



ODISHA GRAMYA BANK

Information Technology Department
Head Office, Gandamunda, P.O.-Khandagiri, Bhubaneswar

RFP Ref. No OGB/RFP/ITD/NETWORK/008/2022-23 dated 19th July 2022, Amendment_1 Date: 06-08-2022

AMENDMENT_1: REQUEST FOR PROPOSAL (RFP) SELECT SERVICE PROVIDER FOR PROCUREMENT, IMPLEMENTATION & MAINTENANCE OF CONNECTIVITY USING SD-WAN TECHNOLOGY ON OPEX MODEL

All bidders are hereby informed that based on the discussion in the Pre-bid meeting held at Head Office of Odisha Gramya Bank, on date 27th July 2022, the response to queries submitted by all bidders are in Table# 2 and necessary amendments to RFP are provided in Table#1.

Table#1: Amendment_1

Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Amendment
1	7.2 Evaluation of Technical Bids	28	g)	New Clause	<p>g) All bidders shall provide Proof of Concept (POC) as per proposal of the bidder for evaluation in technical round. The POC shall follow following procedure:</p> <p>1. Within 7 days of last date of submission of bid, bidder shall arrange one SDWAN device as per proposed model for branches and should connect the same to Bank's designated branch location using either LTE or internet broadband.</p>

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					<p>2. Bidder shall provide another device similar to the proposed device model for DC location at Head Office, Bhubaneswar. This location will be treated as HUB location. Internet at Head Office will be provided by Bank from its shared internet link of BSNL. Bidder has right to provide their temporary internet link for this POC at Head Office to use in place of Bank's internet link.</p> <p>3. Either an application server or a pass-through link to DC servers using HO router will be connected to the HO device. This will behave as proxy to DC setup.</p> <p>4. Bidder shall configure the setup between branch and Head Office within 10 days from date of intimation.</p> <p>5. POC setup will be evaluated by Bank for a period of 5 days from handover from the bidder.</p> <p>6. The evaluation process will be as under:</p> <ol style="list-style-type: none"> 1. The setup will be used by the designated branch and will be evaluated for a period of 7 days. 2. Reports like link up time, logs related to network fail over, VPN tunnel sessions and link unitization will be considered as point of evaluation.

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					3. Technical committee will consider the solution to be accepted under POC, on satisfactory performance of the solution to the extent of technical specification mentioned in the RFP
2	4.1 Eligibility Criteria	19	8	Bidder should have a valid and existing SEI CMMi level 5 Certification and should ensure that the certification is valid during the entire tenure of the project Copy of valid certificate should be submitted.	This clause has been removed.
3	APPENDIX 5 – SECURITY FEATURES	81	11	Basic security features should be available with the all branch router like IPS	Basic security features should be available with the all branch devices to protect the branch devices from security incidents to meet the requirement of local breakout of selected internet based websites. Bidder can extend the security components of DC and DR devices to meet this requirement without having separate license requirement for branch devices. The setup at DC and DR should have all industry standard security features enabled from day one, including IPS & IDS.
4	APPENDIX 2 – MANDATORY TECHNICAL SPECIFICATIONS	77	23	The Proposed Branch Hardware must have minimum 4 Gig enabled Universal Ports, These ports should be not pre-defined for WAN/ LAN. Device should allow to define WAN/ LAN as per the requirement without any restriction. Proposed Hardware must have minimum 2 USB Port for LTE use and one console port in form of Ethernet interface.	The Proposed Branch Hardware must have minimum 4 Gig enabled Universal Ports, These ports should be not pre-defined for WAN/ LAN. Device should allow to define WAN/ LAN as per the requirement without any restriction. Proposed Hardware must have minimum 1 USB Port for LTE use and one console port in any form.

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5	APPENDIX 2 – MANDATORY TECHNICAL SPECIFICATIONS	76	4	<p>Proposed SDWAN OEM should be listed in leader's quadrant of Gartner's report 2021.</p> <p>Note: OEM with Make in India will be considered with satisfactory performance report or letter from any Govt. organization or any Bank in India with at least 100 deployed locations. The letter from client should be self-explanatory to understand high customer satisfaction with the proposed SD-WAN product.</p>	<p>Proposed SDWAN OEM should be listed in Gartner's report 2021 or 2022.</p> <p>OR</p> <p>OEM with Make in India will be considered with satisfactory performance report or letter from any Govt. organization or any Semi-Govt. organization or any Bank in India or in any public listed company in India with at least 75 deployed locations. The letter from client should be self-explanatory to understand high customer satisfaction with the proposed SD-WAN product.</p>
6	APPENDIX 2 – MANDATORY TECHNICAL SPECIFICATIONS	76	1	Proposed SDWAN solution should be based on Network Function Virtualization principal.	Proposed SDWAN solution should be based on either on principal of Network Function Virtualization or in form of appliance.
7	APPENDIX 2 – MANDATORY TECHNICAL SPECIFICATIONS	77	22	<p>Device Operating Conditions:</p> <ul style="list-style-type: none"> a. Branch SD-WAN should seamlessly operate within Temperature range from 0 to 50°C considering extreme environmental condition at several branches b. SD-WAN should seamlessly operate within Relative Humidity range from 15 to 80%. c. High Mean Time between Failure values should be minimum seven years. 	<p>Device Operating Conditions:</p> <ul style="list-style-type: none"> a. Branch SD-WAN should seamlessly operate within Temperature range from 0 to 40°C ambient temperature in network rack of Branch considering extreme environmental condition at several branches b. SD-WAN should seamlessly operate within Relative Humidity range from 15 to 80%. c. High Mean Time between Failure values should be minimum seven years.
8	APPENDIX 3 – DC / DR HARDWARE SPECIFICATIONS	78	2	<p>The Appliance should have following minimum configurations:</p> <ul style="list-style-type: none"> 1. 4 x1G/10G SFP + Ports & 6x1G RJ45 Ports WAN ports. 	The Appliance should have following minimum configurations:

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				<p>2. The devices should be populated with Hot swappable dual power supply with dual in-mount SMPS.</p> <p>3. The devices should be populated with minimum of 8GB RAM & 64 GB SSD</p> <p>4. The devices should be 2 USB ports and 1 Console Port</p>	<p>1. 4 x1G/10G SFP (minimum 3 10G SFP multimode + Ports & 4 x1G RJ45 Ports WAN ports.</p> <p>2. The devices should have dual power supply with dual in-mount SMPS.</p> <p>3. The devices should be populated with minimum of 8GB RAM & 64 GB SSD.</p> <p>4. 1 Console / management Port in form of Ethernet port.</p>
9	APPENDIX 3 – DC / DR HARDWARE SPECIFICATIONS	78	6	The proposed solution should be based on true SDN architecture with separate control plane and data plane and should not be based on ASIC architecture.	The proposed solution should be based on any architecture with separate control plane and data plane.
10	APPENDIX 4 – FUNCTIONAL FEATURES	79	7	The SD-WAN should support Link failover due to packet loss, Latency, Jitter and hop count.	The SD-WAN should support Link failover due to packet loss, Latency, Jitter and uplink / downlink bandwidth.
11	APPENDIX 6 – SD-WAN MANAGEMENT	82	9	Management or Controller shall be able to monitor the Network statistics including continuous performance monitoring of hop count, latency and packet loss for all network paths/ link utilization.	Management or Controller shall be able to monitor the Network statistics including continuous performance monitoring of uplink / downlink bandwidth , latency and packet loss for all network paths/ link utilization
12	APPENDIX 6 – SD-WAN MANAGEMENT	82	13	The solution will allow administrator to forward alerts from the system using email, SMS.	The solution will allow administrator to forward alerts from the system using email.
13	APPENDIX 6 – SD-WAN MANAGEMENT	82	15	The solution should provide capability of remote diagnostics like Ping, trace route, testing VPN connectivity, Speed test, Metered Trace Route list active flows, paths, flush active flows etc., through a centralized GUI without the requirement of login into CLI of individual branches.	The solution should provide capability of remote diagnostics like Ping, trace route, testing VPN connectivity, Speed test, Trace Route list, paths, flush active flows etc., through a centralized GUI without the requirement of login into CLI of individual branches.

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14	APPENDIX 7 – SD-WAN REPORTING	83	3	<p>The SD-WAN should support report generation for Network statistics link utilization and path performance including;</p> <p>a. Packet loss in the links b. Jitter on the links c. Latency of Links d. Hop count</p>	<p>The SD-WAN should support report generation for Network statistics link utilization and path performance including;</p> <p>a. Packet loss in the links b. Jitter on the links c. Latency of Links d. Hop count or Bandwidth</p>
15	Section 3 – Scope of Work	14	1. Broad Scope of Work Clause# 9	<p>9. All devices provide by bidder at branches and data centers should be under comprehensive warrantee of bidder. Bidder should either repair or replace the faulty parts or devices or cables provided, without any cost to the bank during the contract period.</p>	<p>9. All devices provide by bidder at branches and data centres should be under comprehensive warrantee of bidder. Bidder should either repair or replace the faulty parts or devices or cables provided, without any cost to the bank during the contract period.</p> <p>Any damage due to following conditions will be considered for replacement on chargeable basis subject to meeting the requirement of SLA.</p> <p>1. Improper Earthing reported by Bidder during installation of device at the site with snapshot of voltage difference between electrical terminals.</p> <p>2. Equipment damaged due to water seepage and cause of seepage is pertaining to Bank</p> <p>3. Equipment stolen from the location</p> <p>4. Damage to the equipment due to Force Majeure</p>
16	Section 3 – Scope of Work	14	2. Underlay network for Branches Clause# 1	<p>1. Underlay network to branches and offices with minimum of 2Mbps bandwidth per location using last mile as mentioned below:</p> <p>a. Out of 1st phase order of 100 locations,</p>	<p>1. Underlay network to branches and offices with minimum of 2Mbps bandwidth per location using last mile as mentioned below:</p> <p>a. Out of 1st phase order of 100 locations,</p>

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				<p>i. Maximum 30% locations can be provided with underlay network of LTE + LTE from different service providers with outdoor wall mount antenna.</p> <p>ii. Rest of the locations must be provided with at least one connectivity on either RF with maximum height of 6 m or through Fiber.</p> <p>b. Out of 2nd phase order of 200 locations (if ordered),</p> <p>i. Maximum 10% locations can be provided with underlay network of LTE + LTE from different service providers with outdoor wall mount antenna.</p> <p>ii. Rest of the locations must be provided with at least one connectivity on either RF with maximum height of 6 m or through Fiber</p> <p>c. The link bandwidth of all branch location should be 2Mbps with any of the following combinations of underlay network:</p> <p>i. IPSec Tunneling on Broadband internet on Fiber or RF + MPLS network on VSAT or RF</p> <p>ii. IPSec Tunneling on LTE mobility + LTE mobility (with SLA)</p> <p>iii. IPSec Tunneling on LTE mobility + MPLS network on VSAT or RF</p> <p>iv. IPSec Tunneling on Broadband internet on Fiber or RF + LTE mobility</p> <p>v. MPLS network on RF or fiber + VSAT</p>	<p>i. Maximum 30% locations can be provided with underlay network of LTE + LTE from different service providers with outdoor wall mount antenna.</p> <p>ii. Rest of the locations shall be provided with at least one connectivity on either RF with maximum height of 6 m or through Fiber. Maximum height of RF pole can be 6m without drilling the roof top of the premise.</p> <p>iii. 10% of overall locations can be connected using RF link using maximum of 15m GBT, subject to due approval from Bank and premise owner.</p> <p>b. Out of 2nd phase order of 200 locations (if ordered),</p> <p>i. Maximum 10% locations can be provided with underlay network of LTE + LTE from different service providers with outdoor wall mount antenna.</p> <p>ii. Rest of the locations shall be provided with at least one connectivity on either RF with maximum height of 6 m or through Fiber.</p> <p>iii. 10% of overall locations can be connected using RF link using maximum of 15m GBT, subject to due approval from Bank and premise owner.</p> <p>c. The link bandwidth of all branch location should be 2Mbps with any of the following combinations of underlay network:</p> <p>i. IPSec Tunneling on Broadband internet on Fiber or RF + MPLS network on VSAT or RF</p>

