuration that needs to be synced and dedicated bandwidth available between the instances. Syncing take take more time if the sync is with regards to 1000s of branches for multiple setting, templates, OS files etc. Considering these 60 seconds of time is not sufficient to sync between the controller instances. Request to rephrase the clause as "Proposed Orchestrator should have the capability to synchronize automatically as well as manually with geographically redundant devices. Automatic synchronization should be done in near real-time (within 30 minutes) without any manual intervention. In case a branch loses the connectivity with primary/ master Orchestrator, than the branch should fetch the configuration from any of the next available Orchestrators deployed in other Data Centres automatically without any manual intervention."	Corrigendum	Please refer Corrigendum

552	92	3.2 Functionality Specification -9	Proposed Orchestrator should have the capability to (either push or pull as per the design): I. Push templates to all branches managed by individual Central Manager/ Orchestrator concurrently to minimum 1000 devices. The templates should be pushed to the remaining managed branches in subsequent iterations automatically. So necessary threads, memory, processes etc. should be provisioned accordingly. II. Cater minimum 1000 branch Pull requests concurrently. Pull requests should be having scheduling mechanism ranging from 10 sec to 1 minute. So necessary threads, memory, processes etc. should provisioned accordingly. Example: A configuration template has to be pushed for 5000 branches on dynamically selected group. Device should push template to these 5000 branches with grouping of 1000 branch in one cycle and should complete the remaining 4000 branches without any manual intervention.	The main benefit of adopting solutions like SDWAN is to centrally manage, monitor and configure all device from single console in DC. This means majority of the configuration should be deployed form the central management pane towards all the branches. Configuration change being performed locally at the branch should be predominantly avoided and allowed only in case of extreme emergency. This scenario cannot be applicable to 1000s of branch where configuration change is being made locally from the branch defeating the purpose of SDWAN which is the scenario when pull operation is required from the central management pane. Pulling of configuration is not applicable to 1000s of branches simultaneously and is applicable to 1 or 2 branches at a time to sync back the configuration change locally performed at the branch. Request to rephrase the clause as "Proposed Orchestrator should have the capability to (either push or pull as per the design): I. Push templates to all branches managed by individual Central Manager/ Orchestrator concurrently to minimum 1000 devices. The templates should be pushed to the remaining managed branches in subsequent iterations automatically. So necessary threads, memory, processes etc. should be provisioned accordingly. II. Pull requests should be available for syncing configuration from the branch device to the central management pane. Example: A configuration template has to be pushed for 5000 branches on dynamically selected group. Device should push template to these 5000 branches with grouping of 1000 branch in one cycle and should complete the remaining 4000 branches without any manual intervention."	No Change	No Change in terms of the RFP
553	92	3.2 Functionality Specification -10	Proposed Orchestrator should push/ pull and rollback Templates to all branches managed by individual Central Manager/ Orchestrator within 5 minutes.	Time taken to perform tasks like pull/push / rollback can depend on the amount of configuration and number of devices to whom the confirmation is being pushed / pulled. 5 mins is too short in case the configuration has to be deployed to 1000s of devices. Request you to rephrase as "Proposed Orchestrator should push/ pull and rollback Templates to all branches managed by individual Central Manager/ Orchestrator within 20 minutes."	Corrigendum	Please refer Corrigendum
554	93	3.2 Functionality Specification -16	Proposed Orchestrator should have a central repository to store at least 10 OS/firmware (comprising all the recommended & rollback version for Headend and Branch end devices). Solution should have scheduling mechanism for OS/firmware upgradation of dynamically selected group. Headend and Branch end devices should have sufficient storage locally to house the current running version and rollback version of deployed OS/firmware. Note: The Centralized repository should be available on SSD.	It is recommended to upgrade the devices based on groups created based on type and similar platforms Request to rephrase the clause as "Proposed Orchestrator should have a central repository to store at least 10 OS/firmware (comprising all the recommended & rollback version for Headend and Branch end devices). Solution should have scheduling mechanism for OS/firmware upgradation of static / dynamically selected group of devices. Headend and Branch end devices should have sufficient storage locally to house the current running version and rollback version of deployed OS/firmware. Note: The Centralized repository should be available on SSD."	No Change	No Change in terms of the RFP

555	93	3.2 Functionality Specification -17	In the event of failure during upgradation, the device should have graceful rollback mechanism automatically to previous running version without any manual intervention.	Upgrade failure can occur due to multiple reason and in some cases could also lead to the device getting isolated from the network Request to rephrase the clause as "In the event of failure during upgradation, the device should have graceful rollback mechanism automatically or with manual intervention to previous running version. "	Corrigendum	Please refer Corrigendum
556	98	5.2 Functional Specification -1	Proposed branch device should have an appropriate rack mounting kit as per the form factor of the proposed device. The power supply unit of device should be as per the Indian standard plug and power rating of the device. All the necessary material for the rack mounting of the devices must be provided by the Bidder/OEM.	Branch end devices are proposed based on the throughput requirement and may not be rack mountable due to the small form factor. Request to rephrase the clause as "All components of proposed solution should be in the form of hardware appliance and must be rack or tray mountable at the Branch.	Clarification	If form factor is small then the mountig kit may not be required.
557	95	4 Headend 4.1 Device Specification -1	In the Proposed SDWAN Solution, the provisioned headend/ device should have eight 40 G (with backward compatibility for 10G) fiber port with Multimode SFP+ in a single device without stacking. All ports should be configurable as WAN and LAN as per the Bank requirement. All ports should be fully populated from day one.	The point mentions that the sizing for DC Headend device has to be done by the bidder however the required sizing consideration of device throughput after enabling SDWAN and IPSEC functionality is not mentioned in the RFP. Sizing can be subjective in absence of sizing considerations and lead to disparity in sizing between different bidder leading to incorrect comparison of solutions. If the device is undersized, it may lead to production failure causing business and reputation impact to the Bank. Request to change the clause as "In the Proposed SDWAN Solution, the provisioned headend/ device should have four X 40G and 8 X 10G SFP+ fiber port. All Transceivers should be Multimode in a single device without stacking. All ports should be configurable as WAN and LAN as per the Bank requirement. All ports should be fully populated from day one." Request bank to mention the throughput for the headend devices post enabling SDWAN and IPSEC feature set.	Corrigendum	Please refer Corrigendum
558	75	1.7 Quality Of Service -3	The device should support (but not limited to) industry standard congestion management techniques such as class-based weighted fair queue, Low latency queue or equivalent.	Terminologies used in the clause are specific to single OEM. Request you to rephrase clause as "The device should support (but not limited to) industry standard congestion management techniques such as class-based weighted fair queue or equivalent, Low latency queue or equivalent."	No Change	No Change in terms of the RFP
559	80	2.1 General Security Feature -9	OEM of the proposed SDWAN solution should have internal VAPT team to identify any zero-day vulnerabilities in their product. Certificate for the same process is required from the OEM.	VAPT is an internal process and cannot be shared. Request to rephrase as "OEM of the proposed SDWAN solution should have internal VAPT team to identify any zero-day vulnerabilities in their product. Certificate of confirmation that OEM performs such process internally has to be shared by the OEM. "	No Change	No Change in terms of the RFP

560	82	2.2 Integration Security -3	Support for Remote Authentication Dial-In User Service (RADIUS), TACACS and TACACS+ for AAA (Authentication, authorization, and accounting) should be available. Device must be able to configure at least 5 AAA servers. If the first AAA server is not reachable, device should be able to fall-back and send request to next available AAA server. If any of the AAA servers is reachable, the local login to the device should be configurable.	More the number of AAA server the latency would increase causing delay in authenticating the user. Request to rephrase the clause as "Support for Remote Authentication Dial-In User Service (RADIUS), TACACS and TACACS+ for AAA (Authentication, authorization, and accounting) should be available. Device must be able to configure at least 3 AAA servers. If the first AAA server is not reachable, device should be able to fall-back and send request to next available AAA server. If any of the AAA servers is reachable, the local login to the device should be configurable."	No Change	No Change in terms of the RFP
561	83	2.3 Device Security -2	All the sensitive information (including passwords, keys) should be hashed (using SHA-2 or any other higher standards) and should not be visible in plain text at CLI / GUI.	Every OEM has different deployment for encrypting local data. Request you to rephrase the clause as "All the sensitive information (including passwords, keys) should be hashed (using SHA-2/AES-128 or any other higher standards) and should not be visible in plain text at CLI / GUI. "	No Change	No Change in terms of the RFP
562	102	6.2 Live Dashboard and Reporting Device -1	Edge device in the proposed solution should be able to send path parameters data, session details, etc. to the central reporting device at interval of every 5-minute maximum.	Congestion of the links can some times lead to delay in sending the logs. As logs are give lower priority hence request to rephrase the clause as "Edge device in the proposed solution should be able to send path parameters data, session details, etc. to the central reporting device at interval of every 5-10 minute maximum. "	No Change	No Change in terms of the RFP
563	103	6.2 Live Dashboard and Reporting Device -2	The proposed SDWAN solution should have the capability to record and display all session information (for all users and all applications) from Branch End devices being accessed with the following minimum granular data in tabular format:	Request to remove "k. User ID information from AD integration" from the clause	No Change	No Change in terms of the RFP
564	102	6.1 Device Specification -2	Such server(s) shall be deployed across two datacentres in redundancy, wherein each Data Centre set-up should be capable of handling the load from all the allocated branches individually. All the branch-end devices shall send the session logs to the primary server (in DC) only, and the same should be replicated to server placed at DR site within 5 minutes duration.	Log server would receive syslog from 7000 branches and 4 hubs devices. This traffic would be in multiples of Gbs. Replicating multi-gig traffic from DC to DR would not just be dependant on the two log servers but would also require dedicated bandwidth for the replication to complete in timely manner. Request you to rephrase the clause as "Such server(s) shall be deployed across two datacentres in redundancy, wherein each Data Centre set-up should be capable of handling the load from all the allocated branches individually. All the branch-end devices shall send the session logs to the primary server (in DC) only, and the same should be replicated to server placed at DR site within 180 minutes duration."	Clarification	It is only session details. Not entire application log. The details are limited. However, Bank shall provide replication links from DC to DR as required.

565	103	6.1 Device Specification -3	Reporting tool / dashboard should be able to fetch data any time from archival storage as and when requested for customizable time period, within the retention period as specified above. The requested dashboard from archived storage should be presented within 5 minutes.	Log retention period mentioned in this clause is 60/90 days for different parameters. There is no mention for the requirement of "Archive storage" and the retention period for the logs in archive storage in the RFP. Fetching logs from archive storage and presenting in 5 minutes is not feasible as it depends on the size of logs, duration, number of devices etc to fetch and restore the logs on the log server to get the logs. Request you to rephrase the clause as "Reporting tool / dashboard should be able to fetch data any time from archival storage as and when requested for customizable time period, within the retention period as specified above.."	No Change	No Change in terms of the RFP
566	104	6.3 Central Dashboard -3	The proposed SDWAN solution should have customizable dashboard as per the requirement of the Bank.	The statement is open ended. Request Bank to define the customizations required in the RFP.	Clarification	The mentioned parameters in this RFP related to dashboard display will be finally accepted by the bank before solution acceptance.
567	105	6.3 Central Dashboard -4	The Dashboard should be able to display the current load on headend devices across multiple data centers in GUI.	Request Bank to specify with examples which parameters should be shown as load in the GUI. Please confirm if below mentioned parameters can be considered . CPU - Memory -Traffic utilization on the interface Concurrent Sessions count -Session Rate	Clarification	Please refer point number 17 on page number 64 for the parameters need to display in dashboard
568	105	6.3 Central Dashboard -8	For all the dashboards mentioned in this RFP, below should be the response time- • For the purpose of near real-time device and end-user monitoring, the proposed SDWAN analytics solution should be able to populate the data inputs within 60 seconds for selected Branch End devices for duration up to 15 days on to the selected dashboard. • For the purpose of reporting, monitoring (for archived data older than 15 days), the dashboards must populate and report should be generated within 5 minutes. For dashboards/ reporting, the necessary capacity planning like disk IOPS, SSD, RAM, etc. shall be done by the bidder. Any performance enhancement required to achieve the above-mentioned requirements shall be provided by the bidder at no additional cost to the Bank during the whole contract period.	Report generation requires pulling of various data points from different logs depending on the parameter and number of devices included in the report for generation. Such reports should be scheduled for generation rather than getting them on demand. Time required to generate reports cannot be confirmed due to the dynamic nature of inputs which may be included for report generation as mentioned above. There could background process running for scheduled reports which can also lead to delay in generating the reports. Request to rephrase the clause as "For all the dashboards mentioned in this RFP, below should be the response time- • For the purpose of near real-time device and end-user monitoring, the proposed SDWAN analytics solution should be able to populate the data inputs for selected Branch End devices for duration upto 15 days on to the selected dashboard. • For the purpose of reporting, monitoring (for archived data older than 15 days), the dashboards must populate and report should be generated. For dashboards/ reporting, the necessary capacity planning like disk IOPS, SSD, RAM, etc. shall be done by the bidder. Any performance enhancement required to achieve the above-mentioned requirements shall be provided by the bidder at no additional cost to the Bank during the whole contract period."	Corrigendum	Please refer Corrigendum

569	106	6.3 Central Dashboard -10	The Proposed SDWAN Solution should provide the Digital user experience Monitoring dashboard (GUI) in a single pane for each individual branch. Further, drilling down the branch based dashboard, it should be capable of displaying issues due to applications/links/local systems. The information should include but not limited to j) User experience	Determining issues due to applications/local systems is job of Application Performance Monitoring (APM) solution and not of SDWAN. SDWAN solution can highlight the issues observed on the link and applications based on network / TCP statistics only. User experience can be affected due to local switch / DC side switching / network where the SDWAN solution has no visibility and hence it cannot provide details on user experience. Request to rephrase the clause as "The Proposed SDWAN Solution should provide the Digital user experience Monitoring dashboard (GUI) in a single pane for each individual branch. Further, drilling down the branch based dashboard, it should be capable of displaying issues due to applications/links/local systems with regards to network / TCP statistics. The information should include but not limited to" Also Request to remove "User Experience" from the clause.	Corrigendum	Please refer Corrigendum
570	106	6.3 Central Dashboard -11	The dashboard of proposed SDWAN solution should support a near real-time automated alerting mechanism and alerts can be forwarded to another monitoring tools using SNMP traps, syslog and API etc. The alerts should be sent to users or admins through email and SMS etc.	Most of the alerts have details which cannot be included in SMS (due to limitation in SMS) and has to be shared on Email only. Email gateway integration is supported by the central dashboard to send notifications. Request to rephrase the clause as "The dashboard of proposed SDWAN solution should support a near real-time automated alerting mechanism and alerts can be forwarded to another monitoring tools using SNMP traps, syslog and API etc. The alerts should be sent to users or admins through email / SMS etc."	No Change	No Change in terms of the RFP
571	106	6.4 Branch Dashboard -1	The dashboard of the proposed solution should be capable of doing near real-time monitoring of all the links in GUI with respect to the following (but not limited to) parameters: · Packet loss · Jitter · Link errors · Bandwidth utilization · Latency · Duplex, Speed Note: Bank may demand to add more parameters during implementation and bidder need to incorporate.	Request Bank to clearly mention the requirement in theRFP for the bidder / Oem to confirm on the compliance. Any additional parameter demanded by the Bank can only be implemented if those are support in the platform. Request to rephrase the clause as "The dashboard of the proposed solution should be capable of doing near real-time monitoring of all the links in GUI with respect to the following (but not limited to) parameters: · Packet loss - Jitter - Link errors - Bandwidth utilization · Latency -· Duplex, Speed"	No Change	No Change in terms of the RFP

572	108	6.4 Branch Dashboard -8	The dashboards mentioned in this RFP, below should be the response time- • For the purpose of near real-time device and end-user monitoring, the proposed SDWAN analytics solution should be able to populate the data inputs within 60 seconds for selected Branch End devices for duration upto 15 days on to the selected dashboard. • For all other data, the dashboards must populate and report should be generated within 5 minute. For dashboards / reporting, the necessary capacity planning like disk IOPS, SSD, and RAM etc. shall be done by the bidder. Any performance enhancement required to achieve the above-mentioned requirements shall be provided by the bidder at no additional cost to the Bank during the whole contract period.	Report generation requires pulling of various data points from different logs depending on the parameter and number of devices included in the report for generation. Such reports should be scheduled for generation rather than getting them on demand. Time required to generate reports cannot be confirmed due to the dynamic nature of inputs which may be included for report generation as mentioned above. Request to rephrase the clause as "The dashboards mentioned in this RFP, below should be the response time- • For the purpose of near real-time device and end-user monitoring, the proposed SDWAN analytics solution should be able to populate the data inputs for selected Branch End devices for duration upto 15 days on to the selected dashboard. • For all other data, the dashboards must populate and report should be generated. For dashboards / reporting, the necessary capacity planning like disk IOPS, SSD, and RAM etc. shall be done by the bidder. Any performance enhancement required to achieve the above-mentioned requirements shall be provided by the bidder at no additional cost to the Bank during the whole contract period."	Corrigendum	Please refer Corrigendum
573	98	5.1 Device Specification -2	The branch device should have following throughput with all feature set enabled as stated in RFP and port capacity: Throughput || Total Port 50 Mbps || 4 (1G) 100 Mbps || 6 (1G) 300 Mbps || 6 (1G) 500 Mbps || 8 (1G) 1 Gbps || 8 (1G) 10 Gbps (Fiber) || 8 (10G with (1/10 compatibility))	Most bank locations have LTE connection. In the next 7 years there is high probality that 4G will become obsolete and provider will move to 5G / 6Gconnectivity. The average speeds in 5G is more than 200Mbps. Request Bank to consider this futuristic upgrade for sizing the Branch devices.	No Change	No Change in terms of the RFP

574	81	2.1 General Security Feature -13	OEM of the proposed SDWAN solution must certify that their product goes through periodical rigorous application security testing (at least annually) and corrective action is taken on them. Such rectification should be made available to the devices deployed in Bank, in form of OS upgrades / patches as per identification of the vulnerability with following timelines: Vulnerability Category || Timeline for workaroiund || Timeline for closure Critical || 24 Hrs. || 7 days High || 48 Hrs. || 15 days Medium || 72 Hrs. || 30 days Low || 96 Hrs. || 90 days	Request to rephrase the clause as "OEM of the proposed SDWAN solution must certify that their product goes through periodical rigorous application security testing (at least annually) and corrective action is taken on them. Such rectification should be made available to the devices deployed in Bank, in form of OS upgrades / patches as per identification of the vulnerability applicable to the configured functionality of SBI SDWAN solution with following timelines: Request change of timelines as below Medium 96Hours for work around and 90 days time for closure Low 120Hours for work around and 150 days for time for closure"	No Change	No Change in terms of the RFP
575	81	2.1 General Security Feature -14	OEM of the proposed SDWAN solution should resolve any vulnerabilities (VA observation) found by the Bank InfoSec team within the timeline mutually agreed between bidder and the bank depending on the severity expressed by the Bank in maximum 6 months.	Request to rephrase as "OEM of the proposed SDWAN solution should resolve any vulnerabilities (VA observation) found by the Bank InfoSec team within the timeline mutually agreed between bidder and the bank depending on the severity expressed by the Bank."	No Change	No Change in terms of the RFP
576	58	Technical & Functional Specifications	To qualify in the Technical Evaluation, a Bidder must comply with all the requirements as listed in the table below. Bidder(s) must submit their response in yes or no only, any compliance with qualified statement shall be treated as non-compliance.	Bidder / OEM should be allowed to add comments / remarks against the compliance statement of Yes/No. This will allow bidder/OEM to provide more inputs regarding the understanding and compliance of the requirement. Request to change the clause as "To qualify in the Technical Evaluation, a Bidder must comply with all the requirements as listed in the table below. Bidder(s) must submit their response in yes or no with remarks against the point if any."	No Change	No Change in terms of the RFP
577	61	General	"Declaration by bidder and OEM"	Declaration by the bidder and OEM has been requested in the RFP for Technical compliance. The document gets reviewed internally by multiple tiers of Managers based in India and Abroad and would require a minimum time of 6 weeks post receiving the response to prebid queries. Hence request to align the bid submission date to 6 weeks post "Response to pre-bid queries " has been published by Bank on the portal.	No Change	No Change in terms of the RFP
578	105	6.3 Central Dashboard -7	The reporting module of the proposed solution should provide monitoring dashboard to provide information such as a. Number of successful/ failed configuration push/ pull to/ from edge devices. b. Number of edge devices deployed per OS version group-wise. All the above options should be available with further drill-down and with information i.e., IP address, location, hostname, etc.	Request to remove "Number of successful/ failed configuration push/ pull to/ from edge devices." from the clause.	No Change	No Change in terms of the RFP

