

**FOR PROCUREMENT, INSTALLATION,
COMMISSIONING AND MAINTENANCE OF SOFTWARE DEFINED WIDE
AREA NETWORK (SDWAN) SOLUTION WITH ASSOCIATED ACCESSORIES
AT 4 DC's AND 7000 DOMESTIC BRANCHES
Ref: SBI/GITC/NWTech/2024-25/1306 dated 21.03.2025**

Bank Response to Pre-Bid Queries

Sl. No	RFP Page No	RFP Clause No	Existing Clause	Query/Suggestions	Response Type	Bank Response
1	59	Appendix B, Bidder's Eligibility Criteria, Sr. No. 5	Copy of the order and / or Certificate of completion of the work. The Bidder should also furnish user acceptance report.	We request Bank to accept email confirmation from customer in lieu of user acceptance report.	Clarification	Email confirmation from customer in lieu of user acceptance report would also be accepted. Email should be shared with the Bank in form of PDF document containing the Mail Chain.
2	88	TABLE B.1: Objective Scoring, 1.1 Solution Deployment, Sr. No. 4	The number of SDWAN devices deployed in a single client location should be at least 2000.	We request Bank to confirm whether we need to submit here Bidder PO references or OEM PO references	Clarification	Only PO references for proposed OEM solution will be accepted.
3	89	TABLE B.1: Objective Scoring, 1.1 Solution Deployment, Sr. No. 5	The number of SDWAN implementation (in organizations) jointly by Bidder and OEM.	Please confirm that implementation in any sector would be acceptable for example PSU, BFSI, Private companies etc.	Clarification	In this particular clause there is no restriction on the organisation classification and experience in any sector is acceptable.
4	89	TABLE B.1: Objective Scoring, 1.1 Solution Deployment, Sr. No. 7	Positive Feedback from the clients.	We request Bank to accept email confirmation from customer in lieu of Certificate from Client for positive feedback.	Clarification	Email confirmation from customer in lieu of user acceptance report would also be accepted. Email should be shared with the Bank in form of PDF document containing the Mail Chain.
5	157	15. PAYMENT SCHEDULE:	10% of the Cost of Hardware and Software - On the date of completion of warranty and submission of bills	Would request you to consider payment of the same after acceptance of solution by undertaking 10% PBG of the same for the period of warranty.	No Change	No Change in terms of the RFP
6	157	15. PAYMENT SCHEDULE:	10% of the Cost of Hardware and Software- On completion of Installation at remaining branches	Would request you to consider proportionate payment on completion lot of minimum 100 branches or in multiples of 100. Also, please help to understand that the timelines for release of payment in case there is delay in implementation of any Branch due to dependence of Bank.	Clarification	On completion on migration of remaining branches: Delays due to dependency on Bank or Bank's NI will not be considered as delay of the bidder or OEM. Proper record should be maintained by the bidders to evidence such Delays.
7	150	Delivery of branch hardware	Devices to be deployed at Branches of the Bank must be delivered to the respective Branch/designated locations within a period of 12 weeks from the date of placing PO /LOI.	Would request you to consider the timelines to 15 weeks from the date of placing PO/ LOI as in general OEM deliver the goods to Bidder Warehouse by 8-9 weeks which takes further around 5-6 weeks to deliver the goods PAN India locations.	No Change	No Change in terms of the RFP
8	160	Appendix-F - Price Bid	(This cost should be in the range of 8% to 12 % p.a. of the Product cost.)	Would request you to consider it within range of 5% to 12% as in general OEM AMC cost falls in this range.	No Change	No Change in terms of the RFP
9	66	4	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" This clause is very restrictive .Every OEM has different way of configuring sites and filtering it .The ability to filter and apply a specific config may not be applicable to every oem .	Clarification	Automatic branch selection functionality should be available in the solution. The mechanism may be based on tags or any other similar approach.
10	69	1.3 Load balancing Mechanism, 2	"The proposed SDWAN solution should be able to load balance traffic across multiple links terminated at branch and Data Centre routers as per the TSP availability, SLA parameters and deployment methodology stated as below: • Minimum 3 TSP WAN link at normal branch (with single branch device) • Minimum 6 TSP WAN link at critical branch (with two branch devices in High Availability mode) • Minimum 12 TSP WAN links terminated at data centres headend devices (headend devices in High Availability mode)."	Please modify to " The proposed SDWAN solution should be able to load balance traffic across multiple links terminated at branch and Data Centre routers as per the TSP availability, SLA parameters and deployment methodology stated as below: • Minimum 3 TSP WAN link at normal branch (with single branch device) • Minimum 6 TSP WAN link at critical branch (with two branch devices in High Availability mode) • Minimum 12 TSP WAN links terminated at data centres headend devices/aggregation devices (headend devices in High Availability mode)."" Links at the datacenter will be terminated on the aggregation device to which SDWAN head end devices will connect to This approach will ensure that there is minimum disruption during migration and will ensure SDWAN and non-SDWAN branches continue to function together	No change	No Change in terms of the RFP

11	70	1.3 Load balancing Mechanism , 3	<p>"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.</p> <p>Example: The branch has two MPLS links i.e., TSP1 and TSP2, both links are performing under SLA. TSP1 link is currently the best link based on the SLA parameters. As per the configured policy, critical applications data should be traversed through TSP1 Link. If TSP1 link is getting fully utilized then the upcoming sessions originating for the critical application should traverse through the second-best link, which is TSP2 in this case."</p>	<p>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 utilization and no chance of link capacity threshold issue etc."</p> <p>Requesting you to make suggested changes and for predictive performance, kindly use per session/flow base load balancing instead of session spillover using per packet.</p>	No change	No Change in terms of the RFP
12	71	1.5 Interoperability, 2	In the proposed SDWAN solution all the devices must support Port aggregation protocol with Open standards like LACP on LAN ports	We under that this requirement is for head end devices in DC,DR locations. Pls. clarify.	Clarification	The requirement is for all devices installed at DC/DR or Data Centre location.
13	76	2.3 Device security, 3	The proposed SDWAN devices/appliances should have authentication and authorization only with any of the pre-configured Controller/Management Server which are placed in all four data centers. Data should only flow after the device authentication and authorization is done by the central Controller/Management server.	<p>Request you to modify as "The proposed SDWAN devices/appliances should have authentication and authorization only with any of the pre-configured Controller/Management Server which are placed in DC and DR. Data should only flow after the device authentication and authorization is done by the central Controller/Management server.</p> <p>Replicating the orchestration and management server across all 4 data centers will increase management traffic and increase complexity - Since no actual data flows through the controllers it would be wise to restrict it to 2 data centers providing redundancy</p>	Clarification	While the headend devices have to be installed in all Data Centres, the orchestrator/controller and management devices should be installed in DC and DR in high availability.
14	76	2.3 Device security, 9	"The proposed SDWAN solution should have the option to disable the default login ID and allow Bank to create custom super user or root user. Should have the option to create custom user with privilege of root user or super user and integrate with RADIUS/TACACS user management."	<p>"Please modify the clause for wider OEM participation ""The proposed SDWAN solution should have the option to disable the default login ID or allow Bank to create custom super user or root user. Should have the option to create custom user with privilege of root user or super user and integrate with RADIUS/TACACS user management.""</p>	No change	No Change in terms of the RFP
15	77	3. Orchestrator 3.1 Functionality Specification, 1	<p>"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.</p> <p>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."</p>	<p>Please modify to "Proposed Orchestrator should be able to push/ pull the configuration to dynamically-selected devices- Accordingly, the push/ pull of the configuration should apply to the selected group of devices only"</p> <p>Every OEM has different way of configuring sites and filtering it .The ability to filter and apply a specific config may not be applicable to every oem .</p>	No change	No Change in terms of the RFP
16	78	3. Orchestrator 3.1 Functionality Specification, 2	<p>"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 a minimum of 1000 branch Pull requests concurrently. Pull requests should be having a scheduling mechanism ranging from 10 sec to 1 minute. So necessary threads, memory, processes etc. should be 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."</p>	<p>Please remove the clause</p> <p>Too restrictive clause , every OEM will have a different way of sending configurations to the devices and have tuned the push based on internal testing. By asking for an absolute value of 1000 , it is becomes very restrictive which will be difficult to achieve and prove</p>	No change	No Change in terms of the RFP

17	79	3. Orchestrator 3.1 Functionality Specification, 3	<p>"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). A similar setup should be replicated across all other Data Centres.</p> <p>Example –</p> <p>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</p> <p>Such a cluster in any one DC should be accessible through a single Virtual IP, and changes should be made 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."</p>	<p>Please remove the clause</p> <p>Too restrictive clause , every OEM will have a different way of controller deployment and accessibility to the control elements. By forcing to have a virtual IP only it becomes very restrictive which will be difficult to achieve</p>	No change	No Change in terms of the RFP
18	79	3. Orchestrator 3.1 Functionality Specification, 4	<p>"In the Proposed SDWAN Solution, the Controllers / controller clusters shall be deployed in all four Data centers of the Bank.</p> <p>There should be a single point of manageability in one of the two below mentioned ways –</p> <p>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.</p> <p>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.</p> <p>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 10 minutes.</p> <p>Scenario 1</p> <p>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 in HA at DC and 2 devices in HA at DR).</p> <p>At any point in time, admin user will be logging in to the Master orchestrator (Controller of the controllers) and will be doing the configuration changes. All these changes should be automatically synced without manual intervention with other master orchestrators and 8 orchestrators deployed across 4 Data Centres.</p> <p>All the 7000 branch devices can fetch updates from the any one of the controllers deployed in the Data Centres irrespective of the state and geographical location as per its connectivity and priority defined at the branch device.</p> <p>Example for Point B:</p> <p>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 2 devices in a cluster should be made in 4 DC to cater the allocated 7000 branches.</p> <p>All the 8 orchestrator (i.e. Four cluster each having two devices in each cluster) spreads across the 4 Data Centre (A, B, C, D) should be in the nested orchestrator architecture.</p> <p>At any point of time, Controller / controller cluster in one DC shall act as Master (e.g. Data Centre A cluster) and remaining controllers (e.g. Data Centre B, C, D clusters) hosted in other DCs shall act as Slaves, for management login.</p> <p>Admin users will login into cluster A Virtual IP address and will make the changes. All these changes should be synchronized in all the devices of cluster A, as well as the cluster B, C, D.</p> <p>All the 7000 branch devices can fetch updates 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.</p> <p>Scenario 2</p> <p>If the number of allocated branches is 7000 and a single orchestrator device of OEM is capable of catering to 7000 branch end devices, then one device should be deployed in each of the four DCs to cater the allocated 7000 branches, individually by each DC. All conditions for policy push, synchronization and management login as defined in Scenario 1 should be met."</p>	<p>Please remove this clause</p> <p>Too restrictive clause , every OEM will have a different way of controller deployment and accessibility to the control elements. By forcing to have a virtual IP only it becomes very restrictive which will be difficult to achieve</p>	Corrigendum	Please refer corrigendum
19	80	3. Orchestrator 3.1 Functionality Specification, 5	<p>"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 10 minutes) without any manual intervention.</p> <p>In case a branch loses the connectivity with primary/ master Orchestrator, then the branch should fetch the configuration from any of the next available Orchestrators deployed in other Data Centres automatically without any manual intervention.</p> <p>Example:</p> <p>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</p> <p>path to the master orchestrator deployed at Data Centre A.</p> <p>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.</p> <p>At any point in the time all the 1000 branches must have similar configuration."</p>	<p>Please remove this clause</p> <p>Too restrictive clause , every OEM will have a different way of controller deployment and accessibility to the control elements. By forcing to have a virtual IP only it becomes very restrictive which will be difficult to achieve</p>	No change	The suggestion/query raised is not relevant against this clause. No Change in terms of the RFP
20	83	5. Branch Device 5.1 Device Specification, 2	<p>The branch device should have following throughput with all feature set enabled as stated in RFP and port capacity:</p> <p>S.No Throughput Total Port Minimum</p> <p>WAN</p> <p>Minimum</p> <p>LAN</p> <p>1. 50 Mbps 4 (1G) 2 1</p> <p>2. 100 Mbps 6 (1G) 2 2</p> <p>3. 300 Mbps 6 (1G) 2 2</p> <p>4. 500 Mbps 8 (1G) 3 3</p> <p>5. 1 Gbps 8 (1G) 3 3</p> <p>6. 10 Gbps (Fiber) - 8 (10G with (1/10 compatibility))</p> <p>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.</p>	<p>Please modify to "The branch device should have following throughput with all feature set enabled as stated in RFP and port capacity:</p> <p>S.No Throughput Total Port Minimum WAN</p> <p>Minimum</p> <p>LAN</p> <p>1. 25 Mbps 6 (1G) 2 1</p> <p>2. 100 Mbps 6 (1G) 2 2</p> <p>3. 300 Mbps 6 (1G) 2 2</p> <p>4. 500 Mbps 8 (1G) 3 3</p> <p>5. 1 Gbps 8 (1G) 3 3</p> <p>6. 10 Gbps (Fiber) 8 (10G with (1/10 compatibility))</p> <p>3 3</p> <p>All devices should be fully populated.</p> <p>Remaining (in addition to minimum WAN and LAN ports) additional two ports should be configurable as either LAN or WAN ports ." We assume 10G throughput with 8x10G ports are asked for DC/DR requirement and not for branch requirement hence requesting you to remove from branch specifications.</p> <p>Requesting you to add 25Mbps tier for your lowest tier branch which would be sufficient considering the existing and future bandwidth growth requirement and will also be cost effective.</p> <p>Currently every branch device has 2 WAN transports , 4 WAN ports should cater to any future requirements.</p>	No change	No Change in terms of the RFP

21	84	6 Logs, Dashboard and Report 6.1 Live Dashboard and Reporting Device, 1	<p>The proposed module of SDWAN solution must have sufficient hardware storage resources to store the below logs and display in monitoring / reporting dashboard – Sr. Data. Retention Period</p> <p>a) All data as required to display the central and branch dashboard as defined in above sections. -- Minimum 60 days b) Complete session logs for all users and all applications --- Minimum 90 days c) Link SLA parameters data, such as latency, jitter, packet loss etc. --- Minimum 90 days d) Link Bandwidth utilization, link availability, device availability ---Minimum 90 days e) All events and alerts, including threshold breach --- Minimum 90 days f) All data required to generate required reports --- Minimum 90 days</p> <p>The solution should automatically delete logs as per FIFO algorithm as per the retention period defined above. 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 the archived storage should be presented within 5 minutes.</p>	<p>Request you to modify the clause as The proposed module of SDWAN solution must have sufficient hardware storage resources to store the below logs and display in monitoring / reporting dashboard – Sr. Data. Retention Period</p> <p>a) All data as required to display the central and branch dashboard as defined in above sections. -- Minimum 60 days b) Link SLA parameters data, such as latency, jitter, packet loss etc. --- Minimum 90 days c) Link Bandwidth utilization, link availability, device availability ---Minimum 90 days d) All events and alerts, including threshold breach --- Minimum 90 days</p> <p>The solution should automatically delete logs as per FIFO algorithm as per the retention period defined above. 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.</p> <p>it is recommended to enable session logs only when required (like troubleshooting) as it might be result in too many logs being captured It is also restrictive to have an absolute value for retrieving time as is completely dependent on the amount of data being requested</p>	No change	No Change in terms of the RFP
22	85	6.1 Live Dashboard and Reporting Device, 1	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 the archived storage should be presented within 5 minutes	Request you to remove 5 minutes restriction as it depends on multiple factors	No change	No Change in terms of the RFP
23	85	6.2 Central Dashboard, 1	<p>For all the dashboards mentioned in this RFP, below should be the response time-</p> <ul style="list-style-type: none"> 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. The dashboards data must populate within 5 minutes. For dashboards, 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. 	<p>Please remove this clause</p> <p>Too restrictive clause , every OEM will have a different way of collecting data , processing and displaying the data on dashboard . By asking for an absolute value it becomes very restrictive which will be difficult to achieve and prove</p>	No change	No Change in terms of the RFP
24	87	1. Solution 1.1 Solution Deployment, 1	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. Design Headend architecture that will support 7000 Branches from day 1 and should be horizontally scalable with modular architecture up to 25000 and more Branches with additional headend components if Bank decides to integrate/migrate additional branches/offices on to the proposed SDWAN solution fabric.	<p>Please modify this clause to "All components deployed at Data Center locations should be horizontally scalable up to 12000 branches (as per stated scenario in this RFP) if Bank decides to integrate/migrate additional branches/offices on to the proposed SDWAN solution fabric. Design Headend architecture that will support 7000 Branches from day 1 and should be horizontally scalable with modular architecture up to 12000 and more Branches with additional headend components if Bank decides to integrate/migrate additional branches/offices on to the proposed SDWAN solution fabric."</p> <p>Managing all 25000 branches within one domain will increase the risk of failure domains. Hence it is suggested to split the 25000 requirement to multiple fabrics for better manageability and reduced fault domains</p>	No change	No Change in terms of the RFP
25	91	1. Solution 1.1 Solution Deployment, 11	<p>The proposed SDWAN solution should allow at least 7 active Hub sites when deployed in multiple hubs and spoke topology. 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.</p>	<p>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."</p> <p>Every OEM device vertical scale is different and approach towards HA design is different hence requesting you to accommodate the same so that larger OEMs can participate</p>	Clarification	The headend device or hub/gateway must support 5000 active branches in a single device excluding HA. The Orchestrator/Controller and analytic engine may be deployed in clusters to handle 5000 or more branches. The clustering of management devices should be accessible through single virtual IP or single console.
26	91	1. Solution 1.1 Solution Deployment, 11	<p>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.</p>	<p>Please modify the clause to "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. Proposed Data Centre devices should be able to cater such 5000 branches."</p> <p>Every OEM device vertical scale is different and approach towards HA design is different hence requesting you to accommodate the same so that larger OEMs can participate</p>	No change	No Change in terms of the RFP