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				vi. MPLS on RF or fiber Maximum height of RF pole can be 6m without drilling the roof top of the premise.	ii. IPSec Tunneling on LTE mobility + LTE mobility (with SLA) iii. IPSec Tunneling on LTE mobility + MPLS network on VSAT or RF iv. IPSec Tunneling on Broadband internet on Fiber or RF + LTE mobility v. MPLS network on RF or fiber + VSAT vi. MPLS on RF or fiber Selected bidder shall take necessary approval(s) from local authorities as per requirement.
17	Section 4 - Eligibility Criteria	20	4.1 Eligibility Criteria Clause# 18	Bidder must provide connectivity at all 100 locations as listed in APPENDIX 9 . i. Maximum 30% locations can be provided with underlay network of LTE + LTE from different service providers with outdoor wall mount antenna. ii. Rest of the locations must be provided with at least one connectivity on either RF with maximum height of 6 m or through Fiber	Bidder must provide connectivity at all 100 locations as listed in APPENDIX 9 . i. Maximum 30% locations can be provided with underlay network of LTE + LTE from different service providers with outdoor wall mount antenna. ii. Rest of the locations shall be provided with at least one connectivity on either RF with maximum height of 6 m or through Fiber iii. 10% of overall locations can be connected using RF link using maximum of 15m GBT, subject to due approval from Bank and premise owner. Bidder shall claim eligibility on these locations based on L2 feasibility.

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18	Section 8 - Terms and Conditions	31	8.8 Implementation schedule (SLA for Delivery)	<p>All the delivery time will be calculated from the date of release of work-order along with site readiness.</p> <p>1. <u>Delivery and Up-gradation of Backhaul</u> Selected Bidders in all three Category has to either up-grade or deliver redundant backhaul at both DC and DR as per Section 3, Clause 5 - "scope of work" within 4 weeks of release of purchase order.</p> <p>2. <u>Delivery Schedule for 1st phase PO</u> The vendor should deliver the links as part of 1st phase PO as per below schedule:</p> <p>In here delivery includes Installation of Fiber, Pole, RF, Wireless devices, link provisioning, SD-WAN delivery & installation and link handover after testing.</p> <table border="1" data-bbox="869 882 1451 1185"> <thead> <tr> <th>Phase</th> <th>Delivery Target</th> <th>Timeline from date of PO</th> </tr> </thead> <tbody> <tr> <td>Phase 1</td> <td>35% of ordered locations</td> <td>10 weeks</td> </tr> <tr> <td>Phase 2</td> <td>75% of ordered locations</td> <td>12 weeks</td> </tr> <tr> <td>Phase 3</td> <td>100% of ordered locations</td> <td>16 weeks</td> </tr> </tbody> </table> <p>3. <u>Delivery Schedule for 2nd phase PO or additional POs</u> In here delivery includes Installation of Fiber, Pole, RF, Wireless devices, link provisioning, SD-</p>	Phase	Delivery Target	Timeline from date of PO	Phase 1	35% of ordered locations	10 weeks	Phase 2	75% of ordered locations	12 weeks	Phase 3	100% of ordered locations	16 weeks	<p>All the delivery time will be calculated from the date of release of work-order along with site readiness.</p> <p>1. <u>Delivery and Up-gradation of Backhaul</u> Selected Bidders in all three Category has to either up-grade or deliver redundant backhaul at both DC and DR as per Section 3, Clause 5 - "scope of work" within 14 weeks of release of purchase order.</p> <p>2. <u>Delivery Schedule for 1st phase PO</u> The vendor should deliver the links as part of 1st phase PO as per below schedule:</p> <p>In here delivery includes Installation of Fiber, Pole, RF, Wireless devices, link provisioning, SD-WAN delivery & installation and link handover after testing.</p> <table border="1" data-bbox="1579 917 2130 1185"> <thead> <tr> <th>Phase</th> <th>Delivery Target</th> <th>Timeline from date of PO</th> </tr> </thead> <tbody> <tr> <td>Phase 1</td> <td>35% of ordered locations</td> <td>14 weeks</td> </tr> <tr> <td>Phase 2</td> <td>100% of ordered locations</td> <td>16 weeks</td> </tr> </tbody> </table> <p>3. <u>Delivery Schedule for 2nd phase PO or additional POs</u> In here delivery includes Installation of Fiber, Pole, RF, Wireless devices, link provisioning, SD-</p>	Phase	Delivery Target	Timeline from date of PO	Phase 1	35% of ordered locations	14 weeks	Phase 2	100% of ordered locations	16 weeks
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19	Section 3 – Scope of Work	17	7. SUPPORT ENGINEER	<p>Bidder should provide a dedicated resident support engineer under pay-roll of bidder at Head Office of Odisha Gramya Bank.</p> <ol style="list-style-type: none"> The engineer should be a graduate and should have minimum working experience of 3 years. The engineer should have prior experience of at least 1 year in managing SD-WAN solution in any organization in India. Should have good communication skill, email writing skill and experience in MS Excel. The engineer should be engaged during the contract period for implementation, first level troubleshooting and support. 	<p>Bidder should provide a dedicated resident support engineer either under pay-roll of bidder or on partner's pay roll with all access to Bidder's organization to provide required services under SOW and SLA of this RFP from at Head Office of Odisha Gramya Bank.</p> <ol style="list-style-type: none"> The engineer should be a graduate and should have minimum working experience of 3 years. The engineer should have prior experience of at least 1 year in managing SD-WAN solution in any organization in India or the selected bidder shall provide hands on training to the engaged engineer for managing the solution to meet the requirement of this RFP. Required certification or experience proof shall be provided before engagement of the engineer. Should have good communication skill, email writing skill and experience in MS Excel. 																					

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					<p>4. The engineer should be engaged during the contract period for implementation, first level troubleshooting and support.</p> <p>5. The support shall be provided during business hours of Bank and on exigency.</p> <p>6. One Desktop within the LAN of Bank and restricted internet over proxy will be provided by Bank along with shared seating space in Head Office.</p> <p>The engagement of support engineer on partner's pay roll does not qualify the selected bidder for any relaxation in any terms, responsibility and liability of bidder.</p>
20	Section 3 – Scope of Work	NEW	3. At Branches	<ol style="list-style-type: none"> 1. Bidder should provide SD-WAN customer premise equipment on rental mode having output on Ethernet port. 2. Bank will provide L2 switch, 4U network box, UPS power supply on 6A standard switch board with earthing at branches and offices. 3. Bidder should provide CAT-6 patch cord between LAN interface output of SD-WAN device at branches or offices and Bank's switch. 4. All equipment provided by Services Provider should operate in a non-AC environment. 5. SD-WAN devices provided by Service Provider should be complied with the minimum applicable specifications mentioned in APPENDIX 2. 6. Bidder can provide required protection of the outdoor devices and cables at branches to protect the same for any damage from monkey or living organisms 	<ol style="list-style-type: none"> 1. Bidder should provide SD-WAN customer premise equipment on rental mode having output on Ethernet port. 2. Bank will provide L2 switch, 4U network box, UPS power supply on 6A standard switch board with earthing at branches and offices. Bidder shall provide separate earthing for BGT for lightning arrester. 3. Bidder should provide CAT-6 patch cord between LAN interface output of SD-WAN device at branches or offices and Bank's switch. 4. All equipment provided by Services Provider should operate in a non-AC environment. 5. SD-WAN devices provided by Service Provider should be complied with the minimum applicable specifications mentioned in APPENDIX 2.

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					<p>6. Bidder can provide required protection of the outdoor devices and cables at branches to protect the same for any damage from monkey or living organisms.</p> <p>7. The permission from premise owner for mounting of pole or GBT will be under scope of Bank.</p> <p>8. The In building internal cable routing in false ceiling and under POP wall will be in scope of Bidder. Bank will provide extended support for arranging electrician on receiving prior intimation at least before 48 hours from date of visit of selected bidder's engineer to the site.</p> <p>9. Bank will provide space and security to keep the devices (except for metal structure of Pole or Tower). Branch will receive the items supplied in packed form and will keep the packet untampered. However, Bank will not be responsible for missing or damage to any part(s) or item(s) within the sealed packet received at branches or offices.</p>
21	8.14 Payment Terms	36	1. Hardware / equipment / Pole Rental	Link acceptance will be provided by Head Office over email after successful testing of link and on submission of installation report by the vendor	Link acceptance will be provided by Head Office over email after successful testing of link at least for 48 hours and on submission of scanned copy of installation report over email by the selected bidder. However, the physical copy of installation report with sign and seal of branch shall be submitted along with 1st invoice for the link under billing.
22	Section 8 - Terms and Conditions	32	8.8 Implementation	New Clause: 4. Link acceptance criteria.	The link delivered at branch(s) will be accepted on compliance to following:

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			<p>schedule (SLA for Delivery)</p> <p>New Clause# 4</p>		<p>1. End to end ping response between branch system to DC, DR and HO servers with ping of 1000 count resolves with 100% response.</p> <p>2. The latency shall be <60ms</p> <p>3. All applications of Bank should work at branch premise without any issue or slowness within acceptable limit of Bank.</p> <p>4. Only permitted sites shall be accessible at branches. Other websites shall not be accessible.</p> <p>5. Websites listed under local break out shall only be accessible at branches without security breach.</p> <p>6. Connection between branch and HUBs should only be on VPN session between SD-WAN devices.</p> <p>7. Failover between the links at branches should work seamlessly on disconnecting one of the link intentionally. This should not disturb the smooth operation of applications at branch.</p>
23	Section 8 - Terms and Conditions	35	<p>8.12 Penalty Clauses</p> <p>Clause # 2</p>	<p><u>2) _____ Penalty for not meeting the SLA on Network Uptime:</u></p> <p>Bank will pay charges on per site basis after taking into account the downtime of the Link at each location as detailed below.</p> <p>The penalty for downtime, if any, for any link is calculated on monthly basis and deducted on quarterly arrear payment for bandwidth. The penalty for downtime for any link during any quarter shall not</p>	<p><u>2) _____ Penalty for not meeting the SLA on Network Uptime:</u></p> <p>Bank will pay charges on per site basis after taking into account the downtime of the Link at each location as detailed below.</p> <p>The penalty for downtime, if any, for any link is calculated on monthly basis and deducted on quarterly arrear payment for bandwidth. The penalty for downtime for any link during any quarter</p>