579	109	6.5 Report Specification -5	The Proposed SDWAN solution should be able to provide data points to external NMS solution through API to generate reports for	The entire rudimentary data will be provided using the API to the external NMS syste. Data computation, Calculation and representation of the data has to be done by the external NMS system.	No Change	No Change in terms of the RFP
580	61	Technical Specifications: 1 Solution Deployment -- Point 4	The proposed OEM should have at least 20,000 SDWAN devices deployment.	Request for Clarification: Kindly update on the time period for the OEM deployment like in the past 5 years. Suggest to have it in India .	No Change	No Change in terms of the RFP
581	61	Technical Specifications: 1 Solution Deployment -- Point 5	The proposed OEM should have at least two organizations where 2,000 SDWAN devices have been deployed in each of the organization, out of which at least one organization should be from BFSI/Telecom sector.	Request for Change: The proposed OEM should have at least two Domestic organizations where 2,000 SDWAN devices have been deployed in each of the organization with both organizations from BFSI sector in India Only.	No Change	No Change in terms of the RFP
582	66	Technical Specifications: 1 Solution Deployment -- Point 22	Mean Time between failures (MTBF) for all the devices supplied as part of this contract shall be at least 70,000 hours.	Request for Clarification: Kindly clarify on the logic for asking MTBF for 70000 hours, as per RFP the OEM has to support for 3 years Warrenty and 4 years AMC. Hence logically, even if asked it has to be for 3 years.	Clarification	As per the device specification, MTBF should be as mentioned in clause. There is no corelation between MTBF and warranty/AMC asked.
583	73	Technical Specifications: 1.5 Interoperability -- Point 3	Integration with AD - LDAPS, SAML, ADFS	Request for Change: Integration with AD - LDAPS / SAML / ADFS Clarification: Please clarify whether all or any one to be integrated.	Clarification	The proposed device should be capable of providing all the mentioned integration types. However, during implementation bank may ask for enabling of selected functionalities.
584	73	Technical Specifications: 1.5 Interoperability -- Point 3	AAA solution -- authentication, authorization & accounting -- TACACS / TACACS+, RADIUS	Request for Change: AAA solution - authentication, authorization & accounting - TACACS / TACACS+ / RADIUS Clarification: Please clarify whether all or any one to be method to be used.	Clarification	The proposed device should be capable of providing all the mentioned integration types. However, during implementation bank may ask for enabling of selected functionalities.
585	73	Technical Specifications: 1.5 Interoperability -- Point 3	NMS - Network monitoring for all the parameters. - SNMPv3 polling, SNMPv3 traps & REST API calls	Request for Change: NMS - Network monitoring for all the parameters. - SNMPv3 polling / SNMPv3 traps / REST API calls Request for Clarification: Kindly clarify whether the REST API will provided by Bank NMS for SDWAN OEM to integrate.	Clarification	The proposed device should be capable of providing all the mentioned integration types. However, during implementation bank may ask for enabling of selected functionalities. The proposed solution should have rest API responding functionalites to integrate with other tools for monitoring.
586	76	Technical Specifications: 1.7 Quality Of Service -- Point 4	The device should support the per class bandwidth definition for QoS policy. The definition should support all the formats such as Kbps/Mbps/Gbps and percentage bandwidth. However, during configuration any one of these can be selected.	Request for Change: The device should support the per class bandwidth definition for QoS policy. If definition should support all the formats such as Kbps/Mbps/Gbps and percentage bandwidth. However, during configuration any one of these can be selected.	No Change	No Change in terms of the RFP
587	76	Technical Specifications: 1.7 Quality Of Service -- Point 6	The proposed SDWAN solution should be able to define minimum guaranteed bandwidth per class of service	Request for Change: The proposed SDWAN solution should be able to automatically support / define minimum guaranteed bandwidth per class of service	No Change	No Change in terms of the RFP

588	79	Technical Specifications: 2. Security - 2.1 General Security Feature -- Point 5	Encryption algorithms supported must be AES-128, AES-256 and any higher standard. Hashing algorithms supported must be SHA-2 and any higher standards. Key-exchange algorithms supported must be Diffie-Hellman (Group-14 and above), RSA, ECDH (Elliptic Curve Diffie–Hellman Key Exchange) and any higher standard.	Request for Change: Encryption algorithms supported must be AES-128, AES-256 and any higher standard. Hashing algorithms supported must be SHA-2 and any higher standards. Key-exchange algorithms supported must be Diffie-Hellman (Group-14 and above) / RSA / ECDH (Elliptic Curve Diffie–Hellman Key Exchange) or any higher standard.	No Change	No Change in terms of the RFP
589	95	4. Headend Device 4.1 Device Specification Point 3	In the proposed SDWAN solution, the provisioned headend devices should be in N+N redundancy in all Data Centre. Wherein the N is number of headend deployed in each Data Center, in order to cater all allocated branches. Example If the number of allocated branches is 7000 and a single headend device of OEM is capable of catering to 5000 branch end devices. OEM has to deploy 4 headend devices at each Data Centre to cater 7000 branches, such that 2+2 redundancy is achieved. All the headend devices shall be deployed in active active setup, and all the links extended till either the primary or redundant devices shall remain active at all times.	Request for Clarification: Request to update on the Headend device bandwidth throughout required for 7000 locations.	Corrigendum	Please refer Corrigendum
590	100	5. Branch Device 5.2 Functional Specification Point 9	The compatible converter for serial port shall be provided by bidder without any additional cost to the bank, wherever required.	Request for Clarification: Request to confirm the existing number of locations having serial port.	Clarification	1.5% of branches may be there with serial port out of 7000 branches in the scope of this RFP.
591	108	6 Logs, Dashboard and Report 6.5 Report Specification Point 1	All reports must be exportable in CSV and PDF Formats.	Request for Change: All reports must be exportable in CSV or PDF Formats.	No Change	No Change in terms of the RFP
592	2	Schedule of Events - 4	Pre - bid Meeting - From 16:00 hrs to 18:00 hrs on 05.12.2023 through online meeting	we request bank to provide 1 week extension on this	No Change	No Change in terms of the RFP
593	2	Schedule of Events - 6	Last date and time for Bid submission - Up to 15:30 hrs on 18.12.2023	We request to provide an extension till 10th Jan 2024	Clarification	Please refer earlier corrigendum
594	4	Schedule of Events - 13	Bank Guarantee 10 % of the total value of the Contract Performance Security in form of BG should be valid for 7 year(s) and three months from the effective date of the Contract	This should be only for the period of Warranty which is 3 years. This Can be renewed for 4 Years to cover the AMC period	No Change	No Change in terms of the RFP

595	25	Bank Guarantee - 25 (i)	Performance security in form of Bank Guarantee [BG] for the amount with validity period as specified in this RFP strictly on the format at Appendix-J is to be submitted by the finally selected Bidder (s). The BG has to be issued by a Scheduled Commercial Bank other than SBI and needs to be submitted within the specified time of receipt of formal communication from the Bank about their Bid finally selected. In case, SBI is the sole Banker for the Bidder, a Letter of Comfort from SBI may be accepted	The guranteee should be close ended and minor amendments to the text of the guarantee should be acceptable and the change in text to be accepted mutually	No Change	No Change in terms of the RFP
596	23	POWERS TO VARY OR OMIT WORK - 20 (i)	No alterations, amendments, omissions, additions, suspensions or variations of the work (hereinafter referred to as variation) under the contract shall be made by the successful Bidder except as directed in writing by Bank.	Any variation to the work should be mutually agreed	No Change	No Change in terms of the RFP
597	33	Sub Contracting - 34	As per scope of this RFP, sub-contracting is not permitted.	We are requesting to allow it	No Change	No Change in terms of the RFP
598	33	35. INSURANCE	The insurance shall be for an amount equal to 100 percent of the value of the Products from place of dispatch to final destination on “All Risks” basis, valid for a period of one month after delivery of Products at the defined destination.	Post delivery @ final destination on what basis the Insurance can Continue. If Delivery has happened according to Estimated Schedule then on the DoA coverage if applicable by the OEM policy can be utilised or if the SBI takes an Insurance on the Material	No Change	No Change in terms of the RFP
599	34	Limitation of Liability - 37(i)	. The maximum aggregate liability of Service Provider, subject to below mentioned sub-clause (iii), in respect of any claims, losses, costs or damages arising out of or in connection with this RFP/Agreement shall not exceed the total Project Cost.	Liability as per this clause is capped at the total Project Cost. It should be capped at the fee actually paid during the preceding 12 months from the date of claim. This will bring fairnes and it is commercial practice too. Since in any case there are various exclusions from Limitation of liablity for Gross Negligence etc. which in any case will always be there to take care of the concerns.	No Change	No Change in terms of the RFP
600	37	Liquidated Damages - 43	If Service Provider fails to deliver Product and/or perform any or all the Services within the stipulated time, schedule as specified in this RFP, the Bank may, without prejudice to its other remedies under the RFP, and unless otherwise extension of time is agreed upon without the application of liquidated damages, deduct from the Project Cost, as liquidated damages a sum equivalent to 0.5% of total Project Cost for delay of each week or part thereof maximum up to 5% of total Project Cost. Once the maximum deduction is reached, the Bank may consider termination of the Agreement	This should be for the effected portion only and not on the TCV	No Change	No Change in terms of the RFP
601	43	Termination for Default - 46 (i)	The Bank may, without prejudice to any other remedy for breach of Agreement, written notice of not less than 30 (thirty) days, terminate the Agreement in whole or in part:	Termination notice should be 90 days!! Termination should only be the remedy with bank and no other liability.	No Change	No Change in terms of the RFP

602	45	Termination for Convenience - 49	TERMINATION FOR CONVENIENCE: i. The Bank, by written notice of not less than 90 (ninety) days, may terminate the Contract, in whole or in part, for its convenience, provided same shall not be invoked by the Bank before completion of half of the total Contract period (including the notice period). ii. In the event of termination of the Agreement for the Bank's convenience, Service Provider shall be entitled to receive payment for the Services rendered (delivered) up to the effective date of termination	In case of termination for convenience, Bank should also reimburse the cost of the Supplier it may have to incur on account of such an action by the Bank.	No Change	No Change in terms of the RFP
603	155	Other Terms and Penalties	The cap of 20 percentage penalty of the Total Purchase Order will be applied for a sum of penalties calculated under various heads mentioned above. This cap includes the deductions of the total value of the services not provided. For example:	requested CAP to be of 5% of TCV	No Change	No Change in terms of the RFP
604	61	Technical Specifications: 1 Solution Deployment -- Point 4	The proposed OEM should have at least 20,000 SDWAN devices deployment. (from OEM)	Request for Clarification: Kindly update on the time period for the OEM deployment like in the past 5 years. Suggest to have it in India .	No Change	No Change in terms of the RFP
605	73	Technical Specifications: 1.5 Interoperability -- Point 3	Integration with AD - LDAPS, SAML, ADFS	Request for Change: Integration with AD - LDAPS / SAML / ADFS Clarification: Please clarify whether all or any one to be integrated.	Clarification	The proposed device should be capable of providing all the mentioned integration types. However, during implementation bank may ask for enabling of selected functionalities.
606	73	Technical Specifications: 1.5 Interoperability -- Point 3	AAA solution -- authentication, authorization & accounting -- TACACS / TACACS+, RADIUS	Request for Change: AAA solution - authentication, authorization & accounting - TACACS / TACACS+ / RADIUS Clarification: Please clarify whether all or any one to be method to be used.	Clarification	The proposed device should be capable of providing all the mentioned integration types. However, during implementation bank may ask for enabling of selected functionalities.
607	73	Technical Specifications: 1.5 Interoperability -- Point 3	NMS - Network monitoring for all the parameters. - SNMPv3 polling, SNMPv3 traps & REST API calls	Request for Change: NMS - Network monitoring for all the parameters. - SNMPv3 polling / SNMPv3 traps / REST API calls Request for Clarification: Kindly clarify whether the REST API will provided by Bank NMS for SDWAN OEM to integrate.	Clarification	The proposed device should be capable of providing all the mentioned integration types. However, during implementation bank may ask for enabling of selected functionalities. The proposed solution should have rest API responding functionalites to integrate with other tools for monitoring.

608	95	4. Headend Device 4.1 Device Specification Point 3	In the proposed SDWAN solution, the provisioned headend devices should be in N+N redundancy in all Data Centre. Wherein the N is number of headend deployed in each Data Center, in order to cater all allocated branches. Example If the number of allocated branches is 7000 and a single headend device of OEM is capable of catering to 5000 branch end devices. OEM has to deploy 4 headend devices at each Data Centre to cater 7000 branches, such that 2+2 redundancy is achieved. All the headend devices shall be deployed in active active setup, and all the links extended till either the primary or redundant devices shall remain active at all times.	Request for Clarification: Request to update on the Headend device bandwidth throughout required for 7000 locations.	Corrigendum	Please refer Corrigendum
609	100	5. Branch Device 5.2 Functional Specification Point 9	The compatible converter for serial port shall be provided by bidder without any additional cost to the bank, wherever required.	Request for Clarification: Request to confirm the existing number of locations having serial port.	Clarification	1.5% of branches may be there with serial port out of 7000 branches in the scope of this RFP.
610	62	Solution Deployment, Point # 10	In the Proposed SDWAN Solution the existing data traffic from branch end device should not be impacted due to unavailability of connectivity towards controllers hosted centrally at DCs.	Data traffic via overlay tunnels will not be impacted until IPSec rekey timer expires which is configurable. Beyond this, the IPSec tunnels will go down, data plane cannot be kept UP without control plane indefinitely. Request to modify the point as below: In the Proposed SDWAN Solution the existing data traffic from branch end device should not be impacted due to unavailability of connectivity towards controllers hosted centrally at DCs upto the IPSEC tunnel Rekey timer Configured	Clarification	The data traffic from the branch end towards the DCs or vice versa should not be impacted even when the control channel between the branch end SDWAN device and DC headend SDWAN device is unavailable except in the case of longer duration downtime controllers across all DC simultaneously.
611	64	Solution Deployment, Point # 17	All devices deployed as part of SDWAN solution (including Data Centre and branch devices) should have hardware and software parameters utilisation under 60% with all feature set enabled, as stated in this RFP, for following parameters throughout the contract period. a. CPU b. SSD c. Memory d. Any other measurable parameters e.g., swap space, ASIC processor utilization, GPU utilization, threads, throughput consumption etc. If the performance of the deployed device degrades, in terms of any of the above-mentioned parameters, upon addition of a certain number of branches, the capacity limits of such device will be considered as the number before the degradation.	The proposed hardware for branches as well as DC-DR is multi-core CPU with sufficient storage and RAM to achieve desired performance at the branch. CPU, Memory performance will not impact the traffic as long as device is able to serve the traffic efficiently. The proposed devices have much higher throughput capacity as compared to the actual utilization in branches. Hence request to modify this clause to allow upto 75% of Memory utilization for the proposed hardware.	Corrigendum	Please refer Corrigendum

612	66	Solution Deployment, Point # 18	The proposed SDWAN solution should have session log archival server with appropriate capacity planning of the storage to accommodate the data of the all allocated branches as per the retention period defined. Such session log archival server shall be deployed across two datacentres in active-active mode. All the branch-end devices shall send the session logs to the primary server (in DC) only, and the same should be replicated to server placed at DR site within 5 minutes duration.	Log archival can be done is separate server like syslog servers, SIEM tools, etc. It is not advisable to store very old logs within SDWAN Analytics to avoid performance issues. Request to allow bidder to propose separate Log servers for retention of archived logs. It is possible to have active-active Analytics nodes in both DC and DR. However, in such a situation, it is advisable to send logs from branch to both the Analytics clusters at the same time which means there is no sync required between DC to DR analytics. Alternatively, the logs can be sent to DC Analytics only and then replicated to DR. But this may or may not be completed within 5 mins because it will depend on various factors like latency between DC/DR, amount of logs, prioritization at Analytics nodes, etc. Hence request to either allow sending data to both analytics or remove the 5 minutes condition from this clause.	Corrigendum	Please refer Corrigendum
613	70	Section 1.3- Load Balancing mechanism, Point # 7	The proposed SDWAN solution should Support GRE tunnel for VSAT link termination out of the box. If not, any additional component required for VSAT link should be provisioned by bidder at no additional cost to the Bank. Any such device should be a managed network device.	SDWAN devices would support ethernet interfaces only. The existing VSAT links would be provided by the existing ISP along with required converter (if applicable) to give ethernet hand-off to the edge device. Please confirm if any other converter is to be considered by the bidder for such VSAT branches.	Clarification	Any additional components including ethernet extender cable, converters, additional network device etc. required for achieving the mentioned functionality has to be provided as part of SD-WAN solution by the bidder without any additional cost to the Bank.
614	78	Section 1.8- Additional Feature, Point # 6.d	As requestor of the API calls, solution should be capable of communicating with third party tools like ticketing and alerting tools.	SDWAN solution acts in a "Responder only" mode for API calls made by any 3rd party tools. For pushing any alerts/events to other tools, we can use emails, webhook etc. Request to modify the point as follows: As responder to API calls, solutoin should be capable of communicating with third party tools like ticketing and alerting tools. or Solution should be capable of communicating with third party tools like ticketing and alerting tools using email, webhook, or other mechanism	Corrigendum	Please refer Corrigendum
615	59	5	dynamically selected group* : Automatic branch selection on behalf of pre applied tags given below for example. Name of tags may change based on the actual requirements. Minimum numbers of tags that should be available to apply is 10 per branch end device.	Please modify to " Solution should have the capability to let customer to choose the sites for which any changes needs to be incorporated"	No Change	No Change in terms of the RFP

616	61	1	The proposed SDWAN Solution should be implemented as true software defined WAN solution. The proposed solution should have Centralized Network Orchestrator/manager/controller along with compatible head end and Branch devices. The solution should have functionalities like Analytic, Monitoring and Reporting engine.	Please modify to "The proposed SDWAN Solution should be implemented as true software defined WAN solution. The proposed solution should have separate Centralized Network Orchestrator, manager and a controller along with compatible head end and Branch devices. The solution should have functionalities like Analytic, Monitoring and Reporting engine. • Management Engine- Shall be a separate component that provides single point of entry for Configuration and Monitoring. Shall be securely accessed and capable of configuration policies, monitoring and troubleshooting of multiple WAN Edge devices in the branches, data-centers or remote locations. This management engine shall be available in either physical/virtual form factor and should provide high availability. • Controller - shall be a separate component that abstracts all the routing information from the edge devices and distributes route prefixes, encryption key to all Edges. The controller shall maintain centralized routing table, controls route advertisement as per policy, creates end to end segments on network, instructs data plane to change traffic flow as per the defined policy. Controller shall be available in either physical/virtual form factor and should provide Active-Active instances across DC and DR. • Orchestrator/Authentication Gateway shall be used to authenticate the onboarding edge devices using Certificates and serial number of the edge devices."	No Change	No Change in terms of the RFP
617	63	14	All SDWAN components/devices deployed in High Availability should be capable of: a. Auto Failover: In case the active device fails or malfunctions, the system should be able to identify such failures and initiate auto failover without impacting operations and sessions. b. Manual Failover: There should be functionality to perform manual failover and such manual failover performed should not impact operations and sessions.	Please modify to " All SDWAN components/devices deployed in High Availability should either be capable of: a. Auto Failover: In case the active device fails or malfunctions, the system should be able to identify such failures and initiate auto failover without impacting operations and sessions. b. Manual Failover: There should be functionality to perform manual failover and such manual failover performed should not impact operations and sessions."	No Change	No Change in terms of the RFP
618	63	16	All the Data Centre components of proposed SDWAN solution (including but not limited to Orchestrator, Controller, Analytic engine, Hub/gateway, headend etc.) should support at least 5000 active branches in a single device excluding HA device and without stacking from day one. All the branches have a minimum of 2 WAN links from different TSPs, wherein 5% of total branches as per RFP may have maximum up to 4 WAN Links from different TSPs.	Please modify to "All the Data Centre components of proposed SDWAN solution (including but not limited to Orchestrator, Controller, Analytic engine, Hub/gateway, headend etc.) should support at least 5000 active branches in a single/ multiple devices excluding HA device and without stacking from day one. All the branches have a minimum of 2 WAN links from different TSPs, wherein 5% of total branches as per RFP may have maximum up to 4 WAN Links from different TSPs."	No Change	No Change in terms of the RFP

619	64	17	All devices deployed as part of SDWAN solution (including Data Centre and branch devices) should have hardware and software parameters utilisation under 60% with all feature set enabled, as stated in this RFP, for following parameters throughout the contract period. a. CPU b. SSD c. Memory d. Any other measurable parameters e.g., swap space, ASIC processor utilization, GPU utilization, threads, throughput consumption etc. If the performance of the deployed device degrades, in terms of any of the above-mentioned parameters, upon addition of a certain number of branches, the capacity limits of such device will be considered as the number before the degradation.	Please remove this clause for wider OEM participation	Corrigendum	Please refer Corrigendum
620	69	1.3. 3	The device should support load balancing on available WAN links based on 1. Session based 2. packet based The devices should support both load-balancing mechanisms (Packet and Session) for different application groups/profiles on same device simultaneously.	Please modify to "The device should support load balancing on available WAN links based on 1. Session based or 2. packet based The devices should support both load-balancing mechanisms (Packet or Session) for different application groups/profiles on same device simultaneously. Example: Application group such as APP1 should use session-based load balancing mechanism and Application group such as APP2 should use packet based load balancing mechanism in the same branch router simultaneously"	No Change	No Change in terms of the RFP
621	70	1.3. 5	The Proposed SDWAN solution should load balance the critical application (Highest Priority) traffic through second best link and so on, if the best link bandwidth is utilized up to configured threshold.	Please modify to "The Proposed SDWAN solution should load balance the critical application (Highest Priority) traffic through second best link and so on, if the best link bandwidth is utilized up to configured threshold or should have equal cost multi pathing profile for critical high priority application so that all the links will get utilizaiton and no chance of link capacity threshold issue etc."	No Change	No Change in terms of the RFP
622	70	1.3 .7	The proposed SDWAN solution should Support GRE tunnel for VSAT link termination out of the box. If not, any additional component required for VSAT link should be provisioned by bidder at no additional cost to the Bank.	SDWAN will make secure encrypted tunnel so please clarify the use case of GRE tunnel over VSAT . Also , please let us know - What is the bandwidth used at VSAT locations? And how many users or devices are going to use VSAT link?	Clarification	Use of GRE tunnel maybe required in case SD-WAN device is required to function as normal router. Exact count of VSAT locations shall be shared with successful bidder, and shall be within 1% of branches under scope of this RFP.