27	92	1. Solution 1.1 Solution Deployment, 12	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, 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 selected bidder should replace such device with higher capacity device within 24 Hours to keep the performance as per the parameters mentioned above, without additional cost to the Bank.	Please remove this clause for wider OEM participation Rather than defining an absolute value , it would make more sense that the solution should be designed in a such way that there is no performance degradation . Every OEM will have a different threshold value to define performance degradation	No change	No Change in terms of the RFP
28	98	1.4 Load Balancing Mechanism, 1	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.	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" Requesting you to make suggested changes and for predictive performance, kindly use per session/flow base load balancing instead of per packet. Packet base load balancing has seen high utilization issues of CPU and impact on overall performance of the traffic forwarding due to in order delivery of the packets across multiple links.	No change	No Change in terms of the RFP
29	99	1.6 Quality Of Service (QoS), 1	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	Please modify the clause for wider OEM participation The device should support the per class bandwidth definition for QoS policy. The definition should support any one of the below formats such as Kbps/Mbps/Gbps or percentage bandwidth. and during configuration any one of these can be selected Different OEMs have different ways to configure QoS.	No change	No Change in terms of the RFP
30	103	3 Orchestrator 3.1 Functionality Specification, 2	Proposed Orchestrator should have the capability to (either push or pull as per the design): III. 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. IV. 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 be 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 Too restrictive clause , every OEM will have a different way of sending configurations to the devices and have tuned the push based on internal testing. By asking for an absolute value of 1000 , it becomes very restrictive which will be difficult to achieve and prove	No change	No Change in terms of the RFP
31	104	3 Orchestrator 3.1 Functionality Specification, 3	Proposed Orchestrator should push/ pull and rollback Templates to all branches managed by individual Central Manager/ Orchestrator within 20 minutes.	Please remove the clause Too restrictive clause , every OEM will have a different way of sending configurations to the devices and have tuned the push based on internal testing. By asking for an absolute value of 20 minutes , it becomes very restrictive which will be difficult to achieve and prove	No change	No Change in terms of the RFP
32	107	Table B.2: Subjective Scoring 1 Logs , Dashboard and Report 1.1 Central Dashboard, 3	The Dashboard should be able to display the current load on headend devices across multiple data centers in GUI. The load parameters include CPU, Memory, Traffic utilization on the interface, Concurrent Sessions count, Session Rate	Please modify this to The Dashboard should be able to display the current load on headend devices across multiple data centers in GUI. The load parameters include CPU, Memory, Traffic utilization on the interface Concurrent sessions are session rate more of firewall related requirement and not relevant to SDWAN	No change	No Change in terms of the RFP
33	109	1.2 Branch Dashboard, 2	The Dashboard of the proposed solution should be capable of displaying data over the customized period pertaining to : • Top 20 users by bandwidth utilization. • Top 20 Applications by bandwidth utilization.	Please modify this to for wider OEM participation The Dashboard of the proposed solution should be capable of displaying data over the customized period pertaining to : • Top 20 users / ip addresses by bandwidth utilization. • Top 20 Applications by bandwidth utilization.	No change	No Change in terms of the RFP
34	110	1.2 Branch Dashboard, 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 this to Please modify to " The Proposed SDWAN solution should have monitoring dashboard to provide utilization of Bandwidth, link-wise per application in graphical format Every OEM has a different way of representation of data on the monitoring dashboard . Please remove the specific formats asked to allow wider OEM participation	No change	No Change in terms of the RFP

35	110	1.2 Branch Dashboard, 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 remove this clause as the link utilization is already captured above User/IP utilization is generally based on volume	No change	No Change in terms of the RFP
36	111	1.2 Branch Dashboard, 1	The proposed SDWAN solution should provide monitoring dashboard for applied per class of service bandwidth utilization as per the configured Quality of Service in forward and reverse direction in GUI.	Please clarify if requirement is to monitor bandwidth utilization of application Different OEMs have different ways to configure QoS.	Clarification	The relevant RFP clause is self-explanatory.
37	111	1.2 Branch Dashboard, 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 this to The Proposed SDWAN solution should have monitoring dashboard to provide utilization of provisioned Link at SDWAN branch per user/ip per application link-wise in graphical format Every OEM has a different way of representation of data on the monitoring dashboard . Please remove the specific formats asked to allow wider OEM participation	No change	No Change in terms of the RFP
38	111	1.2 Branch Dashboard, 6	The Proposed SDWAN solution should have monitoring dashboard to provide application-wise and user-wise utilization according to the customizable time period in various graphical formats like Pie chart, bar graph, etc.	Please modify this to The Proposed SDWAN solution should have monitoring dashboard to provide application-wise and user-wise/IP wise utilization according to the customizable time period Every OEM has a different way of representation of data on the monitoring dashboard . Please remove the specific formats asked to allow wider OEM participation	No change	No Change in terms of the RFP
39	112	1.3 Report Specification, 1	The proposed SDWAN solution must be able to report all LAN users by bandwidth usage/ applications accessed by them in a branch location along with the data rate and flow usage.	Please modify this for maximum OEM participation The proposed SDWAN solution must be able to report all LAN users/ IP address by bandwidth usage/ applications accessed by them in a branch location along with the data rate and flow usage.	No change	No Change in terms of the RFP
40	118	1. Solution 1.1 Solution Deployment, 10	The proposed SDWAN solution should have session log archival server with appropriate capacity planning of the storage to accommodate the data of 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 10 minutes duration in ideal conditions. Note: The backhaul links and other network infrastructure is already in place.	Please remove the clause Session logs are more firewall related requirement and not relevant to SDWAN	No change	No Change in terms of the RFP
41	120	1.3 Load Balancing Mechanism, 3	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, LTE, 4G, 3G, VSAT, RF and 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. Note: The count of VSAT branches will be within 2% of the scope of this RFP.	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	GRE Tunnel over VSAT is used to encrypt the traffic between branch and DC. BW will be 1.5 Mbps, 2 Mbps and 4 Mbps. Around 4-5 users/Devices per branch will use VSAT Links.
42	123	1.7 Quality Of Service (QoS), 3	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.	Please modify the clause for wider OEM participation The device should support the per class bandwidth definition for QoS policy. The definition should support any one of the below formats such as Kbps/Mbps/Gbps or percentage bandwidth. and during configuration any one of these can be selected Different OEMs have different ways to configure QoS.	No change	No Change in terms of the RFP
43	124	1.8 Additional Feature, 2	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 links 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. Please modify this clause for maximum OEM participation	No change	No Change in terms of the RFP

44	125	1.8 Additional Feature, 6	The Proposed SDWAN solution may support data compression techniques for unencrypted traffic like FTP etc.	Please remove the clause WAN optimization is typically needed for high latency and very low bandwidth links. SDWAN provides improved application experience with features like SLA based routing, path conditioning techniques (fec , packet replication) and advanced qos. This coupled with bandwidth that is easily available with SDWAN takes care of majority of issues you would need WAN optimization for.	No change	No Change in terms of the RFP
45	125	1.8 Additional Feature, 7	The Proposed SDWAN Solution should provide 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 Number of connection initiated. Number of connection aborted. Number of re-transmissions. Application performance wise rating. Network Response Time. Application Name (Well known and custom) Source IP Destination IP Number of session	Please remove the clause The requested information is more firewall related requirement and not relevant to SDWAN	No change	No Change in terms of the RFP
46	129	3.2 Functionality Specification, 4	Proposed Orchestrator should have scheduling mechanism to push templates to dynamically selected group or dynamically selected group to pull the configuration from templates defined centrally.	Proposed Orchestrator should have be able to push templates to dynamically selected group or dynamically selected group to pull the configuration from templates defined centrally. Pls. change it for wider OEM participation.	No change	No Change in terms of the RFP
47	130	3.2 Functionality Specification, 14	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 for wider OEM participation Every OEM has a different way to manage and provide HA for the IPSEC tunnels. Request to reconsider and design the solution in optimised manner	No change	No Change in terms of the RFP
48	131	4. Headend Device 4.1 Device Specification, 1	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: of 40 Gbps 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 should be proportionally 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 up to 60Gbps throughput, then for 2500 branches, another headend device should be provided with minimum 40Gbps throughput as specified above.	In the Proposed SDWAN Solution, the provisioned headend/ device should have minimum 3 X 40G and minimum 12 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(s) throughput: of 40 Gbps with all features (except security features) mentioned in this RFP for each device. Security features can be delivered thru existing firewall @ head end. The above requirement is considering 5000 branches. 5000 branches can terminate tunnels across multiple headend devices connected horizontally.	No change	No Change in terms of the RFP
49	132	5. Branch Device 5.1 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	Please provide us with the location details where you would need ruggedised devices	clarification	The devices required to sustain the climatic environment covering summer, winter, rainy seasons wherever bank's branches are located.
50	132	5. Branch Device 5.1 Functional Specification, 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" Allowing local configuration defeats the purpose of a centralised management if changes are allowed in both places .	No change	No Change in terms of the RFP

51	133	5. Branch Device 5.1 Functional Specification, 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/ DSCP 7. Applied Quality of Service	Please modify for wider OEM participation The Devices should be able to classify or identify traffic based on (but not limited to) the following parameters: 1. Source and Destination IP 2. Protocol (TCP & UDP) 3. Port based 4. Application (Custom/ Global) 5. IP Preference/ DSCP 6. Applied Quality of Service Interface cannot be a parameter to identify applications	No change	No Change in terms of the RFP
52	134	5. Branch Device 5.1 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.	Please remove this clause time based ACLs are generally administrative overhead . Please remove this clause for wider OEM participation	No change	No Change in terms of the RFP
53	135	6 Logs, Dashboard and Report 6.1 Device Specification, 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 – c. Live monitoring data - for displaying central and branch dashboards as specified further in this section d. 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 – c. Live monitoring data - for displaying central and branch dashboards as specified further in this section d. On demand session data – for forensic purpose." For better utilisation of bandwidth and reduce the unnecessary amount of data in the network , request you to kindly ask for session data whenever required	No change	No Change in terms of the RFP
54	135	6 Logs, Dashboard and Report 6.1 Device Specification, 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.	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 30 minutes duration. Considering the scale of the network it is advisable to relax the replication time	No change	No Change in terms of the RFP
55	135	6.3 Central Dashboard, 3	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.	Please modify this to "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 or SMS etc." Pls. change it for wider OEM participation	No change	No Change in terms of the RFP
56	136	6.4 Branch Dashboard, 1	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. • The dashboards data must populate within 5 minutes. • 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 Too restrictive clause , every OEM will have a different way of collecting data , processing and displaying the data on dashboard . By asking for an absolute time value it is becomes very restrictive which will be difficult to achieve and prove	No change	No Change in terms of the RFP
57	136	6.5 Report Specification, 3	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 While all the user activities are logged and the audit logs are streamed to Syslog server but there is no need to generate reports for the same	No change	No Change in terms of the RFP
58	139	Appendix - E 2. Summary Table for timelines, 2.8	Delivery of DC equipment - T+12 weeks	Pls . Change it to Delivery of DC equipment - T+14 weeks	No Change	No Change in terms of the RFP
59	139	Appendix - E 2. Summary Table for timelines, 2.1	Delivery of Branch equipment - T+12 weeks	Pls . Change it to Delivery of Branch equipment - T+16 weeks	No Change	No Change in terms of the RFP
60	Pg 3 of 238	12. EARNEST MONEY DEPOSIT (EMD);	Rs. 125.00 Lakhs (Rupees One Hundred Twenty Five lakh only) Bid shall remain valid for duration of 6 calendar months from Bid submission date.	We request SBI allow bidders to submit Earnest Money Deposit (EMD) through either a Bank Guarantee or an Insurance Security Bond.	No Change	No Change in terms of the RFP
61	Pg 4 of 238	13. BANK GUARANTEE;	5 % 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.	We request SBI allow bidders to submit PBG initially for a one-year validity period with further extension year-over-year up to the contractual duration. Additionally, PBG can be submitted through an Insurance Security Bond.	No Change	No Change in terms of the RFP

62	Pg 154 of 238	12. Warranty & AMC	Warranty for Hardware Components: 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.	Please consider that the warranty obligation period will commence from the date of delivery of the equipment at the first site instead of from the date of Installation.	No Change	No Change in terms of the RFP																											
63	Pg 41 of 238	45. LIQUIDATED DAMAGES:	If the Service Provider fails to deliver product and/or perform any or all the Services within the stipulated time, schedule as specified in this RFP/Agreement, the Bank may, without prejudice to its other remedies under the RFP/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 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.	We request SBI to reconsider the delay in delivery penalty of 0.5% per week, up to a maximum of 5% of the delayed or undelivered portion of the issued purchase order.	No Change	No Change in terms of the RFP																											
64	Pg 171 of 238	(d) Penalties for SLA uptime of solution (monthly) shall be as under;	<table><tr><td>S. No.</td><td>Uptime Range</td><td>Penalty</td></tr><tr><td>1.</td><td>100%</td><td>Nil</td></tr><tr><td>2.</td><td>If uptime is <100% and up to 99.99%,</td><td>Rs. 5,00,000/-</td></tr><tr><td>3.</td><td>If uptime is <99.99% and up to 99.95%,</td><td>Rs.10,00,000/-</td></tr><tr><td>4.</td><td>If uptime is <99.95% and up to 99.90%,</td><td>Rs.15,00,000/-</td></tr><tr><td>5.</td><td>If uptime is <99.90</td><td>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.</td></tr></table>	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.	These penalties are very high and unacceptable. Our understanding is that we are only providing one engineering support on a 24x7 basis. Therefore, the penalties need to be expressed in percentage terms, capped at 10% of the relevant TAC charges. Please clarify and consider.	No Change	No Change in terms of the RFP									
S. No.	Uptime Range	Penalty																															
1.	100%	Nil																															
2.	If uptime is <100% and up to 99.99%,	Rs. 5,00,000/-																															
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65	Pg 171 of 238	(e) Penalties for SLA uptime of data center devices (monthly) shall be as under;	<table><tr><td>S. No.</td><td>Uptime (Per device)</td><td>Penalty per device</td></tr><tr><td>1.</td><td>99.4% and above per device</td><td>Nil</td></tr><tr><td>2.</td><td>If uptime is <99.4% and up to 99.3%,</td><td>Rs.10,000/- per device</td></tr><tr><td>3.</td><td>If uptime is <99.3% and up to 99.2%,</td><td>Rs.15,000/- per device</td></tr><tr><td>4.</td><td>If uptime is <99.2% and up to 99.1%,</td><td>Rs.20,000/- per device</td></tr><tr><td>5.</td><td>If uptime is <99.1% and up to 99.0%,</td><td>Rs.25,000/- per device</td></tr><tr><td>6.</td><td>If uptime is <99.0% and up to 98.8%,</td><td>Rs.50,000/- per device</td></tr><tr><td>7.</td><td>If uptime is <98.8% and up to 98.6%,</td><td>Rs.75,000/- per device</td></tr><tr><td>8.</td><td>If uptime is <98.6% and below</td><td>Rs.1,00,000/- per device</td></tr></table>	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		No Change	No Change in terms of the RFP
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66	Pg 172 of 238	(F)Penalties for SLA uptime of branch devices (Quarterly) shall be as under;	<table><tr><td>S. No.</td><td>Uptime (Per device)</td><td>Penalty per device</td></tr><tr><td>1.</td><td>99.5% and above per device</td><td>Nil</td></tr><tr><td>2.</td><td>If uptime is <99.5% and up to 99.3%,</td><td>Rs. 500/- per device</td></tr><tr><td>3.</td><td>If uptime is <99.3% and up to 99.1%,</td><td>Rs.1000/- per device</td></tr><tr><td>4.</td><td>If uptime is <99.1% and up to 99.0%,</td><td>Rs.1500/- per device</td></tr><tr><td>5.</td><td>If uptime is <99.0% and below</td><td>Rs.2000/- per device</td></tr></table>	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		No Change	No Change in terms of the RFP									
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5.	If uptime is <99.0% and below	Rs.2000/- per device																															
67	Pg 176 of 238	Penalty table for entire contract period 1.	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.	The mentioned penalties seems to be open-ended in nature. It is essential to cap them at a rate of 10%.	No Change	No Change in terms of the RFP																											
68	Pg 176 of 238	Penalty table for entire contract period 2.	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.	We request bank to cap the mentioned penalty at 1 lac Rupees.	No Change	No Change in terms of the RFP																											
69	Pg 176 of 238	Penalty table for entire contract period 3.	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.	This penalty is very high. We request bank to align the same with the penalty applicable for branches and devices, which is Rs 500/- per day with maximum cap at Rs 5,000/-.	No Change	No Change in terms of the RFP																											

70	Pg 176 of 238	Penalty table for entire contract period 4.	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.	We request Bank to cap the mentioned penalty at Rs 5,000/-	No Change	No Change in terms of the RFP
71	Pg 177 of 238	Penalty table for entire contract period 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.	We request Bank to cap the mentioned penalty at Rs 10,000/-.	No Change	No Change in terms of the RFP
72	Pg 177 of 238	Penalty table for entire contract period 6.	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.	Penalties are vey-very high and it is not ok. Request bank for deletion.	No Change	No Change in terms of the RFP
73	Pg 177 of 238	Penalty table for entire contract period 7.	Absence of any onsite OEM/Bidder resource without any replacement. 2x costing quoted for each resource per day	Penalties are vey-very high and This is not acceptable. A more appropriate penalty would be 10% of the per-day cost quoted for each resource per day. Please consider.	No Change	No Change in terms of the RFP
74	Pg 177 of 238	Penalty table for entire contract period 8.&9	Delay in RMA replacement for DC devices 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 1,000/- per every 24 hours or part thereof as applicable for 24/48.	Penalties are vey-very high and it is not ok. Request bank for deletion.	No Change	No Change in terms of the RFP
75	Pg 177 of 238	Penalty table for entire contract period 10	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
76	Pg 179 of 238	Other	Note : 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: Page 179 of 238 Scenario 1- As per SOW, the bidder is supposed to provide, say, a, b, c, d, e and f services. The bidder has provided services for a, b, c and d with some deficiency in the services. Whereas in case e and f, he has not at all provided any service. In this case, the capping applies to total amount payable a, b, c, d, e and f services. Scenario 2-As per SOW, the bidder is supposed to provide, say, a, b, c, d, e and f services. The bidder has provided services for a, b, c and d without any deficiency in the services. Whereas in case e and f, he has not at all provided any service. In this case also, the capping applies to total amount payable a, b, c, d, e and f services.	This is too stringent as it is capped on the total contract value, including hardware and services. We request the bank to consider capping it at the individual level, as mentioned above. If capping based on total contract value is necessary, it should be in the range of 2-5% and factored into the bid cost.	No Change	No Change in terms of the RFP
77	Pg 198 of 238	SLA Agreement 14.3 Payments	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.	If there is a delay in payments from SBI, Bidder has right to charge interest @ SBI PLR+3% on the overdue amounts. The interest shall be compounded monthly.	No Change	No Change in terms of the RFP
78	Pg 156 of 238	15. PAYMENT SCHEDULE:	1. Delivery of hardware and software/licences 50 % of the Cost of Hardware and Software 2. after Installation of 340 branches 20% of the Cost of Hardware and Software 3. Closure of all security observation 10% of the Cost of Hardware and Software 4. On completion of Installation at remaining branches 10% of the Cost of Hardware and Software Acceptance of the solution 5. 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 confirm that payments will be made as each site meets its respective payment milestone. The GST is paid in full along with the delivery payment. Regarding Milestone 5, as it involves a 3-year warranty payout, we request that the bank make this amount payable upon submission of an equivalent Bank Guarantee. Furthermore, please include a general clause for all milestones, providing the bank with a 15-day buffer period in case a milestone is not achieved due to reasons attributable to the bank or Site Not Ready/ Deemed Install.	No Change	No Change in terms of the RFP
79	Pg 156 of 238	14. PAYMENT SCHEDULE:	Manpower Resources For whole contract period half yearly arrears	We request that SBI consider our proposal for Manpower billing to be conducted on "quarterly in Arrear" basis. Additionally, we request that all payments be made within 30 days from the date of invoice submission, provided that all supporting documents are included	Corrigendum	Please refer corrigendum
80	Pg 156 of 238	14. PAYMENT SCHEDULE:	AMC From 4th to 7th years half yearly arrears	We request that SBI consider our proposal for AMC billing to be conducted on "quarterly in Arrear" basis. Additionally, we request that all payments be made within 30 days from the date of invoice submission, provided that all supporting documents are included	Corrigendum	Please refer corrigendum
81	Pg 50 of 238	55. TAXES AND DUTIES:	Prices quoted should be exclusive of GST. All other present and future tax /duties, if any applicable and also cost of incidental services such as transportation, road permits, insurance etc. should be included in the price quoted. The quoted prices and taxes/duties and statutory levies such as GST etc. should be specified in the separate sheet	GST shall be paid extra on the prevailing rate, as and when claimed by the seller over the invoice. Please confirm.	Clarification	The relevant RFP clause is self-explicit. No Change in terms of the RFP.