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				<p>exceed the quarterly charges payable for that particular link.</p> <p>Whenever the links are not functioning due to reasons attributable to Bank like earthing, UPS power, problems in Bank's router etc., the penalty for downtime will not be levied. The service provider has to record the above reasons and communicate to ITD, Administrative office then and there. The copy of this communication should be produced along with the invoice for claiming exemption in penalty.</p> <p>1. At all locations, for every percentage or part thereof, for down time over and above the MTTR allowed for respective location under Clause 8.9 – "Network Availability (SLA Network Uptime)", 1% of the charges payable from Quarterly Recurring Cost for every 1% downtime will be deducted as penalty.</p> <p>2. If the downtime over and above the MTTR exceeds 5% of the uptime committed as per Clause 8.9 – "Network Availability (SLA Network Uptime)", 80% of the charges payable to the particular site per Quarter will be deducted from the invoice amount payable for the quarter.</p> <p>When there is downtime in any of the data centres, all the locations which are connected to the respective data centre will be reckoned as down.</p>	<p>shall not exceed the quarterly charges payable for that particular link.</p> <p>The downtime of a link for an incident will be the time taken between "the date and time of Incident Ticket logged in the service portal of selected bidder or email sent by Bank for incident (in case of the service ticket portal is not available or down)" and "the date and time of resolution of the ticket with evidence of acceptance of the resolution by Bank". The downtime will exclude the</p> <p>Whenever the links are not functioning due to reasons attributable to Bank like earthing, UPS power, problems in Bank's router etc., the penalty for downtime will not be levied. The service provider has to record the above reasons and communicate to ITD, Administrative office then and there. The copy of this communication should be produced along with the invoice for claiming exemption in penalty.</p> <p>1. At all locations, for every percentage or part thereof, for down time over and above the MTTR allowed for respective location under Clause 8.9 – "Network Availability (SLA Network Uptime)", 1% of the charges payable from Quarterly Recurring Cost for every 1% downtime will be deducted as penalty.</p> <p>2. If the downtime over and above the MTTR exceeds 5% of the uptime committed as per Clause 8.9 – "Network Availability (SLA Network Uptime)", 80% of the charges payable to the particular site</p>

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					<p>per Quarter will be deducted from the invoice amount payable for the quarter.</p> <p>When there is downtime in any of the data centres, all the locations which are connected to the respective data centre will be reckoned as down.</p> <p>Maximum penalty per quarter will be 10% of total value of quarterly payments for all links.</p>
24	Section 8 - Terms and Conditions	35	8.12 Penalty Clauses Clause # 3	<p><u>3) SLA for Software Support</u></p> <p>Any software bug identified by Bank / vendor's service engineer would have to be fixed within the stipulated time depending upon the criticality of the issue. Refer to Clause 8.9</p>	<p><u>3) SLA for Software Support</u></p> <p>Any software bug identified by Bank / vendor's service engineer on the software used by the solution proposed by Bidder would have to be fixed within the stipulated time without violating the SLA for uptime of links and service condition and depending upon the criticality of the issue.</p>
25	Section 8 - Terms and Conditions	41	8.27 Order Cancellation	<p>OGB reserves its right to cancel the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to OGB alone;</p> <p>i. Delay in delivery and services beyond the specified period as set out in the Purchase Order before acceptance of the product; or,</p> <p>ii. Serious discrepancy in the quality of service expected.</p> <p>iii. If a Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading or information submitted by the bidder turns out to be incorrect and/or bidder conceals or suppresses material information.</p>	<p>OGB reserves its right to cancel the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to OGB alone with a cure period of 30 days;</p> <p>i. Delay in delivery and services beyond the specified period as set out in the Purchase Order before acceptance of the product; or,</p> <p>ii. Serious discrepancy in the quality of service expected.</p> <p>iii. If a Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading or information submitted by the bidder</p>

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				In case of order cancellation, any payments made by OGB to the Bidder for the particular service would necessarily have to be returned to OGB with interest @ 10% per annum from the date of each such payment. Further the Bidder would also be required to compensate OGB for any direct loss incurred by OGB due to the cancellation of the Purchase Order and any additional expenditure to be incurred by OGB to appoint any other Bidder.	turns out to be incorrect and/or bidder conceals or suppresses material information. In case of order cancellation, any payments made by OGB to the Bidder for the particular service would necessarily have to be returned to OGB with interest @ 10% per annum from the date of each such payment. Bank will release the payment for the services by the selected bidder and accepted by Bank till the effective date of termination. Further the Bidder would also be required to compensate OGB for any direct loss incurred by OGB due to the cancellation of the Purchase Order and any additional expenditure to be incurred by OGB to appoint any other Bidder.
26	Section 3 – Scope of Work	15	5. Backhaul	2) The backhaul should be provided on fiber media with cross-connect on copper (Ethernet) media and should be terminated on Gigabit Ethernet port of Bank's router at Data Center and Disaster Recovery Center.	2) The backhaul should be provided on fiber media with cross-connect on either copper (Ethernet) or fiber media as per port availability on proposed SDWAN device at DC and DR. The HUB devices provided by bidder shall connect to 1G Port of Bank's Firewall Cluster at Data Center and Disaster Recovery Center
27	Section 8 - Terms and Conditions	46	8.40 Master Service Agreement and Invoice Raising Mechanism	Bidder needs to sign an agreement with OGB. Bidder needs to note that all invoices raised on Bank needs to be spilt as per Clause 8.12 . However, for all coordination related to release of payments, penalty calculations and for any other clarification Bidder needs to liaise with OGB Head Office	Bidder shall sign an agreement with OGB within 30 days of receiving 1st phase of Purchase Order. Bidder shall raise invoices based on following categories for i. SDWAN device / Hardware / Pole Rental including Installation Charges at branches / offices ii. Bandwidth Rental of 2Mbps bandwidth per branch /office location

Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Amendment
					<p>iii. Dedicated support staff at OGB HO, Bhubaneswar.</p> <p>iv. Backhaul bandwidth to DC, Chennai.</p> <p>Bidder should raise only one invoice per quarter for each category mentioned above and the invoice should include the details of all links for the quarter.</p> <p>Along with the invoice, bidder should share a spreadsheet with all invoice data submitted for the respective quarter.</p> <p>On submission of correct invoices without any dispute along with all required document to the designated officer of Bank at Head Office, Bhubaneswar, Bank will release the payment though NEFT/ RTGS to the account details of selected bidder printed on the invoice within 45 days of receipt of the invoice after deduction of applicable penalties.</p>
28	APPENDIX 4 – FUNCTIONAL FEATURES	80	18	The SD-WAN Solution must support RA VPN for remote user connectivity	The SD-WAN Solution at DC and DR devices shall provide VPN services for remote user connectivity.
29	APPENDIX 2 – MANDATORY TECHNICAL SPECIFICATIONS	76	9	<p>The Proposed solution should be capable of configuring the CPE devices locally and overwrite the previous configuration that particular CPE in the controller.</p> <p>Proposed SD-WAN solution should be in the form of Hardware Appliance and must be Rack Mountable with Dual Power Supply for DC and DR. SDWAN devices at DC and DR should be mounted in standard 42U network rack of OGB with dual SMPS for dual</p>	<p>The Proposed solution may have capabilities of configuring the CPE devices locally and overwrite the previous configuration that particular CPE in the controller, however the CPE should get all configuration from central controller.</p> <p>Proposed SD-WAN solution should be in the form of Hardware Appliance and must be Rack Mountable with Dual Power Supply for DC and DR. SDWAN devices at DC and DR should be mounted in standard 42U network rack of OGB with dual SMPS</p>

Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Amendment
				<p>power supply and the each device should not cover more than 3U space.</p> <p>For other locations, Hardware Appliance with wall mounts with single power supply and in-built heat sink for better device cooling. Branch SDWAN device should have tabletop form factor and should be suitable for placement in Network rack (4U size).</p>	<p>for dual power supply and the each device should not cover more than 3U space.</p> <p>For other locations, Hardware Appliance with wall mounts with single power supply and in-built heat sink for better device cooling. Branch SDWAN device should have tabletop form factor and should be suitable for placement in Network rack (4U size in total for each locations).</p>
30	APPENDIX 2 – MANDATORY TECHNICAL SPECIFICATIONS	77	16	The SD-WAN should Support protocol functionality like Static Routes, OSPFv2, BGPv3, PBR, PfR based on predefined application SLA, Tunneling and NAT. The same Device/solution should be capable of IPv6 routing support for OSPF/ BGP when implementing IPv6.	The SD-WAN should Support protocol functionality like Static Routes, BGP , PBR, PfR based on predefined application SLA, Tunneling and NAT. The same Device/solution should be capable of IPv6 routing support for OSPF/ BGP when implementing IPv6.
31	Section 4 - Eligibility Criteria	18	3	<p>The bidder should have positive net worth for past three financial years i.e. 2018-19, 2019-20 and 2020-21 or calendar years 2019, 2020, 2021 or the Bidder's financial years.</p> <p>In case the Bidding Company is the result of a merger / acquisition, due consideration shall be given to the past financial results of the merging entity for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of OGB will be treated as final and no further correspondence will be entertained on this.</p> <p>In case the Bidding Company is the result of a demerger / hiving off, due consideration shall be</p>	<p>The bidder should have positive net worth or operating profit (after deduction of provision / payment towards AGR dues) for past three financial years i.e. 2018-19, 2019-20 and 2020-21 or calendar years 2019, 2020, 2021 or the Bidder's financial years. The above shall be evidenced in balance sheet or statement approved by CA.</p> <p>In case the Bidding Company is the result of a merger / acquisition, due consideration shall be given to the past financial results of the merging entity for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of</p>

Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Amendment
				<p>given to the past financial results of the demerged company for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of OGB will be treated as final and no further correspondence will be entertained on this.</p>	<p>OGB will be treated as final and no further correspondence will be entertained on this.</p> <p>In case the Bidding Company is the result of a demerger / hiving off, due consideration shall be given to the past financial results of the demerged company for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of OGB will be treated as final and no further correspondence will be entertained on this.</p>
32	Section 3 – Scope of Work	16	5. Backhaul Point# 6	<p>6) If the selected bidder is existing service provider to the bank, then they have to upgrade the existing backhuls as per above requirement and should migrate the billing of existing links to the above proposed billing model. In such case, the bidder should stop the billing for existing backhaul from date of installation of first link of first purchase order to be released.</p>	<p>6) Any of the existing service provider to Bank, being awarded as selected bidder shall provide separate backhaul as per clauses mentioned in RFP and these backhaul shall be independent of backhuls used for existing services. The new backhuls shall be terminated directly at the ports of selected bidder's devices at DC and DR.</p>
33	Section 8 - Terms and Conditions	30, 31	8.4 Term of the Order	<p>The term of the Notification of Award / Purchase Order / Contract Period shall be for a period of 5 years from date of release of 1st phase purchase order. The 1st phase PO shall be for 100 locations of branches or offices as listed in the APPENDIX 9. The 1st phase PO will also include</p> <p>The unit price of L1 bidder(s) will be awarded as rate contract to selected bidder for a period of 2 years from date of release of first purchase order. Bank at its sole discretion may release 2nd phase purchase order to extend the connectivity to maximum of additional</p>	<p>The term of the Notification of Award / Purchase Order / Contract Period shall be for a period of 5 years from date of release of 1st phase purchase order. The 1st phase PO shall be for 100 locations of branches or offices as listed in the APPENDIX 9. The 1st phase PO will also include</p> <p>The unit price of L1 bidder(s) will be awarded as rate contract to selected bidder for a period of 2 years from date of release of first purchase order. Bank at its sole discretion may release 2nd phase purchase order to extend the connectivity to maximum of</p>

Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Amendment
				<p>200 locations (other than 100 locations mentioned in 1st phase order) to other locations of bank as per rate contract within the period of 2 years. During this period of rate contract of 2 years, there should not be any upward revision in price. Bidder may extend any downward revision in price to bank during the period of rate contract.</p> <p>All links delivered as part of any phase of purchase order shall have the termination date of 5 years from date of release of 1st Purchase Order</p>	<p>additional 200 locations (other than 100 locations mentioned in 1st phase order) to other locations of bank as per rate contract within the period of 2 years. During this period of rate contract of 2 years, there should not be any upward revision in price. Bidder may extend any downward revision in price to bank during the period of rate contract.</p> <p>All links delivered as part of any phase of purchase order shall have the termination date of 5 years from date of acceptance of any of the backhaul link under this contract.</p>
34	APPENDIX 2 – MANDATORY TECHNICAL SPECIFICATIONS	77	19	19) The SD-WAN should support Quality of service (QoS) features for reducing packet loss, latency and hop count on the network. Should control and manage network resources by setting priorities for specific types of data on the network.	19) The SD-WAN should support Quality of service (QoS) features for better application performance considering the network packet loss and latency on the network. Should control and manage network resources by setting priorities for specific types of data on the network.
35	Section 4 - Eligibility Criteria	19	5	<p>The bidders should be a service provider and should have a valid Unified license as either Class A or Class B ISP for Odisha Telecom Circle.</p> <p>The validity of the license should be more than five years from the date of this RFP</p> <p><i>Bidder should upload the scanned copy of Unified ISP license.</i></p> <p><i>In case the bidder has license where validity is less than 5 years, a declaration should be submitted by the bidder regarding obtaining renewal/fresh license</i></p>	<p>The bidders should be a service provider and should have a valid Unified license as either Class A or Class B ISP for Odisha Telecom Circle or should be a Virtual Network Operator (VNO) having license to operate in Odisha having experience of SD-WAN service with at least 75 links under a single contract.</p> <p>The validity of the license should be more than five years from the date of this RFP</p> <p><i>Bidder should upload the scanned copy of Unified ISP license.</i></p> <p><i>In case the bidder has license where validity is less than 5 years, a declaration should be submitted by</i></p>

Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Amendment
					<i>the bidder regarding obtaining renewal/fresh license</i>
36	Section 4 - Eligibility Criteria	18	2	<p>The Bidder should have a minimum turnover of ₹ 40 Crores per annum in each of the last three financial years In India.</p> <p>In case the Bidding Company is the result of a merger / acquisition, due consideration shall be given to the past financial results of the merging entity for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of OGB will be treated as final and no further correspondence will be entertained on this.</p> <p>In case the Bidding Company is the result of a demerger / hiving off, due consideration shall be given to the past financial results of the demerged company for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of OGB will be treated as final and no further correspondence will be entertained on this.</p>	<p>The Bidder should have a minimum turnover of ₹ 5 Crores per annum in each of the last three financial years In India.</p> <p>In case the Bidding Company is the result of a merger / acquisition, due consideration shall be given to the past financial results of the merging entity for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of OGB will be treated as final and no further correspondence will be entertained on this.</p> <p>In case the Bidding Company is the result of a demerger / hiving off, due consideration shall be given to the past financial results of the demerged company for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of OGB will be treated as final and no further correspondence will be entertained on this.</p> <p>The relaxation to Turnover criteria is applicable for only for Startups (as defined by Department of Industrial Policy and Promotion) having valid recognition certificate from Department of Industry and Internal Trade (DPIIT) subject to meeting of quality & technical specifications as per this RFP</p>

Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Amendment
					and are in the business of provide network connectivity services.
37	Section 4 - Eligibility Criteria	19	7	The bidder should have commissioned and running at least 100 MPLS-VPN links or Internet wireline links within Odisha in last 5 years in a Public or Private Sector Bank /Financial Institutions / Government Organization within Odisha as on RFP submission date.	The bidder should have commissioned and running at least 75 MPLS-VPN links or Internet wireline links or wired broadband links or MPLS/internet links on RF links within Odisha in last 5 years in a Public or Private Sector Bank /Financial Institutions / Government Organization / Publicly listed company in India within Odisha as on RFP submission date.
38	APPENDIX 2 – MANDATORY TECHNICAL SPECIFICATIONS	76	10	Proposed solution should have on-premises Controller and Orchestrator to manage all the SD-WAN devices. The Controller should Manage, Orchestrate and Visualize the devices. The Controller and Orchestrator can be placed in two hardware each at DC and DR. Controller or Orchestrator should not have any component except from firmware or software update from cloud.	Proposed solution should have on-premises Controller and Orchestrator to manage all the SD-WAN devices. The Controller/Orchestrator should Manage and Visualize the devices. The Controller and Orchestrator can be placed in two hardware each at DC and DR. Controller and Orchestrator should not have any component except from firmware or software update from cloud. Bidder can provide solution having both controller and orchestrator in same device or appliance each at DC and DR.
39	APPENDIX 4 – FUNCTIONAL FEATURES	79	11	The SD-WAN must be able to perform priority queuing in order to prioritize packet flows for each traffic class.	The SD-WAN must be able to provide to set QoS for prioritizing the packet flows based on traffic class.
40	Section 4 - Eligibility Criteria	19	6	The bidder should have commissioned and running at least 100 SD-WAN managed links in an organization or company across India in last 5 years.	The bidder should have commissioned and running at least 50 SD-WAN managed links in an organization or company across India in last 5 years.
42	Checklist	7	1	1. ₹11,800.00 (Rupees Eleven Thousand Eight Hundred only) including GST towards cost of Bid document in form of Demand Draft issued by any commercial bank in India. The scanned copy of the Demand Draft	1. ₹2,950.00 (Rupees Two Thousand Nine Hundred Fifty only) including GST towards cost of Bid document in form of Demand Draft issued by any commercial bank in India. The scanned copy of the

Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Amendment
				to be uploaded in e-Procurement portal and the original DD must reach at Head Office of OGB on or before last date of submission of bid along with other documents	Demand Draft to be uploaded in e-Procurement portal and the original DD must reach at Head Office of OGB on or before last date of submission of bid along with other documents
43	Section 5 - Instruction to Bidders	22, 23	B. Preparation of Bid 5.6 Bid Cost and Exemptions	<p>The Bidders can submit the bid response at e-procurement portal of OGB along with non-refundable amount of ₹11,800.00 (Rupees Eleven Thousand Eight Hundred only) including GST in form of Demand Draft drawn in favor of "Odisha Gramya Bank" payable at Bhubaneswar</p> <p>The scanned copy of the Demand Draft to be uploaded in e-Procurement portal and the hard copy of the DD must reach at "Information Technology Department, 2nd Floor, Odisha Gramya Bank, Head Office, Gandamunda, Khandagiri, Bhubaneswar – 751030" before last date of submission of bid along with other documents.</p> <p><i>Exemption of Bid Cost will be allowed to bidder registered under MSME / NSIC / Udayog Aadhar as Micro & Small Enterprises of service industry under category relevant to this RFP and on submission of photo copy of registration certification from relevant authority of Govt. of India. Bidder should upload scanned copy of required valid certificate in Bank's e-Procurement portal and need not send any hardcopy</i></p>	<p>The Bidders can submit the bid response at e-procurement portal of OGB along with non-refundable amount of ₹2,950.00 (Rupees Two Thousand Nine Hundred Fifty only) including GST in form of Demand Draft drawn in favor of "Odisha Gramya Bank" payable at Bhubaneswar</p> <p>The scanned copy of the Demand Draft to be uploaded in e-Procurement portal and the hard copy of the DD must reach at "Information Technology Department, 2nd Floor, Odisha Gramya Bank, Head Office, Gandamunda, Khandagiri, Bhubaneswar – 751030" before last date of submission of bid along with other documents.</p> <p>Exemption of Bid Cost has been withdrawn for MSEs as per Manual for Procurement updated in June 2022 and available in https://cvc.gov.in/?q=guidelines/tender-guidelines</p>
45	Section 5 - Instruction to Bidders	23	5.7 Earnest Money Deposit (EMD) and Exemptions	The Bidder is required to deposit ₹2,00,000/- (Rupees Two Lakhs only) in the form of Bank Guarantee issued by a scheduled commercial bank valid for 6 months, with a claim period of 3 months after the expiry of	The Bidder is required to deposit ₹2,00,000/- (Rupees Two Lakhs only) in the form of Bank Guarantee issued by a scheduled commercial bank valid for 6 months, with a claim period of 3 months after the expiry of validity of the Bank

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				<p>validity of the Bank Guarantee as per the statutory provisions in this regard, as per format in Annexure B.</p> <p>No interest will be paid on the EMD.</p> <p>The scanned copy of the Bank Guarrantee to be uploaded in e-Procurement portal and the hard copy of the BG must reach at "Information Technology Department, 2nd Floor, Odisha Gramya Bank, Head Office, Gandamunda, Khandagiri, Bhubaneswar – 751030" before last date of submission of bid along with other documents.</p> <p><i>Exemption of EMD will be allowed to bidder registered under MSME / NSIC / Udayog Aadhar as Micro & Small Enterprises of service industry under category relevant to this RFP and on submission of photo copy of registration certification from relevant authority of Govt. of India. Bidder should upload scanned copy of required valid certificate in Bank's e-Procurement portal and need not send any hardcopy</i></p>	<p>Guarantee as per the statutory provisions in this regard, as per format in Annexure B.</p> <p>No interest will be paid on the EMD.</p> <p>The scanned copy of the Bank Guarrantee to be uploaded in e-Procurement portal and the hard copy of the BG must reach at "Information Technology Department, 2nd Floor, Odisha Gramya Bank, Head Office, Gandamunda, Khandagiri, Bhubaneswar – 751030" before last date of submission of bid along with other documents.</p> <p>Exemption of EMD has been withdrawn for MSEs as per Manual for Procurement updated in June 2022 and available in https://cvc.gov.in/?q=guidelines/tender-guidelines</p>
46	Section 8 - Terms and Conditions	31	8.6 Performance Bank Guarantee	<p>The vendor shall, within 30 days of receipt of Purchase Order, submit a Performance Guarantee in the form of Bank Guarantee (PBG) equal to 10% of total value of the Purchase order (exclusive of taxes), valid for 6 years, with a claim period of 6 (Six) months from the date of expiry of the validity period of the Bank Guarantee (BG), as per statutory provisions in force. In case the successful bidder does not submit the PBG, OGB shall withhold an amount equal to 10% of the invoice value from the payments due to the bidder. Format for Performance Bank Guarantee provided in "Annexure B".</p>	<p>The vendor shall, within 30 days of receipt of Purchase Order, submit a Performance Guarantee in the form of Bank Guarantee (PBG) equal to 3% of total value of the Purchase order (exclusive of taxes), valid for 6 years, with a claim period of 60(Sixty) days from the date of expiry of the validity period of the Bank Guarantee (BG), as per statutory provisions in force. Format for Performance Bank Guarantee provided in "Annexure B".</p> <p>On release of 2nd phase purchase order, the vendor shall submit a fresh bank guarantee with</p>

Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Amendment
				On release of 2nd phase purchase order, the vendor shall either submit a new Bank Guarantee or should issue an amendment to the Bank Guarantee submitted for 1st phase purchase order.	validity end date of remaining contract period with a claim period of 60 (sixty) days.