623	71	1.4.1	The proposed SDWAN device should allow creation of multiple end to end segments (minimum 5) and required different topology for different segment like: a. Full mesh topology for segment X. b. Hub to Spoke topology for segment Y. c. Multiple Hubs and Spokes for segment Z. Segment X, Y and Z can be created on same, different device as per discretion of the bank.	Please modify to "The proposed SDWAN device should allow creation of multiple end to end segments (minimum 4) and required different topology for different segment like: a. Full mesh topology for segment X. b. Hub to Spoke topology for segment Y. c. Multiple Hubs and Spokes for segment Z. Segment X, Y and Z can be created on same, different device as per discretion of the bank."	No Change	No Change in terms of the RFP
624	71	1.4.2	Support end-to-end segmentation (with minimum 5 segments) with separate routing and forwarding tables for each segment, to securely isolate branch user segment LAN traffic / ATMs etc. within a single appliance.	Please modify to "Support end-to-end segmentation (with minimum 4 segments) with separate routing and forwarding tables for each segment, to securely isolate branch user segment LAN traffic / ATMs etc. within a single appliance."	No Change	No Change in terms of the RFP
625	71	1.4.3	Segmentation should be done from the central controller. Branch devices should support minimum 5 segments and DC/DR devices should support minimum 30 segments.	Please modify to "Segmentation should be done from the central controller. Branch devices should support minimum 4 segments and DC/DR devices should support minimum 30 segments."	No Change	No Change in terms of the RFP
626	75	1.7.1	The device should support industry standard IP QoS mechanisms including (Traffic Class, IP Precedence and DSCP - Differentiated Services Code Point).	Please modify to "The device should support industry standard IP QoS mechanisms including (Traffic Class and IP Precedence or DSCP - Differentiated Services Code Point)."	Corrigendum	Please refer Corrigendum
627	77	1.8.4	"The proposed SDWAN solution should be able to do real-time traffic duplication for defined traffic and application across all links to mitigate latency and packet drops automatically when SLA (packet loss, latency, and jitter) of all available link is violated. After the parameters come within the SLA, duplication of traffic should stop automatically. At the same time, SDWAN solution should be able to do packet deduplication automatically at respective headend and branch device. Example: Branch has two TSP links and both link have violated SLA in terms of packet loss/latency. Then Branch and headend device should support sending critical/defined application traffic through both the links and support deduplication when traffic exits the SDWAN fabric."	Please modify to "The proposed SDWAN solution should be able to identify the app requirement and manually or real-time traffic duplication for defined traffic and application across two or all links to mitigate latency and packet drops automatically when SLA (packet loss, latency, and jitter) of all available link is violated. ~~After the parameters come within the SLA, duplication of traffic should stop automatically.~~ ~~At the same time, SDWAN solution should be able to do packet deduplication automatically at respective headend and branch device.~~ ~~Example:~~ ~~Branch has two TSP links and both link have violated SLA in terms of packet loss/latency. Then Branch and headend device should support sending critical/defined application traffic through both the links and support deduplication when traffic exits the SDWAN fabric."~~	No Change	No Change in terms of the RFP
628	78	1.8.9	The Proposed SDWAN solution may support data compression techniques for unencrypted traffic like FTP etc	Please remove the clause	Clarification	Non Mandatory Clause

629	79	2.1.4	The proposed SDWAN solution should allow automated and policy driven refresh of the encryption key, per tunnel. Solution should also be able to integrate with centralized key management server of the Bank for rotation of certificates and IPSEC keys.	Please modify to "The proposed SDWAN solution should allow automated and policy driven refresh of the encryption key, per tunnel. Solution should also be able to integrate with centralized key management server of the Bank or should have integrated key management for rotation of certificates and IPSEC keys."	Clarification	Currently Key Management Interoperability Protocol (KMIP) with PKCS#11 is being used in the Bank. The provisioned solution should be able to support well-known secure key management protocols.
630	84	2.3.7	All devices access should be available through SSH (AES-128, AES-256 and higher, SHA-2 and higher) or HTTPS (TLS 1.2, TLS 1.3 or higher) and should support all future algorithms through upgrades or updates. The Certificate required for HTTPS should be customizable as per the Bank.	Please modify to "All devices access should be available through SSH (AES-128, AES-256 and higher, SHA /SHA-2 and higher) or HTTPS (TLS 1.2/TLS 1.3 or higher) and should support all future algorithms through upgrades or updates. The Certificate required for HTTPS should be customizable as per the Bank."	No Change	No Change in terms of the RFP
631	84	2.3.11	Proposed SDWAN solution should have the option to disable the default login ID and allow Bank to create custom super user or root user.	Please modify to "Proposed SDWAN solution should have the option to create custom user and integrate with RADIUS/TACACS user management "	No Change	No Change in terms of the RFP
632	85	2.4.2	Logs should be configured to include but not limited to following: a) Authentication failures. b) Account created/deleted/disabled. c) Password change for privileged accounts. d) Changes in configuration settings. e) Start and stop of service. f) System/Console alerts/errors or failures/fault logs. g) Administrator or Root user activities. h) Access to audit trails. i) Creation and deletion of system-level objects. j) Alarms/alerts raised by the access control system (such as violation of any ACL defined) k) Details of system/files accessed of the SDWAN device. l) Use of privileges. (i.e., Privilege escalation)	SDWAN provides indepth logs , but some of the asks written eg: Privilege Escalation , maybe not be applicable to SDWAN solution . Kindly relax the requirement	Corrigendum	Please refer Corrigendum
633	90	3.2.3	Proposed Orchestrator should have the capability to synchronize automatically as well as manually with geographically redundant devices. Automatic synchronization should be done in near real-time (within 60 seconds) without any manual intervention. In case a branch loses the connectivity with primary/ master Orchestrator, than the branch should fetch the configuration from any of the next available Orchestrators deployed in other Data Centres automatically without any manual intervention.	Please modify to "Proposed Orchestrator should have the capability to synchronize automatically as well as manually with geographically redundant devices. Automatic synchronization should be done in near real-time ~~(within 60 seconds)~~ without any manual intervention. In case a branch loses the connectivity with primary/ master Orchestrator, than the branch should fetch the configuration from any of the next available Orchestrators deployed in other Data Centres automatically without any manual intervention"	Corrigendum	Please refer Corrigendum
634	91	3.2.6	Proposed Orchestrator should be able to push/ pull the configuration to dynamically-selected device groups as per the predefined tags in any permutation and combination. Accordingly, the push/ pull of the configuration should apply to the selected group of devices only.	Please modify to "Proposed Orchestrator should be able to push/ pull the configuration to dynamically-selected device ~~groups as per the predefined tags in any permutation and combination~~. Accordingly, the push/ pull of the configuration should apply to the selected group of devices only"	No Change	No Change in terms of the RFP

635	91	3.2.9	Proposed Orchestrator should have the capability to (either push or pull as per the design): I. Push templates to all branches managed by individual Central Manager/ Orchestrator concurrently to minimum 1000 devices. The templates should be pushed to the remaining managed branches in subsequent iterations automatically. So necessary threads, memory, processes etc. should be provisioned accordingly. II. Cater minimum 1000 branch Pull requests concurrently. Pull requests should be having scheduling mechanism ranging from 10 sec to 1 minute. So necessary threads, memory, processes etc. should provisioned accordingly. Example: A configuration template has to be pushed for 5000 branches on dynamically selected group. Device should push template to these 5000 branches with grouping of 1000 branch in one cycle and should complete the remaining 4000 branches without any manual intervention.	Please remove the clause	No Change	No Change in terms of the RFP
636	92	3.2.10	Proposed Orchestrator should push/ pull and rollback Templates to all branches managed by individual Central Manager/ Orchestrator within 5 minutes.	Please modify to " Proposed Orchestrator should push/ pull and rollback Templates to all branches managed by individual Central Manager/ Orchestrator without failure "	Corrigendum	Please refer Corrigendum
637	94	3.2.23	The proposed Orchestrator should have intelligence defined as per the SLA to automatically distribute total IPSEC tunnels/paths across all available headend devices, so as the resource utilization of headend doesn't cross 60% utilization. If so the IPSEC tunnels/paths to be shifted to next available headend device under 60% utilization.	Please remove this clause	No change	No Change in terms of the RFP
638	95	4.1.1	In the Proposed SDWAN Solution, the provisioned headend/ device should have eight 40 G (with backward compatibility for 10G) fiber port with Multimode SFP+ in a single device without stacking. All ports should be configurable as WAN and LAN as per the Bank requirement. All ports should be fully populated from day one.	Please modify to "In the Proposed SDWAN Solution, the provisioned headend/ device should have six 40G /100G fiber port with Multimode SFP+ in a single device without stacking. All ports should be configurable as WAN and LAN as per the Bank requirement. All ports should be fully populated from day one."	Corrigendum	Please refer Corrigendum

639	98	5.1.2	The branch device should have following throughput with all feature set enabled as stated in RFP and port capacity: S.No Throughput Total Port Minimum WAN Minimum LAN 1. 50 Mbps 4 (1G) 2 1 2. 100 Mbps 6 (1G) 2 2 3. 300 Mbps 6 (1G) 2 2 4. 500 Mbps 8 (1G) 3 3 5. 1 Gbps 8 (1G) 3 3 6. 10 Gbps (Fiber) 8 (10G with (1/10 compatibil ity)) 3 3 All devices should be fully populated. Remaining (in addition to minimum WAN and LAN ports) ports should be configurable as either LAN or WAN ports as per bank's requirement.	Please modify to "The branch device should have following throughput with all feature set enabled as stated in RFP and port capacity: S.No Throughput Total Port Minimum WAN Minimum LAN 1. 25 Mbps 6 (1G) 2 2 2. 100 Mbps 6 (1G) 2 2 3. 300 Mbps 6 (1G) 2 2 4. 500 Mbps 8 (1G) 3 3 5. 1 Gbps 8 (1G) 3 3 6. 10 Gbps (Fiber) 8 (10G with (1/10 compatibil ity)) 3 3 All devices should be fully populated. Remaining (in addition to minimum WAN and LAN ports) additional two ports should be configurable as either LAN or WAN ports ."	No Change	No Change in terms of the RFP
640	99	5.2.3	The proposed device should seamlessly operate across all climatic temperatures and weather conditions across the globe without any additional heating / cooling device.	Please let us know the number of locations where the such conditions exist. These places should be catered by Ruggedized devices.	Clarification	All DC end devices will be in DC with all climatic conditions in control. Devices being installed in branches: all most all branches have favourable climatic conditions like AC, UPS, Earthing, etc. but not exactly matching with DCs. The devices installed at the branches in should work with Indian climatic conditions as per the locations.
641	99	5.2.4	Branch devices should be able to be configured locally as well as remotely from the central orchestrator for all functions and features.	Please modify to "Branch devices should be able to be configured locally when the connectivity to the orchestrator is lost and remotely from the central orchestrator for all functions and features otherwise"	No Change	No Change in terms of the RFP
642	99	5.2.7	The Devices should be able to classify or identify traffic based on (but not limited to) the following parameters: 1. Incoming traffic Interface 2. Source and Destination IP 3. Protocol (TCP & UDP) 4. Port based 5. Application (Custom/ Global) 6. IP Preference and DSCP 7. Applied Quality of Service	Please modify to "The Devices should be able to classify or identify traffic based on (but not limited to) the following parameters: 1. Incoming traffic Interface 2. Source and Destination IP 3. Protocol (TCP & UDP) 4. Port based 5. Application (Custom/ Global) 6. IP Preference or DSCP 7. Applied Quality of Service"	Corrigendum	Please refer Corrigendum

643	100	5.2.11	The Devices should support the following IPv6 capabilities: a. IPv6 addressing architecture, IPv6 name resolution, IPv6 statistics, IPv6 neighbor discovery b. ICMPv6, IPv6 DHCP c. Support for the following IPv6 features: OSPFv3, BGP Routing support for IPv6 d. Dual Stack (IPv4 and IPv6) e. IPv6 to IPv4 and vice versa natting	Please modify to ""The Devices should support the following IPv6 capabilities: a. IPv6 addressing architecture, IPv6 name resolution, IPv6 statistics, IPv6 neighbor discovery b. ICMPv6, IPv6 DHCP c. Support for the following IPv6 features: OSPFv3, BGP Routing support for IPv6 d. Dual Stack (IPv4 and IPv6) e. IPv6 to IPv4 ~~and vice versa natting~~"	Corrigendum	Please refer Corrigendum
644	100	5.2.12	The Devices should support time-based policies to allow, deny desired traffic for pre-defined time range considering day-wise, and timewise.	Please remove this clause	No Change	No Change in terms of the RFP
645	102	6.1.2	The proposed SDWAN solution should have servers for storing below types of data as per the retention period specified, with appropriate capacity planning of the storage – a. Live monitoring data - for displaying central and branch dashboards as specified further in this section b. All session data – for forensic purpose.	Please modify to " The proposed SDWAN solution should have servers for storing below types of data as per the retention period specified, with appropriate capacity planning of the storage – a. Live monitoring data - for displaying central and branch dashboards as specified further in this section b. On demand session data – for forensic purpose."	No Change	No Change in terms of the RFP
646	103	6.2.2	The proposed SDWAN solution should have the capability to record and display all session information (for all users and all applications) from Branch End devices being accessed with the following minimum granular data in tabular format: a. Source IP b. Destination IP c. Session timestamp d. Protocol e. Source Port f. Destination Port g. Traffic Sent volume h. Traffic Received volume i. Application name (Well Known, Custom) j. Incoming interface and outgoing interface. k. User ID information from AD integration l. Branch End device IP address	Please modify to "The proposed SDWAN solution should have the capability to record and display all session information (for all users and all applications) from Branch End devices being accessed with the following minimum granular data in tabular format: a. Source IP b. Destination IP c. Session timestamp d. Protocol e. Source Port f. Destination Port g. Traffic Sent volume h. Traffic Received volume i. Application name (Well Known, Custom) j. Incoming interface and outgoing interface. ~~k. User ID information from AD integration~~ ~~l. Branch End device IP address~~"	No Change	No Change in terms of the RFP
647	105	6.3.7	The reporting module of the proposed solution should provide monitoring dashboard to provide information such as a. Number of successful/ failed configuration push/ pull to/ from edge devices. b. Number of edge devices deployed per OS version group-wise. All the above options should be available with further drill-down and with information i.e., IP address, location, hostname, etc.	Please modify to " The reporting module of the proposed solution should provide monitoring dashboard to provide information such as a. ~~Number of successful/ failed configuration push/ pull to/ from edge devices.~~ ~~b. Number of edge devices deployed per OS version group-wise.~~ ~~All the above options should be available with further drill-down and with information i.e., IP address, location, hostname, etc~~"	No Change	No Change in terms of the RFP

648	105	6.3.8	For all the dashboards mentioned in this RFP, below should be the response time- · For the purpose of near real-time device and end-user monitoring, the proposed SDWAN analytics solution should be able to populate the data inputs within 60 seconds for selected Branch End devices for duration upto 15 days on to the selected dashboard. · For the purpose of reporting, monitoring (for archived data older than 15 days), the dashboards must populate and report should be generated within 5 minutes.	Please remove this clause	Corrigendum	Please refer Corrigendum
649	106	6.3.9	The dashboard of proposed SDWAN solution should populate details pertaining to authenticated, unauthenticated (rogue device trying to register), offline and online headend and branch-end devices.	Please remove this clause	No Change	No Change in terms of the RFP
650	107	6.4.3	The Proposed SDWAN solution should have monitoring dashboard to provide utilization of Bandwidth, link-wise per application in graphical format with all possible representations (line, bar, stacked bar, area, scattered graph, etc.) in Time v/s Bandwidth, Time v/s Session as per the Bank's requirement at each SDWAN deployed location.	Please modify to " The Proposed SDWAN solution should have monitoring dashboard to provide utilization of Bandwidth, link-wise per application in graphical format with all possible representations ~~(line, bar, stacked bar, area, scattered graph, etc.) in Time v/s Bandwidth, Time v/s Session as per the Bank's requirement at each SDWAN deployed location~~"	No Change	No Change in terms of the RFP
651	107	6.4.4	The Proposed SDWAN solution should have monitoring dashboard to provide utilization of provisioned Link at SDWAN branch link-wise per user in graphical format with all possible representations (line, bar, stacked bar, area, scattered graph, etc.) in Time v/s Bandwidth, Time v/s Session as per the Bank's requirement.	Please modify to " The Proposed SDWAN solution should have monitoring dashboard to provide utilization of provisioned Link at SDWAN branch link-wise per user in graphical format with all possible representations ~~(line, bar, stacked bar, area, scattered graph, etc.) in Time v/s Bandwidth, Time v/s Session as per the Bank's requirement."~~	No Change	No Change in terms of the RFP
652	107	6.4.5	The Proposed SDWAN solution should have monitoring dashboard to provide utilization of provisioned Link at SDWAN branch per user per application link-wise in graphical format with all possible representations (line, bar, stacked bar, area, scattered graph, etc.) in Time v/s Bandwidth, Time v/s Session as per the Bank's requirement.	Please modify to "The Proposed SDWAN solution should have monitoring dashboard to provide utilization of provisioned Link at SDWAN branch per user per application link-wise in graphical format with all possible representations ~~(line, bar, stacked bar, area, scattered graph, etc.) in Time v/s Bandwidth, Time v/s Session as per the Bank's requirement.~~"	No Change	No Change in terms of the RFP

653	108	6.4.8	The dashboards mentioned in this RFP, below should be the response time- · For the purpose of near real-time device and end-user monitoring, the proposed SDWAN analytics solution should be able to populate the data inputs within 60 seconds for selected Branch End devices for duration upto 15 days on to the selected dashboard. · For all other data, the dashboards must populate and report should be generated within 5 minute. For dashboards / reporting, the necessary capacity planning like disk IOPS, SSD, and RAM etc. shall be done by the bidder. Any performance enhancement required to achieve the above-mentioned requirements shall be provided by the bidder at no additional cost to the Bank during the whole contract period.	Please remove this clause	Corrigendum	Please refer Corrigendum
654	110	6.5.8	The Proposed SDWAN solution should have the capability to generate User Access reports (Successful logins, failed logins, failed authorization, etc.) at the periodicity defined by the Bank.	Please remove this clause	No Change	No Change in terms of the RFP
655	21	19. AWARD CRITERIA AND AWARD OF CONTRACT: i) b)	(b) If L1 bid is not a 'Class-I local supplier', 50% of the order quantity shall be awarded to L1. Thereafter, the lowest bidder among the 'Class-I local supplier', will be invited to match the L1 price for the remaining 50% quantity subject to the Class-I local supplier's quoted price falling within the margin of purchase preference, and contract for that quantity shall be awarded to such 'Class-I local supplier' subject to matching the L1 price. In case such lowest eligible 'Class-I local supplier' fails to match the L1 price or accepts less than the offered quantity, the next higher 'Class-I local supplier' within the margin of purchase preference shall be invited to match the L1 price for remaining quantity and so on, and contract shall be awarded accordingly. In case some quantity is still left uncovered on Class-I local suppliers, then such balance quantity may also be ordered on the L1 bidder.	Please modify this clause as below: (b) If Class I Local Suppliers qualify for award of contract for atleast 50% of the tendered quantity, the contract may be awarded to all the qualified bidders. Hoowever, in case Class I local suppliers do not qualify for atleast 50% of the tendered quantity, purchase preference should be given to Class I local suppliers over Class II local suppliers / Non Local suppliers provided their quoted rates fall within 20% margin of purchase preference of the highest quoted bidder considered for award of contract	Corrigendum	Please refer Corrigendum
656	56	Appendix-B, Bidder Eligibility Criteria, Point 5.	The Bidder should have experience of implementation of SDWAN solution at least 2 Domestic/Global organizations with minimum 2000 SDWAN devices in each organization. Out of these 2 organizations one should be from BFSI/Telecom sector.	Please modfiy the Clause to "The Bidder should have experience of implementation of SDWAN solution at least 2 Domestic organizations with minimum 2000 SDWAN devices in each organization. Out of these 2 organizations one should be from BFSI/Telecom sector."	No Change	No Change in terms of the RFP
657	56	Appendix-B, Bidder Eligibility Criteria, Point 6.	The Bidder (including its OEM, if any) should either be Class-I or Class-II local supplier as defined under this RFP.	Please remove this Clause	No Change	No Change in terms of the RFP