82	Pg 34 of 238	35. RIGHT TO AUDIT:	<p>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.</p> <p>However, Service Provider shall not be obligated to provide records/data not related to Services under the Agreement (e.g. internal cost breakup etc.).</p>	<p>An advance notice of 30 days should be provided and the audit will be performed according to permissible law (if any)</p> <p>Additionally, the audit will be limited to this contractual transaction only.</p>	No Change	No Change in terms of the RFP
83	Pg 197 of 238	14 FEES, TAXES DUTIES & PAYMENTS Point 14.3.2	The Bank may withhold payment of any product/services that it disputes in good faith, and may set-off penalty amount or any other amount which Service provider owes to the Bank against amount payable to Service provider under this Agreement. However, before levying penalty or recovery of any damages, the Bank shall provide a written notice to Service Provider indicating the reasons for such penalty or recovery of damages. Service Provider shall have the liberty to present its case in writing together with documentary evidences, if any, within 21 (twenty one) days. Penalty or damages, if any, recoverable from Service Provider shall be recovered by the Bank through a credit note or revised invoices. In case Service Provider fails to issue credit note/ revised invoice, the Bank shall have right to withhold the payment or set-off penal amount from current invoices.	The set-off shall be limited with this Contract only. Please consider	No Change	No Change in terms of the RFP
84	Pg 198 of 238	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	Bidder shall be liable for all claims directly attributable to bidder. Please consider.	No Change	No Change in terms of the RFP
85	Pg 33 of 238	34. INSPECTION AND TESTING:	<p>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.</p> <p>ii. The inspection and tests prior to dispatch of Products / at the time of final acceptance would be as follows:</p> <p>(a) Service Provider shall intimate the Bank before dispatching Products for conducting inspection and testing.</p> <p>(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.</p>	<p>Could you please give us more insight as requested below:</p> <p>Does it mean that if the inspection or testing fails, we are responsible for covering the associated costs? If so, can we ensure that such costs are reasonable and subject to a capped limit?</p>	Clarification	The relevant RFP clause is self-explicit. No Change in terms of the RFP.
86	Pg 33&35 of 238	37. INSURANCE:	<p>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.</p> <p>(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.</p>	We understand that the ownership of the said equipment will pass to SBI upon invoicing and delivery of the equipment to the Bank. Also, the title and risk of loss will be with the Bank as per the RFP terms.	Clarification	The relevant RFP clause is self-explicit. No Change in terms of the RFP.
87	Pg 47 of 238	48. TERMINATION FOR DEFAULT:	<p>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:</p> <p>Prior to providing a written notice of termination to Service Provider under abovementioned sub-clause (i) (a) to (c), the Bank shall provide Service Provider with a written notice of 30 (thirty) days to cure such breach of the Agreement. If the breach continues or remains unrectified after expiry of cure period, the Bank shall have right to initiate action in accordance with above clause.</p> <p>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, software and 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 Software Solution/Hardware and/or Services. However, Service Provider shall continue performance of the Contract to the extent not terminated.</p> <p>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.</p>	<p>(i) Bank already penalizing Bidder with n numbers penalties (i.e. penalties for performance / liquidated damages and other actions as specified in this RFP etc). So, we request Bank to delete the mentioned termination for default clause.</p> <p>(ii) Please consider that the Risk Purchase of the faulty unit/service shall be limited to the 100% value of such equipment/service as on PO.</p>	No Change	No Change in terms of the RFP

88	Pg 48 of 238	49. FORCE MAJEURE:	Force Majeure	We request to include pandemics, Satellite/transponder failure, quarantine restriction, Lockdown, Landslide, Flood, Earthing issue, Network issue, theft, Failure or fluctuation of electric power, Accident, misuse or third party action causing disturbance/damage of equipment's, plan downtime under force majeure.	No Change	No Change in terms of the RFP
89	Pg 49 of 238	51. TERMINATION FOR CONVENIENCE:	<p>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).</p> <p>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.</p>	Please note that in the event of a termination for convenience, a minimum of 90 days' advance notice should be provided. Additionally, the service provider shall be entitled to receive payment for all services delivered and invoiced, including those not yet delivered, up to the effective date of termination.	No Change	No Change in terms of the RFP
90	Pg 37 of 238	41. 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).	A cure period of at least 30 days should be provided. If the issue is resolved within this cure period, there should be no invocation of the Bank Guarantee (BG) and no termination of the agreement. Please consider.	No Change	No Change in terms of the RFP
91	Pg 40 of 238	44. INTELLECTUAL PROPERTY RIGHTS AND OWNERSHIP:	ii. Without the Bank's prior written approval, Service provider will not, in performing the Services, use or incorporate link to or call or depend in any way upon, any software/hardware or other intellectual property that is subject to an Open Source or Copy left license or any other agreement that may give rise to any third-party claims or to limit the Bank's rights under this RFP.	Bidder shall be liable for all claims directly attributable to the bidder. Please consider.	No Change	No Change in terms of the RFP
92	Pg 40 of 238	44. INTELLECTUAL PROPERTY RIGHTS AND OWNERSHIP:	Subject to below mentioned sub-clause (iv) and (v) of this RFP, Service Provider shall, at its own expenses without any limitation, indemnify and keep fully and effectively indemnified the Bank against all cost, claims, damages, demands, expenses and liabilities whatsoever nature arising out of or in connection with all claims of infringement of Intellectual Property Right, including patent, trademark, copyright, trade secret or industrial design rights of any third party arising from use of the technology / Software / products or any part thereof in India or abroad, for Software licensed/developed as part of this engagement.	Bidder shall be indemnified for direct claims attributable to the bidder only. Please consider.	No Change	No Change in terms of the RFP
93	Pg 45 of 238	47. CODE OF INTEGRITY AND DEBARMENT/BANNING: Debarment/Banning	<p>Holiday Listing (Temporary Debarment - suspension):</p> <p>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. The Vendor is, however, not removed from the list of empaneled vendors, if any. Performance issues which may justify holiday listing of the Vendor are:</p> <p><input type="checkbox"/> Vendors who have not responded to requests for quotation/tenders consecutively three times without furnishing valid reasons, if mandated in the empanelment contract (if applicable);</p> <p><input type="checkbox"/> Repeated non-performance or performance below specified standards (including after sales services and maintenance services etc.);</p> <p><input type="checkbox"/> Vendors undergoing process for removal from empanelment/participation in procurement process or banning/debarment may also be put on a holiday listing during such proceedings.</p>	<p>"Found lacking in performance" is very open-ended and vague. There has to be actual breach or damage against a objective service level standard. We request to allow the cure period of at least 30 days to be provided prior to holiday listing.</p>	No Change	No Change in terms of the RFP
94	Pg 43 of 238	47 (5) (b)- Debarment/ Banning	Debarment of a delinquent Vendor (including their related entities) for a period (one to two years) from the Bank's procurements including removal from empanelment, wherever such Vendor is empaneled, due to severe deficiencies in performance or other serious transgressions. Reasons which may justify debarment and/or removal of the Vendor from the list of empaneled vendors are...	<p>(i)"severe deficiency in performance"- is very open-ended and vague. There has to be actual breach or damage against a objective service level standard.</p> <p>(ii) Suggest providing a cure period of at least 30 days before forfeiting or debarment from GeM. Bidder should also be given a chance to represent/justify before suspension/ debarment/ removal from GeM.</p>	No Change	No Change in terms of the RFP
95	Pg 145 of 238 Pg 150 of 238	4. Architecture, planning and sizing of DC hardware Point 4 10. Installation of Branch devices	<p>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.</p> <p>A branch migration shall be considered as successful only when branch is operating <u>without any issue for a period of 15 days from the date of migration</u>.</p> <p>Bidder shall migrate all 340 branches within 3 weeks after deployment of data center devices.</p>	<p>We request a reduction in the operating period by 7 days.</p> <p>It is our understanding that the Bank will cover the connectivity charges during this operating period. Please clarify.</p>	No change	No Change in terms of the RFP
96	Pg 155 of 238	13. Spares and RMA Scope of Work (For Data Centers) Scope of Work (For Branch Devices)	<p>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. Spare devices for controller/ orchestrator, reporting servers etc may be kept at Bidder's premises as required to meet SLA without any additional cost to the Bank.</p> <p>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 / LOL.</p>	Request that this clause be dropped, as the project already has very high SLA penalties applicable as per the RFP.	No Change	No Change in terms of the RFP

97	Pg 173 of 238	Other Terms and Penalties 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.	Please confirm that the shifting charges shall include shifting, freight, de-installation, re-installation, transit insurance, etc. Pls confirm We assume that payment will be made within 30 days of completion of the shifting and submission of the invoice.	No Change	No Change in terms of the RFP
98	Pg 142 of 238	3.General Scope of Work	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 Bank to please align mentioned clause with the variation in quantity $\pm 25\%$ instead of "No guarantee or assurance is being provided hereby as to the exact quantity of equipment to be purchased or the minimum order quantity.	No Change	No Change in terms of the RFP
99	Pg 36 of 238	39. 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.	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
100	Pg 50 of 238	52- Dispute Resolution	If, however, the parties are not able to solve them amicably within 30 (Thirty) days after the dispute occurs, as evidenced through the first written communication from any Party notifying the other regarding the disputes, the same shall be referred to and be subject to the jurisdiction of competent Civil Courts of Mumbai only. The Civil Courts in Mumbai, Maharashtra shall have exclusive jurisdiction in this regard.	Suggest Arbitration as the dispute resolution mechanism. Suggest arbitration tribunal consisting of a sole arbitrator appointed mutually. In the absence of mutual agreement appointment then the matter shall be referred to a court appointed arbitrator in accordance with the Arbitration and Conciliation Act, 1996. Suggest venue and jurisdiction to be New Delhi.	No Change	No Change in terms of the RFP
101	Pg 50 of 238	54- 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	Suggest jurisdiction to be New Delhi.	No Change	No Change in terms of the RFP
102	Pg 198 of 238	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 and proportionate. (iii) Bidder does not indemnify for ordinary breach of general responsibilities and obligations. Indemnity is for special events such as gross negligence, wilful misconduct, fraudulent act etc. 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, wilful 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. Bidder Business to assess.	No Change	No Change in terms of the RFP
103		Additional Clause		Deemed Installation: Suggest Acceptance must be provided if stores are in line with objective acceptance criteria. Suggest If site is not ready/ accessible due to reasons not attributable to Bidder - the equipment shall be deemed accepted and shall be invoiced accordingly.	No Change	No Change in terms of the RFP
104		Additional Clause		Interest on Late Payment- Bidder Business please assess the clause if it is applicable and the feasible interest rate- Any amount which is unpaid by SBI, when due shall accrue from the due date and shall bear interest at an annual rate equal to 5% from the date such payment is due until such time, the payment is made	No Change	No Change in terms of the RFP
105		Additional Clause		In case of non payment of dues within sixty (60) days of raising the invoice, the Contractor shall have the right to Suspend the services.	No Change	No Change in terms of the RFP
106	59	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. Copy of the order and / or Certificate of completion of the work. The Bidder should also furnish user acceptance report. or In case of bidder being Telecom Service Provider (TSP), the requirement of minimum 2000 SDWAN devices deployment as mentioned above is not mandatory. However, they should have provided network connectivity to minimum of 10000 branches in BFSI sector with MPLS/P2P links.	We request SBI to give relaxation as requested below: The Bidder (or its subsidiary or its Parent company)/OEM should have experience of implementation of SDWAN solution in at least 2 Domestic/Global organizations with minimum 2000 SDWAN devices in each organization. Out of these organizations one should be from BFSI/Telecom sector	No Change	No Change in terms of the RFP

107	59	Appendix-B Bidder's Eligibility Criteria	<p>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.</p> <p>Copy of the order and / or Certificate of completion of the work. The Bidder should also furnish user acceptance report.</p> <p>or</p> <p>In case of bidder being Telecom Service Provider (TSP), the requirement of minimum 2000 SDWAN devices deployment as mentioned above is not mandatory. However, they should have provided network connectivity to minimum of 10000 branches in BFSI sector with MPLS/P2P links.</p>	<p>We request SBI to give relaxation as requested below:</p> <p>The Bidder should have experience of implementation of SDWAN solution in at least 2 Domestic/Global organizations with minimum 2000 SDWAN devices in each organization. Out of these organizations one should be from BFSI/Telecom sector/PSU.</p>	No Change	No Change in terms of the RFP
108	59	Appendix-B Bidder's Eligibility Criteria	<p>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.</p> <p>Copy of the order and / or Certificate of completion of the work. The Bidder should also furnish user acceptance report.</p> <p>or</p> <p>In case of bidder being Telecom Service Provider (TSP), the requirement of minimum 2000 SDWAN devices deployment as mentioned above is not mandatory. However, they should have provided network connectivity to minimum of 10000 branches in BFSI sector with MPLS/P2P links.</p>	<p>We request SBI to give relaxation as requested below:</p> <p>In case of bidder being Telecom Service Provider (TSP), the requirement of minimum 2000 SDWAN devices deployment as mentioned above is not mandatory. However, they should have provided network connectivity to minimum of 10000 branches in BFSI sector with MPLS/P2P/4G/5G/LTE/VSAT links.</p>	No Change	No Change in terms of the RFP
109	33	31. DELIVERY, INSTALLATION AND COMMISSIONING:	(d) The ownership of the supplied hardware shall be that of the Bank from the date of delivery of the same.	The ownership of equipments belong to SBI from the date of delivery, hence we request SBI to take insurance on their part from the date of delivery	No Change	No Change in terms of the RFP
110	35	37. 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.		No Change	No Change in terms of the RFP
111	41	45. LIQUIDATED DAMAGES:	If the Service Provider fails to deliver product and/or perform any or all the Services within the stipulated time, schedule as specified in this RFP/Agreement, the Bank may, without prejudice to its other remedies under the RFP/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 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.	Need to change to "0.5% of undelivered product/service cost for delay of each week or part thereof maximum up to 5% of undelivered product/service cost"	No Change	No Change in terms of the RFP
112	73	1.7 Additional Feature	3. The proposed OEM should have at least 25,000 SDWAN devices deployment (at single or multiple sites).	<p>We request to dilute this clause as this clause is conflicting with TABLE B: Scoring Parameters</p> <p>TABLE B.1: Objective Scoring</p> <p>1. Solution</p> <p>1.1 Solution Deployment.</p>	Corrigendum	Please refer corrigendum
113	88	TABLE B: Scoring Parameters TABLE B.1: Objective Scoring 1. Solution 1.1 Solution Deployment	<p>3. The proposed OEM should have at least two clients where 2,000 SDWAN devices have been deployed in each of the clients, out of which at least one client should be from BFSI/Telecom sector only</p> <p>Above 10 organizations with minimum 2000 SDWAN devices: 10. Between 6 and 10 organizations with minimum 2000 SDWAN devices: 5 Between 2 and 5 organizations with minimum 2000 SDWAN devices: 2 Less than 2 organizations with minimum 2000 SDWAN devices: 0</p>	We request SBI to allow PSU sector also for all the technical and commercial scoring.	No change	No Change in terms of the RFP
114	88	TABLE B: Scoring Parameters TABLE B.1: Objective Scoring 1. Solution 1.1 Solution Deployment	<p>3. The proposed OEM should have at least two clients where 2,000 SDWAN devices have been deployed in each of the clients, out of which at least one client should be from BFSI/Telecom sector only</p> <p>Above 10 organizations with minimum 2000 SDWAN devices: 10. Between 6 and 10 organizations with minimum 2000 SDWAN devices: 5 Between 2 and 5 organizations with minimum 2000 SDWAN devices: 2 Less than 2 organizations with minimum 2000 SDWAN devices: 0</p>	<p>We request SBI to give relaxation as requested below:</p> <p>Above 10 organizations with minimum 2000 SDWAN devices / Above 10,000 devices with 2 organisations: 10. Between 6 and 10 organizations with minimum 2000 SDWAN devices / Above 7,000 devices with 2 organisations: 5 Between 2 and 5 organizations with minimum 2000 SDWAN devices / Above 4,000 devices with 2 organisations: 2 Less than 2 organizations with minimum 2000 SDWAN devices / Below 4,000 devices with 2 organisations: 0</p>	No change	No Change in terms of the RFP
115	88	TABLE B: Scoring Parameters TABLE B.1: Objective Scoring 1. Solution 1.1 Solution Deployment	<p>4. The number of SDWAN devices deployed in a single client location should be at least 2000.</p> <p>Deployment in one organization More than 10000: 10 Between 5001 to 10000: 5 Between 2000 to 5000: 2 Less than 2000: 0</p>	<p>We request SBI to give relaxation as requested below:</p> <p>Deployment in two organization More than 10000: 10 Between 5001 to 10000: 5 Between 2000 to 5000: 2 Less than 2000: 0</p>	No change	No Change in terms of the RFP