Section 1 – (Revised) Bid Schedule and Address

S.No	Description of Information/ Requirement	Information / Requirement	Revised Bid Schedule
1.	Tender Reference Number	OGB/RFP/ITD/NETWORK/008/2022-23	OGB/RFP/ITD/NETWORK/008/2022-23
2.	Date of Issue of RFP	19 th July 2022	19 th July 2022
3.	Last date for receipt of queries, if any.	26 th July 2022, 14:00 hours	26 th July 2022, 14:00 hours
4.	Pre Bid Meeting	27 th July 2022, 11:00 hours	27 th July 2022, 11:00 hours
5.	Last date for receipt of queries, if any.	04 th August 2022, 14:00 hours	10th August 2022, 14:00 hours
6.	Pre Bid Meeting – 2 (As per discretion of Bank)	05 th August 2022, 15:00 hours	11th August 2022, 15:00 hours
7.	Bid Submission Mode.	Through e-procurement portal: https://odishabank.abcprocure.com/EPROC/	Through e-procurement portal: https://odishabank.abcprocure.com/EPROC/
8.	Last Date and Time for submission of bids along with supporting documents through the above	22 nd August 2022 on or before 15:00 hours	22 nd August 2022 on or before 15:00 hours
9.	Last date, time and place for submission of Original Bid Cost (DD), Bank Guarantee towards EMD, Integrity Pact and Power of Attorney.	22 nd August 2022 on or before 15:00 hours at the Bank's Information Technology Department, Head Office, Bhubaneswar. (Should be submitted to the contact officials in person).	22 nd August 2022 on or before 15:00 hours at the Bank's Information Technology Department, Head Office, Bhubaneswar. (Should be submitted to the contact officials in person).
10.	Date, time and venue for opening the technical bid.	22 nd August 2022 at 16:00 hours at the Bank's Information Technology Department, Bhubaneswar.	22 nd August 2022 at 16:00 hours at the Bank's Information Technology Department, Bhubaneswar.
11.	Date, time and venue for opening the commercial bid	Will be intimated to technically short-listed bidders.	Will be intimated to technically short-listed bidders.

Table#2: Clarification on queries of bidders

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
1	Infinity Labs	19	4.1 Eligibility Criteria; Clause#8	Bidder should have a valid and existing SEI CMMi level 5 Certification and should ensure that the certification is valid during the entire tenure of the project	Requesting the re-consideration and removal of this clause CMMi levels are not generally associated system integrators but ERP and other application deployment companies.	Amended: Please refer to Table# 1, Point# 2
2	Infinity Labs	81	APPENDIX 5 – SECURITY FEATURES; Clause# 11 and 12	Basic security features should be available with the all branch router like IPS. The setup at DC and DR should have all industry standard security features enabled from day one, including IPS & IDS.	Requesting the re-consideration and removal of this clause The general WAN architecture of banks that back hauls all traffic to the DC don't require UTM capabilities like IPS/IDS, Zero-day protection etc. as it's a recurring cost. The endpoint security would be able to handle branch protection to an extend in addition to the centralized gateway security solution. The solution would provide firewall ACL to control the traffic flow which is sufficient as cost effective option. Hence requesting you to reconsider this requirement and modify this clause	Amended: Please refer to Table# 1, Point# 3
3	Infinity Labs	77	APPENDIX 2 – MANDATORY TECHNICAL SPECIFICATION Clause# 23	The Proposed Branch Hardware must have minimum 4 Gig enabled Universal Ports, These ports should be not pre-defined for WAN/ LAN. Device should allow to define WAN/ LAN as per the requirement without any restriction. Proposed Hardware must have minimum 2 USB Port for LTE use and one console port in form of Ethernet interface.	Requesting the re-consideration and modification of this clause The requirement of local management of an SD-WAN router is very limited as the entire solution would 98% managed from the centralized controller. Hence a management port could also meet the use case of local router access. Therefore, requesting you to kindly allow one of the 4 Gig ports to be used as a management port and remove the need for additional console port	Amended: Please refer to Table# 1, Point# 4

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
4	Infinity Labs	76	APPENDIX 2 – MANDATORY TECHNICAL SPECIFICATIONS Clause# 4	"Proposed SDWAN OEM should be listed in leader's quadrant of Gartner's report 2021. Note: OEM with Make in India will be considered with satisfactory performance report or letter from any Govt. organization or any Bank in India with at least 100 deployed locations. The letter from client should be self-explanatory to understand high customer satisfaction with the proposed SD-WAN product.	Please confirm that Public Limited and Semi Government Companies are covered in this	Amended: Please refer to Table# 1, Point# 5
5	Airtel	76	APPENDIX 2 – MANDATORY TECHNICAL SPECIFICATIONS / Product Model Number for branches– Clause# 1	Proposed SDWAN solution should be based on Network Function Virtualization principal.	Kindly Remove This is vendor specific as this is talking about a VM based solution whereas many of the leading SDWAN vendors propose the solution in appliance based offerings as per their architecture of achieving SDWAN. Moreover in the proposed solution, single appliance can handle SDWAN functionality as well as all security functionality together & makes the deployment most simple to maintain. So there is no need of a virtualized paltform where different VMs will be deployed for achieving different functionality making the deployment more complex & multiple level of dependencies. So requesting to kindly modify the clause so that the vendors who are listed in the Leader's quadrant of Gartner magic quadrant can comply & participate	Amended: Please refer to Table# 1, Point# 6
6	Airtel	77	APPENDIX 2 – MANDATORY TECHNICAL SPECIFICATIONS / Product Model	Device Operating Conditions: a. Branch SD-WAN should seamlessly operate within Temperature range from 0 to 50°C considering extreme	Kindly modify the clause as "Device Operating Conditions: a. Branch SD-WAN should seamlessly operate within Temperature range from 0 to 40°C considering extreme environmental	Amended: Please refer to Table# 1, Point# 7

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
			Number for branches– Clause#22	environmental condition at several branches	condition at several branches" Kindly modify the clause to 0 to 40°C, so that all the vendors who are listed in the Leader's quadrant of Gartner magic quadrant can comply & participate	
7	Airtel	77	APPENDIX 2 – MANDATORY TECHNICAL SPECIFICATIONS / Product Model Number for branches– Clause#23	The Proposed Branch Hardware must have minimum 4 Gig enabled Universal Ports, These ports should be not pre-defined for WAN/ LAN. Device should allow to define WAN/ LAN as per the requirement without any restriction. Proposed Hardware must have minimum 2 USB Port for LTE use and one console port in form of Ethernet interface.	Kindly modify the clause as "The Proposed Branch Hardware must have minimum 4 Gig enabled Universal Ports, These ports should be not pre-defined for WAN/ LAN. Device should allow to define WAN/ LAN as per the requirement without any restriction. Proposed Hardware must have minimum 2 USB Port or 1 USB + 1 SIM Slot for LTE use and one console port in form of Ethernet interface." Kindly modify the clause to 2 USB Port or 1 USB + 1 SIM Slot for LTE, so that all the vendors who are listed in the Leader's quadrant of Gartner magic quadrant can comply & participate. Moreover the RFP has asked for external antennas for LTE connections. So in that case, copper connectivity will come from the antenna to the SDWAN appliance. So ideally one USB port should be sufficient if required in emergency case so that one USB dongle can be terminated directly on the SDWAN appliance.	Amended: Please refer to Table# 1, Point# 4
8	Airtel	78	APPENDIX 3 – DC / DR HARDWARE SPECIFICATIONS / Product Model Number for DC & DR– Clause#1	The Appliance should have the capability to handle minimum 1 Gbps of Encrypted Throughput. This minimum 1 Gbps aggregated encrypted throughput is derived from the current and near future requirement. Bidder should enhance the throughput as per requirement of the project during the	No solution can be scalable till infinite as every hardware or processing unit has an upper limit. So kindly clarify that how much maximum enhancement is required for the project & then the solution can be proposed accordingly	Clarification: The bidder and OEM need to evaluate the requirements of Bank as per SOW of this RFP and should factor the sizing of the devices proposed. Bidder shall improve the devices either by

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
				contract period to ensure seamless operation of branch connectivity		replacement or by enhancement, on Bank finding any shortcoming on performance of solution provided by the bidder within the scope of this RFP and during the contract period.
9	Airtel	78	APPENDIX 3 – DC / DR HARDWARE SPECIFICATIONS / Product Model Number for DC & DR– Clause#2	The Appliance should have following minimum configurations: 1. 4 x1G/10G SFP + Ports & 6x1G RJ45 Ports WAN ports. 2. The devices should be populated with Hot swappable dual power supply with dual in-mount SMPS. 3. The devices should be populated with minimum of 8GB RAM & 64 GB SSD 4. The devices should be 2 USB ports and 1 Console Port	Kindly modify the clause as "The Appliance should have following minimum configurations: 1. 4 x1G/10G SFP + Ports & 6x1G RJ45 Ports WAN ports. 2. The devices should be populated with Hot swappable dual power supply with dual in-mount SMPS. 3. The devices should be populated with minimum of 8GB RAM & 64 GB SSD 4. The devices should be 1 USB ports and 1 Console Port" Ideally USB Port shouldn't be required at the DC end SDWAN appliance. Still if it is required for one rare of the occasion, then also one USB port should be sufficient enough for DC appliance. So requesting to kindly modify the clause with 1 USB port requirement.	Amended: Please refer to Table# 1, Point# 8
10	Airtel	78	APPENDIX 3 – DC / DR HARDWARE SPECIFICATIONS / Product Model Number for DC & DR– Clause#6	The proposed solution should be based on true SDN architecture with separate control plane and data plane and should not be based on ASIC architecture	Kindly modify the clause as "The proposed solution should be based on true SDN architecture with separate control plane and data plane" Different OEM has different hardware architecture. Among the industry leading Security vendors (Leaders as per Gartner & NSS Lab results) some uses ASIC whereas some uses FPGA & some other uses Multicore Processors to deliver the required	Amended: Please refer to Table# 1, Point# 9