658	21	19. AWARD CRITERIA AND AWARD OF CONTRACT: i)	“Minimum Local content” for the purpose of this RFP, the ‘local content’ requirement to categorize a supplier as ‘Class-I local supplier’ is minimum 50%. For ‘Class-II local supplier’, the ‘local content’ requirement is minimum 20%. If Nodal Ministry/Department has prescribed different percentage of minimum ‘local content’ requirement to categorize a supplier as ‘Class-I local supplier’/ ‘Class-II local supplier’, same shall be applicable.	Query: Nodal Ministry, DoT in this case, via notification dated 29.8.2021 for PPP-MII under Table(A) states that minimum local contet for "IP/MPLS Core routers/ Edge/ Enterprise Router" should be 60%. Pls confirm that to qualify as Class I local supplier, 'local content' should be 60%	Clarification	In RFP NO: SBI/GITC/NW&C/2023-24/1065 dated 22.11.2023 page number 21 under “Minimum Local content” one of the line stated below: If Nodal Ministry/Department has prescribed different percentage of minimum ‘local content’ requirement to categorize a supplier as ‘Class-I local supplier’/ ‘Class-II local supplier’, same shall be applicable. Currently it is 60%.
659	22	19. AWARD CRITERIA AND AWARD OF CONTRACT: ii)	The ‘Class-I local supplier’/ ‘Class-II local supplier’ at the time of submission of bid shall be required to provide a certificate as per Appendix-G from the statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content requirement for ‘Class-I local supplier’/ ‘Class-II local supplier’ as the case may be. <	Query: The PPP-MII dated 16.9.2020, in Clause No. 11 states that the Nodal Ministry (DoT) will prescribe the Manner of Calculation of Local Content DoT states in Notification dated 29.8.2021 for PPP-MII Under Table (B) the Manner in which Local Content needs to be calculated. Under Table(B) it is specifically stated that (a) The Intellectual Property Right (IPR) resides in India for Hardware Design, (b) The Copyright is in India for the software Design & Development. Can the Bank provide excpetion for these clauses while calculating the local content?	Corrigendum	Please refer Corrigendum
660	141	Appendix - I, Certificate of Local Content	2. This certificate is submitted in reference to the Public Procurement (Preference to Make in India), Order 2017 including revision thereto.	Query: The PPP-MII dated 16.9.2020, in Clause No. 11 states that the Nodal Ministry (DoT) will prescribe the Manner of Calculation of Local Content DoT states in Notification dated 29.8.2021 for PPP-MII Under Table (B) and Table (C) the Manner in which Local Content needs to be calculated. Does this need to be followed for calculating Local Content?	Clarification	In RFP NO: SBI/GITC/NW&C/2023-24/1065 dated 22.11.2023 page number 21 under “Minimum Local content” one of the line stated below: If Nodal Ministry/Department has prescribed different percentage of minimum ‘local content’ requirement to categorize a supplier as ‘Class-I local supplier’/ ‘Class-II local supplier’, same shall be applicable. Currently it is 60%.
661	21	19. AWARD CRITERIA AND AWARD OF CONTRACT: i)	“Local content” means the amount of value added in India which shall, unless otherwise prescribed by the Nodal Ministry, be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all customs duties) as a proportion of the total value, in percent.	Is it possible to claim Class-I local suppliers/Class-II local suppliers by claiming the services such as transportation, insurance, installation, commissioning, training and after sales service support like AMC/CMC etc. as local value addition.	No Change	No Change in terms of the RFP
662	56	5	The Bidder should have experience of implementation of SDWAN solution at least 2 Domestic/Global organizations with minimum 2000 SDWAN devices in each organization. Out of these 2 organizations one should be from BFSI/Telecom sector.	Request to change it to - The Bidder should have experience of implementation of SDWAN solution at least 1 Domestic/Global organizations with minimum 2000 SDWAN devices in BFSI/Telecom sector.	No Change	No Change in terms of the RFP
			Additional Clauses to be added :			
663				The SDWAN tunnel creation should be automatic & dynamic without any manual configuration on the edges and the controller. In case of a change in WAN IP address (Private/Public) the SD-WAN solution shall detect the change and rebuild the SDWAN tunnel without manual VPN configurations.	Clarification	Not Considered

664				The system should automatically measure the link SLA's (packet loss , latency and jitter) without the need for defining any probing endpoint manually on the devices	Clarification	Details, if any, will be shared with the successful bidder.
665				Automated Workflow to connect to Multiple Cloud vendors like AWS/AZURE/GCP and Cloud security vendors	Clarification	Details, if any, will be shared with the successful bidder.
666				System should have minimum two factor authentication between Controllers and central and branch devices before they established communication with each other. Out of two factors, one factor has to be using certificate. The communication between the software defined network controller and the branch device running on the remote entity should be secure and encrypted.	Clarification	Details, if any, will be shared with the successful bidder.
667				Memory utilization on a CPE is heavily dependent on the features like NAT , policies and configurations applied/enabled on CPE. Software needs to be upgradable to incorporate new feature on roadmap and these new features are AI/ML based which needs more memory on branch CPE. To make sure longer running life and feature upgradability, we recommend Bank to specify minimum memory 8GB resource requirement on branch CPE hardware.	Clarification	Details, if any, will be shared with the successful bidder.
668				Branch device should have minimum of one fiber port as majority of Service provides today have last mile on Fiber and prefer to deliver handoff on fiber	Clarification	Not Considered
669	56	Appendix B - Bidder's Eligibility Criteria Clause No. 5	The Bidder should have experience of implementation of SDWAN solution at least 2 Domestic/Global organizations with minimum 2000 SDWAN devices in each organization. Out of these 2 organizations one should be from BFSI/Telecom sector.	The Bidder/OEM should have experience of implementation of SDWAN solution at least 2 Domestic/Global organizations with minimum 2000 SDWAN devices in each organization. Out of these 2 organizations one should be from BFSI/Telecom sector.	No Change	No Change in terms of the RFP
670	56	Appendix B - Bidder's Eligibility Criteria Clause No. 7	Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has executed similar projects in India/Global. (Start and End Date of the Project to be mentioned) in the past (At least 2 client references are required).	Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder/OEM has executed similar projects in India/Global. (Start and End Date of the Project to be mentioned) in the past (At least 2 client references are required).	No Change	No Change in terms of the RFP
671	114	1.15	The Purchase Order may be placed in part or full by State Bank of India or any of its Associates/Subsidiaries. The quantity or number of SDWAN devices (equipment) to be purchased is only indicative. No guarantee or assurance is being provided hereby as to the exact quantity of equipment to be purchased or the minimum order quantity. The Bank, however, reserves the right to procure extra quantity of equipment during the validity period of the offer. The same rate will be applicable to all Associates/Subsidiaries of State Bank of India.	We request for minimum quantity to be defined , additional quantity can be added on the same unit rate	No Change	No Change in terms of the RFP

672	114	1.16	Bidder must design, lay and test the cabling (at DCs/DRs) to complete the migration from old devices to new devices supplied under this RFP	We request to allow for a site survey at DC /DR with support from Bank related to placement of racks to understand the exact requirement for cabling	Clarification	selected bidder will be provided with the required information.
673	115	1.2	The Bidder should not outsource the contract to sub-contractor. An undertaking to this effect should be submitted by the bidder.	We request to allow Authorised Service Partner for Cabling / Installation / Field work	No Change	No Change in terms of the RFP
674	116	1.33	All the API integration required on OEM devices should be done by the OEM.	Request to please brief as what all scenaris will be there for API integration	Clarification	selected bidder will be provided with the required information.
675	116	2.2	On site OEM Professional Services shall be responsible for completing the migration of first 340 branches (of different categories as provided by the Bank) within 30 working days and shall prepare all necessary templates as per these different branch categories.	We request to extend the timelines from 30 days to 60 days, Post finalization of solution and project plan along with Bank	No Change	No Change in terms of the RFP
676	118	2.7	The configuration in Data center devices for the migration of all the remaining branches shall be done by the bidder onsite L3 resources within 6 weeks under supervision of OEM (PS Team), after the deployment of first 340 branches by OEM PS team. The Downtime for the branch migration will be provided post banking hours as per the discretion of the Bank. The count of such on site L3 resources shall be decided by the bidder keeping in view, the timelines of migration mentioned above.	We request to extend it to 10 weeks excluding any delay by NI or Bank in terms of Downtime or Branch configuration by NI	No Change	No Change in terms of the RFP
677	119	3.1	All the devices to be deployed in 4 Data Centers of the Bank must be delivered to the respective Data Centers within a period of 8 weeks from the date of placing PO /LOI.	We request to extend the timelines from 8 weeks to 12 weeks	No Change	No Change in terms of the RFP
678	120	4.3	Deployment of DC hardware, OS installation, configuration, integration with different specified tools should be completed within 2 weeks after the delivery of hardware equipment.	We request to extend the timelines from 2 weeks to 3 weeks	No Change	No Change in terms of the RFP
679	120	5.1	Date of Installation shall be considered on the day when the below tasks are completed- · Rack mounting · Cabling · Power-ON · Device configuration · Network reachability of the device If there is a dependency on the Bank (certificate to be taken from the Bank), Date of Installation will be Date of Delivery plus 3 months.	We request to please elaborate on "Date of Installation will be Date of Delivery plus 3 Months" as our understanding is that Date of Installation shall be when the tasks are completed as mentioned in the clause.	Clarification	Date of installation and commissioning has been deliberated in the clause number 5 on page number 120
680	121	5.3	Bank will provide commissioning and acceptance report for minimum 100 branches or in multiples of 100. Bidder shall submit signed installation report from the branches/ offices/ circle ITS team for every installation.	We request to provide site wise acceptance and commissioning or in the lesser slot e.g. 25 instead of 100	No Change	No Change in terms of the RFP

681	121	5.4	Acceptance of the Solution will be provided by the Bank to the bidder after migration of all the 7000 allocated branches and accomplishment of all stated below task. · The bidder has to submit certificate from OEM to the Bank after thorough examination stating that all Data Center components deployment, templates created, reporting and configuration of Fifty (50) Sample Branches(given by the bank/NI) migrated by bidder are as per the OEM recommended best practices, after migration of all allocated 7000 branches. · All the points specified in the technical specification of this RFP are matched. · The solution shall be thoroughly tested against the following (but not limited to) set of test cases for acceptance. I. Active-Passive failover test for all the DC components. II. Power failure test. III. Link failure test i.e., to avoid the single point of failure, the cables may be jacked out/in off the device, there should be no production impact. Howsoever, the respective alarm must be generated for the same. IV. Synchronization test between the HA component and geographical redundant devices. V. The above cases shall be tested with sample 10 branches, wherever HA is applicable. VI. Integration of the branch devices with the NMS, SIEM, LMS, Configuration backup tool and other tools defined in the technical specifications of RFP.	Does this clause mean that billing start date of any site will be post migration of all 7000 sites, we request for site wise acceptance as and when that site is tested and made operational on the SDWAN	No Change	No Change in terms of the RFP
682	122	8.2	Bidder shall migrate all 340 branches within 2 weeks after deployment of data center devices.	We request to extend the timelines from 2 weeks to 4 weeks	No Change	No Change in terms of the RFP
683	131	14.1	Delivery of hardware and software/licences - 8 weeks from the date of acceptance of PO - 50 % of the Cost of Hardware and Software (Payment)	We request for the payment of 80% of the Cost of Hardware and Software at the time of delivery - Invoices will be shared along with delivery of Hardware	No Change	No Change in terms of the RFP
684	123	4	Installation at remaining branches shall be carried out by NI team at respective locations	As per Bidders understanding, Bank's existing NI will do only rack-stack and installtion (Field Activity) at remaining branch location and Bidder's Onsite L3 resources will do remote branch migrations from Data Centre locations or Bank's existing NI will be responsible for rack-stack ,installation , configuration and migartions of remaining branches and Bidder's L3 onsite engineer will migarte only 340 branches. Please confirm.	Clarification	The applicable meaning of the clause is "As per Bidders understanding, Bank's existing NI will do only rack-stack and installtion (Field Activity) at remaining branch location and Bidder's Onsite L3 resources will do remote branch migrations from Data Centre locations."

685	120	2	Bidders should provide 42 U rack fully loaded (Rack doors should not be of glass, it should be perforated) for all data centers devices with the industry standard Power sockets, Dual Power Distribution Units (PDUs) etc. in each rack, power accessories, LIU, patch panels, check nuts, cable managers, equipment with rack mounting kit etc. to mount all components in the rack space provided in the Bank's Data Centers. Bidder may check for the compatibility of power sockets in DCs before procuring the same	How many Racks does bidder need to provide at each Data Centre location , please confirm Will this rack be used only to host SDWAN devices , please confirm.	Clarification	The solution need to be architected by the bidder/OEM with consideration of all applicable clauses. The rack will be used to host the SDWAN devices primarily or any other devices as per the requirement of bank.
686	79	2.1 , 6	Static IP filtering and URL filtering based stateful firewall feature must be available in the base license without any additional cost to the Bank.	While URL filtering has been considered by bank as an manadatory feature , we do see IDS / IPS are missing from the list, as per our experience we would recommed bank to consider IDS/ IPS as manadatory security feature so that in case of regulatory giving go-ahead for local internet breakout then bank network should be reday to adapt it immediately. Requesting to revise existing clause as :- Static IP filtering , IDS/IPS , URL filtering based stateful firewall feature must be available in the base license without any additional cost to the Bank.	No Change	No Change in terms of the RFP
687	61	2	All components deployed at Data Center locations should be horizontally scalable up to 25000 branches (as per stated scenario in this RFP) if Bank decides to integrate/migrate additional branches/offices on to the proposed SDWAN solution fabric.	Do we need to design Headend architecture that will support 7000 Branches from day 1 and should be horizontolly scalable upto 25000 Branches with additional headend components if Bank decides to integrate/migrate additional branches/offices on to the proposed SDWAN solution fabric. or Do we need to deploy headend components at Data Centre locations that scalable upto 25000 Branches from day 1.	Clarification	Scope of this RFP is for 7000 branches. (with additional approval +/- 25% only). Horizontal scalability for 25000 branches is must for future expansion.
688	62	12	In the Proposed SDWAN Solution, all links including secondary handoff's, extended till the headend devices placed at Data Centre should be deployed and configured in active-active state. If any additional device/cable is required to achieve above mentioned functionalities, the bidder should arrange for the same without any additional cost to the bank. The additional network device, if provided, should be a managed device (ex. Managed switch).	Please confirm the number of WAN Link service providers at Data Centre locations In current network, how WAN links from different service providers are extended towards LAN switch, do Bank have any WAN aggregation device in Data Centre Enviornment to consolidate all WAN links , Please confirm Will Bank provide WAN aggreagtion switch or 1G/10G ports on existing WAN aggreagtion switch at Data Centre locations to extend WAN links towards SDWAN HUB device.	Clarification	Details will be shared with successful bidder/OEM.
689	61	1 Solution Deployment - 3	All components of proposed solution should be in the form of hardware appliance and must be rack mountable.	Branch end devices are proposed based on the throughput requirement and may not be rack mountable to the small form factor. Request to rephrase the clause as "All components of proposed solution should be in the form of hardware appliance and must be rack mountable or placed on Tray provided with the device OEM ."	Clarification	If the form factor is small then Rack mounting may not be required for branch devices.

690	66	1 Solution Deployment - 21	The Proposed SDWAN reporting and dashboard solution should have capacity for minimum 50 concurrent login for the admin/management console or GUI without any degradation in services.	Every session login consumes resources when the admin logs into the centralized management tool. Admin can query resource intensive tasks and hence it is recommended not to have 50 concurrent login sessions. Allowing 50 concurrent logins will definitely lead to performance issues on the management tool. Request to rephrase the clause as "The Proposed SDWAN reporting and dashboard solution should have capacity for minimum 5 concurrent login for the admin/management console or GUI without any degradation in services."	No Change	No Change in terms of the RFP
691	69	1.3 Loadbalamcing Mechanism - 2	In the proposed SDWAN solution, the WAN path selection for the traffic originating from branch should be dynamically done based on the policy configured/pushed from the Central Controller. The device should support load balancing on available WAN links based on 1. Session based 2. packet based The devices should support both load-balancing mechanisms (Packet and Session) for different application groups/profiles on same device simultaneously. Example: Application group such as APP1 should use session-based load balancing mechanism and Application group such as APP2 should use packet based load balancing mechanism in the same branch router simultaneously.	Packet based load balancing is a legacy method supported only by loadballancer solutions. In this method there would be an additional latency induced at source for breaking the segment and at destination to assemble the segment back. This would further impact application user performance. Routers cannot run session based and packet based loadballancing simultaneously as both uses different algorithms. Hence request you to rephrase the clause as "In the proposed SDWAN solution, the WAN path selection for the traffic originating from branch should be dynamically done based on the policy configured/pushed from the Central Controller. The device should support load balancing on available WAN links based on 1. Session based 2. packet based The devices should support either of the load-balancing mechanisms (Packet or Session) at any given point of time. Example: Application group such as APP1 and APP2 should either use session-based load balancing or packet based load balancing mechanism."	No Change	No Change in terms of the RFP
692	83	2.3 Device Security 1	All devices provisioned as part of the solution should have the capability to restrict management access based on IP address / Subnets. The access lists for the purpose must be at least 20 IPs / subnets.	Management access to the devices has to be provided through specific subnets of the SOC/NOC Team. Including subnets outside of SOC/NOC can lead to misuse / increase of attack surface which is not recommended. Each DC having SOC/NOC (four DC and 1 subnet per NOC/SOC) can have one subnet for management of devices still providing future scale to add more IP/subnets. We can provide 10 IP / subnet per user / TACACS / RADIUS group. Request to rephrase the clause as "All devices provisioned as part of the solution should have the capability to restrict management access based on IP address / Subnets. The access lists for the purpose must be at least 10 IPs / subnets per User / TACACS/Radius Group."	No Change	No Change in terms of the RFP

693	61	1 Solution Deployment -3	All components of proposed solution should be in the form of hardware appliance and must be rack mountable.	Request to rephrase as below Branch end devices are proposed based on the throughput requirement and may not be rack mountable due to the small form factor. Request to rephrase the clause as "All components of proposed solution should be in the form of hardware appliance and must be rack or tray mountable at the Branch. Appliance based controller would have limited scalability for future scale. VM based controller can be expanded to provided scalability and enhance performance by increasing resources from the underlying VM. Request to rephrase as "Controller Appliance can be OEM physical appliance or Virtual Machine. All underlying infrastructure required like hypervisor, server has to be included as part of the technical solution from Day-1."	Clarification	If the form factor is small then Rack mounting may not be required for branch devices.
694	98	5.2 Functional Specification -1	Proposed branch device should have an appropriate rack mounting kit as per the form factor of the proposed device. The power supply unit of device should be as per the Indian standard plug and power rating of the device. All the necessary material for the rack mounting of the devices must be provided by the Bidder/OEM.	Branch end devices are proposed based on the throughput requirement and may not be rack mountable due to the small form factor. Request to rephrase the clause as "Proposed branch device should have an appropriate rack mounting kit / tray as per the form factor of the proposed device. The power supply unit of device should be as per the Indian standard plug and power rating of the device. All the necessary material for the rack / tray mounting of the devices must be provided by the Bidder/OEM."	Clarification	If form factor is small then the mountig kit may not be required.
695	99	5.2 Functional Specification -3	The proposed device should seamlessly operate across all climatic temperatures and weather conditions across the globe without any additional heating / cooling device.	Electronic devices are manufactured to operate in ideal of temperature and humidity conditions. Devices manufactured to operate in extreme conditions are of different make and called ruggedized. Request to rephrase as "The proposed devices should be able to operate under following conditions. Temperature - 0°–40°C Humidity - 10%–90% non-condensing"	Clarification	All DC end devices will be in DC with all climatic conditions in control. Devices being installed in branches: all most all branches have favourable climatic conditions like AC, UPS, Earthing, etc. but not exactly matching with DCs. The devices installed at the branches in should work with Indian climatic conditions as per the locations.
696	99	5.2 Functional Specification -5	The Device should have inbuilt memory storage (SSD/ NVRAM/ etc.) to locally retain: 1. syslog for at least 1 month. 2. minimum 2 OS images. 3. configuration file up to 5 revision number.	Centralized Manager / Controller will have the ability to store configuration revision and Log server will store the logs from all devices centrally. Storing logs on branch device affect the performance and does not provide ability to pull logs from the device. Request you to rephrase the clause as "The Device should have inbuilt memory storage (SSD/ NVRAM/ etc.) to locally retain: 1. send syslog to central log server part of the solution as per log retention period mention for log server. 2. minimum 2 OS images. 3. configuration file up to 5 revision number should be stored locally or on the Controller / Manager."	No Change	No Change in terms of the RFP
697	100	5.2 Functional Specification -9	The compatible converter for serial port shall be provided by bidder without any additional cost to the bank, wherever required.	As per specifications under section 5.1 point no 2, all interfaces required should be 1G. Request to confirm how many serial to Ethernet converters should be provided per router at the branch.	Clarification	1.5% of branches may be there with serial port out of 7000 branches in the scope of this RFP.