116	89	TABLE B: Scoring Parameters TABLE B.1: Objective Scoring 1. Solution 1.1 Solution Deployment	5. The number of SDWAN implementation (in organizations) jointly by Bidder and OEM. Clarification: Bidder X in collaboration with OEM A have implemented SDWAN solution in organization U, organization Y and organization Z then this will be counted as 3 installations jointly.	We request to dilute this clause as this clause is conflicting with clause 3 of Table B, where already 10 organisations with 2000 each has been asked. This clause is giving scoring advantage 2 times for the same requirement.	No change	No Change in terms of the RFP
117	76	2.3 Device security	The proposed SDWAN devices/appliances should have authentication and authorization only with any of the pre-configured Controller/Management Server which are placed in all four data centers. Data should only flow after the device authentication and authorization is done by the central Controller/Management server.	Request you to modify as "The proposed SDWAN devices/appliances should have authentication and authorization only with any of the pre-configured Controller/Management Server which are placed in DC and DR. Data should only flow after the device authentication and authorization is done by the central Controller/Management server. Replicating the orchestration and management server across all 4 data centers will increase management traffic and increase complexity - Since no actual data flows through the controllers it would be wise to restrict it to 2 data centers providing redundancy	Clarification	While the headend devices have to be installed in all Data Centres, the orchestrator/controller and management devices should be installed in DC and DR in high availability.
118	78	3. Orchestrator 3.1 Functionality Specification	"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 a minimum of 1000 branch Pull requests concurrently. Pull requests should be having a scheduling mechanism ranging from 10 sec to 1 minute. So necessary threads, memory, processes etc. should be 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 Too restrictive clause , every OEM will have a different way of sending configurations to the devices and have tuned the push based on internal testing. By asking for an absolute value of 1000 , it becomes very restrictive which will be difficult to achieve and prove	No change	No Change in terms of the RFP
119	79	3. Orchestrator 3.1 Functionality Specification	"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 10 minutes. 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 in HA at DC and 2 devices in HA at DR). At any point in time, admin user will be logging in to the Master orchestrator (Controller of the controllers) and will be doing the configuration changes. All these changes should be automatically synced without manual interventions with other master orchestrators and 8 orchestrators deployed across 4 Data Centres. All the 7000 branch devices can fetch updates from the any one of the controllers deployed in the Data Centres irrespective of the state and geographical location as per its connectivity and priority defined at the branch device. Example for Point B: 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 2 devices in a cluster should be made in 4 DC to cater the allocated 7000 branches. All the 8 orchestrator (i.e. Four cluster each having two devices in each cluster) spreads across the 4 Data Centre (A, B, C, D) should be in the nested orchestrator architecture. At any point of time, Controller / controller cluster in one DC shall act as Master (e.g. Data Centre A cluster) and remaining controllers (e.g. Data Centre B, C, D clusters) hosted in other DCs shall act as Slaves, for management login. Admin users will login into cluster A Virtual IP address and will make the changes. All these changes should be synchronized in all the devices of cluster A, as well as the cluster B, C, D. All the 7000 branch devices can fetch updates 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. Scenario 2 If the number of allocated branches is 7000 and a single orchestrator device of OEM is capable of catering to 7000 branch end devices, then one device should be deployed in each of the four DCs to cater the allocated 7000 branches, individually by each DC. All conditions for policy push, synchronization and management login as defined in Scenario 1 should be met."	Please remove this clause Too restrictive clause , every OEM will have a different way of controller deployment and accessibility to the control elements. By forcing to have a virtual IP only it becomes very restrictive which will be difficult to achieve	Corrigendum	Please refer corrigendum
120	41	45. LIQUIDATED DAMAGES	If the Service Provider fails to deliver product and/or perform any or all the Services within the stipulated time, schedule as specified in this RFP/Agreement, the Bank may, without prejudice to its other remedies under the RFP/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 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.	Kindly request SBI to levy penalty of 0.5% per week on the unexecuted or undelivered value of project cost.	No Change	No Change in terms of the RFP
121	49	51. 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.	The bidder would have undertaken OEM non-cancellable back-lining support for AMC and Software Subscription for the entire contract duration as per the requirement of RFP. Hence kindly request SBI to make payment for the AMC/Software Subscription of the remaining contract period in case if the bank decides to invoke termination for convenience clause of RFP.	No Change	No Change in terms of the RFP
122	156	15. PAYMENT SCHEDULE	The Payment terms for products defined in RFP for Products are as below: o Delivery – 50% o Installation, Configuration, Integration at DCs & 340 Branches – 20% o Closure of Security Observations – 10% o Completion of Installation at remaining branches – 10% o Completion of Warranty Period – 10%	Kindly request SBI to revise payment terms for products as below so that the milestones are in-line with the deployment. o Delivery – 50% o Installation, Configuration, Integration at DCs & 340 Branches – 30% o Closure of Security Observations – 10% o Completion of Warranty Period or Against BG – 10%	No Change	No Change in terms of the RFP

123	156	15. PAYMENT SCHEDULE	The Payment terms for AMC is defined as Half-Yearly in arrears in RFP.	Kindly request SBI to make AMC payment Quarterly in arrears.	Corrigendum	Please refer corrigendum
124	156	15. PAYMENT SCHEDULE	The Payment terms for Manpower resources is defined as Half-Yearly in arrears in RFP.	Kindly request SBI to make Manpower resources payment Quarterly in arrears.	Corrigendum	Please refer corrigendum
125	156	15. PAYMENT SCHEDULE	Payment for Warranty line item	Kindly request SBI to clarify the payment schedule for Warranty line item in price bid.	Corrigendum	Please refer corrigendum
126	178	Penalty	Note : 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.	Kindly request SBI to levy penalty of maximum 10% of the Total Purchase Order.	No Change	No Change in terms of the RFP
127	160 & 161	Price Bid	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.)	8% to 12% is very high value for AMC. Kindly request SBI to revise the AMC % to 4% to 8%.	No Change	No Change in terms of the RFP
128	26	25. CHANGE IN ORDERS	(c) Quantities to be supplied subject to 25% above or below the originally declared quantities.	Kindly request SBI to allow for price revision for additional quantities after the 1st purchase order is released to the bidder.	No Change	No Change in terms of the RFP
129	64	Clarification on infrastructure:	ITAM, PIMS, SIEM, TACACS, AD, NTP, Proxy, DNS, AAA, NMS tools shall be provided by the Bank. Bidders need to integrate their devices with these tools.	Pls share make, Model and software version	Clarification	Information will be shared with successful bidder. However, the tools mentioned here are from well known OEMs.
130	64	Clarification on infrastructure:	DC end: Dual Power, TOR switches, connectivity up to the TOR switches, DC space, Controlled Temperature environment, TSP links shall be provided by the Bank.Rack, Cables required within the Rack/ across the SDWAN racks should be provided by the bidder.	We understand that router for termination of TSP link will be provided Bank. Pls confirm.	Clarification	At DC end the TSP link will be terminated on WAN edge router provided by the bank.
131	64	Clarification on infrastructure:	DC end: Dual Power, TOR switches, connectivity up to the TOR switches, DC space, Controlled Temperature environment, TSP links shall be provided by the Bank.Rack, Cables required within the Rack/ across the SDWAN racks should be provided by the bidder.	We understand that sufficient Fiber/Coppr ports along with SFPs will be provisioned on ToR switch for connecting SD-WAN Controller & SD-WAN Head end appliances. Pls confirm.	Clarification	The number of ports in (Fibre/Copper) in the Tor switch will be provided by the bank as per the architectural requirement mentioned in this RFP.
132	156	14.Training and Certification	The bidder shall ensure comprehensive training and certifications to be conducted by the OEM for 60 Bank officials within two years of PO date. The Bank shall inform the details of the Bank officials to be trained in the SDWAN technologies and OEM to provide training and certification.	Pls share number of training sessions to be conducted.	Clarification	Please refer 14. Training and Certification Clause no 8 page no 156.
133	175	Table for timelines and penalties (till delivery and installation)	Item description: Migration of all the remaining branches by Bidder Timeline: N + 12 weeks Penalty (in Rs.): 10,00,000/- per week	For any delay on NIs part, Bank shall not penalise bidder, since there is dependny on Bank's NI for migration of remaining branches.	No Change	No Change in terms of the RFP
134	151	Scope of Work and Payment Schedule 10.Installation of Branch devices	Installation at remaining branches shall be carried out by NI team at respective locations.	This responsibility should be given to bidder to avoid project delay.	No Change	No Change in terms of the RFP
135	27	28. SYSTEM INTEGRATION TESTING & USER ACCEPTANCE TESTING:	System integration testing will be followed by user acceptance testing, plan for which has to be submitted by Service Provider to the Bank. The UAT includes functional tests, resilience tests, benchmark comparisons, operational tests, load tests etc. SBI staff / third Party vendor designated by the Bank will carry out the functional testing. This staff / third party vendor will need necessary on-site training for the purpose and should be provided by Service Provider. Service Provider should carry out other testing like resiliency/benchmarking/load etc. Service Provider should submit result log for all testing to the Bank.	Please clarify, what is expected in benchmark comparisons and does bank wants to perform load dtesting evicse wise, as load testing will require propose seprate solution it will incurred the additional cost.	Clarification	The relevant RFP clause is self-explicit.
136	28	30. WARRANTY AND ANNUAL MAINTENANCE CONTRACT:	iii. During the warranty and AMC period (if desired), the Bidder will have to undertake comprehensive support of the Software Solution/Hardware supplied by the Bidder and all new versions, releases, and updates for all standard software to be supplied to the Bank at no additional cost. During the support period, the Bidder shall maintain the Software Solution/Hardware to comply with parameters defined for acceptance criteria and the Bidder shall be responsible for all costs relating to labour, spares, maintenance (preventive and corrective), compliance of security requirements and transport charges from and to the Site (s) in connection with the repair/ replacement of the Software Solution/Hardware, which, under normal and proper use and maintenance thereof, proves defective in design, material or workmanship or fails to conform to the specifications, as specified.	Please calrify, Does Bidder needs to factor scope of preventive mainenance and corrective action for branch devices as well, we understand branch devices preventive maintenance and corrective activities will be carried out by Bank NI and bidder scope is limited to DC SDWAN solution components please confirm. If Bidder needs to carry out preventive maintenance additional efforts needs to factored by bidder.	Clarification	With reference to this clause the bidder's scope is limited to raising the RMA and ensuring the timely delivery of RMA devices to the locations given in the RFP. There is no scope of PM (Preventive Maintenance) by the bidder in this RFP. However, all other terms and conditions and SOW (Scope of Works) are applicable on the bidder as per the RFP terms.
137	29	30. WARRANTY AND ANNUAL MAINTENANCE CONTRACT:	v. During the support period (warranty and AMC, if desired), Service Provider shall ensure that services of professionally qualified personnel are available for providing comprehensive on-site maintenance of the Software Solution/Hardware and its components as per the Bank's requirements. Comprehensive maintenance shall include, among other things, day to day maintenance of the Software Solution/Hardware as per the Bank's policy, 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 requirements of the Bank, fine tuning, system monitoring, log maintenance, etc. The Bidder shall provide services of an expert engineer at SBI GITC, Belapur or at other locations wherever required, whenever it is essential. In case of failure of Product (hardware, system software or any of its components) or Software Solution, the Bidder shall ensure that Product/ Software Solution 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	We understand, as day 2 support is with Bank NI team, preventive maintenance, day to day maintenance of branch SDWAN devices and branch SDWAN device monitoring will be taken care by bank NI team.In case any support require at branch during software/firmware upgrade and troubleshooting Bank NI resource will visit the branches. Please confirm.	Clarification	With reference to this clause the bidder's scope is limited to raising the RMA and ensuring the timely delivery of RMA devices to the locations given in the RFP. There is no scope of PM (Preventive Maintenance) by the bidder in this RFP. However, all other terms and conditions and SOW (Scope of Works) are applicable on the bidder as per the RFP terms.

138	35	36. SUBCONTRACTING:	As per the scope of this RFP, sub-contracting is not permitted.	Suggest to allow subcontracting for 340 branch migration, please allow activities related to branch devices at branch site, to be carried out by contract engineer.	No change	No Change in terms of the RFP
139	139	2.Summary Table for timelines	2.Summary Table for timelines	Suggest amendment in Delivery Timeline :	No Change	No Change in terms of the RFP
140	145	4.Architecture, planning and sizing of DC hardware	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 12 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 understand, for remaining branches migration, Bidder resources will be deployed at central locations only, deployment(New Branch router, configuration, testing, UAT) at branch location will be done by Bank NI team, bidder L3 resource will do the central SDWAN configuration for branch migration, also any delay from Bank NI team to align resource at branches for branch migration, bidder will not be responsible for same and bank will not penalise for delay from Bank NI team, please confirm.	Clarification	The relevant RFP clause is self-explicit.
141	26	25. CHANGE IN ORDERS:	(c) Quantities to be supplied subject to 25% above or below the originally declared quantities.	We understand there will be single PO bank release for additional 25% quantity of components along with SDWAN components proposed in solution as per RFP requirement for 7000 branches, Please confirm. If additional material PO released within two years after released the first PO, EOS will be given to additional components only for remaining duration of contract available from first PO released.	Clarification	If required, Bank will place additional PO for 25% within price validity mentioned in RFP. EOS should be for duration of contract period mentioned in RFP.
142	140	3.General Scope of Work	Successful Bidder shall ensure that all supplies (Solutions, Hardware, and Software) must not be 'End of Life (EoL)' and 'End-of-Software Support (EoSS)' for the entire duration of the contract. In case the OEM has not declared the EoL/EoSS dates for the equipment proposed by the bidder, the bidder has to submit along with the bid, a letter of undertaking from the OEM on OEM's Letter head confirming as follows:- (a) OEM has not declared the EoL/EoSS dates for the equipment under reference as on the date of issue of the letter (which shall be on or after the floating date of the RFP), and (b) The equipment shall not be EoL/EoSS for the entire duration of the contract. However, if for reasons beyond the control of OEM/Bidder, the EoL/EoSS dates are declared by the OEM during the contract period and if those dates are prior to the date of end of contract period, the bidder must arrange for the replacement of equipment with equivalent or higher specifications (devices already working in the Bank's environment) and migration of existing configuration / data onto the new software / device which will not reach EoL/EoSS for the remaining duration of the contract at no cost to the Bank.	Suggestion in Clause: Based on our experience , OEM does not gives commitment of seven years for EOL and EOSS for supplied devices and software, though they give the commitment of EOS for seven years, request you to exclude EOL and EOSS from clause and asked for EOS(Technical support) for seven years even if EOL and EOSS decalred during the seven years contract period	No change	No Change in terms of the RFP
143	27	28. SYSTEM INTEGRATION TESTING & USER ACCEPTANCE TESTING:	Service Provider should integrate the software solution/Hardware with the existing systems as per requirement of the Bank and carry out thorough system integration testing	Request to kindly clarify the systems that needs to be integrated with proposed solution.	Clarification	Shall be shared with selected bidder.
144	59	Bidder's Eligibility Criteria	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. And/or In case of bidder being Telecom Service Provider (TSP), the requirement of minimum 2000 SDWAN devices deployment as mentioned above is not mandatory. However, they should have provided network connectivity to minimum of 10000 branches in BFSI sector with MPLS/P2P links.	In the view of wider bidder participation & more competitive bidding , we request to relax this clause & amend as follows : "The Bidder should have experience of implementation of SDWAN solution at least 2 Domestic/Global organizations with minimum 2000 1000 SDWAN devices in each atleast one organization. Out of these 2 organizations one should be from BFSI/Telecom sector with min 1000 SDWAN devices. And/or In case of bidder being Telecom Service Provider (TSP), the requirement of minimum 2000 SDWAN devices deployment as mentioned above is not mandatory. However, they should have provided network connectivity to minimum of 10000 branches in BFSI sector with MPLS/P2P links.	No Change	No Change in terms of the RFP
145	155	Scope of Work (For Branch Devices)	1. 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.	Kindly clarify the quantities mentioned on Pg 160 of RFP BOQ , includes the spares qty or it is an additional qty of which costing needs to be factored.	Clarification	The relevant RFP clause is self-explicit.
146	74	2.1 , 3	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 mandatory feature , we do see IDS / IPS are missing from the list, as per our experience we would recommen bank to consider IDS/ IPS as mandatory 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
147	118	1.1 - 8	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 existing WAN aggregation switch or 1G/10G ports on existing WAN aggregation switch at Data Centre locations to extend WAN links towards SDWAN HUB device.	Clarification	Details on the WAN links will be provided to the successful bidder. The WAN aggregation device will be provided by the bank.

148	83	5.1 , 2	<p>2.The branch device should have following throughput with all feature set enabled as stated in RFP and port capacity:</p> <p>S.No Throughput Total Port Minimum Minimum</p> <p>WANLAN</p> <p>1.50 Mbps4 (1G)21</p> <p>2.100 Mbps6 (1G)22</p> <p>3.300 Mbps6 (1G)22</p> <p>4.500 Mbps8 (1G)33</p> <p>5.1 Gbps8 (1G)33</p> <p>6.10Gbps8(10G)33</p> <p>(Fiber)with (1/10 compatibility)</p> <p>All devices should be fully populated.</p> <p>The remaining (in addition to minimum WAN and LAN ports) ports should be configurable as either LAN or WAN ports as per the bank's requirement.</p>	<p>Relying on a single LAN port on the proposed Branch SD-WAN device poses a significant operational risk.</p> <p>In the event of a LAN port failure, there would be no spare ports available, potentially disrupting operations.</p> <p>To align with best design practices and ensure optimal operations, we strongly recommend the bank to consider devices at 50 mbps branch locations with a minimum of 2 WAN and 2 LAN ports, in addition to the necessary Ethernet and management ports same as of 100 Mbps Branch port requirement.</p> <p>50 Mbps Branch Device : Total Ports 6 ; WAN port - 2 ; LAN ports - 2</p> <p>Hence requesting Bank to modify the clause as suggest above.</p>	No change	No Change in terms of the RFP
149	117	1 Solution Deployment - 1.1.2	<p>All components of proposed solution for DCs should be in the form of hardware appliance and must be rack mountable.</p> <p>For the branch end device rack mountable device is preferable. But depending on the formfactor, it should be placed in rack provided in the branch</p>	<p>Branch end devices are proposed based on the throughput requirement and may not be rack mountable to the small form factor.</p> <p>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 ."</p>	No change	No Change in terms of the RFP
150	134	5.2 Functional Specification -9	<p>The compatible converter for serial port shall be provided by bidder without any additional cost to the bank, wherever required.</p> <p>(Around 1% of the devices shall be running with copper connectivity from TSP. Hence, serial converter is required at these locations)</p>	<p>Please confirm if the bidder is required to provide 70 quantity of 1G serial-to-Ethernet converters for use at branch locations, representing 1% of the total 7,000 branches</p>	Clarification	The relevant RFP clause is self-explanatory.
151	155	11. Spares and RMA -3	<p>Timelines for any such incident shall start from the time when the Bank / the Bank's NI informs either the Bidder or OEM</p>	<p>RMA is raised only once TAC confirms hardware fault which would require replacement of the device.</p> <p>Timelines for RMA only starts when RMA is confirmed and raised by TAC and not when TAC ticket is raised.</p> <p>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"</p>	No Change	No Change in terms of the RFP
152	98	5.2 Functional Specification -1	<p>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.</p> <p>All the necessary material for the rack mounting of the devices must be provided by the Bidder/OEM.</p>	<p>Branch end devices are proposed based on the throughput requirement and may not be rack mountable due to the small form factor.</p> <p>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.</p>	No change	No Change in terms of the RFP
153	107	6.3 Central Dashboard -3	<p>The proposed SDWAN solution should have customizable dashboard as per the requirement of the Bank.</p>	<p>The statement is open ended. Request Bank to define the customizations required in the RFP.</p>	Clarification	Customisation will be based on parameters/details under the scope of this RFP.
154	106	5.1	<p>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 –</p> <p>a.Live monitoring data - for displaying central and branch dashboards as specified further in this section</p> <p>b.All session data – for forensic purpose</p>	<p>Please confirm whether the bank will provide switch ports on their existing server farm/server switches for connecting the proposed log servers and controller/orchestrator servers.</p>	Clarification	Desired information is mentioned on the page number 64 of this RFP and is self explanatory.
155	121	3	<p>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, LTE, 4G, 3G, VSAT, RF and 5G etc.) simultaneously and load balance the traffic amongst the all the links irrespective of the last mile connectivity as per configured policies.</p> <p>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).</p>	<p>As per Bidder's understanding, TSP -WAN Link service provider(TSP) will provide 4G and 5G device along with ethernet extender devices , please confirm.</p>	Clarification	Desired information is mentioned on the page number 120 under clause number 3 of this RFP and is self explanatory.
156			<p>Additional Query- Make in India</p>	<p>As per the tender document there is no preference for Make in India products.</p> <p>We request you to kindly refer the latest DPIIT and DoT Policy for Make In India and local content percentage and add MII purchase preference in line with those policies.</p> <p>The copy is enclosed for your kind reference</p> <p>1. DPIIT Policy No. P-45021/2/2017-PP (BE-II)-Part(4)Vol.III dated 19th July 2024. Kindly refer clause 3 (a) at page 3</p> <p>3. Eligibility of 'Class-I local supplier/' 'Class-II local supplier/' 'Non-local suppliers' for different types of procurement</p> <p>(a) In procurement of all goods, services or works in respect of which the Nodal Ministry / Department has communicated that there is sufficient local capacity and local competition, only 'Class-I local supplier', as defined under the Order, shall be eligible to bid irrespective of purchase value.</p> <p>2. DoT Policy dated 21st October, 2024 which clearly states that SDWAN local content has to be 60% and to be procured from only Class-1 Local Suppliers. Refer Table A S.No. 2.</p> <p>3. Kindly refer clause 4 page 96 of Department of Expenditure, Ministry of Finance procurement guidelines 2nd Edition July 2024 which states that " 4. Pre-qualification Criteria: PQC should be unrestrictive enough not to leave out even one capable vendor/contractor. Otherwise, it can lead to higher procurement/works/services prices."</p> <p>4. Certificate for Local Content for SDWAN Solution has to be used as per latest DoT and DPIIT notification. The documents are attached for your kind reference.</p>	Clarification	RFP is floated with TC1 (Techno Commercial) bidding model to identify L1 bidder following the related guidelines.