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
					high end & stable performances. So the solution should deliver the required performance irrespective of its hardware architecture. Thus requesting to modify this clause to make the specification generic so that the vendors who are listed in the Leader's quadrant of Gartner magic quadrant can comply & participate	
11	Airtel	79	APPENDIX 4 – FUNCTIONAL FEATURES / The SD-WAN solution proposed should have following minimum functional features. Clause#7	The SD-WAN should support Link failover due to packet loss, Latency, Jitter and hop count.	Kindly modify the clause as "The SD-WAN should support Link failover due to packet loss, Latency and Jitter and hop count or upload/download bandwidth." Hop Count based SLA is not supported in the proposed solution as ideally hop count is not a logical SLA as even if with lesser hop count the latency can be higher based on the congestion on the link. Rather defining SDWAN SLAs based on upload & download bandwidth can be a useful use case. So requesting to modify this clause as mentioned in the change request.	Amended: Please refer to Table# 1, Point# 10
12	Airtel	79	APPENDIX 4 – FUNCTIONAL FEATURES / The SD-WAN solution proposed should have following minimum functional features. Clause#14	The SD-WAN should have built in support for IPsec VPN and there shouldn't be any user license restriction	No solution can be scalable till infinite as every hardware or processing unit has an upper limit. So kindly clarify that how much maximum VPN tunnel support is required for the project & then the solution can be proposed accordingly	Clarification: Bidder and OEM shall evaluate the requirement and propose the solution. The requirement of licenses differs based on OEM. Hence, Bank will not be able to provide any license restrictions. OEM may explore to propose customize licensing model to meet the requirement of this RFP.
13	Airtel	82	APPENDIX 6 – SD-WAN MANAGEMENT / The SD-WAN	Management or Controller shall be able to monitor the Network statistics including continuous performance monitoring of hop count, latency and	Kindly modify the clause as "Management or Controller shall be able to monitor the Network statistics including continuous performance monitoring of hop count or	Amended: Please refer to Table# 1, Point# 11

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
			solution proposed should have following minimum management features. Clause#9	packet loss for all network paths/ link utilization.	upload/download bandwidth, latency and packet loss for all network paths/ link utilization." Hop Count based SLA is not supported in the proposed solution as ideally hop count is not a logical SLA as even if with lesser hop count the latency can be higher based on the congestion on the link. Rather defining SDWAN SLAs based on upload & download bandwidth can be a useful use case. So requesting to modify this clause as mentioned in the change request.	
14	Airtel	82	APPENDIX 6 – SD-WAN MANAGEMENT / The SD-WAN solution proposed should have following minimum management features. Clause# 13	The solution will allow administrator to forward alerts from the system using email, SMS.	Kindly modify the clause as "The solution will allow administrator to forward alerts from the system using email or SMS." Kindly modify the clause as requested so that the vendors who are listed in the Leader's quadrant of Gartner magic quadrant can comply & participate	Amended: Please refer to Table# 1, Point# 12
15	Airtel	82	APPENDIX 6 – SD-WAN MANAGEMENT / The SD-WAN solution proposed should have following minimum management features. Clause# 15	The solution should provide capability of remote diagnostics like Ping, trace route, testing VPN connectivity, Speed test, Metered Trace Route list active flows, paths, flush active flows etc., through a centralized GUI without the requirement of login into CLI of individual branches	Kindly clarify what is expected through Metered Trace Route list active flows & flush active flows.	Amended: Please refer to Table# 1, Point# 13
16	Airtel	83	APPENDIX 7 – SD-WAN REPORTING	The SD-WAN should support report generation for Network statistics link	Kindly modify the clause as "The SD-WAN should support report generation for	Amended: Please refer to Table# 1, Point# 14

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
			/ The SD-WAN solution proposed should have following minimum reporting features Clause#3	utilization and path performance including; a. Packet loss in the links b. Jitter on the links c. Latency of Links d. Hop count	Network statistics link utilization and path performance including; a. Packet loss in the links b. Jitter on the links c. Latency of Links d. Hop count or upload/download bandwidth" Hop Count based SLA is not supported in the proposed solution as ideally hop count is not a logical SLA as even if with lesser hop count the latency can be higher based on the congestion on the link. Rather defining SDWAN SLAs based on upload & download bandwidth can be a useful use case. So requesting to modify this clause as mentioned in the change request.	
17	Airtel	84	APPENDIX 8 – LICENSE / The SD-WAN solution proposed should have following minimum licensing. Clause# 1	Licensing: should be per device license for unlimited users for VPN (IPsec Site to Site) and other features. There should not be any user/IP/host/bandwidth-based licenses	No solution can be scalable till infinite as every hardware or processing unit has an upper limit. So kindly clarify that how much maximum VPN tunnel support is required for the project & then the solution can be proposed accordingly	Clarification: The licensing model are different across OEM. Hence, the Licensing requirement shall be evaluated by OEM and Bidder to meet the requirement of this RFP. OEM may explore to propose customize licensing model to meet the requirement of this RFP
18	Airtel	13	Section 3 – Scope of Work Clause# 1.2	Total numbers of locations to be connected through SD-WAN will be maximum of 300 branches, excluding 2 data centers. The procurement will be done in 2 phases	As total branch location are 549 and here bank has asked the only 300 SDWAN boxes , so we request bank to kindly confirm the location details where bidder need to provide the SDWAN along with the link connectivity and assuming at remaining location bidder need to provide the connectivity kindly confirm	Clarification: Please refer to the point number 2 under clause Broad Scope of Work "Section 3 – Scope of Work".

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
19	Airtel	14	Section 3 – Scope of Work Clause#1.9	All devices provide by bidder at branches and data centers should be under comprehensive warrantee of bidder. Bidder should either repair or replace the faulty parts or devices or cables provided, without any cost to the bank during the contract period.	We request Bank to lease exclude the below mention cases 1) Power issue at customer end. 2) Improper earthing at site. 3) Equipment damaged due to water seepage or stolen from the location. 4) Any condition which is beyond the control of bidder.	Amended: Please refer to Table# 1, Point# 15
20	Airtel	14	2. Underlay network for Branches: Clause#2.2	Rest of the locations must be provided with at least one connectivity on either RF with maximum height of 6 m or through Fiber.	We request Bank to please allow at least 18 Mt tower height	Amended: Please refer to Table# 1, Point# 16, 17
21	Airtel	15	Section 3 – Scope of Work Clause#3.4	All equipment provided by Services Provider should operate in a non-AC environment.	We request Bank to please provide the proper room with AC cooling	Clarification: Air Conditioning (AC) environment cannot be provided at Branch premise.
22	Airtel	17	Section 3 – Scope of Work Clause#7	Bidder should provide a dedicated resident support engineer under pay-roll of bidder at Head Office of Odisha Gramya Bank.	We request bank to pls allow bidder to heir the resource on partner pay roll and also please confirm from when bidder need to depute the resource in bank DC	Amended: Please refer to Table# 1, Point# 19
23	Airtel	31	Section 3 – Scope of Work Clause#8.8	1. Delivery and Up-gradation of Backhaul Selected Bidders in all three Category has to either up-grade or deliver redundant backhaul at both DC and DR as per Section 3, Clause 5 - "scope of work" within 4 weeks of release of purchase order.	we request Bank to please provide min 280 days as there is huge delay from all the OEM in providing the hardware due to semi conductor issue	Amended: Please refer to Table# 1, Point# 18
24	Airtel	32	Section 3 – Scope of Work Clause#8.8.2	1st 2. Delivery Schedule for phase PO 1st The vendor should deliver the links as part of phase PO as per below schedule:	we request Bank to please provide min 280 days as there is huge delay from all the OEM in providing the hardware due to semi conductor issue	Amended: Please refer to Table# 1, Point# 18

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
25	Airtel	32	Section 3 – Scope of Work Clause#8.8.3	Delivery Schedule for 2nd phase PO or additional Pos	we request Bank to please provide min 280 days as there is huge delay from all the OEM in providing the hardware due to semi conductor issue	Amended: Please refer to Table# 1, Point# 18
26	Airtel	33	Section 3 – Scope of Work Clause#8.8.10	8.10Link up-gradation (SLA for Up-Gradation): Any Up-gradation of bandwidth at any of the branches/location should be made available within 21 days from the date of work order from controlling office of Bank and the same should be provided without any downtime for the existing systems and network. Also the Up-gradation of Bandwidth on demand should be provided, wherever feasible, without any change in the media already provided.	we request bank to please provide the 45 days to upgrade any link and it will depend on the feasibility also	The clause in RFP remains unchanged
27	Airtel	33	Section 3 – Scope of Work Clause#8.12.2	Penalty will be applicable for late delivery of the a link(s), and ₹1,000/- per week delay for each delayed delivered link will be deducted as penalty for failure as indicated in the RFP with the maximum penalty of total quarterly charges of one quarter for respective PO.	we request Bank to please reduce the penalty as this is at very higher side	The clause in RFP remains unchanged
28	Airtel	35	Section 3 – Scope of Work Clause#8.12	If the delay is beyond 16 weeks for any link, the phase 3 payment of the links will be withheld till the commissioning is completed and the Bank reserves the right to invoke the performance guarantee submitted by the successful bidder.	We request bank to please remove this clause	The clause in RFP remains unchanged
29	Airtel	36	Section 3 – Scope of Work Clause#8.14	Support staff Reported leave of a resource / engineer for maximum of 3 days in a quarter will be considered as billable	We request Bank to please specify the requirement of resources with their location and shift timing , we assume that apart	The clause in RFP remains unchanged

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
				period. Bidder to do alternate resource arrangement for any absence of more than 3 days for a billable resource or engineer. Maximum of one resource in a location can be allowed for leave at a time.	from weekly off resource can take 3 leaves per quarter	
30	Airtel	36	Section 3 – Scope of Work Clause#8.15	rate contract in the scope of this RFP. The shifting activity should be completed within two weeks from date of release of PO through e-mail only. Hard copy of PO may be collected by Provider for their requirement. The links have to be shifted within a period of 10 days from the Date of request for Shifting or the Date of Intimation from the Bank about the Site readiness at new location whichever is later. In case of shifting of link, the vendor has to provide all necessary material and work force within the approved shifting rate.	it will be as per feasibility and we request bank to please provide at least 45 days for shifting	The clause in RFP remains unchanged
31	Airtel		General	Site access and permission	All kind of permission/access at site from feasibility check to link delivery will be arranged by customer. In building internal cable routing in false ceiling and under POP wall will be in customer scope of work	Amended: Please refer to Table# 1, Point# 20
32	Airtel		General	Power and earthing	RACK Space, Proper power supply and earthing arrangement for the bidder network devices will be arranged and maintained by customer.	Amended: Please refer to Table# 1, Point# 20
33	Airtel		General	Network equipment safety	All the network equipment's delivered by bidder at customer site for the Services should be kept under safe custody by the customer. In case any device found lost or damaged due to customer attribute than	Amended: Please refer to Table# 1, Point# 20