698	100	5.2 Functional Specification -12	The Devices should support time-based policies to allow, deny desired traffic for pre-defined time range considering day-wise, and timewise. Example: a. Depending on the banking hours and operational ease, bank wants to allow antivirus updates from Monday to Friday from 16:00 hrs. to 17:00 hrs. only or any customizable time range. b. Likewise, the bank wants to allow windows update on 10th, 20th and 27th of every month from 18:00 hrs. to 19:00 hrs. only.	Time based policies are supported based on Day of the week and time range. Creation of schedule based on date of the Month is not supported. Request you to rephrase the clause as "The Devices should support time-based policies to allow, deny desired traffic for pre-defined time range considering day-wise, and timewise. Example: a. Depending on the banking hours and operational ease, bank wants to allow antivirus updates from Monday to Friday from 16:00 hrs. to 17:00 hrs. only or any customizable time range. "	No Change	No Change in terms of the RFP
699	102	6.1 Device Specification -1	In the Proposed SDWAN Solution the provisioned central reporting device should have at least 4 x 10 G fiber port with Multimode SFP+. All ports should be fully populated from day one.	Reporting server will be deployed on Server and required ports will be provided in the server appliance. Request you to rephrase the clause as "In the Proposed SDWAN Solution the provisioned central reporting device (if virtual then the underlying server) should have at least 4 x 10 G fiber port with Multimode SFP+. All ports should be fully populated from day one."	No Change	No Change in terms of the RFP
700	128	11. Spares and RMA -2	RMA of device (Brand New) should arrive within 4 hour at the respective Data Centre irrespective of day and time including holidays 24x7x365	In the same section point number 1, it is requested to provide Cold standby for the DC Headend Devices. In such case requesting for RMA to be delivered in 4 hours over and above the Cold stand by will be redundant and add to overall cost to Bank. Request you to either request for "Cold Standby" or "4 hours RMA" for DC devices.	No Change	No Change in terms of the RFP
701	128	11. Spares and RMA -3	Timelines for any such incident shall start from the time when the Bank / the Bank's NI informs either the Bidder or OEM	RMA is raised only once TAC confirms hardware fault which would require replacement of the device. Timelines for RMA only starts when RMA is confirmed and raised by TAC and not when TAC ticket is raised. Request you to rephrase the clause as "Timelines for any such incident shall start from the time when TAC has confirmed the hardware failure and raise RMA"	Clarification	The time for incident reporting shall be considered as per the clause. however, the time for calculation of RMA delivery will be considered as per standard procedure on the RMA request raised by the bank/bank's NI.
702	134	Data Centre Devices (Y)	(Sizing of the DC devices should be done accordingly by the bidder and quantity as per the technical specifications and rates should be mentioned in this table, Including license if any applicable for entire contract period	The point mentions that the sizing for DC Headend device has to be done by the bidder however the required sizing consideration of device throughput after enabling SDWAN and IPSEC functionality is not mentioned in the RFP. Sizing can be subjective in absence of sizing considerations and lead to disparity in sizing between different bidder leading to incorrect comparison of solutions. If the device is undersized, it may lead to production failure causing business and reputation impact to the Bank. Request bank to mention the throughput for the headend devices post enabling SDWAN and IPSEC feature set.	Clarification	The bidder/ OEM has to architect the solution in such a way that none of the parameters shall go beyond 60% utilisation. Please refer point number 17 on page number 64 of the RFP.

703	64	1 Solution Deployment -17	All devices deployed as part of SDWAN solution (including Data Centre and branch devices) should have hardware and software parameters utilisation under 60% with all feature set enabled, as stated in this RFP, for following parameters throughout the contract period. a. CPU b. SSD c. Memory d. Any other measurable parameters e.g., swap space, ASIC processor utilization, GPU utilization, threads, throughput consumption etc.	Every OEM has different hardware software architecture, thus aligning CPU cores / thread / memory is the responsibility of the OS without impacting the performance of the appliance. Some cores / threads may utilized higher than other however this does not impact the device performance. Hence request you to rephrase the clause as "All devices deployed as part of SDWAN solution (including Data Centre and branch devices) should have hardware and software parameters utilisation under 80% with all feature set enabled, as stated in this RFP, for following parameters throughout the contract period. a. CPU b. SSD c. Memory d. Any other measurable parameters e.g., swap space, ASIC processor utilization, GPU utilization, throughput consumption etc."	Corrigendum	Please refer Corrigendum
704	66	1 Solution Deployment -18	The proposed SDWAN solution should have session log archival server with appropriate capacity planning of the storage to accommodate the data of the all allocated branches as per the retention period defined. Such session log archival server shall be deployed across two datacentres in active-active mode. All the branch-end devices shall send the session logs to the primary server (in DC) only, and the same should be replicated to server placed at DR site within 5 minutes duration.	Log server would receive syslog from 7000 branches and 4 hubs devices. This traffic would be in multiples of Gbs. Replicating multi-gig traffic from DC to DR would not just be dependant on the two log servers but would also require dedicated bandwidth for the replication to complete in timely manner. Request you to rephrase the clause as "The proposed SDWAN solution should have session log archival server with appropriate capacity planning of the storage to accommodate the data of the all allocated branches as per the retention period defined. Such session log archival server shall be deployed across two datacentres in active-active mode. All the branch-end devices shall send the session logs to the primary server (in DC) only, and the same should be replicated to server placed at DR site within 180 minutes duration. Necessary dedicated bandwidth will be provided by the Bank for the replication purpose."	Corrigendum	Please refer Corrigendum

705	70	1.3 Load Balancing Mechanism -6	The proposed SDWAN solution should be able to load balance the traffic across multiple WAN links of uneven bandwidth. Simultaneous monitoring of the links should be done to avoid congestion on the lower-bandwidth link. Example: TSP1 Link is of 5Mbps and TSP2 link is of 50Mbps. So, the load balancing of traffic/sessions should be 1:10 ratio.	Different OEM solutions have different mechanism to load balance traffic across two links with different bandwidth. Our solution can load balance traffic based on available bandwidth ensuring that the link with smaller bandwidth is not bottleneck and utilized accordingly. Request you to rephrase the clause as "The proposed SDWAN solution should be able to load balance the traffic across multiple WAN links of uneven bandwidth. Simultaneous monitoring of the links should be done to avoid congestion on the lower-bandwidth link. Example: TSP1 Link is of 5Mbps and TSP2 link is of 50Mbps. So, the load balancing of traffic/sessions should be 1:10 ratio or based on available / free bandwidth utilization on both links."	No Change	No Change in terms of the RFP
706	78	1.8 Additional Feature -9	The Proposed SDWAN solution may support data compression techniques for unencrypted traffic like FTP etc.	Today in Banking environment 100% of traffic is SSL based. Compression is a legacy method of WAN optimization used when WAN links had sparse bandwidths in kbps and when traffic was clear-text. Data compression at branch would require decompression at DC which would add latency to complete data transfer. Lastly bank should not run unencrypted applications on WAN and compression does not work for encrypted traffic. Request you to remove this point.	Clarification	Non Mandatory Clause
707	85	2.4 Logs Security -3	Logging level on the devices should be configurable as per requirement of the Bank. Enabling the highest level logging should not degrade the performance of the device.	Enabling debug level of logging utilizes CPU resources depending the type of debug being executed which can impact the production performance and is not recommended. Debug logging should only be used for troubleshooting. Request you to rephrase the clause as "Logging level on the devices should be configurable as per requirement of the Bank. Enabling the highest level logging (except debug) should not degrade the performance of the device."	Corrigendum	Please refer Corrigendum
708	87	3. Orchestrator 3.1 Device Specification -1	In the Proposed SDWAN Solution the provisioned central orchestrator/manager/controller should have at least 4x10G fiber port with Multimode SFP+. All ports should be fully populated from day one.	It is recommended to deploy Controller / orchestrator on VM to provide scale and performance.. Request you to rephrase the clause as "In the Proposed SDWAN Solution the provisioned central reporting device (if virtual then the underlying server) should have at least 4 x 10 G fiber port with Multimode SFP+. All ports should be fully populated from day one."	No Change	No Change in terms of the RFP

709	88	3.2 Functionality Specification -2	In the Proposed SDWAN Solution, the Controllers / controller clusters shall be deployed in all four Data centers of the Bank. There should be a single point of manageability in one of the two below mentioned ways – a. There should be a master controller / orchestrator managing the individual orchestrator deployment in each DC. Master controller in such a case shall be placed in local HA and in DC-DR. b. All 4 clusters should work in nested cluster architecture, i.e., at any point of time, Controller / controller cluster in one DC shall act as Master and remaining controllers hosted in other DCs shall act as Slaves, for management login. All the four set of controllers shall remain Active at all times, for operations such as configuration, key exchange, etc. Any changes made in the Master controller should be automatically synced to HA pair, DR devices and all the slave controllers, within a duration of maximum 60 seconds.	Sync between the controllers depend on the amount of data / configuration that needs to be synced and dedicated bandwidth available between the instances. Syncing take take more time if the sync is with regards to 1000s of branches for multiple setting, templates, OS files etc. Considering these 60 seconds of time is not sufficient to sync between the controller instances. Request to rephrase the clause as "In the Proposed SDWAN Solution, the Controllers / controller clusters shall be deployed in all four Data centers of the Bank. There should be a single point of manageability in one of the two below mentioned ways – a. There should be a master controller / orchestrator managing the individual orchestrator deployment in each DC. Master controller in such a case shall be placed in local HA and in DC-DR. b. All 4 clusters should work in nested cluster architecture, i.e., at any point of time, Controller / controller cluster in one DC shall act as Master and remaining controllers hosted in other DCs shall act as Slaves, for management login. All the four set of controllers shall remain Active at all times, for operations such as configuration, key exchange, etc. Any changes made in the Master controller should be automatically synced to HA pair, DR devices and all the slave controllers, within a duration of maximum 30 mins."	Corrigendum	Please refer Corrigendum
710	90	3.2 Functionality Specification -3	Proposed Orchestrator should have the capability to synchronize automatically as well as manually with geographically redundant devices. Automatic synchronization should be done in near real-time (within 60 seconds) without any manual intervention. In case a branch loses the connectivity with primary/ master Orchestrator, than the branch should fetch the configuration from any of the next available Orchestrators deployed in other Data Centres automatically without any manual intervention.	Sync between the controllers depend on the amount of data / configuration that needs to be synced and dedicated bandwidth available between the instances. Syncing take take more time if the sync is with regards to 1000s of branches for multiple setting, templates, OS files etc. Considering these 60 seconds of time is not sufficient to sync between the controller instances. Request to rephrase the clause as "Proposed Orchestrator should have the capability to synchronize automatically as well as manually with geographically redundant devices. Automatic synchronization should be done in near real-time (within 30 minutes) without any manual intervention. In case a branch loses the connectivity with primary/ master Orchestrator, than the branch should fetch the configuration from any of the next available Orchestrators deployed in other Data Centres automatically without any manual intervention."	Corrigendum	Please refer Corrigendum

711	92	3.2 Functionality Specification -9	Proposed Orchestrator should have the capability to (either push or pull as per the design): I. Push templates to all branches managed by individual Central Manager/ Orchestrator concurrently to minimum 1000 devices. The templates should be pushed to the remaining managed branches in subsequent iterations automatically. So necessary threads, memory, processes etc. should be provisioned accordingly. II. Cater minimum 1000 branch Pull requests concurrently. Pull requests should be having scheduling mechanism ranging from 10 sec to 1 minute. So necessary threads, memory, processes etc. should provisioned accordingly. Example: A configuration template has to be pushed for 5000 branches on dynamically selected group. Device should push template to these 5000 branches with grouping of 1000 branch in one cycle and should complete the remaining 4000 branches without any manual intervention.	The main benefit of adopting solutions like SDWAN is to centrally manage, monitor and configure all device from single console in DC. This means majority of the configuration should be deployed form the central management pane towards all the branches. Configuration change being performed locally at the branch should be predominantly avoided and allowed only in case of extreme emergency. This scenario cannot be applicable to 1000s of branch where configuration change is being made locally from the branch defeating the purpose of SDWAN which is the scenario when pull operation is required from the central management pane. Pulling of configuration is not applicable to 1000s of branches simultaneously and is applicable to 1 or 2 branches at a time to sync back the configuration change locally performed at the branch. Request to rephrase the clause as "Proposed Orchestrator should have the capability to (either push or pull as per the design): I. Push templates to all branches managed by individual Central Manager/ Orchestrator concurrently to minimum 1000 devices. The templates should be pushed to the remaining managed branches in subsequent iterations automatically. So necessary threads, memory, processes etc. should be provisioned accordingly. II. Pull requests should be available for syncing configuration from the branch device to the central management pane. Example: A configuration template has to be pushed for 5000 branches on dynamically selected group. Device should push template to these 5000 branches with grouping of 1000 branch in one cycle and should complete the remaining 4000 branches without any manual intervention."	No Change	No Change in terms of the RFP
712	92	3.2 Functionality Specification -10	Proposed Orchestrator should push/ pull and rollback Templates to all branches managed by individual Central Manager/ Orchestrator within 5 minutes.	Time taken to perform tasks like pull/push / rollback can depend on the amount of configuration and number of devices to whom the confirmation is being pushed / pulled. 5 mins is too short in case the configuration has to be deployed to 1000s of devices. Request you to rephrase as "Proposed Orchestrator should push/ pull and rollback Templates to all branches managed by individual Central Manager/ Orchestrator within 20 minutes."	Corrigendum	Please refer Corrigendum
713	93	3.2 Functionality Specification -16	Proposed Orchestrator should have a central repository to store at least 10 OS/firmware (comprising all the recommended & rollback version for Headend and Branch end devices). Solution should have scheduling mechanism for OS/firmware upgradation of dynamically selected group. Headend and Branch end devices should have sufficient storage locally to house the current running version and rollback version of deployed OS/firmware. Note: The Centralized repository should be available on SSD.	It is recommended to upgrade the devices based on groups created based on type and similar platforms Request to rephrase the clause as "Proposed Orchestrator should have a central repository to store at least 10 OS/firmware (comprising all the recommended & rollback version for Headend and Branch end devices). Solution should have scheduling mechanism for OS/firmware upgradation of static / dynamically selected group of devices. Headend and Branch end devices should have sufficient storage locally to house the current running version and rollback version of deployed OS/firmware. Note: The Centralized repository should be available on SSD."	No Change	No Change in terms of the RFP

714	93	3.2 Functionality Specification -17	In the event of failure during upgradation, the device should have graceful rollback mechanism automatically to previous running version without any manual intervention.	Upgrade failure can occur due to multiple reason and in some cases could also lead to the device getting isolated from the network Request to rephrase the clause as "In the event of failure during upgradation, the device should have graceful rollback mechanism automatically or with manual intervention to previous running version. "	Corrigendum	Please refer Corrigendum
715	98	5.2 Functional Specification -1	Proposed branch device should have an appropriate rack mounting kit as per the form factor of the proposed device. The power supply unit of device should be as per the Indian standard plug and power rating of the device. All the necessary material for the rack mounting of the devices must be provided by the Bidder/OEM.	Branch end devices are proposed based on the throughput requirement and may not be rack mountable due to the small form factor. Request to rephrase the clause as "All components of proposed solution should be in the form of hardware appliance and must be rack or tray mountable at the Branch.	Clarification	If form factor is small then the mountig kit may not be required.
716	95	4 Headend 4.1 Device Specification -1	In the Proposed SDWAN Solution, the provisioned headend/ device should have eight 40 G (with backward compatibility for 10G) fiber port with Multimode SFP+ in a single device without stacking. All ports should be configurable as WAN and LAN as per the Bank requirement. All ports should be fully populated from day one.	The point mentions that the sizing for DC Headend device has to be done by the bidder however the required sizing consideration of device throughput after enabling SDWAN and IPSEC functionality is not mentioned in the RFP. Sizing can be subjective in absence of sizing considerations and lead to disparity in sizing between different bidder leading to incorrect comparison of solutions. If the device is undersized, it may lead to production failure causing business and reputation impact to the Bank. Request to change the clause as "In the Proposed SDWAN Solution, the provisioned headend/ device should have four X 40G and 8 X 10G SFP+ fiber port. All Transceivers should be Multimode in a single device without stacking. All ports should be configurable as WAN and LAN as per the Bank requirement. All ports should be fully populated from day one." Request bank to mention the throughput for the headend devices post enabling SDWAN and IPSEC feature set.	Corrigendum	Please refer Corrigendum
717	75	1.7 Quality Of Service -3	The device should support (but not limited to) industry standard congestion management techniques such as class-based weighted fair queue, Low latency queue or equivalent.	Terminologies used in the clause are specific to single OEM. Request you to rephrase clause as "The device should support (but not limited to) industry standard congestion management techniques such as class-based weighted fair queue or equivalent, Low latency queue or equivalent."	No Change	No Change in terms of the RFP
718	80	2.1 General Security Feature -9	OEM of the proposed SDWAN solution should have internal VAPT team to identify any zero-day vulnerabilities in their product. Certificate for the same process is required from the OEM.	VAPT is an internal process and cannot be shared. Request to rephrase as "OEM of the proposed SDWAN solution should have internal VAPT team to identify any zero-day vulnerabilities in their product. Certificate of confirmation that OEM performs such process internally has to be shared by the OEM. "	No Change	No Change in terms of the RFP

719	82	2.2 Integration Security -3	Support for Remote Authentication Dial-In User Service (RADIUS), TACACS and TACACS+ for AAA (Authentication, authorization, and accounting) should be available. Device must be able to configure at least 5 AAA servers. If the first AAA server is not reachable, device should be able to fall-back and send request to next available AAA server. If any of the AAA servers is reachable, the local login to the device should be configurable.	More the number of AAA server the latency would increase causing delay in authenticating the user. Request to rephrase the clause as "Support for Remote Authentication Dial-In User Service (RADIUS), TACACS and TACACS+ for AAA (Authentication, authorization, and accounting) should be available. Device must be able to configure at least 3 AAA servers. If the first AAA server is not reachable, device should be able to fall-back and send request to next available AAA server. If any of the AAA servers is reachable, the local login to the device should be configurable."	No Change	No Change in terms of the RFP
720	83	2.3 Device Security -2	All the sensitive information (including passwords, keys) should be hashed (using SHA-2 or any other higher standards) and should not be visible in plain text at CLI / GUI.	Every OEM has different deployment for encrypting local data. Request you to rephrase the clause as "All the sensitive information (including passwords, keys) should be hashed (using SHA-2/AES-128 or any other higher standards) and should not be visible in plain text at CLI / GUI. "	No Change	No Change in terms of the RFP
721	102	6.2 Live Dashboard and Reporting Device -1	Edge device in the proposed solution should be able to send path parameters data, session details, etc. to the central reporting device at interval of every 5-minute maximum.	Congestion of the links can some times lead to delay in sending the logs. As logs are give lower priority hence request to rephrase the clause as "Edge device in the proposed solution should be able to send path parameters data, session details, etc. to the central reporting device at interval of every 5-10 minute maximum. "	No Change	No Change in terms of the RFP
722	103	6.2 Live Dashboard and Reporting Device -2	The proposed SDWAN solution should have the capability to record and display all session information (for all users and all applications) from Branch End devices being accessed with the following minimum granular data in tabular format:	Request to remove "k. User ID information from AD integration" from the clause	No Change	No Change in terms of the RFP
723	102	6.1 Device Specification -2	Such server(s) shall be deployed across two datacentres in redundancy, wherein each Data Centre set-up should be capable of handling the load from all the allocated branches individually. All the branch-end devices shall send the session logs to the primary server (in DC) only, and the same should be replicated to server placed at DR site within 5 minutes duration.	Log server would receive syslog from 7000 branches and 4 hubs devices. This traffic would be in multiples of Gbs. Replicating multi-gig traffic from DC to DR would not just be dependant on the two log servers but would also require dedicated bandwidth for the replication to complete in timely manner. Request you to rephrase the clause as "Such server(s) shall be deployed across two datacentres in redundancy, wherein each Data Centre set-up should be capable of handling the load from all the allocated branches individually. All the branch-end devices shall send the session logs to the primary server (in DC) only, and the same should be replicated to server placed at DR site within 180 minutes duration."	Clarification	It is only session details. Not entire application log. The details are limited. However, Bank shall provide replication links from DC to DR as required.