157			Additional Query- Make in India	As per new DoT and DPIT guidelines the Local content for SDWAN router is increased to 60% and the buyers has to procure only from Class-1 Suppliers only. Related notifications are attached for your kind reference. We request you to kindly consider and add the clause to the compliance as per following: "Bid reserved for Make in India products from Class-1 Local Suppliers: Procurement under this bid is reserved for purchase from Class 1 local suppliers as defined in public procurement (Preference to Make in India), July 2024 and DoT notification Oct 2024 as amended from time to time and its subsequent Orders/Notifications issued by concerned Nodal Ministry for specific Goods/Products. The minimum local content to qualify as a class 1 local supplier is 60%."	Clarification	RFP is floated with TC1 (Techno Commercial) bidding model to identify L1 bidder following the related guidelines.
158	73	3	The proposed OEM should have at least 25,000 SDWAN devices deployment (at single or multiple sites).	The clause is restrictive and discriminatory in nature which benefits only selective global OEMs and debar Make in India OEMs to participate in the tender. 1. Kindly refer clause 4 page 96 of Department of Expenditure, Ministry of Finance procurement guidelines 2nd Edition July 2024 which states that " 4. Pre-qualification Criteria: PQC should be unrestrictive enough not to leave out even one capable vendor/contractor. Otherwise, it can lead to higher procurement/works/services prices. 2. As per CVC guidelines buyers can put maximum of 30% of the tender quantities and turnover of OEM and bidders in order to have fair, transparent and equal participation in tender process. We request you to kindly amend the clause as "The proposed OEM should have at least 2000 SDWAN devices deployment (at single or multiple sites)."	Clarification	RFP is floated with TC1 (Techno Commercial) bidding model to identify L1 bidder following the related guidelines. It does not debar Make in India OEMs to participate in the RFP process.
159	88	3	The proposed OEM should have at least two clients where 2,000 SDWAN devices have been deployed in each of the clients, out of which at least one client should be from BFSI/Telecom sector only.	As a worldwide practice, OEM does not deploy their product directly and same is taken care by OEMs qualified partners and System Integrators. The clause has to be mentioned for bidders rather than OEMs. The clause is restrictive and discriminatory in nature which benefits only selective global OEMs and debar Make in India OEMs to participate in the tender. We request you to kindly amend the clause as in order to have fair, transparent and equal participation from bidders and OEMs in tender process. "The BIDDER should have at least two clients where 500 SDWAN devices have been deployed in each of the clients, out of which at least one client should be from BFSI/Telecom sector only."	Clarification	Only PO references for proposed OEM solution will be accepted. There is no change in terms of the RFP.
160	61	14	The SLA prescribed by the Bank are part of the RFP (Appendix-K). After pre-bid meeting, the Bank may come out with corrigendum(s) to incorporate all accepted queries including inputs related to SLAs. All Bidders, therefore, may take a note that participation in reverse auction will be construed as acceptance of all terms, conditions, SLAs as per the RFP and subsequent corrigendum/corrigenda.	Clause mentioned the Reverse Auction however no details regarding the reverse auction has been provided in the RFP anywhere. Please confirm about the same if R.A would be exercised to identify the L1 bidder.	Corrigendum	Please refer corrigendum
161	119	1	In the proposed SDWAN solution, the edge (Branch and Data Center) device 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
162	74	1	The branch device should support encryption of control plane, management plane and data plane flows and must meet well known security standards as defined in NIST/ FIPS. It should be compliant with the latest standards as on delivery date and also comply with any further revisions/ modification to the standards during the whole contract period.	NIST/FIPS are the foreign compliances. Request you to kindly remove the same.	Clarification	Additional to NIST/FIPS standards other equivalent cryptographic and security standards are also acceptable.
163	75	2	Device must support SNMP v3 with strong encryption algorithms (AES-128, AES-256 and higher), hashing (SHA-2 and higher). It should be compliant with the latest FIPS/ NIST standards as on the delivery date, also comply with any further revisions / modification to the standards during the entire contract period.	NIST/FIPS are the foreign compliances. Request you to kindly remove the same.	Clarification	Additional to NIST/FIPS standards other equivalent cryptographic and security standards are also acceptable.
164	76	7	Local console access must have password-based authentication. The devices deployed must be tamper proof i.e., any other OS/ firmware, third party software cannot be installed.	This clause is restricting the general purpose hardware which are future proof and avoid vendor locking. Clause seems to be favoring the custom ASIC/black box based OEMs which also pose a security/unknown ASIC risk. Hence request you to kindly remove the clause.	No change	No Change in terms of the RFP
165	83	1 of section 4.2	Proposed Headend device should be able to perform Hardware-based or Software-based IPsec offloading to process data at a faster pace.	Kindly help to understand the use case of this feature. Ultimate goal is to ensure the performance of the device which can be managed through other techniques. This seems to be a OEM specific capability. Kindly help to remove the clause.	No change	No Change in terms of the RFP
166	94	13	The proposed SDWAN solution should have ability to support for static, default as well as dynamic routing protocol (such as BGP, OSPF etc.) with minimum 1 lakh routing table entries for underlay connectivity at branch router	Kindly help to understand the use case of having 1Laks routing table entries. Please inform, what kind of topology you want to achieve in the SDWAN; Hub & Spoke, Partial Mesh, Full Mesh? Even with Full mesh in overlay network, branch router would have the 21k routing entries (7000 sites with 3 underlay). Clause seems to be favoring a specific OEM. Request to kindly revisit the requirement and change accordingly.	Clarification	Bank is having 25000 branches. The parameter is made suitable for 25000+ branches. SDWAN migration takes longer period hence, both should co-exists.

167	130	14	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.	Clause seems to be favoring a specific OEM. Request you to kindly remove the same.	No change	No Change in terms of the RFP
168	125	6	The Proposed SDWAN solution may support data compression techniques for unencrypted traffic like FTP etc.	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.	No change	No Change in terms of the RFP
169	124	2	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.	Automatic enablement could be OEM specific. Data duplication can have an adverse effect on the overall optimum utilization of WAN. When the WAN links are not performing properly enablement of data duplication will further increase to utilization 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-initiated but can be recreated at the destination location through parity values. Kindly reconsider and change it to "The solution should support traffic duplication"	No change	No Change in terms of the RFP
170	123	1	QoS should work for all kinds of traffic in both forward and backward direction. All the WAN ports of the device should support QoS.	Traffic is always initiated from inside to outside. The outside traffic should be dropped by default to protect against DDoS attacks. Hence QoS for ingress traffic doesn't have any use case. Request you to kindly change the clause as per following: "QoS should work for all kinds of egress traffic. All the WAN ports of the device should support QoS."	No change	No Change in terms of the RFP
171	89	5	The number of SDWAN implementation (in organizations) jointly by Bidder and OEM. Clarification: Bidder X in collaboration with OEM A have implemented SDWAN solution in organization U, organization Y and organization Z then this will be counted as 3 installations jointly.	This clause is restricting bidder & OEM to get consider here. We recommend to change this criteria as "The Number of SDWAN Implementation (in Organizations) by bidder with any OEM separately also allowed" As many times bidder & OEM will work with many other OEM or Bidders, so they should be allowed to show Implementation individually also.	No change	No Change in terms of the RFP
172	87	Table B Scoring Parameters	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. Design Headend architecture that will support 7000 Branches from day 1 and should be horizontally scalable with modular architecture up to 25000 and more Branches with additional headend components if Bank decides to integrate/migrate additional branches/offices on to the proposed SDWAN solution fabric.	As the scalability of 25000 sites is required, request to change scoring matrix accordingly as below - Scalability Score Above 25000 10 Between 22000 and 25000 5 Between 20000 and 22000 2 Less than 20000 branches 0	No change	No Change in terms of the RFP
173	87	Table B Scoring Parameters	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.	As the ask is for 10 images, request to change scoring matrix accordingly as below - Score On SSD and more than 10 10 On SSD and between 8 to 10 5 On SSD and between 7 to 8 2 On SSD but less than 7 or No SSD 0	No change	No Change in terms of the RFP
174	88	Table B Scoring Parameters	The proposed OEM should have at least two clients where 2,000 SDWAN devices have been deployed in each of the clients, out of which at least one client should be from BFSI/Telecom sector only.	Since the ask is for 2 deployments, we request to change the scoring matrix to - Above 5 organizations with minimum 2000 SDWAN devices 10 Between 2 and 5 organizations with minimum 2000 SDWAN devices 5 Less than 2 organizations with minimum 2000 SDWAN devices 0	No change	No Change in terms of the RFP
175	88	Table B Scoring Parameters	The number of SDWAN devices deployed in a single client location should be at least 2000.	As the minimum requirement is for 2000 sites in single customer, we request to change the scoring as below - More than 5000 10 Between 3001 to 5000 5 Between 2000 to 3000 2 Less than 2000 0	No change	No Change in terms of the RFP
176	88	Table B Scoring Parameters	The number of SDWAN implementation (in organizations) jointly by Bidder and OEM. Clarification: Bidder X in collaboration with OEM A have implemented SDWAN solution in organization U, organization Y and organization Z then this will be counted as 3 installations jointly.	Request to remove his clause since this requirement is very large and this clause will be unfair to new Bidders who meet relevant eligibility criteria but have not worked with specific OEMs	No change	No Change in terms of the RFP
177	104	Table B Scoring Parameters	All the branch end devices integrated with the central orchestrator should have capability to get identified based on tags. Each device should support a minimum of 10 such tags.	Since requirement is for 10 tags, request to change the scoring in this clause as below - Above 10 10 From 9 to 10 5 From 7 to 8 2 Below 7 0	No change	No Change in terms of the RFP

178	110	Table B Scoring Parameters	The Dashboard of the proposed solution should be capable of displaying data over the customized period pertaining to : • Top 20 users by bandwidth utilization. • Top 20 Applications by bandwidth utilization.	Request to change this to Top 10 users and Top 10 Applications	No change	No Change in terms of the RFP
179	145	Appendix E 4.2	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 45 working days and shall prepare all necessary templates as per these different branch categories.	Request to increase the time horizon to 75 days for 340 branches and request to exclude time delay caused by the Bank Branch logistics and availability of time	No Change	No Change in terms of the RFP
180	145	Appendix E 2.11	Deployment and migration of 340 branches in SDWAN = T+ 17 weeks	Request to increase the time horizon to 24 weeks and request to exclude time delay caused by the Bank Branch logistics and availability of time	No Change	No Change in terms of the RFP
181	172	Appendix J 4.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/-	Request for change to - S. No. Uptime Range Penalty 1.100% Nil 2. If uptime is <100% and up to 99.99%, Rs. 1,00,000/- 3.If uptime is <99.99% and up to 99.95%, Rs.50,000/- 4.If uptime is <99.95% and up to 99.90%, Rs.25,000/- 5.If uptime is <99.90 Rs.10,000/- + Rs. 5,00/-	No Change	No Change in terms of the RFP
182	172	Appendix J 4.e	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.	The purpose of High Availability is to ensure SLAs , pls change this - if HA pairs working , penalty will not be imposed - penalty is applicable if both devices of HA pair are not working	No Change	No Change in terms of the RFP
183	59	Bidder's Eligibility Criteria	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. And/or In case of bidder being Telecom Service Provider (TSP), the requirement of minimum 2000 SDWAN devices deployment as mentioned above is not mandatory. However, they should have provided network connectivity to minimum of 10000 branches in BFSI sector with MPLS/P2P links.	Please modify clause as below 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. And/or In case of bidder/OEM being Telecom Service Provider (TSP), the requirement of minimum 2000 SDWAN devices deployment as mentioned above is not mandatory. However, they should have provided network connectivity to minimum of 10000 branches in BFSI sector with MPLS/P2P links.	No Change	No Change in terms of the RFP
184	156	15. PAYMENT SCHEDULE:	Delivery of hardware and software/licences at DCs and Branches. > 50 % of the Cost of Hardwareand Software	Please modify clause as below Delivery of hardware and software/licences at DCs and Branches. > 80 % of the Cost of Hardwareand Software	No Change	No Change in terms of the RFP
185	156	15. PAYMENT SCHEDULE:	Installation, configuration, integration at DCs and installation of 340 branches and the solution accepted by the Bank > 20% of the Cost of Hardwareand Software	Please modify clause as below Installation, configuration, integration at DCs and installation of 340 branches and the solution accepted by the Bank > 5% of the Cost of Hardwareand Software	No Change	No Change in terms of the RFP
186	156	15. PAYMENT SCHEDULE:	Closure of all security observation given by the Bank Information Security team till acceptance of solution > 10% of the Cost of Hardwareand Software	Please modify clause as below Closure of all security observation given by the Bank Information Security team till acceptance of solution > 5% of the Cost of Hardwareand Software	No Change	No Change in terms of the RFP
187	156	15. PAYMENT SCHEDULE:	On completion of Installation at remaining branches > 10% of the Cost of Hardwareand Software	Please modify clause as below On completion of Installation at remaining branches > 5 % of the Cost of Hardwareand Software	No Change	No Change in terms of the RFP
188	156	15. PAYMENT SCHEDULE:	10% of the Cost of Hardware and Software > Onthedateof completionof warrantyand submission of bills	Please modify clause as below 5 % of the Cost of Hardware and Software > Onthedateof completionof warrantyand submission of bills	No Change	No Change in terms of the RFP
189	156	15. PAYMENT SCHEDULE:	Manpower Resources > Cost of man power on half yearly arrears	Please modify clause as below Manpower Resources > Cost of man power on half yearly advance	No Change	No Change in terms of the RFP
190	156	15. PAYMENT SCHEDULE:	AMC [From 4th to 7th years] > AMC cost half yearly in arrears	Please modify clause as below AMC [From 4th to 7th years] > AMC cost half yearly in advance	No Change	No Change in terms of the RFP
191	170	Other Terms and Penalties	2.Warranty for Hardware Components: 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.	Please modify clause as below 2. Warranty for Hardware Components: 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 delivery.	No Change	No Change in terms of the RFP

192	171	Other Terms and Penalties	<p>(d)Penalties for SLA uptime of solution (monthly) shall be as under;</p> <p>Uptime Range > Penalty</p> <p>If uptime is <100% and up to 99.99%, > Rs. 5,00,000/- If uptime is <99.99% and up to 99.95%, > Rs.10,00,000/- If uptime is <99.95% and up to 99.90%, > Rs.15,00,000/- 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</p>	<p>Please modify clause as below</p> <p>(d)Penalties for SLA uptime of solution (monthly) shall be as under;</p> <p>Uptime Range > Penalty</p> <p>If uptime is <100% and up to 99.99%, > Rs. 50,000/- If uptime is <99.99% and up to 99.95%, > Rs.1,00,000/- If uptime is <99.95% and up to 99.90%, > Rs.1,50,000/- If uptime is <99.90 > Rs.2,00,000/- + Rs. 50,000/- 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</p>	No Change	No Change in terms of the RFP
193	172	Other Terms and Penalties	<p>(e)Penalties for SLA uptime of data center devices (monthly) shall be as under;</p> <p>Uptime (Per device)</p> <p>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. > Penalty per device</p> <p>If uptime is <99.4% and up to 99.3%, > Rs.10,000/- per device If uptime is <99.3% and up to 99.2%, > Rs.15,000/- per device If uptime is <99.2% and up to 99.1%, > Rs.20,000/- per device If uptime is <99.1% and up to 99.0%, >Rs.25,000/- per device If uptime is <99.0% and up to 98.8%, > Rs.50,000/- per device If uptime is <98.8% and up to 98.6%, > Rs.75,000/- per device If uptime is <98.6% and below > Rs.1,00,000/-per device</p>	<p>Please modify clause as below</p> <p>(e)Penalties for SLA uptime of data center devices (monthly) shall be as under;</p> <p>Uptime (Per device)</p> <p>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. > Penalty per device</p> <p>If uptime is <99.4% and up to 99.3%, > Rs.1,000/- per device If uptime is <99.3% and up to 99.2%, > Rs.1,500/- per device If uptime is <99.2% and up to 99.1%, > Rs.2,000/- per device If uptime is <99.1% and up to 99.0%, >Rs.2,500/- per device If uptime is <99.0% and up to 98.8%, > Rs.5,000/- per device If uptime is <98.8% and up to 98.6%, > Rs.7,500/- per device If uptime is <98.6% and below > Rs.10,000/- per device</p>	No Change	No Change in terms of the RFP
194	172	Other Terms and Penalties	<p>(f)Penalties for SLA uptime of branch devices (Quarterly) shall be as under;</p> <p>Uptime (Per device)</p> <p>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. > Penalty per device</p> <p>If uptime is <99.5% and up to 99.3%, > Rs. 500/- per device If uptime is <99.3% and up to 99.1%, > Rs.1000/- per device If uptime is <99.1% and up to 99.0%, > Rs.1500/- per device If uptime is <99.0% and below > Rs.2000/- per device</p>	<p>Please modify clause as below</p> <p>(f)Penalties for SLA uptime of branch devices (Quarterly) shall be as under;</p> <p>Uptime (Per device)</p> <p>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. > Penalty per device</p> <p>If uptime is <99.5% and up to 99.3%, > Rs. 50/- per device If uptime is <99.3% and up to 99.1%, > Rs.100/- per device If uptime is <99.1% and up to 99.0%, > Rs.150/- per device If uptime is <99.0% and below > Rs.200/- per device</p>	No Change	No Change in terms of the RFP
195	173	Other Terms and Penalties	<p>(a) Vendor shall ensure that the Mean Time between Failures (MTBF) (including any malfunctioning, breakdown or fault) in the Equipment or any part thereof, during Contract period, not more than four occasions in preceding 180 days, it shall be replaced by equivalent/ superior new Equipment or part thereof by Vendor immediately at free of cost during warranty and AMC period.</p>	<p>Please modify clause as below</p> <p>(a) Vendor shall ensure that the Mean Time between Failures (MTBF) (including any malfunctioning, breakdown or fault) in the Equipment or any part thereof, during Contract period, not more than four occasions in preceding 180 days, it shall be replaced by equivalent/ superior new Equipment or part thereof by Vendor immediately at free of cost during warranty and AMC period as per RCA.</p>	No Change	No Change in terms of the RFP
196	172	Other Terms and Penalties	<p>(h)All engineering changes generally adopted hereafter by Vendor for Equipment similar to that covered by the Contract, shall be made to the Equipment at no cost to the Bank.</p>	<p>Please brief this clause</p>	Clarification	The relevant RFP clause is self-explicit.
197	174	Other Terms and Penalties	<p>9.Future additions of Hardware / Software:</p> <p>(a)The Bank would have the right to:</p> <p>i.Shift supplied systems to an alternative site of its choice.</p> <p>ii.Disconnect / connect / substitute peripherals such as printers, etc. or devices or any equipment / software acquired from another vendor.</p> <p>iii.Expand the capacity / enhance the features / upgrade the hardware / software supplied, either from Vendor, or third party, or developed in-house.</p> <p>Provided such changes or attachments do not prevent proper maintenance, from being performed or unreasonably increase Vendor cost of performing repair and maintenance service.</p>	<p>Please modify clause as below</p> <p>9.Future additions of Hardware / Software:</p> <p>(a)The Bank would have the right to:</p> <p>i.Shift supplied systems to an alternative site of its choice.</p> <p>ii.Disconnect / connect / substitute peripherals such as printers, etc. or devices or any equipment / software acquired from another vendor.</p> <p>iii.Expand the capacity / enhance the features / upgrade the hardware / software supplied, either from Vendor, or third party, or developed in-house.</p> <p>iv. Changes will be planned and executed as per change management process. Costing if any involved then it will be decided as per scope of work.</p> <p>Provided such changes or attachments do not prevent proper maintenance, from being performed or unreasonably increase Vendor cost of performing repair and maintenance service.</p>	No Change	No Change in terms of the RFP