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
					customer has to bear the cost for lost/damaged as well as new device.	
34	Airtel		General	Central spoke	Central spoke from customer is required to -> address and resolve all customer end issues. -> provide link delivery acceptance -> weekly/monthly project review -> Invoice submission and clearance.	Clarification: Bank will assign an Officer for this project management for delivery acceptance, reviews, Invoice submission.
35	Airtel		General	Delivery and signed off report	Scanned copy of the delivery, installation document will be shared with the customer on mail. Customer will provide the signoff for delivered locations billing (Site wise Billing) within 48 hours.	Amended: Please refer to Table# 1, Point# 21
36	Airtel		General	Site readiness	Customer has to ensure the site readiness before bidder depute engineer at site for installation. Delay due to site readiness will not be consider under the delivery time lines and no penalty or LD will be applicable on bidder.	Please refer to Clause "1) Timeline and Penalty for delay in project implementation:" under "8.12 Penalty Clauses:" in RFP.
37	Airtel		General	Acceptance criteria	Acceptance should be provided Site wise and should be released within 24-48 hours of delivery and acceptance criteria will be ping test from DC/DR to remote locations.	Amended: Please refer to Table# 1, Point# 22
38	Airtel		General	Bidder scope of work	Bidder scope of work will be limited to provide and maintained the last mile connectivity. Bidder will not be liable to provide any service beyond LAN interface termination on customer network device.	Clarification: Bidder's scope is limited to the SOW in this RFP. The objective of bidder shall be to provide a secured SDWAN connectivity between Bank's HUBs and branches and to terminate the link at bank's designated switch port of branch.
39	Airtel		General	ROW Permissions	Customer support is requested for the ROW permission, no penalty/LD will be	Amended: Please refer to Table# 1, Point# 16

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
					applicable incase there is any delay in getting ROW approval from the concerned authority.	The link shall be delivered within the SLA and necessary approval from local authority shall be taken by Bidder prior to delivery to meet the SLA.
40	Airtel		General	First level troubleshooting	In case of connectivity down, FLT will be done by the customer spoke available at site. No downtime will be attribute to bidder incase the local person is not available at site or on site access is not available for the bidder engineer to check after the FLT.	Clarification: FLT shall be done by the engineer deputed by selected bidder at Head Office.
41	Airtel		General	Shifting /change in location	Charges will be applicable incase the shifting request is receive from customer after the link delivery. Customer has to release the LOC (Letter of Commissioning) for the delivered link and than shifting PO will be place to bidder. Shifting time lines will be confirm as per the feasibility at new locations.	Clarification: Refer to the clause # 8.15 Shifting of Link. Charges will be paid for shifting of commissioned links only.
42	Airtel		General	SLA calculation	SLA/downtime calculation will be done basis the trouble ticket raised by the customer with the bidder central helpdesk. Bidder will share the monthly uptime report with the customer where all the SR will be captured along with detailed RFO/RCA.	Amended: Please refer to Table# 1, Point# 23
43	Airtel		General	SLA Exemption	NO SLA penalty will be applicable on bidder incase the location is down due to 1) Power issue at customer end. 2) Improper earthing at site. 3) Equipment damaged due to water seepage or stolen from the location. 4) Access not available at site for the bidder engineer to check the issue. 5) LC not available at site.	Amended: Please refer to Table# 1, Point# 15

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					6) Any condition which is beyond the control of bidder.	
44	Airtel		General	Not Feasible	In case, any of the location is declared as Not Feasible due to any constraint which is beyond the control of the bidder then bidder have the right of declare the location technically not feasible and no penalty/LD must be applicable for the same and the site will be excluded from bidder scope.	The clause in RFP remains unchanged
45	RIL	30	Clause# 8.3	Bank reserve its rights to place partial order to selected bidder after exclusion of particular "Section(s)", if the respective "Section" founds to be not reasonable as per market standard.	Are these sections specific to technical ones and not limited to commercial sections	Clarification: This section refers to the number of links only.
46	RIL	31	Clause# 8.8 to 8.12	Additional	Requesting Customer to please add exclusions to Service Levels as follows: Service availability Percentage, Network Latency, Network Packet Loss, Jitter and MT Repair measurements do not include Downtime resulting in whole or in part from one or more of the following causes: I. Any act or omission on the part of the Customer including but not limited to failure to notify the Customer care Desk of Bidder through the process defined by Bidder of a Service Disruption ii. The failure of Last Mile Access (Fixed Line / wireless) obtained from third party that is not provided or managed by Company. iii. The failure of Customer's applications, equipment, or facilities including any third party equipment iv. Refusal by Customer to allow testing or repair of Service or Service Equipment and	Please refer to the RFP clause "8.12 Penalty Clauses".

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
					<p>use by Customer of the Service on an impaired basis, including refusal to allow access to Customer Premises to the Company personnel,</p> <p>v. Customer not providing stable power and the other infrastructure required for Service Equipment and/or CPE</p> <p>vi. Events or occurrences that result in "No problem Found" Trouble Tickets</p> <p>vii. Trouble Tickets associated with new installations or upgrades</p> <p>viii. Customer initiated change request in the service while the change request is under progress.</p> <p>ix. Planned repairs, modifications or maintenance notified to Customer in advance,</p> <p>x. Unauthorized changes to Service Equipment or CPE made by Customer without notifying the Company,</p> <p>xi. Suspension of Service by the Company</p> <p>xii. Force Majeure Events,</p> <p>xiii. Customer scheduled maintenance</p>	
47	RIL	39	Clause# 8.22	Indemnity	<p>The events prescribed for indemnity under this clause are very open ended and broad. Request you to limit indemnity events only to third party claims resulting in death and damage to property while the resources are at the premises of the client, infringement of intellectual property within India of equipments billed to the client and in case of violation of laws applicable for provision of services under the RFP. Kindly confirm.</p> <p>Also, would request indemnity from the client for violation of laws for the use of</p>	<p>The clause in RFP remains unchanged</p>

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
					services and third party claims arising out of death and damage to property while at the premises of the client for reasons solely attributable to the client.	
48	RIL	40	Clause# 8.24	Prohibition of Conflicting Activities	Request you to elaborate on particular events which can be specified as conflicting activities.	Clarification: The clause in RFP is self-explanatory.
49	RIL	40	Clause# 8.25	Exit option and contract re-negotiation	In the event there is any software to be deployed, OGB to confirm if it is fine in the execution of the end user license agreement.	Clarification: Bank can execute end user license agreement after due verification and within the scope of this RFP.
50	RIL	41	Clause# 8.27	Order Cancellation	The events of termination are very broad and open ended. Since these are regulated telecommunication services, request you to limit the termination for default on the part of the bidder only by giving 30 days prior written notice to cure the breach and such termination to be invoked only in the case of non performance of 3 consecutive SLA measurement periods and where the bidder has failed to cure the breach. Further, considering that telecom services are already consumed by the client, there can be no refund of payment for services which are previously consumed or any interest on such payment and request you to delete the risk purchase clause. Also, the compensation for direct losses are only for the events agreed to under indemnity and only if proved in the competent court.	Amended: Please refer to Table# 1, Point# 25
51	RIL	44	Clause# 8.32 (7)	The Bidder agrees not to hire, solicit or accept solicitation either directly or	Request you to make the clause mutual and add exception for newspaper	The clause in RFP remains unchanged

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				through a third party from any of the employees of the Bank directly involved in this contract during the period of contract and one year thereafter, except as the parties may agree on the case to case basis	advertisement not aimed at any particular individual	
52	RIL	45	Clause# 8.36	Intellectual Property Rights	For the sake of clarity the intellectual property rights of any software deployed to be owned by the licensors.	Clarification: The intellectual property rights of any software deployed to be owned by the licensors
53	RIL	46	Clause# 8.38	No Damage of OGB Property	We understand that such damage should be solely attributable to the bidder and limited to the amount of court awarded damages.	The clause in RFP remains unchanged
54	RIL	59	Clause# Annexure K(Integrity Pact)-2.12	If the BIDDER or any employee of the BIDDER or any person acting on behalf of the- BIDDER, either directly or indirectly, is a relative of any of the officers of the BUYER, or alternatively, if any relative of an officer of the BUYER has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of tender. The term 'relative' for this purpose would be as defined and prescribed under Section 6 of the Companies Act 1956 and as defined and prescribed under Section 2(77) of the Companies Act 2013 and the relevant Rules made there under.	Request the Compliance be restricted to key employees of the Bidder who are directly involved in the preparation and submission of the Bid . If the Bidder is a large organisation , it would be difficult to identify any relative of the officers of the Buyer who are employed by the Bidder .	The clause in RFP remains unchanged
55	RIL	Additional	Clause# Additional	Documents to be executed by Customer	1.The Provision of services by the bidder and use of the same by the Customer will be as per T&C of the unified license , in compliance with applicable laws. 2. Customer shall execute documents as may be required for subscribing to the	Clarification: The execution of contract under this RFP shall be complied by the Laws of India and guidelines of Regulators.

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					services in compliance with regulatory requirement.	
56	RIL	13	SOW Clause# 2	Total numbers of locations to be connected through SD-WAN will be maximum of 300 branches, excluding 2 data centers. The procurement will be done in 2 phases	Since you have around 550+ locations then why 300 location SDWAN required and without DC-DR on SDWAN capability how come SDWAN features will be defined. Please suggest.	Clarification: Please refer to the point number 2 under clause Broad Scope of Work "Section 3 – Scope of Work".
57	RIL	14	Underlay network for Branches: Clause# 2a	Rest of the locations must be provided with at least one connectivity on either RF with maximum height of 6 m or through Fiber.	Please amend to 15Mtr. Height minimum since many locations are far from main city.	Amended: Please refer to Table# 1, Point# 16, 17
58	RIL	14	Underlay network for Branches: Clause# 2a	Rest of the locations must be provided with at least one connectivity on either RF with maximum height of 6 m or through Fiber.	Statement means:- You need LM with dual connectivity in this case (Provided Outdoor Unit should have dual LTE port)?	Amended: Please refer to Table# 1, Point# 16, 17
59	RIL	14	Underlay network for Branches: Clause# 2c	IPSec Tunneling on LTE mobility + LTE mobility (with SLA)	Technically LM on LTE will be having Best on Effort Basis SLA. Please amend the same accordingly.	Amended: Please refer to Table# 1, Point# 16
60	RIL	14	Underlay network for Branches: Clause# 2	The existing MPLS - VSAT link at branches will be connected to the SD-WAN box provided by the service provider and should be configured as secondary connectivity with auto failover.	Statement means:- Presently 297 branches are connected to VSAT. Only these link will be on SDWAN technology rest all will remains same as it is? Since in 1st phase you are planning to connect only 300 locations. Please confirm?	Clarification: The scope of this RFP is limited to maximum of 300 locations.
61	RIL	15	Underlay network for Branches: Clause# 3	The service provider may provide additional internet connectivity on LTE apart from primary connectivity on fiber/LTE within the proposed commercial at all locations to meet the SLA.	Please clarify- Since present architecture doesn't have internet other than DC-DR.	Clarification: Herein the internet link to branch refers to underlay network over internet and to use IPSec tunnel over the internet link. The purpose of this link is to provide underlay network and bidder shall use this internet link to provide VPN connectivity