724	103	6.1 Device Specification -3	Reporting tool / dashboard should be able to fetch data any time from archival storage as and when requested for customizable time period, within the retention period as specified above. The requested dashboard from archived storage should be presented within 5 minutes.	Log retention period mentioned in this clause is 60/90 days for different parameters. There is no mention for the requirement of "Archive storage" and the retention period for the logs in archive storage in the RFP. Fetching logs from archive storage and presenting in 5 minutes is not feasible as it depends on the size of logs, duration, number of devices etc to fetch and restore the logs on the log server to get the logs. Request you to rephrase the clause as "Reporting tool / dashboard should be able to fetch data any time from archival storage as and when requested for customizable time period, within the retention period as specified above.."	No Change	No Change in terms of the RFP
725	104	6.3 Central Dashboard -3	The proposed SDWAN solution should have customizable dashboard as per the requirement of the Bank.	The statement is open ended. Request Bank to define the customizations required in the RFP.	Clarification	Bank may raise request for customizable dashboards as and when requuired. The solution should allow for the customizable dashboards.
726	105	6.3 Central Dashboard -4	The Dashboard should be able to display the current load on headend devices across multiple data centers in GUI.	Request Bank to specify with examples which parameters should be shown as load in the GUI. Please confirm if below mentioned parameters can be considered . CPU -Memory -Traffic utilization on the interface Concurrent Sessions count- Session Rate	Clarification	Please refer point number 17 on page number 64 for the parameters need to display in dashboard
727	105	6.3 Central Dashboard -8	For all the dashboards mentioned in this RFP, below should be the response time- • For the purpose of near real-time device and end-user monitoring, the proposed SDWAN analytics solution should be able to populate the data inputs within 60 seconds for selected Branch End devices for duration up to 15 days on to the selected dashboard. • For the purpose of reporting, monitoring (for archived data older than 15 days), the dashboards must populate and report should be generated within 5 minutes. For dashboards/ reporting, the necessary capacity planning like disk IOPS, SSD, RAM, etc. shall be done by the bidder. Any performance enhancement required to achieve the above-mentioned requirements shall be provided by the bidder at no additional cost to the Bank during the whole contract period.	Report generation requires pulling of various data points from different logs depending on the parameter and number of devices included in the report for generation. Such reports should be scheduled for generation rather than getting them on demand. Time required to generate reports cannot be confirmed due to the dynamic nature of inputs which may be included for report generation as mentioned above. There could background process running for scheduled reports which can also lead to delay in generating the reports. Request to rephrase the clause as "For all the dashboards mentioned in this RFP, below should be the response time- • For the purpose of near real-time device and end-user monitoring, the proposed SDWAN analytics solution should be able to populate the data inputs for selected Branch End devices for duration upto 15 days on to the selected dashboard. • For the purpose of reporting, monitoring (for archived data older than 15 days), the dashboards must populate and report should be generated. For dashboards/ reporting, the necessary capacity planning like disk IOPS, SSD, RAM, etc. shall be done by the bidder. Any performance enhancement required to achieve the above-mentioned requirements shall be provided by the bidder at no additional cost to the Bank during the whole contract period."	Corrigendum	Please refer Corrigendum

728	106	6.3 Central Dashboard -10	The Proposed SDWAN Solution should provide the Digital user experience Monitoring dashboard (GUI) in a single pane for each individual branch. Further, drilling down the branch based dashboard, it should be capable of displaying issues due to applications/links/local systems. The information should include but not limited to j) User experience	Determining issues due to applications/local systems is job of Application Performance Monitoring (APM) solution and not of SDWAN. SDWAN solution can highlight the issues observed on the link and applications based on network / TCP statistics only. User experience can be affected due to local switch / DC side switching / network where the SDWAN solution has no visibility and hence it cannot provide details on user experience. Request to rephrase the clause as "The Proposed SDWAN Solution should provide the Digital user experience Monitoring dashboard (GUI) in a single pane for each individual branch. Further, drilling down the branch based dashboard, it should be capable of displaying issues due to applications/links/local systems with regards to network / TCP statistics. The information should include but not limited to" Also Request to remove "User Experience" from the clause.	Corrigendum	Please refer Corrigendum
729	106	6.3 Central Dashboard -11	The dashboard of proposed SDWAN solution should support a near real-time automated alerting mechanism and alerts can be forwarded to another monitoring tools using SNMP traps, syslog and API etc. The alerts should be sent to users or admins through email and SMS etc.	Most of the alerts have details which cannot be included in SMS (due to limitation in SMS) and has to be shared on Email only. Email gateway integration is supported by the central dashboard to send notifications. Request to rephrase the clause as "The dashboard of proposed SDWAN solution should support a near real-time automated alerting mechanism and alerts can be forwarded to another monitoring tools using SNMP traps, syslog and API etc. The alerts should be sent to users or admins through email / SMS etc."	No Change	No Change in terms of the RFP
730	106	6.4 Branch Dashboard -1	The dashboard of the proposed solution should be capable of doing near real-time monitoring of all the links in GUI with respect to the following (but not limited to) parameters: · Packet loss · Jitter · Link errors · Bandwidth utilization · Latency · Duplex, Speed Note: Bank may demand to add more parameters during implementation and bidder need to incorporate.	Request Bank to clearly mention the requirement in theRFP for the bidder / Oem to confirm on the compliance. Any additional parameter demanded by the Bank can only be implemented if those are support in the platform. Request to rephrase the clause as "The dashboard of the proposed solution should be capable of doing near real-time monitoring of all the links in GUI with respect to the following (but not limited to) parameters: · Packet loss- Jitter- Link errors-· Bandwidth utilization · Latency- · Duplex, Speed"	No Change	No Change in terms of the RFP

731	108	6.4 Branch Dashboard -8	The dashboards mentioned in this RFP, below should be the response time- • For the purpose of near real-time device and end-user monitoring, the proposed SDWAN analytics solution should be able to populate the data inputs within 60 seconds for selected Branch End devices for duration upto 15 days on to the selected dashboard. • For all other data, the dashboards must populate and report should be generated within 5 minute. For dashboards / reporting, the necessary capacity planning like disk IOPS, SSD, and RAM etc. shall be done by the bidder. Any performance enhancement required to achieve the above-mentioned requirements shall be provided by the bidder at no additional cost to the Bank during the whole contract period.	Report generation requires pulling of various data points from different logs depending on the parameter and number of devices included in the report for generation. Such reports should be scheduled for generation rather than getting them on demand. Time required to generate reports cannot be confirmed due to the dynamic nature of inputs which may be included for report generation as mentioned above. Request to rephrase the clause as "The dashboards mentioned in this RFP, below should be the response time- • For the purpose of near real-time device and end-user monitoring, the proposed SDWAN analytics solution should be able to populate the data inputs for selected Branch End devices for duration upto 15 days on to the selected dashboard. • For all other data, the dashboards must populate and report should be generated. For dashboards / reporting, the necessary capacity planning like disk IOPS, SSD, and RAM etc. shall be done by the bidder. Any performance enhancement required to achieve the above-mentioned requirements shall be provided by the bidder at no additional cost to the Bank during the whole contract period."	Corrigendum	Please refer Corrigendum
732	98	5.1 Device Specification -2	The branch device should have following throughput with all feature set enabled as stated in RFP and port capacity:	Most bank locations have LTE connection. In the next 7 years there is high probality that 4G will become obsolete and provider will move to 5G / 6Gconnectivity. The average speeds in 5G is more than 200Mbps. Request Bank to consider this futuristic upgrade for sizing the Branch devices.	No Change	No Change in terms of the RFP
733	81	2.1 General Security Feature -13	OEM of the proposed SDWAN solution must certify that their product goes through periodical rigorous application security testing (at least annually) and corrective action is taken on them. Such rectification should be made available to the devices deployed in Bank, in form of OS upgrades / patches as per identification of the vulnerability with following timelines:	Request to rephrase the clause as "OEM of the proposed SDWAN solution must certify that their product goes through periodical rigorous application security testing (at least annually) and corrective action is taken on them. Such rectification should be made available to the devices deployed in Bank, in form of OS upgrades / patches as per identification of the vulnerability applicable to the configured functionality of SBI SDWAN solution with following timelines: Request change of timelines as below Medium 96Hours for work around and 90 days time for closure Low 120Hours for work around and 150 days for time for closure"	No Change	No Change in terms of the RFP

734	81	2.1 General Security Feature -14	OEM of the proposed SDWAN solution should resolve any vulnerabilities (VA observation) found by the Bank InfoSec team within the timeline mutually agreed between bidder and the bank depending on the severity expressed by the Bank in maximum 6 months.	Request to rephrase as "OEM of the proposed SDWAN solution should resolve any vulnerabilities (VA observation) found by the Bank InfoSec team within the timeline mutually agreed between bidder and the bank depending on the severity expressed by the Bank."	No Change	No Change in terms of the RFP
735	58	Technical & Functional Specifications	To qualify in the Technical Evaluation, a Bidder must comply with all the requirements as listed in the table below. Bidder(s) must submit their response in yes or no only, any compliance with qualified statement shall be treated as non-compliance.	Bidder / OEM should be allowed to add comments / remarks against the compliance statement of Yes/No. This will allow bidder/OEM to provide more inputs regarding the understanding and compliance of the requirement. Request to change the clause as "To qualify in the Technical Evaluation, a Bidder must comply with all the requirements as listed in the table below. Bidder(s) must submit their response in yes or no with remarks against the point if any."	No Change	No Change in terms of the RFP
736		General	"Declaration by bidder and OEM"	Declaration by the bidder and OEM has been requested in the RFP for Technical compliance. The document gets reviewed internally by multiple tiers of Managers based in India and Abroad and would require a minimum time of 6 weeks post receiving the response to prebid queries. Hence request to align the bid submission date to 6 weeks post "Response to pre-bid queries " has been published by Bank on the portal.	Clarification	Please refer RFP and its corrigendum.
737	105	6.3 Central Dashboard -7	The reporting module of the proposed solution should provide monitoring dashboard to provide information such as a. Number of successful/ failed configuration push/ pull to/ from edge devices. b. Number of edge devices deployed per OS version group-wise. All the above options should be available with further drill-down and with information i.e., IP address, location, hostname, etc.	Request to remove "Number of successful/ failed configuration push/ pull to/ from edge devices." from the clause.	No Change	No Change in terms of the RFP
738	109	6.5 Report Specification -5	The Proposed SDWAN solution should be able to provide data points to external NMS solution through API to generate reports for	The entire rudimentary data will be provided using the API to the external NMS syste. Data computation, Calculation and representation of the data has to be done by the external NMS system.	No Change	No Change in terms of the RFP
739	32	33	Right to Audit (iv) Service provider shall grant unrestricted and effective access to a) data related to the outsourced activities; b) the relevant business premises of the service provider; subject to appropriate security protocols, for the purpose of effective oversight use by the Bank, their auditors, regulators and other relevant Competent Authorities, as authorised under law.	Bidder suggests that appropriate prior notice for at least 30 days to be given to Bidder before any such audit / inspection is conducted by the Bank or its appointed auditors	No Change	No Change in terms of the RFP

740	34	37	Limitation of liability -Capped to Total project cost - Neither party liable for indirect, consequential or incidental losses, damages or claims including loss of profit, loss of business or revenue. -Uncapped liability for: (a)claims that are the subject of indemnification pursuant to infringement of third-party Intellectual Property Right. (b) damage(s) occasioned by the Gross Negligence or Willful Misconduct of Service Provider, (c) damage(s) occasioned by Service Provider for breach of Confidentiality Obligations, (d) Regulatory or statutory fines imposed by a Government or Regulatory agency for non-compliance of statutory or regulatory guidelines applicable to the Bank, provided such guidelines were brought to the notice of Service Provider.	Bidder suggests that, Notwithstanding anything stated to the contrary anywhere else in this RFP, it is agreed between the Parties that the total aggregate liability of the bidder for anything whatsoever shall be limited to the annual contract value of the RFP. Neither of the Parties shall be liable for any indirect, incidental, consequential, punitive or remote damages under this RFP.	No Change	No Change in terms of the RFP
741	37	43	Liquidated Damages	Bidder suggests that, Notwithstanding anything stated to the contrary anywhere else in this RFP, it is agreed between the Parties that the total aggregate liability of the bidder for anything whatsoever shall be limited to the annual contract value of the RFP. Neither of the Parties shall be liable for any indirect, incidental, consequential, punitive or remote damages under this RFP.	No Change	No Change in terms of the RFP

742	43	46	TERMINATION FOR DEFAULT: The Bank may, without prejudice to any other remedy for breach of Agreement, written notice of not less than 30 (thirty) days, terminate the Agreement in whole or in part: (a) If Service Provider fails to deliver any or all the obligations within the time period specified in the RFP/Agreement, or any extension thereof granted by the Bank; (b) If Service Provider fails to perform any other obligation(s) under the RFP/Agreement; (c) Violations of any terms and conditions stipulated in the RFP; (d) On happening of any termination event mentioned in the RFP/Agreement. (ii) In the event the Bank terminates the Contract in whole or in part for the breaches attributable to Service Provider, the Bank may procure, upon such terms and in such manner as it deems appropriate, Services similar to those undelivered, and subject to limitation of liability clause of this RFP Service Provider shall be liable to the Bank for any increase in cost for such similar Product and / or Services. However, Service Provider shall continue performance of the Contract to the extent not terminated (vi) In the event of failure of Service Provider to render the Services or in the event of termination of Agreement or expiry of term or otherwise, without prejudice to any other right, the Bank at its sole discretion may make alternate arrangement for	Bidder proposed to make this clause mutual for both parties. Bidder to also have a right to terminate the agreement for Bank's default for non-payment or payment defaults etc.	No Change	No Change in terms of the RFP
743	45	48	TERMINATION FOR INSOLVENCY	Bidder proposes that it shall also have a mutual right to terminate in case the Bank becomes insolvent or bankrupt or goes into winding up.	No Change	No Change in terms of the RFP
744	45	49	TERMINATION FOR CONVENIENCE: i. The Bank, by written notice of not less than 90 (ninety) days, may terminate the Contract, in whole or in part, for its convenience, provided same shall not be invoked by the Bank before completion of half of the total Contract period (including the notice period). ii. In the event of termination of the Agreement for the Bank’s convenience, Service Provider shall be entitled to receive payment for the Services rendered (delivered) up to the effective date of termination.	Bidder proposes that the right to terminate the agreement for convenience shall be mutual for both Parties. Bidder shall also have the right to terminate the agreement for convenience. Further, if Bank terminates the agreement for convenience, it shall be liable to pay early termination charges to bidder.	No Change	No Change in terms of the RFP
745	174	15	General Indemnity	Bidder suggests that, Notwithstanding anything stated to the contrary anywhere else in this RFP, it is agreed between the Parties that the total aggregate liability of the bidder for anything whatsoever shall be limited to the annual contract value of the RFP. Neither of the Parties shall be liable for any indirect, incidental, consequential, punitive or remote damages under this RFP.	No Change	No Change in terms of the RFP

746	178	17	Limitation of liability	Bidder suggests that, Notwithstanding anything stated to the contrary anywhere else in this RFP, it is agreed between the Parties that the total aggregate liability of the bidder for anything whatsoever shall be limited to the annual contract value of the RFP. Neither of the Parties shall be liable for any indirect, incidental, consequential, punitive or remote damages under this RFP.	No Change	No Change in terms of the RFP
747	175	16	Termination	Bidder proposes that it shall have mutual termination rights under the agreement for default, insolvency and convenience. And Bank shall be liable to pay early termination charges to bidder if teminates the agreement for convenience.	No Change	No Change in terms of the RFP
748	20-21	19 b	(b) If L1 bid is not a 'Class-I local supplier', 50% of the order quantity shall be awarded to L1. Thereafter, the lowest bidder among the 'Class-I local supplier', will be invited to match the L1 price for the remaining 50% quantity subject to the Class-I local supplier's quoted price falling within the margin of purchase preference, and contract for that quantity shall be awarded to such 'Class-I local supplier' subject to matching the L1 price. In case such lowest eligible 'Class-I local supplier' fails to match the L1 price or accepts less than the offered quantity, the next higher 'Class-I local supplier' within the margin of purchase preference shall be invited to match the L1 price for remaining quantity and so on, and contract shall be awarded accordingly. In case some quantity is still left uncovered on Class-I local suppliers, then such balance quantity may also be ordered on the L1 bidder.	Supose an L1 bidder is not Class 1 service provider and all other bidders who have proposed class 1 service provider are not able to match the L1 price in such scenario , would full scope will be given to L1 Bidder who has class 2 service provider.	No Change	No Change in terms of the RFP
749	26	27 v	The installation will be deemed to be completed, when the Product including all the hardware, accessories/components, firmware/system software, and other associated software have been supplied, installed and operationalised as per the technical specifications and all the features as per the technical specifications are demonstrated and implemented as required, on the systems, to the satisfaction of the Bank. Service Provider has to resolve any problem faced during installation and operationalisation	Bank has requested L1 Bidder and OEM to implement SDWAN featureset on only 340 branches and all the DC-DR device plus headend components does that mean after 340 sites are implemented any technical feature set which is not implemented by NI would be responsibilty of NI for proper implementation ? Please confirm.	Clarification	NI resources shall be doing mounting of the device only at the remaining branches. The policy push and other management should be done from centrally by the bidder. all the other responsibilities mentioned in the scope of work lies with bidder only.
750	26	27 vi	In addition, Service Provider will supply all associated documentation relating to the Products/hardware, system software/firmware, etc. The Product(s) are considered accepted (commissioned and operationalised) after signing the acceptance test plan document jointly by the representative of the Bank and the engineer from Service Provider on the lines of format/certificate on the lines of Appendix-K of this RFP. The component level checking for individual item may be included during the acceptance	Please confirm who will provide "Acceptance test plan document" ,Bank or Bidder.	Clarification	Acceptance test plan document will be provided by the Bank .

751	28	28 iv	Service Provider shall provide and implement patches/ upgrades/ updates for Products (software/ firmware/ OS) as and when released by Service Provider/ OEM free of cost. Service Provider should bring to notice of the Bank all releases/ version changes.	As per RFP clause , Day 2 will be managed by existing NI thus the mentioned scope of Work should be performed jointly by Bank's existing SI and Bidder's Resident L3 Engineer, Clause requested as : Bank's Existing NI and Service Provider shall provide and implement patches/ upgrades/ updates for Products (software/ firmware/ OS) as and when released by Service Provider/ OEM free of cost. Service Provider should bring to notice of the Bank all releases/ version changes.	No change	No Change in terms of the RFP
752	28	28 V	Service Provider shall obtain a written permission from the Bank before applying any of the patches/ upgrades/ updates. Service Provider has to support older versions of the OS/firmware/middleware etc in case the Bank chooses not to upgrade to latest version.	As per RFP clause , Day 2 will be managed by existing NI thus the mentioned scope of Work should be performed jointly by Bank's existing SI and Bidder's Resident L3 Engineer,	No change	No Change in terms of the RFP
753	28	28 Vi	Service Provider shall provide maintenance support for the Product including embedded software/ OS/ middleware etc over the entire period of Contract.	As per RFP clause , Service provider will be resposible only for Maintenance scope i.e AMC of provided Hardware and Software. Please confirm if Bidder's understanding is correct.	Clarification	Bidders role is as mentioned in the RFP in Page No:29 and subsequent pages including the referred scope of work.
754	29	28 ix	Service Provider shall keep the Bank explicitly informed the end of support dates on related Products including embedded software/ OS/ middleware etc should ensure support during warranty and AMC/ATS/S&S.	As per RFP clause , Day 2 will be managed by existing NI thus the mentioned scope of Work should be performed by existing SI.	Clarification	As per the terms of the RFP
755	29	29 iii	During the support period (warranty and AMC), Service Provider shall ensure that services of professionally qualified personnel are available for providing comprehensive on-site maintenance of the Product and its components as per the Bank’s requirements. Comprehensive maintenance shall include, among other things, day to day maintenance of the system as per the RFP, reloading of firmware/software, compliance to security requirements, etc. when required or in the event of system crash/malfunctioning, arranging and configuring facility as per the RFP, fine tuning, system monitoring, log maintenance, etc. Service Provider shall provide services of an expert engineer at SBI GITC, Belapur or at any other locations wherever required, whenever it is essential. In case of failure of Product (hardware, system software or any of its components), Service Provider shall ensure that Product is made operational to the full satisfaction of the Bank within the given timelines. Service Provider shall provide preventive maintenance schedules as per periodicity defined in RFP.	As per Bidder's understanding, Comprehensive maintenance needs to be carried out only in the event of system crash/malfunctioning , please confirm. Please elborate scope and frequency of Comprehensive maintenance. As per Bidder's understanding, onsite Preventive maintenance needs to be done only at DC & DR locations , Please confirm frequency of site visits for Preventive maintenance activity.	Clarification	The clause is self explanatory.