198	174	Other Terms and Penalties	<p>Table for timelines and penalties (till delivery and installation)</p> <p>Item description > Timeline> TimelinePenalty (in Rs.) for not complied within the timeline (after the timeline)</p> <p>Resource deployment timeline for PM, TAM, TAC, L3 > T + 4 Weeks > 10,000/- per week per person</p> <p>Initial Solution Design and implementation Plan > T + 2 weeks > 10,000/- per week</p> <p>Final Solution Design and implementation Plan > T + 4 Weeks > 100,000/- per week</p> <p>Delivery of DC equipment > T + 12 Weeks > 10,00,000/- per week</p> <p>Deployment at DC > T + 14 weeks > 10,00,000/- per week</p> <p>Delivery of Branch equipment > T + 12 weeks > 2,000/- per week per branch device</p> <p>Deployment and migration of 340 branches in SDWAN > T + 17 Weeks > 10,00,000/- per week</p> <p>prepare all necessary workable templates as per these different branch categories for 340 branches > T + 12 Weeks > 1,000/- per week per branch (340 branches)</p> <p>SOP documents to Bank/NI > T + 6 weeks > 10,000/- per week</p> <p>Transfer of Knowledge to bank and bank's NI team > N+2 Weeks > 1,00,000/- per week</p> <p>Submission of final documents as mentioned in SOW under the heading Architecture, planning and sizing of DC hardware > N+1 week > 1,00,000/- per week</p> <p>Migration of all the remaining branches by Bidder > N + 12 weeks > 10,00,000/- per week</p>	<p>Please modify clause as below</p> <p>Table for timelines and penalties (till delivery and installation)</p> <p>Item description > Timeline> TimelinePenalty (in Rs.) for not complied within the timeline (after the timeline)</p> <p>Resource deployment timeline for PM, TAM, TAC, L3> T+4 Weeks > 1,000/- per week per person</p> <p>Initial Solution Design and implementation Plan > T + 2 weeks > 1,000/- per week</p> <p>Final Solution Design and implementation Plan > T + 4 Weeks > 10,000/- per week</p> <p>Delivery of DC equipment > T + 12 Weeks > 1,00,000/- per week</p> <p>Deployment at DC > T + 14 weeks > 1,00,000/- per week</p> <p>Delivery of Branch equipment > T + 12 weeks > 200/- per week per branch device</p> <p>Deployment and migration of 340 branches in SDWAN > T + 17 Weeks > 1,00,000/- per week</p> <p>prepare all necessary workable templates as per these different branch categories for 340 branches > T + 12 Weeks > 100/- per week per branch (340 branches)</p> <p>SOP documents to Bank/NI > T + 6 weeks > 1,000/- per week</p> <p>Transfer of Knowledge to bank and bank's NI team > N+2 Weeks > 10,000/- per week</p> <p>Submission of final documents as mentioned in SOW under the heading Architecture, planning and sizing of DC hardware > N+1 week > 10,000/- per week</p> <p>Migration of all the remaining branches by Bidder > N + 12 weeks > 1,00,000/- per week</p>	No Change	No Change in terms of the RFP
199	176	Other Terms and Penalties	<p>Penalty table for entire contract period</p> <p>Conditions > Timeline > Penalty</p> <p>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.</p> <p>Note: The replacement device should have all the feature and functionality asked in this RFP > 3 Months > 2% of device cost as per PO, per every month or part thereof.</p> <p>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 > 2 Weeks > Rs 10,000/- per every week or part thereof.</p> <p>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. > 6 Hours > Rs 3,000/- per every hour or part thereof.</p> <p>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. > 1 Day > Rs 500/- per every day or part thereof.</p> <p>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. > 1 Week > Rs 1000/- per every week or part thereof.</p> <p>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. > 30 Min > Rs 10,000/- per every 30 min or part thereof.</p> <p>Absence of any onsite OEM/Bidder resource without any replacement. > Per day > 2x costing quoted for each resource per day</p> <p>Delay in RMA replacement for DC devices > 4 Hours > 1,00,000/- per every 2 hours or part thereof</p> <p>Delay in RMA replacement for Branch devices > Beyond 24/48 hours (Based on the class of city and associated RMA timeline in scope of work) > Rs 1,000/- per every 24 hours or part thereof as applicable for 24/48.</p>	<p>Please modify clause as below</p> <p>Penalty table for entire contract period</p> <p>Conditions > Timeline > Penalty</p> <p>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.</p> <p>Note: The replacement device should have all the feature and functionality asked in this RFP > 3 Months > 1% of device cost as per PO, per every month or part thereof.</p> <p>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 > 2 Weeks > Rs 1,000/- per every week or part thereof.</p> <p>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. > 6 Hours > Rs 300/- per every hour or part thereof.</p> <p>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. > 1 Day > Rs 50/- per every day or part thereof.</p> <p>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. > 1 Week > Rs 100/- per every week or part thereof.</p> <p>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. > 30 Min > Rs 1,000/- per every 30 min or part thereof.</p> <p>Absence of any onsite OEM/Bidder resource without any replacement. > Per day > 1x costing quoted for each resource per day</p> <p>Delay in RMA replacement for DC devices > 4 Hours > 10,000/- per every 2 hours or part thereof</p> <p>Delay in RMA replacement for Branch devices > Beyond 24/48 hours (Based on the class of city and associated RMA timeline in scope of work) > Rs 100/- per every 24 hours or part thereof as applicable for 24/48.</p>	No Change	No Change in terms of the RFP
200	41	45. LIQUIDATED DAMAGES:	<p>If the Service Provider fails to deliver product and/or perform any or all the Services within the stipulated time, schedule as specified in this RFP/Agreement, the Bank may, without prejudice to its other remedies under the RFP/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 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.</p>	<p>Please modify the clause as below</p> <p>If the Service Provider fails to deliver product and/or perform any or all the Services within the stipulated time, schedule as specified in this RFP/Agreement, the Bank may, without prejudice to its other remedies under the RFP/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 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 will issue notice to improve services within 3 months. In case of non-improvement, the bank may consider termination of the Agreement.</p>	No Change	No Change in terms of the RFP
201	35	37. INSURANCE:	<p>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.</p> <p>ii.Should any loss or damage occur, Service Provider shall:</p> <p>(a) initiate and pursue claim till settlement and</p> <p>(b) promptly make arrangements for repair and / or replacement of any damaged item to the satisfaction of the Bank, irrespective of settlement of claim by the underwriters.</p>	<p>Please clarify in details</p>	Clarification	The relevant RFP clause is self-explicit.
202	68	1.1.Licence	<p>1:Any additional product/ software/ appliance required to fulfill the listed functionalities should be provided without any additional cost to the bank. Associated licenses should also be provided with the same terms as mentioned above.</p> <p>All licenses should be applied to entire SD-WAN solution/devices through central controller and not from internet / Public cloud</p> <p>The EOL and EOS terms for such services and products should also be in line with the SDWAN solution provided to the bank.</p> <p>The entire SDWAN solution (hardware, software & licenses) deployed at DCs should be identical without any additional licenses or cost to the Bank.</p>	<p>Request to remove the clause.</p> <p>Justification: Licenses are fetched from OEM cloud on the On-prem Orchestrator</p>	No change	No Change in terms of the RFP

203	68	1.2 Application Aware Routing	<p>The proposed SDWAN solution should have the capability to define Application Aware Routing mandatorily in all the following manners:</p> <p>A. Traffic for any application / group of applications should automatically select the best path, based on the real-time system calculated parameters like Latency, Jitter, Packet loss etc. The application traffic must switch over to alternate link/ path even if any one of the configured parameters violate the predefined SLA, irrespective of parameter priority.</p> <p>B. There should be provision to bind an application / Group of applications to a specific link. However, the traffic bounded to a specific link should auto switchover on alternate available link in cases like -</p> <ul style="list-style-type: none"> • Link down, Link violates any of the configured SLA, irrespective of parameter priority. <p>C. There should be an option to distribute application's traffic to all the available links, for which link parameters are within defined SLA irrespective of last mile connectivity</p>	<p>Integration with NAC for fetching user attributes and information for monitoring.</p> <p>Justification: SDWAN can be integrated with existing NAC which is Aruba Clearpass for user based information for monitoring.</p> <p>Integration with NTPv4 for Synchronizing time.</p>	No change	No Change in terms of the RFP
204	74	2.1 General Security Feature	3:Static IP filtering and URL filtering based stateful firewall features must be available in the base license without any additional cost to the Bank.	Static IP filtering and URL/Domain filtering based stateful firewall features must be available in the base license without any additional cost to the Bank.	No change	No Change in terms of the RFP
205	74	2.1 General Security Feature	5: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.	Need to check	No change	No Change in terms of the RFP
206	74	2.1 General Security Feature	6: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 the form of OS upgrades / patches as per identification of the vulnerability with following timelines:	Need to check	No change	No Change in terms of the RFP
207	75	2.2 Integration Security	2:Device must support SNMP v3 with strong encryption algorithms (AES-128, AES-256 and higher), hashing (SHA-2 and higher). It should be compliant with the latest FIPS/ NIST standards as on the delivery date, also comply with any further revisions / modification to the standards during the entire contract period.	Device must support SNMP v3 with strong encryption algorithms (AES-128) hashing (SHA-1). It should be compliant with the latest FIPS/ NIST standards as on the delivery date, also comply with any further revisions / modification to the standards during the entire contract period.	No change	No Change in terms of the RFP
208	76	2.3 Device Security	6: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. The proposed SD WAN solution should provide end to end Encryption using industry standard protocol (Minimum AES -256 or higher).	All devices access should be available through SSH or HTTPS (TLS 1.2 or higher) and should support all future algorithms through upgrades or updates.	No change	No Change in terms of the RFP
209	76	2.3 Device Security	8:The proposed SDWAN solution should have an option to disable concurrent login from the same user on single device proposed as part of the solution.	The proposed SDWAN solution should have an option to disable concurrent login on single device proposed as part of the solution.	No change	No Change in terms of the RFP
210	77	2.3 Device Security	9:The proposed SDWAN solution should have the option to disable the default login ID and allow Bank to create custom super user or root user. Should have the option to create custom user with privilege of root user or super user and integrate with RADIUS/TACACS user management	<p>Request to remove this clause.</p> <p>Justification: Default "admin" user ID cannot be disabled as it is used for TAC for troubleshooting purpose.</p>	No change	No Change in terms of the RFP
211		2.4 Logs Security	<p>Logs should be configured to include but not limited to the following:</p> <ol style="list-style-type: none"> Authentication failures. Account created/deleted/disabled. Password change for privileged accounts. Changes in configuration settings. Start and stop of service. System/Console alerts/errors or failures/fault logs. Administrator or Root user activities. Access to audit trails. Creation and deletion of system-level objects. Alarms/alerts raised by the access control system (such as violation of any ACL defined). 	<p>Logs should be configured to include but not limited to the following:</p> <ol style="list-style-type: none"> Authentication failures. Account created/deleted/disabled. Password change for privileged accounts. Changes in configuration settings. System/Console alerts/errors or failures/fault logs. Administrator or Root user activities. Access to audit trails. Creation and deletion of system-level objects. Alarms/alerts raised by the access control system (such as violation of any ACL 	No change	No Change in terms of the RFP

212	77	3.1 Functionality Specification	<p>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.</p> <p>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.</p> <p>, , 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.</p>	Request to remove this clause Justification: Filtering can only be done based on the Group names(Circle,State/UT,AO/ZO etc) and admin will be able to change the configuration on filtered branches.	No change	No Change in terms of the RFP
213	78	3.1 Functionality Specification	<p>2-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 a minimum of 1000 branch Pull requests concurrently. Pull requests should be having a scheduling mechanism ranging from 10 sec to 1 minute. So necessary threads, memory, processes etc. should be provisioned accordingly. Example: A configuration template has to be pushed for 5000 branches on dynamically selected group</p>	Request to remove this clause	No change	No Change in terms of the RFP
214	79	3.1 Functionality Specification	<p>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). A similar setup should be replicated across all other Data Centers.</p> <p>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 DC's 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 should be made 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 DC's.</p>	Request to remove this clause	No change	No Change in terms of the RFP
215	80	3.1 Functionality Specification	<p>4-In the Proposed SDWAN Solution, the Controllers / controller clusters shall be deployed in all four Data centres of the Bank.</p> <p>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 DC's 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 10 minutes.</p> <p>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 DC's 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 in HA at DC and 2 devices in HA at DR). At any point in time, admin user will be logging in to the Master orchestrator (Controller of the controllers) and will be doing the configuration changes. All these changes should be automatically synced without manual intervention with other master orchestrators and 8 orchestrators deployed across 4 Data Centres. All the 7000 branch devices can fetch updates from the any one of the controllers deployed in the Data Centres irrespective of the state and geographical location as per its connectivity and priority defined at the branch device. All the 8 orchestrator (i.e. Four cluster each having two devices in each cluster) spreads across the 4 Data Centre (A, B, C, D) should be in the nested orchestrator architecture. At any point of time, Controller / controller cluster in one DC shall act as Master (e.g. Data Centre A cluster) and remaining controllers (e.g. Data Centre B, C, D clusters) hosted in other DC's shall act as Slaves, for management login. Admin users will login into cluster A Virtual IP address and will make the changes. All these changes should be synchronized in all the devices of cluster A, as well as the cluster B, C, D. All the 7000 branch devices can fetch updates 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.</p> <p>Scenario 2 If the number of allocated branches is 7000 and a single orchestrator device of OEM is capable of catering to 7000 branch end devices, then one device should be deployed in each of the four DC's to cater the allocated 7000 branches, individually by each DC. All conditions for policy push, synchronization and management login as defined in Scenario 1 should be met. Example for Point B: 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 2 devices in a cluster should be made in 4 DC to cater the allocated 7000 branches.</p>	Request to remove this clause	Corrigendum	Please refer corrigendum
216	81	3.1 Functionality Specification	<p>5-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 10 minutes) without any manual intervention. In case a branch loses the connectivity with primary/ master Orchestrator, then 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 in the time all the 1000 branches must have similar configuration.</p>	Request to remove this clause	No change	No Change in terms of the RFP

217	82	4.1 Device Specification	<p>1.In the proposed SDWAN solution, the provisioned headend devices should be in N+N redundancy in all Data Centre. Wherein the N is the number of headend deployed in each Data Center, in order to cater all allocated branches.</p> <p>Example</p> <p>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.</p>	We would have to provide 4+4 headend appliance		The clause is self explanatory and the redundancy should match as per the requirement mentioned.
218	83	5.1 Device Specification	<p>1.The branch device should have following throughput with all feature set enabled as stated in RFP and port capacity:</p> <p>S.No Throughput Total Port Minimum WAN Minimum LAN</p> <p>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</p>	<p>S.No Throughput Total Port Minimum Minimum</p> <p>WAN LAN</p> <p>1. 50 Mbps 4 (1G) 2 1</p> <p>2. 100 Mbps 4 (1G) 2 2</p> <p>3. 300 Mbps 4 (1G) 2 2</p> <p>4. 500 Mbps 6 (1G) 3 3</p> <p>5. 1 Gbps 8 (1G) 3 3</p> <p>6. 10 Gbps 6 (10G) 3 3 (Fiber) with (1/10 compatibility)</p>	No change	No Change in terms of the RFP
219	86	6.3 Report Specification	<p>2.The Proposed SDWAN solution should be able to provide data points to external NMS solution through API to generate reports for</p> <p>a. Traffic statistics of all the links in branch and DC.</p> <p>b. Bandwidth utilization report for average and peak values crossing the defined threshold, including 95th percentile reports</p> <p>c. Specific application utilization link wise as well as aggregated.</p> <p>d. Path performance (Latency/Packet drop/Jitter) for individual links</p> <p>e. Link down reports</p> <p>f. Link flap reports</p> <p>g. SLA breach report for Latency, Packet Loss, Jitter, etc</p> <p>h. Branch isolation report</p> <p>i. Circle, Network, AO, RBO wise reports.</p> <p>j. Link Flap/ down at branch location.</p> <p>k. TSP link quality degradation based on the defined thresholds of Latency, Packet Loss, Jitter, etc.</p> <p>l. Link utilization along with threshold.</p> <p>m. CPU, Memory and Disk Utilization of the Device.</p> <p>n. IPSec, path status</p> <p>All these data should be sent with relevant identity including branch ID, Branch name, Loopback IP etc.</p>	<p>b. Bandwidth utilization report for peak values crossing the defined threshold</p> <p>c. Specific application utilization aggregated.</p>	No change	No Change in terms of the RFP
220	35	36. SUBCONTRACTING:	As per the scope of this RFP, sub-contracting is not permitted	Subcontracting for minor activities like Branch equipment installation, passive cabling, LI activities etc., Should be allowed. This will be cost effective for the project and also the bidder will still be overall responsible for the project execution and success of the project as well. Can this clause be relaxed or excluded?	No Change	No Change in terms of the RFP
221	35	37. 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.	Normal practice is that once the bidder successfully delivers the products to the end destination premises of the Bank, Bidder's responsibility will cease in terms of insurance and the product will be under the ownership of the Bank. Any product defects or DOA will be handled by the bidder as part of contractual obligations. So continuing the insurance beyond successful delivery to the end destination will not be appropriate, can this clause be changed to insurance to be valid till delivery sign-off from the Bank at the destined site?	No Change	No Change in terms of the RFP
222	41/42	45. LIQUIDATED DAMAGES:	If the Service Provider fails to deliver product and/or perform any or all the Services within the stipulated time, schedule as specified in this RFP/Agreement, the Bank may, without prejudice to its other remedies under the RFP/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 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.t from the Project Cost, as liquidated damages a sum equivalent to	Ideally the liquidated damages should be a sum equivalent 0.5% of the delayed line item rather than the total project cost? Kindly consider this change in clause	No Change	No Change in terms of the RFP
223	139	2.Summary Table for timelines	Resource deployment timeline for PM, TAM, TAC, L3 - T + 4 Weeks	The timeline specified in very aggressive, since there is thorough due diligence and on the ground planning required, kindly change the timeline to T+8weeks	No Change	No Change in terms of the RFP
224	139	2.Summary Table for timelines	Deployment at DC - T + 14 Weeks	The timeline specified in very aggressive, since there is thorough due diligence and on the ground planning required, kindly change the timeline to T+18weeks	No Change	No Change in terms of the RFP