756	30	29 Vi	Support (Warranty/ AMC, if included in the RFP) would be on-site and comprehensive in nature and must have back-to-back support from the OEM/Service Provider. Undertaking on the lines of Appendix-H of this RFP document is required to be submitted by Service Provider, duly endorsed by the OEM that in case Service Provider fails to provide Services then OEM shall provide the same at no extra cost, to the satisfaction of the Bank. Service Provider warrants Products against defect arising out of faulty design, materials, etc. during the specified support period. Service Provider will provide support for operating systems and other pre-installed software components/system software during the specified period of the hardware on which these software and operating system will be installed. Service Provider shall repair or replace worn out or defective parts including all plastic parts of the Equipment at his own cost including the cost of transport.	As per RFP clause , Day 2 will be managed by existing NI thus the mentioned scope of Work should be performed by existing NI. Service provider will only provide AMC support for in-scope hardware and software failures during RMA . Please confirm if Bidder's understanding is correct.	No change	No Change in terms of the RFP
757	30	29 ix	Service Provider shall be agreeable for on-call/on-site support during peak weeks (last and first week of each month) and at the time of switching over from PR to DR and vice-versa. No extra charge shall be paid by the Bank for such needs, if any, during the support period.	As per Bidder's understanding , Bank will engage provided onsite L3 residenent engineers as mentioned in RFP clause 18 , Page no. 126 for mentioned task (RFP clause 29 ix).	No change	No Change in terms of the RFP
758	31	32 (c)	Successful conduct and conclusion of inspection and testing shall be the sole responsibility of Service Provider. However, the Bank may at its sole discretion, waive inspection of Products	As per Bidder's understanding, VAPT (Vulnerability Assessment and Penetration Testing) shall be done by Bank's IT team as mentioned in point 32 (b). and Service Provider will remdiate those VAPT findings. Please confirm if our understanding is correct.	No change	No Change in terms of the RFP
759	36	41 ii	Service Provider shall provide documents related to review records/ Test Bug Reports/ Root Cause Analysis Report, list of all Product components, list of all dependent/external modules and list of all documents relating to traceability of service level failure as and when applicable	As per Our understanding , Bank's existing NI and Bidders's Resident L3 Engineer should jointly work with OEM TAC support to provide RCA reports as DAY 2 opertaions will be managed by Banks NI.	Clarification	Bidders role is as mentioned in the RFP in Page No:29 and subsequent pages including the referred scope of work.
760	36	41 iii	Service Provider shall also provide the MIS reports as per requirements of the Bank. Any level/ version changes and/or clarification or corrections or modifications in the above-mentioned documentation should be supplied by Service Provider to the Bank, free of cost in timely manner.	As per Our understanding , Bank's existing NI and Bidders's Resident L3 Engineer should jointly work with OEM TAC support to provide RCA reports as DAY 2 opertaions will be managed by Banks NI.	Clarification	Day to day operations of NI as defined only for mounting of the device at branch. Bidders role is as mentioned in the RFP in Page No. 29 and subsequent pages including the referred scope of work. Bidder may consult Bank team for more clarification.
761	126	18	The Bidder shall engage onsite L3 resident engineers such that at least one engineer is available at any point of time for 24*7*365 support. These resident engineers must have five years of experience out of which two years shall be in same OEM products only, with highest OEM corresponding certificates regarding the deployed devices	1: What will be location of onsite L3 resident engineers ? 2 :Post 340 sites depolyment who will do branch sites migration on headend? 3:From branch migration prespective what will be the role of onsite L3 resident engineers.	Clarification	1: GITC, Navi Mumbai 2: OEM L3 onsite resource 3: All the roles mentioned in the Scope of Work

762	100	9	The compatible converter for serial port shall be provided by bidder without any additional cost to the bank, wherever required.	Pleae confirm the number of sites with serial link WAN handoff	Clarification	1.5% of branches may be there with serial port out of 7000 branches in the scope of this RFP.
763	70	7	The devices should support Ethernet extender to support 4G and 5G connectivity (4G, 5G devices will be provided by TSP and Ethernet cable will be extended till router). The proposed SDWAN solution should Support GRE tunnel for VSAT link termination out of the box. If not, any additional component required for VSAT link should be provisioned by bidder at no additional cost to the Bank. Any such device should be a managed network device	Please conirm the number of sites that require 4G/5G connectivity? Please conirm the number of sites that have VSAT connectivity?	Clarification	Use of GRE tunnel maybe required in case SD-WAN device is required to function as normal router. Exact count of VSAT locations shall be shared with successful bidder, and shall be within 1% of branches under scope of this RFP.
764	56	7	Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has executed similar projects in India/Global. (Start and End Date of the Project to be mentioned) in the past (At least 2 client references are required).	Can we submit client refrence from two different OEMs , Client refrence 1 with OEM1 and Client refrence 2 with OEM 2 ,please confirm.	Clarification	Client references are bidder specific and not OEM.
765	118	7	The configuration in Data center devices for the migration of all the remaining branches shall be done by the bidder onsite L3 resources within 6 weeks under supervision of OEM (PS Team), after the deployment of first 340 branches by OEM PS team. The Downtime for the branch migration will be provided post banking hours as per the discretion of the Bank. The count of such on site L3 resources shall be decided by the bidder keeping in view, the timelines of migration mentioned above.	Apart from 1 x L3 resident engineer that mentioned in point 12 (Page 126) , does the bidder need to factor extra L3 resources for remaning branch sites rollout or Bank's existing NI will do rollout for remaining branches. Please confirm.	Clarification	The already allocated one L3 resource shall carryout rollout operations.
766	24	22.i	i. The Bank may, at any time, by a written order given to Service Provider, make changes within the general scope of the Contract in any one or more of the following: (a) Method of shipment or packing. (b) Place of delivery. (c) Quantities to be supplied subject to 25% above or below the originally declared quantities.	Bidder requests to exclude "quantities to be supplied below the original quantiity"	No change	No Change in terms of the RFP
767	33	34	As per scope of this RFP, sub-contracting is not permitted.	Bidder requests to allow Authorised Service Partner for Cabling / Installation / Field work	No Change	No Change in terms of the RFP
768	37	43	If Service Provider fails to deliver Product and/or perform any or all the Services within the stipulated time, schedule as specified in this RFP, the Bank may, without prejudice to its other remedies under the RFP, and unless otherwise extension of time is agreed upon without the application of liquidated damages, deduct from the Project Cost, as liquidated damages a sum equivalent to 0.5% of total Project Cost for delay of each week or part thereof maximum up to 5% of total Project Cost. Once the maximum deduction is reached, the Bank may consider termination of the Agreement.	Bidder requests to waive off the Penalty	No Change	No Change in terms of the RFP

769	153	5	For any custom / ad hoc report as per the requirement of the Bank, the required development shall be done by the bidder/OEM within 7 days of request raised so that such report can be generated instantaneously to meet any further requirement - Beyond 1 week a penalty of Rs 1000/- per every week or part thereof.	Bidder requests to modify the caluse as "For any custom / ad hoc report as per the requirement of the Bank, the required development shall be done by the bidder/OEM within mutually agreed timelines as per the nature and efforts required for development so that such report can be generated instantaneously to meet any further requirement - Beyond Mutually agreed timelines a penalty of Rs 1000/- per every week or part thereof."	No Change	No Change in terms of the RFP
770	154	6	OEM Professional Services will conduct a "handover workshop" with the Bank's Operations team and Bank's Network Integrator to transfer of knowledge within 2 weeks - Beyond 2 weeks a penalty of Rs 10,000/- per every week or part thereof.	Bidder requests to exclude any delay from Bank or NI for calculating 2 weeks timeline	Clarification	Any delay from Bank end obviously is not considered
771	154	7	During branch migration PS team should be onboarded in remote session or telephonic call within 30 minutes for resolving the issues, if the branch migration is not getting completed within the stipulated time - Beyond 30 minutes a penalty of Rs 10,000/- per every 30 min or part thereof.	Bidder requests to extend it from 30 Mins to 60 Mins	No Change	No Change in terms of the RFP
772	155	10	Devices to be deployed at Branches and DC of the Bank must be delivered to the respective Branch/designated locations within a period of 8 weeks from the date of placing PO /LOI - Beyond 8 weeks a penalty of 1% of the device cost quoted in RFP per every week or part thereof.	Bidder requests to extend the timelines from 8 weeks to 12 weeks	No Change	No Change in terms of the RFP
773	17	13.i	Bid shall remain valid for duration of 6 calendar months from Bid submission date.	Bidder requests SBI to relax the bid validity period from 6 months to 2 months as none of the OEM offers longer validity period	No Change	No Change in terms of the RFP
774	17	13.ii	Price quoted by the Bidder in Reverse auction shall remain valid for duration of 6 calendar months from the date of conclusion of RA	Bidder requests SBI to relax the price validity period from 6 months to 1 month as none of the OEM offers longer validity period	No Change	No Change in terms of the RFP
775	17	13.iv	Once Purchase Order or Letter of Intent is issued by the Bank, the said price will remain fixed for the entire Contract period and shall not be subjected to variation on any account, including exchange rate fluctuations and custom duty. A Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.	Bidder requests SBI to release the Initial order of quantity mentioned in indicative commercial bid within 1 months of RA. Any additional quantity will have change in rates as per OEM discretion	No Change	No Change in terms of the RFP
776	24	22 ©	CHANGE IN ORDERS: Quantities to be supplied subject to 25% above or below the originally declared quantities. Place of delivery.	SBI to confirm on the final quantity before the submission of bids. Any change in quantity, place and shipping will have change in rates	No Change	No Change in terms of the RFP
777	33	36	The Agreement/ SLA will be valid for the period of 7 year(s). The Bank reserves the right to terminate the Agreement as per the terms of RFP/ Agreement.	Bidder request bank to order the requested quantity as per rfp. Early termination charges will be applicable in case of termination without any valid reason	No Change	No Change in terms of the RFP
778	131	14	Payment Schedule for Warranty for Initial 3 year	SBI to confirm on payments terms for initial 3 year warranty term is not mentioned in the payment schedule	Clarification	Warranty term to be checked

779	45	49	The Bank, by written notice of not less than 90 (ninety) days, may terminate the Contract, in whole or in part, for its convenience, provided same shall not be invoked by the Bank before completion of half of the total Contract period (including the notice period).	Early termination charges will be applicable in case of termination without any valid reason or bank to mutually agree on the cure period to resolve the issue (if any)	No Change	No Change in terms of the RFP
780	131	14	Payment Schedule for Hardware & Software	Bidder requests SBI to provide hardware and software payments as below : a. 50% on delivery b. 50% on Installation	No Change	No Change in terms of the RFP
781	133	Appendix F	Indicative Price Bid	Bidder requests SBI to confirm - is there a limitation of 8% to 12% PA on the warranty of initial 3 years along the lines of warranrty for year 4 to 7 ?	Clarification	Please refer RFP and its corrigendum.
782	148	Appendix L	Onsite comprehensive warranty for all the hardware components including free replacement of spares, parts, kits as and when necessary will be 36 months from date of installation or 39 months from date of delivery, whichever is earlier.	The onsite warranty will start from date of installation. Please consider.	No Change	No Change in terms of the RFP
783	155	SLA	The cap of 20 percentage penalty of the Total Purchase Order will be applied for a sum of penalties calculated under various heads mentionedabove. This cap includes the deductions of the total value of the services not provided	Bidder requests SBI to change the capping from 20% to 5%	No Change	No Change in terms of the RFP
784	1	Bank Guarantee	10 % of the total value of the Contract	Bidder request SBI to change the PBG % from 10% to 3% of TCO	No Change	No Change in terms of the RFP
785	133&134	Appendix F	Comprehensive annual maintenance for Products mentioned above for 4 years, after the end of comprehensive warranty. (This cost should be in the range of 8% to 12 % p.a. of the Product cost.)	Bidder request SBI to provide the definition of product cost to be considered for commercial calculation	Clarification	Self-explainatory under "Indicative Price Bid" Appendix-F.
786				Bidder proposes clarification, whether it can provide the services under this RFP by teaming up with its subsidiary or form a consortium?	Clarification	Not allowed

787	59	Technical and Functional Specifications, Point # 5	dynamically selected group* : Automatic branch selection on behalf of pre applied tags given below for example. Name of tags may change based on the actual requirements. Minimum numbers of tags that should be available to apply is 10 per branch end device. Circle name: X/Y/Z (minimum 20 circles). State/UT Name: A/B/C (minimum 36 states). AO/ZO name: P/Q/R (minimum 1500). TSP name: L/M/N (minimum14 TSPs). Media type: Wired, RF, 4G, 5G, VSAT, MPLS minimum 10. Bandwidth: Numeric values ranging from 1 to 100G. Up to 10 such configurable tags. Example: User should be able to filter out the branches based on the tags : Circle: Chandigarh State: Himachal Pradesh TSP : TSP1 Media Type: RF Based on the output from above applied filter, user should be able to change latency SLA parameter or Configure syslog IP to all the filtered branches out of 7000 branches.	We support the tags, which can help to filter out all the desired branches and reports can be generated based on such tag filters. However, config push should be planned accrodingly once the devices are filtered based on the templates associated with such branches. Single push config to all these filtered branches may not be possible. Request to modify the clause as below: "Based on the output from above applied filter, user should be able to identify the branches where a common config change is to be pushed via their associated templates"	No Change	No Change in terms of the RFP
788	62	Solution Deployment, Point # 10	In the Proposed SDWAN Solution the existing data traffic from branch end device should not be impacted due to unavailability of connectivity towards controllers hosted centrally at DCs.	Data traffic via overlay tunnels will not be impacted until IPSec rekey timer expires which can be configured upto maximum of 7 days. Beyond this, the IPSec tunnels will go down, data plane cannot be kept UP without control plane indefinitely. Request to modify the point as below: In the Proposed SDWAN Solution the existing data traffic from branch end device should not be impacted due to unavailability of connectivity towards controllers hosted centrally at DCs upto 7 days	Clarification	The data traffic from the branch end towards the DCs or vice versa should not be impacted even when the control channel between the branch end SDWAN device and DC headend SDWAN device is unavailable except in the case of longer duration downtime controllers across all DC simultaneously.
789	63	Solution Deployment, Point # 16	All the Data Centre components of proposed SDWAN solution (including but not limited to Orchestrator, Controller, Analytic engine, Hub/gateway, headend etc.) should support at least 5000 active branches in a single device excluding HA device and without stacking from day one.	Should we raise this point ??	No Change	Incomplete Query.

790	64	Solution Deployment, Point # 17	All devices deployed as part of SDWAN solution (including Data Centre and branch devices) should have hardware and software parameters utilisation under 60% with all feature set enabled, as stated in this RFP, for following parameters throughout the contract period. a. CPU b. SSD c. Memory d. Any other measurable parameters e.g., swap space, ASIC processor utilization, GPU utilization, threads, throughput consumption etc. If the performance of the deployed device degrades, in terms of any of the above-mentioned parameters, upon addition of a certain number of branches, the capacity limits of such device will be considered as the number before the degradation.	The proposed hardware for branches as well as DC-DR is multi-core CPU with sufficient storage and RAM to achieve desired performance at the branch. CPU, Memory performance will not impact the traffic as long as device is able to serve the traffic efficiently. The proposed devices have much higher throughput capacity as compared to the actual utilization in branches. Hence request to modify this clause to allow upto 75% of Memory utilization for the proposed hardware.	Corrigendum	Please refer Corrigendum
791	66	Solution Deployment, Point # 18	The proposed SDWAN solution should have session log archival server with appropriate capacity planning of the storage to accommodate the data of the all allocated branches as per the retention period defined. Such session log archival server shall be deployed across two datacentres in active-active mode. All the branch-end devices shall send the session logs to the primary server (in DC) only, and the same should be replicated to server placed at DR site within 5 minutes duration.	Log archival can be done is separate server like syslog servers, SIEM tools, etc. It is not advisable to store very old logs within SDWAN Analytics to avoid performance issues. Request to allow bidder to propose separate Log servers for retention of archived logs. It is possible to have active-active Analytics nodes in both DC and DR. However, in such a situation, it is advisable to send logs from branch to both the Analytics clusters at the same time which means there is no sync required between DC to DR analytics. Alternatively, the logs can be sent to DC Analytics only and then replicated to DR. But this may or may not be completed within 5 mins because it will depend on various factors like latency between DC/DR, amount of logs, prioritization at Analytics nodes, etc. Hence request to either allow sending data to both analytics or remove the 5 minutes condition from this clause.	Corrigendum	Please refer Corrigendum
792	67	Section 1.1- License, Point # 4	Any device functioning should not be impacted in case, the corresponding licenses expires	SDWAN devices come with subscription license and when the subscription expires, the device can still run for a limited time period without renewal. After this time period, the device functionality will be limited to few users and few sessions only. Since these are not perpetual licenses, request to modify this clause accordingly or remove it.	No Change	No Change in terms of the RFP
793	70	Section 1.3- Load Balancing mechanism, Point # 7	The proposed SDWAN solution should Support GRE tunnel for VSAT link termination out of the box. If not, any additional component required for VSAT link should be provisioned by bidder at no additional cost to the Bank. Any such device should be a managed network device.	SDWAN devices would support ethernet interfaces only. The existing VSAT links would be provided by the existing ISP along with required converter (if applicable) to give ethernet hand-off to the edge device. Please confirm if any other converter is to be considered by the bidder for such VSAT branches.	Clarification	Any additional components including ethernet extender cable, converters, additional network device etc. required for achieving the mentioned functionality has to be provided as part of SD-WAN solution by the bidder without any additional cost to the Bank.

794	78	Section 1.8-Additional Feature, Point # 6.d	As requestor of the API calls, solution should be capable of communicating with third party tools like ticketing and alerting tools.	SDWAN solution acts in a "Responder only" mode for API calls made by any 3rd party tools. For pushing any alerts/events to other tools, we can use emails, webhook or Kafka. Request to modify the point as follows: As responder to API calls, solutoin should be capable of communicating with third party tools like ticketing and alerting tools. or Solution should be capable of communicating with third party tools like ticketing and alerting tools using email, webhook, or other mechanism	Corrigendum	Please refer Corrigendum
795	78	Section 1.8-Additional Feature, Point # 9	The Proposed SDWAN solution may support data compression techniques for unencrypted traffic like FTP etc	SDWAN solutions support certain traffic optimization features like TCP Optimization, SaaS Optimization. However, data compression is a WAN optimization feature which requires very large, purpose built hardware and will drive the overall cost of the solution very high. Request to remove this clause.	Clarification	Non Mandatory Clause
796	79	Section 2.1-General Security Features, Point # 4	Solution should also be able to integrate with centralized key management server of the Bank for rotation of certificates and IPSEC keys	Please specify which key management server is used by Bank and which protocols it uses. We support RFC-based standard protocols and can integrate with well-known key management solutions. Any proprietary solution, if used by Bank, needs to be evaluated further	Clarification	Currently Key Management Interoperability Protocol (KMIP) with PKCS#11 is being used in the Bank. The provisioned solution should be able to support well-known secure key management protocols.
797	79	Section 2.1-General Security Features, Point # 4	Solution should also be able to integrate with centralized key management server of the Bank for rotation of certificates and IPSEC keys	Please specify which key management server is used by Bank and which protocols it uses. We support RFC-based standard protocols and can integrate with well-known key management solutions. Any proprietary solution, if used by Bank, needs to be evaluated further	Clarification	Currently Key Management Interoperability Protocol (KMIP) with PKCS#11 is being used in the Bank. The provisioned solution should be able to support well-known secure key management protocols.
798	81	Section 2.1-General Security Features, Point # 12	OEM of the proposed SDWAN solution must certify that their product is free of malware, free from OWASP vulnerabilities and free of any covert channels in the code at the time of deployment in the Bank and throughout the life cycle of the devices.	No Software can be qualified as bug free or malware free or vulnerability free. Any such vulnerabilities, if found, need to be fixed by OEM in a timely manner. Request to modify this point as below: OEM must certify that any malware/vulnerability after deployment would be fixed within mutually agreed timelines.	No Change	No Change in terms of the RFP
799	84	Section 2.3-Device Security, Point # 9	The devices deployed must be tamper proof i.e., any other OS/ firmware, third party software cannot be installed.	In order to ensure the device is tamper proof, it is advisable to use hardware with TPM chipset which ensures that only certified OEM OS can be deployed on the given device. Request to add this requirement and modify the point as below: The devices deployed must be tamper proof i.e., any other OS/ firmware, third party software cannot be installed. The device must have inbuilt TPM chipset.	No Change	No Change in terms of the RFP
800	84	Section 2.3-Device Security, Point # 10	Proposed SDWAN solution should have an option to disable concurrent login from the same user on single device proposed as part of the solution.	It is recommended NOT to allow direct access to the device from any user. Only the authenticated user who is logged into the Orchestrator GUI should be able to access the device cli via the GUI itself. As per the previous point, login to Orchestrator GUI is already restricted, hence this point would not be required. Request to remove this clause from RFP.	No Change	No Change in terms of the RFP

801	84	Section 2.3- Device Security, Point # 11	Proposed SDWAN solution should have the option to disable the default login ID and allow Bank to create custom super user or root user	Super user/root user are default users which are required for "login of the last resort" if all other methods fail. these users cannot be deleted or created new. The login password for such users can be customized by Bank as per their policy requirements. Request to modify the point as follows: Proposed SDWAN solution should have the option to modify the default login password and allow Bank to create custom password for super user or root user	No Change	No Change in terms of the RFP
802	85	Section 2.4- Log Security, Point # 2.k and 2.l	Logs should be configured to include but not limited to following: k) Details of system/files accessed of the SDWAN device. l) Use of privileges. (i.e., Privilege escalation)	It is not recommended to allow CLI access to any user, except for deep-dive troubleshooting requirements. During such access, all requested logs in this clause are available except these 2 points. Request to remove these 2 or make them optional	Corrigendum	Please refer Corrigendum
803	87	Section 3.2- Functionality Specification, Point # 1	In the Proposed SDWAN Solution, the Controller(s) deployed in any one Data Center should be able to cater to all the deployed branches. If a single box is not capable of handling all the deployed branches, the bidder may deploy multiple boxes in cluster. In such a case, controller cluster in any one DC should be accessible through a single VIP (virtual IP). Similar setup should be replicated across all other Data Centers.	The Central orchestrator is designed to be deployed in DC and DR for HA purposes. However, the design will not allow placing the Orchestrator in all 4 DCs. They can be placed in only 1 DC and 1 DR. Request to modify the clause as below: In the Proposed SDWAN Solution, the Controller(s) deployed in any one Data Center should be able to cater to all the deployed branches. If a single box is not capable of handling all the deployed branches, the bidder may deploy multiple boxes in cluster. In such a case, controller cluster in any one DC should be accessible through a single VIP (virtual IP). Similar setup should be replicated in DR site as well.	No Change	No Change in terms of the RFP
804	88	Section 3.2- Functionality Specification, Point # 2	Any changes made in the Master controller should be automatically synced to HA pair, DR devices and all the slave controllers, within a duration of maximum 60 seconds.	Config change done at Primary Node will be replicated to Secondary node, however, it cannot be guaranteed to happen within 60 seconds. It will depend on multiple factors like latency between DC-DR, the size of file to be synced, diff between existing config and new one pushed from DC to DR, etc. Hence request to modify the point as below: Any changes made in the Master controller should be automatically synced to HA pair, DR devices and all the slave controllers.	Corrigendum	Please refer Corrigendum
805	89	Section 3.2- Functionality Specification, Point # 2	All the 7000 branch devices can fetch update from the any one of the controller (i.e. cluster A, B, C, D) deployed in the Data Centres irrespective of the state and geographical location as per its connectivity and priority defined at the branch device.	Branches will never fetch config from the orchestrator, instead the orchestrator will push the config when Admin user commits it to be branch. There will be only Primary Orchestrator which will always push the config via underlying network. Only when Primary Orchestrator is down, the Secondary becomes new Primary. Request to modify the point as accordingly.	Clarification	All the 7000 branch devices can fetch update (either push or pull method) from the any one of the controller.