225	139	2.Summary Table for timelines	Deployment and migration of 340 branches in SDWAN - T+17 Weeks	The timeline specified in very aggressive, since there is thorough due diligence and on the ground planning required, kindly change the timeline to T+21 weeks	No Change	No Change in terms of the RFP
226	144	3.General Scope of Work	All the API integration required on OEM devices should be done by the OEM.	Kindly change the clause to: All the API integration required on OEM devices should be done by the OEM or Bidder	No Change	No Change in terms of the RFP
227	145	4.Architecture, planning and sizing of DC hardware	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 45 working days and shall prepare all necessary templates as per these different branch categories.	Kindly change the clause to ensure Bidder to complete the migration and certified by the OEM	No Change	No Change in terms of the RFP
228	171	Appendix-J	If uptime is <100% and up to 99.99%, - Penalty - Rs. 5,00,000/-	it is not a industry practice to ask or commit 100% uptime, this needs to be changed to minimum uptime of say 99.99% where there will be no penalties applied.	No Change	No Change in terms of the RFP
229	174	Table for timelines and penalties (till delivery and installation)	Resource deployment timeline for PM, TAM, TAC, L3 - T + 4 Weeks - 10,000/- per week per person	There is an LD Clause for any delayed deliveries of product or services, these penalties are additional to that? Also, let us know how the LD & Penalties get applied as they fundamentally address the same project deliverable, pls clarify	Clarification	Penalties are mentioned in various relevant sections, which are self-explicit and distinct.
230	47	48. TERMINATION FOR DEFAULT:	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, software and 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 Software Solution/Hardware and/or Services. However, Service Provider shall continue performance of the Contract to the extent not terminated.	Bidder request for Below term : - Bidder's liability limited to incremental cost capped at 10% of the cost of the undelivered systems/services. This clause can be invoked only on termination of contract and only for failure solely attributed to bidder	No Change	No Change in terms of the RFP
231	197	SLA Agreement- 14.3 Payments	14.3.1 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	Bidder request for below term : - SBI shall make payment of the undisputed amount within 30 days of the date of the invoice - Bidder request for Bidder's right to suspend the service in case of non payment of overdue amount for more than 30 days - Bidder will charge interest @2% per month for any delay beyond due date for non-payment of invoices.	No Change	No Change in terms of the RFP
232	197	SLA Agreement- 14.3 Payments	The Bank may withhold payment of any product/services that it disputes in good faith, and may set-off penalty amount or any other amount which Service provider owes to the Bank against amount payable to Service provider under this Agreement. However, before levying penalty or recovery of any damages, the Bank shall provide a written notice to Service Provider indicating the reasons for such penalty or recovery of damages. Service Provider shall have the liberty to present its case in writing together with documentary evidences, if any, within 21 (twenty one) days. Penalty or damages, if any, recoverable from Service Provider shall be recovered by the Bank through a credit note or revised invoices. In case Service Provider fails to issue credit note/ revised invoice, the Bank shall have right to withhold the payment or set-off penal amount from current invoices.	Bidder request for deletion of this clause since Bank already has other remedy in the form of penalty, Liquidated Damages, Bank Guarantee to protect its interest	No Change	No Change in terms of the RFP
233	47	48. TERMINATION FOR DEFAULT:	i. In the event of failure of the 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 vendor. 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	Bidder request for deletion of this clause	No Change	No Change in terms of the RFP
234	49	51. TERMINATION FOR CONVENIENCE:	51. 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 request for below terms : - Bidder proposes mutual termination for convenience rights for Bidder also, similar to bank - In addition to undisputed fees outstanding till date of termination, Bank shall also pay the bidder for any ATS / AMC for which Bidder has made payment to OEM	No Change	No Change in terms of the RFP
235	156-157	15. PAYMENT SCHEDULE:	15. PAYMENT SCHEDULE:	Bidder request for below payment terms : - Hardware/ any other tools licenses – 100% on delivery, - Installation and Commissioning charges– 50% upfront and 50% on completion - Training cost - Bank shall provide payment for any training provided by Bidder on completion of respective training. - AMC/ATS - Payable 100% annually in advance - Ongoing Support Charges/manpower Resource Cost - Quarterly in Advance	No Change	No Change in terms of the RFP
236	26-27	26. BANK GUARANTEE:	13 Bank Guarantee - 5 % 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. 26. BANK GUARANTEE: - 2. The Bank Guarantee is required to protect the interest of the Bank against delay in supply/installation and/or the risk of non-performance of Service Provider in respect of successful implementation of the project; or performance of the material or services sold; or breach of any terms and conditions of the Agreement, which may warrant invoking of Bank Guarantee.	Bidder request for below terms : - PBG of 3% of the total annual value of contract and to be renewed every anniversary on subsequent annual value. We also request the PBG will be provided only for contract duration. - Bank shall invoke the PBG only on occurrence of material breach and after the Bank provides a 30 days cure period to the bidder to rectify the material breach for which the PBG is sought to be invoked.	No Change	No Change in terms of the RFP
237	41	45. 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	Bidder request for below terms : •Liquidated damages: should be applicable only in the event of delay in delivery solely attributable to the Bidder and should be computed at the rate of 0.5% of the value of the delayed deliverables per each week of delay, subject to the maximum of 5% of the relevant deliverable values.	No Change	No Change in terms of the RFP
238	170	Appendix-J	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:	Bidder requests for below terms : - The maximum aggregate cap for all types of penalties and service credit in any given month shall not exceed 5% of the monthly invoice charges	No Change	No Change in terms of the RFP

239	36, 201	Limitation of Liability- Page 36, Clause 39 (i) of the RFP & Page 201 Clause 17 of the Agreement	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	The Bidder requests below mentioned minor modifications The maximum aggregate liability <i>(including indemnities)</i> 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	No Change	No Change in terms of the RFP
240	36,201	Limitation of Liability-Page 36, Clause 39 (iii)d of the RFP & Page 201 Clause 17 of the Agreement	The limitations set forth herein shall not apply with respect to 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	The Bidder requests below mentioned minor modifications The limitations set forth herein shall not apply with respect to d) Regulatory or statutory fines imposed by a Government or Regulatory agency for non-compliance of statutory or regulatory guidelines applicable to the Bank Service Provider and arising solely due to Gross Negligence of the Service Provider , provided such guidelines were brought to the notice of Service Provider	No Change	No Change in terms of the RFP
241	224	Limitation of Liability-Page 224, pre-contract integrity pact, Clause 6 of the RFP	The BIDDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems at a price lower than that offered in the present Bid in respect of any other Ministry/Department of the Government of India or PSU or any other Bank and if it is found at any stage that similar product/systems or sub systems was supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU or a Bank at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded	The Bidder requests below mentioned minor modifications The BIDDER undertakes that <i>under similar buying conditions</i> , it has not supplied/is not supplying similar product/systems or subsystems at a price lower than that offered in the present Bid in respect of any other Ministry/Department of the Government of India or PSU or any other Bank and if it is found at any stage that similar product/systems or sub systems was supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU or a Bank at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded	No Change	No Change in terms of the RFP
242	40	Intellectual Property Rights Ownership-Page 40, Clause 44		Bidder requests to add the below language under clause 42 for the protection of Pre-existing IP of Service Provider and Third Party IP. All pre-existing "Intellectual Property Rights shall belong to the Party or third party that owned such rights prior to the this Emanelment Agreement/Limited Tender Enquiry. All modifications, enhancements and derivative works on pre-existing "Intellectual Property Rights" shall belong to the Party or third party that owned such pre-existing Intellectual Property Rights. (Hereinafter referred to as "Pre-Existing IP") Any third-party IP(s) or product(s) will be provided in accordance with respective third party's terms and conditions.	No Change	No Change in terms of the RFP
243	47,199	Termination for default-Page 47, Clause 48 i.d of the RFP and Page 199 Clause 16 of the Agreement	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 the 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 the 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. Prior to providing a written notice of termination to Service Provider under abovementioned sub-clause (i) (a) to (c), the Bank shall provide Service Provider with a written notice of 30 (thirty) days to cure such breach of the Agreement. If the breach continues or remains unrectified after expiry of cure period, the Bank shall have right to initiate action in accordance with above clause	The Bidder requests cure period before any termination and seeks below mentioned minor modifications 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 the 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 the 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. Prior to providing a written notice of termination to Service Provider under abovementioned sub-clause (i) (a) to for (d), the Bank shall provide Service Provider with a written notice of 30 (thirty) days to cure such breach of the Agreement. If the breach continues or remains unrectified after expiry of cure period, the Bank shall have right to initiate action in accordance with above clause	No Change	No Change in terms of the RFP
244	47,199	Termination for default-Page 47, Clause 48 ii of the RFP and Page 199 Clause 16 of the Agreement	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, software and 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 Software Solution/Hardware and/or Services. However, Service Provider shall continue performance of the Contract to the extent not terminated	The Bidder requests below mentioned minor modifications 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, software and 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 Software Solution/Hardware and/or Services <i>provided that the maximum cap shall not exceed 10% of the value of the undelivered portion</i> . However, Service Provider shall continue performance of the Contract to the extent not terminated	No Change	No Change in terms of the RFP
245	48,199	Termination for default-Page 48, Clause 48 vi of the RFP and Page 199 Clause 16 of the AgreementIf 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	Bidder seeks the deletion of this Clause. 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	No Change	No Change in terms of the RFP
246	General	PBG		Bidder requests Bank to provide a cure period before invocation of the PBG. <i>Under any circumstance or event mentioned in the agreement that could lead to the invocation of the PBG, the Bank will provide the Bidder with a 30-day cure period to rectify the breach before invoking the PBG.</i>	No Change	No Change in terms of the RFP
247	170	Penalties- Page 170, Appendix J	Various penalties are listed in the Appendix j. 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	Bidder requests capping for the penalties under the RFP <i>The maximum aggregate cap for all types of penalties and service credit in any given month shall not exceed 5% of the monthly invoice charges</i>	No Change	No Change in terms of the RFP
248	41	Liquidated Damages, Page 41, clause 45	If the Service Provider fails to deliver product and/or perform any or all the Services within the stipulated time, schedule as specified in this RFP/Agreement, the Bank may, without prejudice to its other remedies under the RFP/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 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	If the Service Provider fails to deliver product and/or perform any or all the Services within the stipulated time, schedule as specified in this RFP/Agreement, the Bank may, without prejudice to its other remedies under the RFP/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 0.5% of <i>delayed deliverables total Project Cost</i> 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

249	58	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. And/or In case of bidder being Telecom Service Provider (TSP), the requirement of minimum 2000 SDWAN devices deployment as mentioned above is not mandatory. However, they should have provided network connectivity to minimum of 10000 branches in BFSI sector with MPLS/P2P links.	Bidder request to amend the clause as below : The Bidder should have experience of implementation/managing of SDWAN solution at 1 Domestic/Global organizations with minimum 2000 SDWAN devices. And/or In case of bidder being Telecom Service Provider (TSP), the requirement of minimum 2000 SDWAN devices deployment as mentioned above is not mandatory. However, they should have provided network connectivity to minimum of 10000 branches in BFSI sector with MPLS/P2P links.	No Change	No Change in terms of the RFP
250	157	15.1	50 % of the Cost of Hardware and Software	70 % of the Cost of Hardware and Software	No Change	No Change in terms of the RFP
251	157	15.2 to 15.4	20% of the Cost of Hardware and Software 10% of the Cost of Hardware and Software 10% of the Cost of Hardware and Software	20 % of the Cost of Hardware and Software	No Change	No Change in terms of the RFP
252	157	15.6	On the date of completion of warranty and submission of bills	Balance 10 % of the final amount	No Change	No Change in terms of the RFP
253	48	48.VI		If existing Service Provider is breach of this obligation, they shall be liable for paying a penalty of 5% 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.	No Change	No Change in terms of the RFP
254	88	3	Deployment in Score Above 10 organizations with minimum 2000 SDWAN devices 10 Between 6 and 10 organizations with minimum 2000 SDWAN devices 5 Between 2 and 5 organizations with minimum 2000 SDWAN devices 2 Less than 2 organizations with minimum 2000 SDWAN devices 0	We request to modify the clause as below:- Deployment in Score Above 5 organizations with minimum 2000 SDWAN devices 10 Between 2 to 5 organizations with minimum 2000 SDWAN devices 5 Less than 2 organizations with minimum 2000 SDWAN devices 2	No change	No Change in terms of the RFP
255	88	4	Deployment in one organization Score More than 10000 10 Between 5001 to 10000 5 Between 2000 to 5000 2 Less than 2000 0	We request to modify the clause as below:- Deployment in one organization Score Between 5001 to 10000 10 Between 2000 to 5000 5 Less than 2000 2	No change	No Change in terms of the RFP
256	89	5	Implementation in Score Above 8 organizations jointly 10 Between 6 and 8 organizations jointly 5 Between 3 and 5 organizations jointly 2 Less than 3 organizations jointly 1	We request to modify the clause as below:- Implementation in Score Above 6 organizations jointly 10 Between 4 and 6 organizations jointly 5 Between 3 and 5 organizations jointly 2 Less than 3 organizations jointly 1	No change	No Change in terms of the RFP
257	47	New Clause	-	We proposed to add new sub-clause in the existing clause- Termination for Default:- vii) In the event Bank materially breaches this definitive Agreement or any statement of work, which breach is not cured within thirty (30) days after written notice specifying the breach is given to the Bank, the Service Provider may terminate this definitive Agreement or any portion thereof or the applicable statement of work by giving written notice to the Bank.	No Change	No Change in terms of the RFP
258	-	New Clause	-	We Proposed to revised this clause as per below- Non-Solicitation:- During the Term of this Agreement and for a period of one year thereafter, neither Party shall (either directly or indirectly through a third party) solicit to employ, cause to be solicited for the purpose of employment to any employee/s (including the employees who have been exposed to other Party during initial discussion between Parties or engaged to provide/perform the services under any definitive agreement entered between Parties) of the other Party or aid any third person to do so, without the specific written consent of the other Party. The said restriction shall also apply to each Party's affiliates, agents, vendors, contractors, and any third parties with whom such Party has a relationship (collectively, "Representatives"). Parties agree that Representatives are equally restricted from poaching or soliciting or inducing any employees of other Party to leave their employment or engagement with such other Party.	No Change	No Change in terms of the RFP
259	139	2. Summary Table for timelines	Resource deployment timeline for PM, TAM, TAC, L3 - T + 4 weeks	Considering the comp-lexity of the project, we request you to revise the timeline as mentioned below. "Resource deployment timeline for PM, TAM, TAC, L3 - T + 8 weeks."	No Change	No Change in terms of the RFP
260	139	2. Summary Table for timelines	Delivery of DC equipment - T + 12 weeks	Delivery of DC equipment - T + 16 weeks	No Change	No Change in terms of the RFP
261	139	2. Summary Table for timelines	Deployment at DC - T + 14 weeks	Deployment at DC - T + 20 weeks	No Change	No Change in terms of the RFP

262	139	2. Summary Table for timelines	Deployment and migration of 340 branches in SDWAN - T + 17 weeks	Deployment and migration of 340 branches in SDWAN - T + 21 weeks	No Change	No Change in terms of the RFP
263	139	2. Summary Table for timelines	Migration of all the remaining branches by Bidder - N + 12 weeks	Migration of all the remaining branches by Bidder - N + 16 weeks	No Change	No Change in terms of the RFP
264	157	15. PAYMENT SCHEDULE	Delivery of hardware and software/licences at DCs and Branches. 50 % of the Cost of Hardware and Software.	For better cashflow, we request you to revise this clause as "Delivery of hardware and software/licences at DCs and Branches = 70 % of the Cost of Hardware and Software."	No Change	No Change in terms of the RFP
265	157	15. PAYMENT SCHEDULE	Installation, configuration, integration at DCs and installation of 340 branches and the solution accepted by the Bank. 20% of the Cost of Hardware and Software	Installation, configuration, integration at DCs and installation of 340 branches and the solution accepted by the Bank. 20% of the Cost of Hardware and Software	No Change	No Change in terms of the RFP
266	157	15. 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	Closure of all security observation given by the Bank Information Security team till acceptance of solution. 5% of the Cost of Hardware and Software	No Change	No Change in terms of the RFP
267	157	15. PAYMENT SCHEDULE	On completion of Installation at remaining branches 10% of the Cost of Hardware and Software	On completion of Installation at remaining branches 5% of the Cost of Hardware and Software	No Change	No Change in terms of the RFP
268	157	15. PAYMENT SCHEDULE	10% of the Cost of Hardware and Software On the date of completion of warranty and submission of bills	Since Performance Bank Guarantee is with Bank as Performance Security.	No Change	No Change in terms of the RFP
269	157	15. PAYMENT SCHEDULE	Manpower Resources - Cost of man power on half yearly arrears	Manpower Resources - Cost of man power on Quarterly arrears	Corrigendum	Please refer corrigendum
270	157	15. PAYMENT SCHEDULE	AMC - AMC cost half yearly in arrears	AMC - AMC cost will be Yearly in advance since OEMs are taking payment full in advance.	No Change	No Change in terms of the RFP
271	171	(d) Penalties for SLA uptime of solution (monthly)	If uptime is <100% and up to 99.99%, - Rs. 5,00,000/-	We request you to revise this penalty clause as "If uptime is <100% and up to 99.99%, - Rs. 50,000/-."	No Change	No Change in terms of the RFP
272	171	(d) Penalties for SLA uptime of solution (monthly)	If uptime is <99.99% and up to 99.95%, - Rs.10,00,000/-	If uptime is <99.99% and up to 99.95%, - Rs.1,00,000/-	No Change	No Change in terms of the RFP
273	171	(d) Penalties for SLA uptime of solution (monthly)	If uptime is <99.95% and up to 99.90%, - Rs. 15,00,000/-	If uptime is <99.95% and up to 99.90%, - Rs. 2,00,000/-	No Change	No Change in terms of the RFP
274	171	(d) Penalties for SLA uptime of solution (monthly)	If uptime is <99.90. Rs.20,00,000/- + Rs. 5,00,000/- for every additional downtime of 0.05%.	If uptime is <99.90. Rs.3,00,000/- + Rs. 1,00,000/- for every additional downtime of 0.05%.	No Change	No Change in terms of the RFP
275	175	Table for timelines and penalties (till delivery and installation)	Resource deployment timeline for PM, TAM, TAC, L3 - 10,000/- per week per person	We request you to revise this penalty clause as "Resource deployment timeline for PM, TAM, TAC, L3 - 1000/- per week per person"	No Change	No Change in terms of the RFP
276	175	Table for timelines and penalties (till delivery and installation)	Delivery of DC equipment - 10,00,000/- per Week	Delivery of DC equipment - 1,00,000/- per Week	No Change	No Change in terms of the RFP
277	175	Table for timelines and penalties (till delivery and installation)	Deployment and migration of 340 branches in SDWAN - 10,00,000/- per week	Deployment and migration of 340 branches in SDWAN - 1,00,000/- per week	No Change	No Change in terms of the RFP
278	175	Table for timelines and penalties (till delivery and installation)	Migration of all the remaining branches by Bidder - 10,00,000/- per week	Migration of all the remaining branches by Bidder - 1,00,000/- per week	No Change	No Change in terms of the RFP
279	178	Table for timelines and penalties (till delivery and installation)	Note : 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.	As a standard RFP condition, the maximum penalty cap will be 10% of the order value. Therefore, we request you to revised this Maximum Penalty cap at 10% of the total PO value.	No Change	No Change in terms of the RFP
280	68	1.1.1	Any additional product/ software/ appliance required to fulfill the listed functionalities should be provided without any additional cost to the bank. Associated licenses should also be provided with the same terms as mentioned above. All licenses should be applied to entire SD-WAN solution/devices through central controller and not from internet / Public cloud The EOL and EOS terms for such services and products should also be in line with the SDWAN solution provided to the bank. The entire SDWAN solution (hardware, software & licenses) deployed at DC's should be identical without any additional licenses or cost to the Bank.	The orchestrator in proposed solution can be deployed in any 2 DC's out of 4 since it takes care of the Management plane only. The orchestrator components are deployed in Active-standby mode and auto-failover without any manual intervention required. Hence request to allow Management plane of the solution in HA between 2 DC's whereas all the networking components to be deployed in all DC's without additional cost to bank. Request to modify the clause as below: "The networking components of the entire SDWAN solution (hardware, software & licenses) deployed at DCs should be identical without any additional licenses or cost to the Bank."	No change	No Change in terms of the RFP