806	90	Section 3.2-Functionality Specification, Point # 3	Proposed Orchestrator should have the capability to synchronize automatically as well as manually with geographically redundant devices. Automatic synchronization should be done in near real-time (within 60 seconds) without any manual intervention.	"Config change done at Primary Node will be replicated to Secondary node, however, it cannot be guaranteed to happen within 60 seconds. It will depend on multiple factors like latency between DC-DR, the size of file to be synced, diff between existing config and new one pushed from DC to DR, etc. Hence request to modify the point as below: Proposed Orchestrator should have the capability to synchronize automatically as well as manually with geographically redundant devices. Automatic synchronization should be done without any manual intervention."	Corrigendum	Please refer Corrigendum
807	91	Section 3.2-Functionality Specification, Point # 6	Examples of parameters to be considered for Group creation: Circle name: X/Y/Z (minimum 20 circles). State/ UT Name: A/B/C (minimum 36 states). AO/ZO name: P/Q/R minimum 1500 . TSP name: L/M/N minimum 14 TSPs. Media type: Wired, RF, 4G, 5G, VSAT, MPLS minimum 10 types. Bandwidth: Numeric values ranging from 1 to 100G. minimum 10 such configurable tags. Example case: Admin should be able to filter out the branches based on the below tags: Circle: Chandigarh State: Himachal Pradesh TSP : TSP1 Media Type: RF Suppose this filter gives 900 out of 7000 branches as result. Based on this output, admin should be able to change configuration such as SLA parameter, syslog IP of these selected 900 branches.	"We support the tags, which can help to filter out all the desired branches and reports can be generated based on such tag filters. However, config push should be planned accrodingly once the devices are filtered based on the templates associated with such branches. Single push config to all these filtered branches may not be possible. Request to modify the clause as below: "Suppose this filter gives 900 out of 7000 branches as result. Based on this output, admin should be able to plan change configuration such as SLA parameter, syslog IP of these filtered 900 branches."	No Change	No Change in terms of the RFP
808	92	Section 3.2-Functionality Specification, Point # 10	Proposed Orchestrator should push/ pull and rollback Templates to all branches managed by individual Central Manager/ Orchestrator within 5 minutes	The requested operation is achievable, however, it cannot be guaranteed the operation will complete within 5 mins. It depends on the number of branches where config is being pushed, the amount of config to be pushed, latency between DC to the branches,etc. Request to modify the point as below: Proposed Orchestrator should push/ pull and rollback Templates to all branches managed by individual Central Manager/ Orchestrator.	Corrigendum	Please refer Corrigendum
809	93	Section 3.2-Functionality Specification, Point # 20	The Proposed Orchestrator should have the capability to delete all the OS/firmware images except the running image on the branch devices for dynamically selected group through template or Script.	Deletion of existing images from branch devices can be done either manually or using a script, there is no template available for this. Request to modify the point as below: The Proposed Orchestrator should have the capability to delete all the OS/firmware images except the running image on the branch devices for dynamically selected group manually or through Script.	No Change	No Change in terms of the RFP

810	94	Section 3.2-Functionality Specification, Point # 23	The proposed Orchestrator should have intelligence defined as per the SLA to automatically distribute total IPSEC tunnels/paths across all available headend devices, so as the resource utilization of headend doesn't cross 60% utilization. If so the IPSEC tunnels/paths to be shifted to next available headend device under 60% utilization.	The SDWAN Hub devices are placed in Active-Active state in the network and each branch device will always have an active IPSec tunnel with each hub device. Hence this point is not applicable as per solution design. Request to remove this point	No change	No Change in terms of the RFP
811	95	Section 4.1-Headend device specification, Point # 1	In the Proposed SDWAN Solution, the provisioned headend/ device should have eight 40 G (with backward compatibility for 10G) fiber port with Multimode SFP+ in a single device without stacking. All ports should be configurable as WAN and LAN as per the Bank requirement.	Request to allow 25 Gig and 100 Gig links on the proposed device to meet the throughput requirements of Central Hub devices. Device Specifications: 16 x 25 Gig interfaces and 4x 100 Gig interface, all of which can be used as LAN or WAN as per Bank requirements.	Corrigendum	Please refer Corrigendum
812	96	Section 4.2-Headend device functional specification, Point # 3	Headend device should automatically learn per-branch configured bandwidth and the applied QoS associated with it. Headend device should apply QoS or bandwidth limitation per branch (considering multiple IPsec tunnels/paths initiated from the branch due to multiple links at branch and dual handoff at data center basis). The applied QoS should not cross the branch links' actual bandwidth per data center	The headend device can learn about capacity of the link at branch end and then limit the traffic to that much capacity to be sent on that link. However, this headend device cannot reserve bandwidth for reverse traffic towards branch for critical/non-critical applications. Request to remove this clause.	Corrigendum	Please refer Corrigendum
813	102	Section 6.1-Device specification, Point # 2.b	The proposed SDWAN solution should have servers for storing below types of data as per the retention period specified, with appropriate capacity planning of the storage – a. Live monitoring data - for displaying central and branch dashboards as specified further in this section b. All session data – for forensic purpose.	All session data needs to be sent from SDWAN device to syslog server, SIEM tool, etc which are meant to consume this much amount of data. Complete session logging cannot be enabled on SDWAN analytics otherwise the storage of Analytics will become unpredictable and its performance will be impacted. Request to modify the point as below: b. All session data must be streamed to external syslog server.	No Change	No Change in terms of the RFP
814	102	Section 6.1-Device specification, Point # 3	Such server(s) shall be deployed across two datacentres in redundancy, wherein each Data Centre set-up should be capable of handling the load from all the allocated branches individually. All the branch-end devices shall send the session logs to the primary server (in DC) only, and the same should be replicated to server placed at DR site within 5 minutes duration.	Replication from DC to DR cannot be guaranteed to happen in 5 mins since it will depend on multiple factors like latency on DC-DR link, amount of data to be synced, file size, etc. Request to modify the point as below: Such server(s) shall be deployed across two datacentres in redundancy, wherein each Data Centre set-up should be capable of handling the load from all the allocated branches individually. All the branch-end devices shall send the session logs to the primary server (in DC) only, and the same should be replicated to server placed at DR site.	No Change	No Change in terms of the RFP

815	102	Section 6.1- Device specification, Point # 3	Such server(s) shall be deployed across two datacentres in redundancy, wherein each Data Centre set-up should be capable of handling the load from all the allocated branches individually. All the branch-end devices shall send the session logs to the primary server (in DC) only, and the same should be replicated to server placed at DR site within 5 minutes duration.	Replication from DC to DR cannot be guaranteed to happen in 5 mins since it will depend on multiple factors like latency on DC-DR link, amount of data to be synced, file size, etc. Request to modify the point as below: Such server(s) shall be deployed across two datacentres in redundancy, wherein each Data Centre set-up should be capable of handling the load from all the allocated branches individually. All the branch-end devices shall send the session logs to the primary server (in DC) only, and the same should be replicated to server placed at DR site.	No Change	No Change in terms of the RFP
816	103	Section 6.2- Live Dashboard and Reporting, Point # 2	The proposed SDWAN solution should have the capability to record and display all session information (for all users and all applications) from Branch End devices being accessed with the following minimum granular data in tabular format: a. Source IP b. Destination IP c. Session timestamp d. Protocol e. Source Port f. Destination Port g. Traffic Sent volume h. Traffic Received volume i. Application name (Well Known, Custom) j. Incoming interface and outgoing interface. k. User ID information from AD integration l. Branch End device IP address	This capability is available, however, it is advisable to be enabled only for debugging purposes and then shutdown again. If these logs are to be stored, then it is advisable to stream the session logs to external syslog servers, SIEM tools, etc	No Change	No Change in terms of the RFP
817	104	Section 6.2- Live Dashboard and Reporting, Point # 3	Reporting tool / dashboard should be able to fetch data any time from archival storage as and when requested for customizable time period, within the retention period as specified above. The requested dashboard from archived storage should be presented within 5 minutes	Dashboard from archived storage can be seen using manual scripts. There will be required for additional Analytics VM for this specific requirement. Moreover, the report may not be generated within 5 mins since it will depend on number of branches for which report is generated, amount of data to be pulled from arhived database, etc. Request to remove this time duration from the clause	No Change	No Change in terms of the RFP
818	104	Section 6.3- Central Dashboard, Point # 3	The proposed SDWAN solution should have customizable dashboard as per the requirement of the Bank.	Proposed analytics will have multiple pre-built automated reports and screen. However, there is no user customizable dashboard supported. Request to remove this clause.	Clarification	The mentioned parameters in this RFP related to dashboard display will be finally accepted by the bank before solution acceptance.
819	105	Section 6.3- Central Dashboard, Point # 7	The reporting module of the proposed solution should provide monitoring dashboard to provide information such as a. Number of successful/ failed configuration push/ pull to/ from edge devices.	The proposed solution GUI will show the details of all branches where the config push was successful or failed, however, there is no such dashboard or monitoring report which can be extracted from this. Also, there is no reporting of config pull from edge devices because pull operation itself is not recommended from edge device. Hence, request to modify the point as below: The proposed solution should provide information such as a. Number of successful/ failed configuration push to edge devices.	No Change	No Change in terms of the RFP

820	107	Section 6.4-Branch Dashboard, Point # 1	Bank may demand to add more parameters during implementation and bidder need to incorporate.	This is very open ended. Request to modify as below: Bank may demand to add more parameters during implementation and bidder need to incorporate, if feature request is accepted by OEM, and deliver it within mutually agreed timelines.	Clarification	Bank may demand to add more parameters during implementation and bidder need to incorporate and deliver it within mutually agreed timelines.
821	108	Section 6.4-Branch Dashboard, Point # 8	For the purpose of near real-time device and end-user monitoring, the proposed SDWAN analytics solution should be able to populate the data inputs within 60 seconds for selected Branch End devices for duration upto 15 days on to the selected dashboard. For all other data, the dashboards must populate and report should be generated within 5 minute.	The assumption is that these monitoring will be done for individual branch and not for a group of branches at the same time. Please confirm if the understaing is correct. Time taken for fetching the reports cannot be guaranteed as it depends on multiple parameters. Hence request to remove the timers mentioned in this point.	Corrigendum	Please refer Corrigendum
822	61	Section: Solution Deployment, Point # 4	The proposed OEM should have at least 20,000 SDWAN devices deployment.	The proposed OEM should have at least 20,000 SDWAN devices deployment in India	No Change	No Change in terms of the RFP
823	61	Section: Solution Deployment, Point # 5	The proposed OEM should have at least two organizations where 2,000 SDWAN devices have been deployed in each of the organization, out of which at least one organization should be from BFSI/Telecom sector	The proposed OEM should have at least two organizations where 2,000 SDWAN devices have been deployed in each of the organization in India , out of which both the organization should be from BFSI sector	No Change	No Change in terms of the RFP
824	21	Section: Award Criteria and Award of Contract, Point # 19.i.b	If L1 bid is not a 'Class-I local supplier', 50% of the order quantity shall be awarded to L1. Thereafter, the lowest bidder among the 'Class-I local supplier', will be invited to match the L1 price for the remaining 50% quantity subject to the Class-I local supplier's quoted price falling within the margin of purchase preference, and contract for that quantity shall be awarded to such 'Class-I local supplier' subject to matching the L1 price. In case such lowest eligible 'Class-I local supplier' fails to match the L1 price or accepts less than the offered quantity, the next higher 'Class-I local supplier' within the margin of purchase preference shall be invited to match the L1 price for remaining quantity and so on, and contract shall be awarded accordingly. In case some quantity is still left uncovered on Class-I local suppliers, then such balance quantity may also be ordered on the L1 bidder	Bank distribute 50% to L1 & 50% to class 1 in that case, like to understand how bank will distribute central orchestrator component equally as it is not divisible in nature. As per PPLC clause product which are divisible in nature can be distributed but product like CUCM(IP telephony) , Wifi - with Controller & SDwan solutions are not divisible in nature so complete order should be given to class 1 provider.	Corrigendum	Please refer Corrigendum
825	56	Section: Bidder's Eligibility Criteria, Point # 5	The Bidder should have experience of implementation of SDWAN solution at least 2 Domestic/Global organizations with minimum 2000 SDWAN devices in each organization. Out of these 2 organizations one should be from BFSI/Telecom sector.	We request you to please go for 2000 sites with deployment in India. The Bidder should have experience of implementation of SDWAN solution at least 2 Domestic/Global organizations with minimum 2000 SDWAN devices in each organization in India Out of these 2 organizations one should be from BFSI/Telecom sector.	No Change	No Change in terms of the RFP

826	56	Section: Bidder's Eligibility Criteria, Point # 6	The Bidder (including its OEM, if any) should either be Class-I or Class-II local supplier as defined under this RFP.	Only Class 1 Bidder should participate in RFP as there are many class one certificate bidder. Request to modify the point as below: "The Bidder (including its OEM, if any) should either be Class-I local supplier as defined under this RFP. The bidder and OEM must submit Certificate signed by Statutory Auditor for Class-1 qualification" If only Class-1 bidder is not accpetable to bank, still we request to get Statutory Auditor signed Certificate for Class-1 or Class-2. Then point can be modified as below: The Bidder (including its OEM, if any) should either be Class-I or Class-II local supplier as defined under this RFP. The bidder and OEM must submit Certificate signed by Statutory Auditor for Class-1/Class-2 qualification	No Change	No Change in terms of the RFP
827	N/A	Request to add new Point	All the hardware proposed for branch or DC-DR should have minimum 8 GB RAM. This is required to achieve the performance along with features mentioned int he RFP	Request to add this clause in the RFP so that proposed hardware will have minimum performance guarantee	No Change	No Change in terms of the RFP
828	N/A	Request to add new Point	As per Indian government mandate - MTCTE - Mandatory Teasting & certification of Telecomunication equipments, is an essential certification for any networking devices. Request to add this clause compliance from all participating OEMs.	Request to add this clause as per Government of India mandate	No change	No Change in terms of the RFP
829	56	Introduction and Definitions:	The Bidder should have experience of implementation of SDWAN solution at least 2 Domestic/Global organizations with minimum 2000 SDWAN devices in each organization.	We request The Bidder/OEM should have experience of implementation of SDWAN solution at least 2 Domestic/Global organizations with minimum 2000 SDWAN devices in each organization.	No Change	No Change in terms of the RFP
830	59	Introduction and Definitions:	Headend device at DC: The device(s) proposed to install at DC for establishing IPSEC tunnel with branch device to forward data traffic.	Ipsec Tunnels are used in SDWAN for creating overlay connectivity, however in our proposed solution we offer tunnel less SDWAN architechture while maintaining equivalent advance encryption / authentication algorithm similar to Ipsec. Kindly accept required changes	Clarification	Headend device at DC: The device(s) proposed to install at DC should establish secure and encrypted channel for communication with branch or other devices.

831	61	Introduction and Definitions:	Controller - Proposed OEM physical appliance only	SDWAN Controller / orchestrator is software application and can be installed in VM, Physical server with desired configuraiton for the same can be provided by the Bidder. Request you to consider the requested change	Corrigendum	Please refer Corrigendum
832	63	Introduction and Definitions:	All the Data Centre components of proposed SDWAN solution (including but not limited to Orchestrator, Controller, Analytic engine, Hub/gateway, headend etc.) should support at least 5000 active branches in a single device excluding HA device and without stacking from day one.	Managing 5000 branches from single Hub Gateway headend device would increase the blast radius. We would suggest to consider 1000 Branches per Hub/Headend device. Kindly accept suggested changes	No Change	No Change in terms of the RFP
833	66	Solution Deployment	a. with minimum 1 lakh routing table entries for underlay connectivity at branch router	Branch Routers would need connectivity to the Hub devices, 10k to 20k route scale is enough for the branches to participate in SDWAN. Kindly accept the requested change.	No Change	No Change in terms of the RFP
834	66	Solution Deployment	b. with minimum 10 lakh routing table entries for underlay connectivity at Data Centre devices	Hub devices would have routes from directly connected branches, and other routes learned from DC & other HUB clusters. Hence consdiring overall route scale 500k should suffice the requriement. Kindly accept the requested change.	No Change	No Change in terms of the RFP
835	69	Load Balancing Mechanism	The device should support load balancing on available WAN links based on 1. Session based 2. packet based	Application performance and experience is mainted when the traffic is load balanced using session based Load balancing. Packet based load balancing is crude way to achieve active-active forwarding of traffic over wan links. Our SDWAN solution supports session based load balancing, hence request you to consider packet based as optional.	No Change	No Change in terms of the RFP
836	73	Load Balancing Mechanism	Integration with AD - Admin User Authentication and fetching user attributes and information for monitoring	we do monitoring and reporting of SDWAN traffic using Application IDs and IP addresses. The solution would support admin login using AD attributes via Radius / Tacas however the solution would not be able to fetch AD user attributes for monitoring. Pls accept requested change	No Change	No Change in terms of the RFP

837	88	Load Balancing Mechanism	All 4 clusters should work in nested cluster architecture, i.e., at any point of time, Controller / controller cluster in one DC shall act as Master and remaining controllers hosted in other DCs shall act as Slaves, for management login. All the four set of controllers shall remain Active at all times, for operations such as configuration, key exchange, etc.	We can achieve resilient SDWAN architechture using cluster approach which will be POD based. Each POD will have dedicated Orchestrator and clusters of HUB and branches. Hence nested cluster approach is not required in our Our proposed SDWAN solution.	Corrigendum	Please refer Corrigendum
838	95	2. Headend Device	In the Proposed SDWAN Solution, the provisioned headend/ device should have eight 40 G (with backward compatibility for 10G) fiber port with Multimode SFP+ in a single device without stacking. All ports should be configurable as WAN and LAN as per the Bank requirement. All ports should be fully populated from day one.	Our proposed HUB devices support upto 12 ports of 1/10/25G which should suffice throughput and connectivity requirement of HUB/ Headend device at DC. Also since the HUBs would be stacked in cluster i.e multiple HUBs would distribute the traffic from all the branches, hence 10/25G interfaces on each device would be sufficient. Kindly accept the desired change	Corrigendum	Please refer Corrigendum
839	99	2. Headend Device	The proposed device should seamlessly operate across all climatic temperatures and weather conditions across the globe without any additional heating / cooling device.	The mentioned spec is very generic and challenging to comply request to modify with temp range. The proposed branch devices need controlled environmental conditions, we support 0 to 40 dec C	Clarification	All DC end devices will be in DC with all climatic conditions in control. Devices being installed in branches: all most all branches have favourable climatic conditions like AC, UPS, Earthing, etc. but not exactly matching with DCs. The devices installed at the branches in should work with Indian climatic conditions as per the locations.
840	99	2. Headend Device	The provisioning should be such that if the primary controller is completely down, the branch device should automatically register itself with the next available controller without any manual intervention, considering four controllers placed in four data centers having different IP addresses.	Our solution comprises of orchestrator which communicates with the Branch device is in management plane. In the event of primary orchestrator not available/failure secondary orchestraor can communicate with the required Branches for Monitoring and management capabilities. Hence the requirement of the Branch device to register itself with controller is not applicable in our solution, since our solution is without controller.	No Change	No Change in terms of the RFP
841	100	2. Headend Device	The Devices should support time-based policies to allow, deny desired traffic for pre-defined time range considering day-wise, and timewise.	Resource utilization at branch level such as BW can be achieved using advnace QOS (Application Identifcation and priorizaiton etc), however timebased ACL requirement is more of a access network feature which can be achieved in Wired/Wireless network installed in the branches rather than at Branch GW. Request you to Kindly remove this point	No Change	No Change in terms of the RFP