281	79	3.1.3	<p>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). A similar setup should be replicated across all other Data Centers.</p> <p>Example –</p> <p>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</p> <p>Such a cluster in any one DC should be accessible through a single Virtual IP, and changes should be made 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.</p>	Orchestrator can be deployed in 1+1 HA in only 2 DCs. Request to allow such a setup in any 2 DCs of Bank out of 4. A redundancy with 1+3 is not supported by design.		While the headend devices have to be installed in all Data Centres, the orchestrator/controller and management devices should be installed in DC and DR in high availability.
282	84	6.1.1.b	<p>The proposed module of SDWAN solution must have sufficient hardware storage resources to store the below logs and display in monitoring / reporting dashboard –</p> <p>b) Complete session logs for all Minimum 90 days users and all applications</p>	It is recommended to stream the session logs of users and applications to external syslog servers due to the large and unpredictable volume of logs that can be received from such a large network. Storing them on the Analytics nodes of the SDWAN solution will only hamper the performance of the solution, whereas these logs can be stored and used for forensic purposes from the syslog servers. Hence request to remove/give exception for this clause of RFP	No change	No Change in terms of the RFP
283	86	6.3.2	<p>The Proposed SDWAN solution should be able to provide data points to external NMS solution through API to generate reports for</p> <p>a. Traffic statistics of all the links in branch and DC.</p> <p>b. Bandwidth utilization report for average and peak values crossing the defined threshold, including 95th percentile reports</p> <p>c. Specific application utilization link wise as well as aggregated.</p> <p>d. Path performance (Latency/Packet drop/Jitter) for individual links</p> <p>e. Link down reports</p> <p>f. Link flap reports</p> <p>g. SLA breach report for Latency, Packet Loss, Jitter, etc</p> <p>h. Branch isolation report</p> <p>i. Circle, Network, AO, RBO wise reports.</p> <p>j. Link Flap/ down at branch location.</p> <p>k. TSP link quality degradation based on the defined thresholds of Latency, Packet Loss, Jitter, etc.</p> <p>l. Link utilization along with threshold.</p> <p>m. CPU, Memory and Disk Utilization of the Device.</p> <p>n. IPsec, path status</p> <p>All these data should be sent with relevant identity including branch ID, Branch name, Loopback IP etc.</p>	There is no loopback IP used by the proposed SDWAN solution. Access to the devices for any monitoring or troubleshooting is provided directly via the GUI console. Hence loopback IP is not relevant for the proposed solution. Request to remove this parameter from the clause, rest of the entire clause is fine	Clarification	<p>If the required API integration achieved without loopback IP in the solution, it is acceptable. However, the mechanism to identify the device while integrating with multiple other solutions as mentioned in the RFP and it should be unified identities.</p> <p>Example: Integration with API enable services is identified with X IP or identity then the log server should also be receiving logs through X IP.</p>
284	95	1.2.2	All licenses should be applied to the entire SD-WAN solution/devices through central controller wherein Central Controller should have both options 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.	<p>The scoring criteria gives higher score for licenses fetched through cloud via proxy, whereas manual upload on-premises has been scored lower.</p> <p>Generally the understanding is that this will be more of an air-gapped environment with everything on-premises and no data should go to or be fetched from OEM cloud. In this case, request the bank to reconsider scoring for on-prem upload as higher score and fetching from cloud proxy as lower score</p>	No change	No Change in terms of the RFP
285	78	3.1.2	<p>Proposed Orchestrator should have the capability to (either push or pull as per the design):</p> <p>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.</p> <p>II. Cater a minimum of 1000 branch Pull requests concurrently. Pull requests should be having a scheduling mechanism ranging from 10 sec to 1 minute. So necessary threads, memory, processes etc. should be provisioned accordingly.</p> <p>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.</p>	<p>Concurrent push to 1000 devices is too aggressive and may lead to extreme resource utilization on the orchestrator. While we understand that the use case is to simplify config changes and push to all branch devices in the network at a single-click, it is not practical to define number of concurrent devices for such updates. It is recommended to provide some timelines for such config updates.</p> <p>Moreover, configuration on the branch devices is only allowed via GUI, there must be no change made on the device through CLI. Hence, pull config from the device is not a realistic use case. Even in case config is done via CLI for some troubleshooting purpose, it will be limited to 1 or 2 or max 5 branches. Hence request to remove Pull request from this clause and modify the same as follows:</p> <p>"Proposed Orchestrator should have the capability to push config as per the design:</p> <p>I. Push templates to all branches managed by individual Central Manager/ Orchestrator in a single-click operation. The templates should be pushed to all the branches automatically, without manual intervention. So necessary threads, memory, processes etc. should be provisioned accordingly.</p> <p>Example: A configuration template has to be pushed for 5000 branches on dynamically selected group. Device should push template to these 5000 branches in one cycle and should complete the operation without any manual intervention. "</p>	Clarification	The relevant RFP clause is self-explanatory.
286	91	1.1.11	<p>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.</p> <p>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.</p> <p>All the Data Centres have dual active-active handoff from each TSP.</p> <p>Each IPSEC session from the branch may contain up to 10 SA (Security Associations) sessions / ACL entries for interesting traffic towards Data Centre.</p> <p>Example:</p> <p>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.</p> <p>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.</p> <p>Branch can send and receive data to / from all four paths simultaneously. Each Data Centre devices should be able to cater such 5000 branches.</p>	<p>Each OEM uses different terminology for Central components deployed in DC. For example, few OEMs have only Controller and Analytics engine, whereas other OEMs may have Orchestrator, Controller, Hub, Gateway and Analytics. To make the requirement generic for all OEMs, request to include Orchestrator and Analytics engine in this clause, while other components will be provided by each OEM to support the given scale of 7000 CPEs. Request to modify the clause as below:</p> <p>"All the Data Centre components of proposed SDWAN solution (like Orchestrator, Analytic engine) should support at least 5000 active branches in a single device excluding HA device and without stacking from day one.</p> <p>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.</p> <p>All the Data Centres have dual active-active handoff from each TSP.</p> <p>Each IPSEC session from the branch may contain up to 10 SA (Security Associations) sessions / ACL entries for interesting traffic towards Data Centre.</p> <p>Example:</p> <p>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.</p> <p>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 device (Orchestrator and Analytics Engine) should be able to cater such 5000 branches. "</p>	No change	No Change in terms of the RFP

287	104	3.1.3	Proposed Orchestrator should push/ pull and rollback Templates to all branches managed by individual Central Manager/ Orchestrator within 20 minutes.	The requested time for pushing configuration to all branches (7000 devices) is very aggressive. Considering the scale of the network, it is advisable to allow a minimum of 60 minutes for config push to all branches in one go. Hence request to modify the time in scoring parameters as below: Compliance Score within 60 mins 10 within 61 to 75 mins 5 within 76 to 90 mins 2 more than 90 mins 1	No change	No Change in terms of the RFP
288	106	B.2.1.1.2	The proposed SDWAN solution should have customizable dashboard as per the requirement of the Bank.	Reports can be customized as per Bank requirements to filter based on multiple criteria like top Users, Links with less than 99% availability, branch uptime, etc. However, the entire dashboard of Analytics engine cannot be customized to show different graphs/charts in place of original charts/graphs.	No change	No Change in terms of the RFP
289	92	1.1.12	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, 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 selected bidder should replace such device with higher capacity device within 24 Hours to keep the performance as per the parameters mentioned above, without additional cost to the Bank. In case of utilization spike in any of the above parameters, will be considered as follows: 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. The total number of devices for solution deployment shall be identified by keeping all the above hardware and software parameters utilisation	The ask for less than 60% utilization of all parameters on the device is acceptable, however, scoring pattern gives only 1 point for complying to this requirement, whereas less than 40% utilization is scored 10 points which is very aggressive for any hardware with the features asked in the RFP. Hence request bank to reconsider scoring with following changes: Utilization Criteria Score Less than 50% 10 Between 50% to 59% 5 Between 60% to 69% 2 Between 70% to 79% 1 More than 80% 0	No change	No Change in terms of the RFP
290	107	B.2.1.1.4	The Dashboard should be able to display the current load on headend devices across multiple data centers in GUI. The load parameters include CPU, Memory, Traffic utilization on the interface, Concurrent Sessions count, Session Rate	All given parameters are included in current dashboards except Session rate. This parameter is not included by default in the proposed OEM solution, request to allow this as a roadmap feature with mutually agreed timelines once PO is awarded to the said OEM.	No change	No Change in terms of the RFP
291	116	Table C : Information Gathering Parameters		Need clarity whether all the clauses mentioned in this section are mandatory or good-to-have features. If a particular OEM doesn't support any of the clauses do they disqualify or their scoring gets impacted by any means ?? Moreover, if an OEM supports these, is the license for all the parameters given in this section to be included on Day-0 or this is just gathering information by Bank and they will ask for these features with additional license cost in the future.	Clarification	No binding on the OEM/bidder on these parameters. However, based on the importance of the parameter the subjective marks will be allotted by the committee during presentation. If the bidder declares that functionality is there with the proposed solution, then bank will use it at par with mandatory functionalities/specifications without any additional cost to the bank. All functionalities of the selected solution will be used by the bank without any additional cost to the bank even the respective clause is in "Information gathering" or in "scoring parameters".
292	77	3.1.1	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). AOZO 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.	Tags are normally used to identify and Filter the devices based on various criteria mentioned in the clause. However, configuration push based on tags is not recommended since SDWAN configs are based on automated templates which are associated with multiple branches. A config change for specific parameter (for example Syslog IP) can be pushed to various branch devices in batches from the Central console, however, the filtering for such config push cannot be based on tags, rather it is based on associated templates. Hence request to allow use of Tags on the device for filtering and reporting purposes, not for Configuration push and request to modify the clause as below: <i>Proposed Orchestrator should be able to filter branch device based on dynamically selected device groups as per the predefined tags in any permutation and combination. Accordingly, the reporting of these devices should be done for the selected group of devices only.</i> 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). AOZO 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 generate reports for these selected 900 branches.	No change	No Change in terms of the RFP

293		Additional Query		We like to recomed Bank to add this Point : Bidder (including OEM) should be Class I & Class II vendor to participate in this RFP .As per DOT mandate dated 21st Oct , 2024 document : CG-DL-E-22102024-258138 .	Clarification	RFP is floated with TC1 (Techno Commercial) bidding model to identify L1 bidder following the related guidelines.
294	153	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.	Plz confirm number of L3 engineer required	Clarification	The relevant RFP clause is self-explicit.
295	150	8.2	Minimum ports required in SDWAN devices should be as defined in the Technical Specifications.	Plz provide Elaborate/clarity on this point	Clarification	The relevant RFP clause is self-explanatory.
296	146	4.8	All the issues during and after migration of remaining branches (migrated by bidder) shall be resolved by the bidder. If bidder is not able to resolve the issue within 30 minute then bidder shall onboard OEM PS team in remote session or telephonic call for resolving the issues, if the branch migration is not getting completed within the stipulated time. The bidder has to arrange for the necessary back to back arrangement with the OEM for PS team involvement till successful migration of all the branches. 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.	Plz provide more clarity on this point and expected stipulated time	Clarification	The relevant RFP clause is self-explicit.
297	4	13	Performance Bank Guarantee - 5 % of the total value of the Contract	As per the recent Amendment in GFR 2017, Performance Security should be 3 to 5% of the contract value. Therefore, we request you to revise the PBG percentage to 3% .	No Change	No Change in terms of the RFP
298	Page 88 of 238	1.1 License -- Point 3	The proposed OEM should have at least two clients where 2,000 SDWAN devices have been deployed in each of the clients, out of which at least one client should be from BFSI/Telecom sector only. Above 10 organizations with minimum 2000 SDWAN devices -- 10 Between 6 and 10 organizations with minimum 2000 SDWAN devices -- 5 Between 2 and 5 organizations with minimum 2000 SDWAN devices -- 2 Less than 2 organizations with minimum 2000 SDWAN devices -- 0	Request for Change: The proposed OEM should have at least two clients where 2,000 SDWAN devices have been deployed in each of the clients and both clients should be from INDIAN BFSI sector only. •Above 5 organizations with minimum 2000 SDWAN devices -- 10 •Between 2 and 4 organizations with minimum 2000 SDWAN devices -- 5 •Less than 1 organizations with minimum 2000 SDWAN devices -- 0 Justification: The proposed scoring mechanism better reflects the real-world adoption of SDWAN in India: Higher weightage to domestic BFSI experience: Given that BFSI institutions have specific security, compliance, and operational requirements, prioritizing Indian BFSI deployments ensures relevance to the required use case. The proposed change ensures that evaluation criteria align with the Indian market, promoting competition while maintaining high technical standards. It enables qualified Indian OEMs to compete fairly, strengthens the domestic ecosystem, and fosters self-reliance in critical network infrastructure—all without compromising deployment experience or industry best practices.	No change	No Change in terms of the RFP
299	Page 89 of 238	1.1 License -- Point 4	The number of SDWAN devices deployed in a single client location should be at least 2000. Deployment in one organization Score More than 10000 - 10 Between 5001 to 10000 - 5 Between 2000 to 5000 - 2 Less than 2000 - 0	Request for Changes: The number of SDWAN devices deployed in a single client location should be at least 2000. Deployment / work inprogress in one organization Score More than 6001 - 10 Between 4001 to 6000 - 5 Between 2000 to 4000 - 2 Less than 2000 - 0 Justification: The existing clause sets an unreasonably high threshold (10,000+ devices for full marks), which disproportionately benefits global players while limiting opportunities for Indian OEMs, including MII/MSME entities. Given that State Bank of India (SBI), one of India's largest banks, has only 7,000 locations in its tender, the current scoring system does not align with practical deployment scenarios in the Indian market. To ensure a level playing field, we propose an incremental scoring adjustment (starting from 2,000 devices with reasonable gradation up to 6,000+). This will enable local OEMs to compete fairly while maintaining the intent of evaluating deployment experience. Aligning the scoring scale with the market reality will encourage participation from indigenous manufacturers, fostering self-reliance in critical network infrastructure.	No change	No Change in terms of the RFP
300	Page 89 of 238	1.1 License -- Point 5	The number of SDWAN implementation (in organizations) jointly by Bidder and OEM. Clarification: Bidder X in collaboration with OEM A have implemented SDWAN solution in organization U, organization Y and organization Z then this will be counted as 3 installations jointly. Implementation in Score Above 8 organizations jointly -- 10 Between 6 and 8 organizations jointly -- 5 Between 3 and 5 organizations jointly -- 2 Less than 3 organizations jointly -- 1	Request for Changes: Exception for bidder who is participating with MII/MSME OEMs Justification: To align with the QCBS bid framework, large system integrators (SIs) typically collaborate with global players, often limiting opportunities for MII/MSME OEMs. The proposed revision ensures that evaluation criteria are better suited to the Indian market, fostering fair competition while upholding high technical standards. This change empowers qualified Indian OEMs to compete on equal footing, strengthens the domestic ecosystem, and promotes self-reliance in critical network infrastructure—without compromising deployment expertise or industry best practices.	No change	No Change in terms of the RFP
301			New Point addition	We request the customer to mandate the inclusion of the MII clause for OEMs or allocate evaluation points in QCBS as follows: MII Class 1 SD-WAN vendors should receive 20 marks, Class 2 SD-WAN vendors should receive 10 marks, and Non-MII vendors should receive 0 marks. This ensures a level playing field while promoting domestic manufacturing and self-reliance.	No Change	No Change in terms of the RFP

302			New Point for which clarification required.	Please clarify and confirm that in award of the contract, the mandatory policy contained in the Public Procurement (Preference to Make in India) Order of 2017 ("MII Order") along with notifications and circulars issued thereafter shall form part of the evaluation criteria.	Clarification	RFP is floated with TC1 (Techno Commercial) bidding model to identify L1 bidder following the related guidelines.
303			New Point for which clarification required.	In the event the 'MII' Clause is not being included in the present RFP, please provide any specific exemption under the MII Order that is being claimed.	Clarification	RFP is floated with TC1 (Techno Commercial) bidding model to identify L1 bidder following the related guidelines.
304			New Point for which clarification required.	Please clarify the weightage being given/points being accorded to MII compliant bidders in the evaluation process	No change	No Change in terms of the RFP
305	Page 75 of 238	2. Security 2.1 General Security Feature Point 8	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 for Changes: Proposed SDWAN solution should have capability to restrict / set idle time out for the number of active concurrent admin / read-only users at the branch device, head-end device, and central orchestrator/manager. Justification: Idle timeout automatically disconnects the session. This will enable more authorized read-only users to login.	No change	No Change in terms of the RFP
306	Page 83 of 238	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	Request for Changes: 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. -- 100 Mbps -- 6 (1G) -- 2 -- 1 Justification: we request to opt for 100Mbps SDWAN devices with 6 ports considering the future expansion .	No change	No Change in terms of the RFP
307	117	1.1.4	All Data Centre components of the proposed solution should be with redundant power supply (N+N).	The parameter is moved to Mandatory requirement. Bidder/OEM should match the same for considering for qualification.	Corrigendum	Please refer corrigendum