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						between branch and DC. This shall not be used at branches for the purpose of accessing unauthorized internet sites or for the purpose of internet.
62	RIL	15	Backhaul Clause# 5.2	The backhaul should be provided on fiber media with cross-connect on copper (Ethernet) media and should be terminated on Gigabit Ethernet port of Bank's router at Data Center and Disaster Recovery Center.	Does existing router in DC-DR supports SDWAN functionalities. Please clarify?	Amended: Please refer to Table# 1, Point# 26
63	RIL	15	Scope of Work Clause# Section 3 (3)	Bidder should provide SD-WAN OGB premise equipment on rental mode having output on Ethernet port.	If CPE services are within our scope, we request OGB to allow Bidder for charging CPE rental from an Entity other than Bidder. Hence OGB will receive separate invoices	The clause in RFP remains unchanged
64	RIL	34	Penalty Clauses Clause# 8.12 (1)	Penalty will be applicable for late delivery of the a link(s), and ₹1,000/- per week delay for each delayed delivered link will be deducted as penalty for failure as indicated in the RFP with the maximum penalty of total quarterly charges of one quarter for respective PO.	We request OGB provide a cure period to rectify the delay in installing before levying liquidated damages. Additionally request OGB to note that any liquidated damages or penalty mentioned in the RFP shall be settled by way of Credit Note	The clause in RFP remains unchanged
65	RIL	35	Penalty for not meeting the SLA on Network Uptime Clause# 8.12 (1) (2)	At all locations, for every percentage or part thereof, for down time over and above the MTTR allowed for respective location under Clause 8.9 – “Network Availability (SLA Network Uptime)”, 1% of the charges payable from Quarterly Recurring Cost for every 1% downtime will be deducted as penalty. If the downtime over and above the MTTR exceeds 5% of the uptime committed as per Clause 8.9 – “Network Availability (SLA Network Uptime)”, 80% of the charges payable to the particular site	OGB to cap the penalty to a maximum of 10% of the quarterly charges. Request OGB to revise the penalty clause accordingly.	Amended: Please refer to Table# 1, Point# 23

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
				per Quarter will be deducted from the invoice amount payable for the quarter.		
66	RIL	36	Payment Terms Clause# 8.14	Hardware / equipment / Pole Rental The payment against Hardware / equipment / Pole Rental will be released as quarterly arrear if and only if, Service provider submits Performance Guarantee as per Clause 8.6 after deduction of penalties as defined in Clause 8.12.	1. Bidder would to know the payment terms i.e the exact days by which Jio can expect payment after the completion of quarter? Standard time frame for accepting payments from OGB is 18 days post completion of quarter and generation of invoice. 2. In absence of payment as per agreed timelines by OGB, JIO shall have right to suspend the services along with levy of penal charges.	Amended: Please refer to Table# 1, Point# 27
67	RIL	41	Termination of Contract Clause# 8.28	For Amalgamation / Merger of bank: Bank with written notice of 3 months to Bidder, may terminate the contract in whole or in part at any time for its convenience giving three months prior notice. The notice of termination may specify that the termination is for convenience the extent to which Bidder's performance under the contract is terminated and the date upon which such termination become effective. OGB will release any payment applicable till date of termination for services taken, but will not release any payment request raised by vendor for termination for amalgamation or merger of bank as per instruction of GOI. For Insolvency: OGB at any time may terminate the contract by giving written notice to Bidder, if Bidder becomes bankrupt or insolvent. In this event, termination will be without	1. Incase of termination of contract by OGB without cause or for convenience, OGB shall be required to pay exit charges (termination convenience fee) to cover for all losses to Service Provider for terminating the contract for reasons other than mentioned in the RFP. Request OGB to revise the clause accordingly. 2. Under what conditions will the Contractor be able to terminate the contract from their end?	The clause in RFP remains unchanged

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
				compensation to Bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued for will accrue thereafter to OGB. For Non-Performance: OGB reserves its right to terminate the contract in the event of Bidder's repeated failures (more than 3 occasions in a calendar year in maintaining the service level as defined in the Contract).		
68	RIL			Additional	Request OGB to note that in case of DDOS, OGB may get 2 separate invoices for same period from two separate entities i.e JPL and Bidder. Bidder therefore seeks flexibility in RFP that associated entities of Bidder may bill DDOS	Amended: Please refer to Table# 1, Point# 27
69	RIL			Additional	We request OGB to note that Bidders standard time frame for and inspection testing of equipment is 14 days from date of commissioning	Amended: Please refer to Table# 1, Point# 22
70	MIL	17	7	SUPPORT ENGINEER	If bidder is existing SP for connectivity with OGB. Will the current manpower suffice the current tender manpower requirement?	Clarification: Separate engineer to be provided for this project.
71	MIL		2.1.a.(i)	Maximum 30% locations can be provided with underlay network of LTE + LTE from different service providers with outdoor wall mount antenna.	The primary link should be MPLS/ILL.	Clarification: The links to be provided under this project will be used as primary link. Bidder shall provide wireline or RF link for at least 70% of the location as per Scope of Work under this RFP.
72	MIL		2.2	The existing MPLS - VSAT link at branches will be connected to the SD-WAN box provided by the service provider and	The existing MPLS, ILL, BB as LM and LTE link at branches will be connected to the SD-WAN box provided by the service provider	Clarification: Bank is having currently having VSAT link of 256Kbps at 98

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
				should be configured as secondary connectivity with auto failover.	and should be configured as secondary connectivity with auto failover	branches of the list of 100 location provided under this RFP. After delivery of the SDWAN device, Bank's VSAT link will be connected to the SDWAN device provided by bidder and this should be configured as failover link with static routing.
73	MIL		5.2	1) The backhaul should be provided on fiber media with cross-connect on copper (Ethernet) media and should be terminated on Gigabit Ethernet port of Bank's router at Data Center and Disaster Recovery Center.	Will depend upon the distance from MMR, should be less than 100 Mtr.	Amended: Please refer to Table# 1, Point# 26
74	MIL		Appendix2. Pt.4	Proposed SDWAN OEM should be listed in leader's quadrant of Gartner's report 2021.	Proposed SDWAN OEM should be listed in Gartner's report 2021.	Amended: Please refer to Table# 1, Point# 5
75	MIL		Appendix2. Pt.5	Proposed SDWAN solution should be able to use LTE as a primary and support LTE aggregation through load balancing	To be removed	Clarification: Locations proposed with connectivity using LTE+LTE should have aggregation through load balancing to meet the SLA requirements. The LTE connectivity mode can be in any form.
76	MIL		Appendix2. Pt.6	Proposed SDWAN solution support(LTE+ILL, LTE+LTE , LTE + Broadband, LTE+MPLS, Broadband + VSAT, LTE+VSAT, MPLS + Broadband)	Primary can ILL/MPLS, Secondary LTE, BB as LM solution	Clarification: Bidder to provide the links as per scope of work mentioned in RFP
77	MIL		Appendix2. Pt.7	Proposed SDWAN solution should support per packet & per flow load balancing.(not necessary for VSAT)	Proposed SDWAN solution should support per packet or per flow load balancing.(not necessary for VSAT)	No query found
78	MIL		Appendix2. Pt.8	Proposed SDWAN solution should support Zero Touch Provisioning, auto	Proposed SDWAN solution should support Zero Touch Provisioning, VPN and IPSEC	The clause in RFP remains unchanged

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
				VPN and light weight IPSEC tunnels with AES256 or equivalent encryption.	tunnels with AES256 or equivalent encryption.	
79	MIL		Appendix2. Pt.9	The Proposed solution should be capable of configuring the CPE devices locally and overwrite the previous configuration that particular CPE in the controller. Proposed SD-WAN solution should be in the form of Hardware Appliance and must be Rack Mountable with Dual Power Supply for DC and DR. SDWAN devices at DC and DR should be mounted in standard 42U network rack of OGB with dual SMPS for dual power supply and the each device should not cover more than 3U space. For other locations, Hardware Appliance with wall mounts with single power supply and in-built heat sink for better device cooling. Branch SDWAN device should have tabletop form factor and should be suitable for placement in Network rack (4U size).	Min . 4U in DC DR	Amended: Please refer to Table# 1, Point# 29
80	MIL		Appendix2. Pt.10	Proposed solution should have on-premises Controller and Orchestrator to manage all the SD-WAN devices. The Controller should Manage, Orchestrate and Visualize the devices. The Controller and Orchestrator can be placed in two hardware each at DC and DR. Controller or Orchestrator should not have any component except from firmware or software update from cloud.	We have Cloud controller and orchrestator on our DC	Amended: Please refer to Table# 1, Point# 38 Clarification: Bidder shall provide on premise controller and orchestrator. Bidder can have a management link to Bidder's data centre in India for connecting the management plane to bidder's private infrastructure. The Bidder shall ensure that the data of bank and access to the network

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
						should not leave the Bidder's data centre located in India.
81	VIL		Appendix2. Pt.11	The Tunnels should form automatically, and manual intervention should be eliminated to form Tunnels of each location.	Need more Clarity	Clarification: For auto failover of the links, the tunnel should form automatically.
82	VIL		Appendix2. Pt.18	The SD-WAN should Support protocol functionality like Static Routes, OSPFv2, BGPv3, PBR, PfR based on predefined application SLA, Tunneling and NAT. The same Device/solution should be capable of IPv6 routing support for OSPF/ BGP when implementing IPv6.	WAN-eBGP, Static LAN- eBGP, static & OSPFv2 ,PBR (recommnded is eBGP & Static).	Amended: Please refer to Table# 1, Point# 30
83	VIL		Appendix2. Pt.18	The SD-WAN should support Real time Live Monitoring and NTP for real time monitoring and reporting purpose.	The SD-WAN should support Real time Live Monitoring.	The clause in RFP remains unchanged
84	VIL		Appendix2. Pt.22	Device Operating Conditions: a. Branch SD-WAN should seamlessly operate within Temperature range from 0 to 50°C considering extreme environmental condition at several branches b. SD-WAN should seamlessly operate within Relative Humidity range from 15 to 80%. c. High Mean Time between Failure values should be minimum seven years.	Need more clarity	Amended: Please refer to Table# 1, Point# 7
85	VIL		Appendix2. Pt.23	The Proposed Branch Hardware must have minimum 4 Gig enabled Universal Ports, These ports should be not pre-defined for WAN/ LAN. Device should allow to define WAN/ LAN as per the requirement without any restriction. Proposed Hardware must have minimum 2 USB Port for LTE use and one console port in form of Ethernet interface.	Need more clarity	Amended: Please refer to Table# 1, Point# 4

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
86	Hughe s	19 of 88	Eligibility Criteria Clause#4	ISO/TL Certificate: The Bidder should have required level of ISO 9001 and ISO 27001 certification related to Network Services, Customer services and Security.	We request OGB to relax requirement of ISO 9001. As a service provider (ISP) - ISO 27001 is required for information security. Majority of service providers may not comply with ISO 9001. Request you give relaxation either ISO 9001 or ISO 27001 also allow Bidder/OEM ISO certification as request below. ISO 9001 is relevant for manufactureres(OEMs) whereas in this RFP, the bidder is a service provider. Hence ISO 27001, is more relevant here as it certifies information security standards. Had it been a pure OEM BID - with no requirement of underlay links - then ISO 9001 was required.	The clause in RFP remains unchanged Clarification: This standard is based on a number of quality management principles including a strong customer focus, the motivation and implication of top management, the process approach and continual improvement. These principles are explained in more detail in ISO's quality management principles. Using ISO 9001 helps ensure that customers get consistent, good-quality products and services, which in turn brings many business benefits.
87	Hughe s	18 of 88	Eligibility Criteria Clause#	3 The bidder should have positive net worth for past three financial years i.e. 2018-19, 2019-20 and 2020-21 or calendar years 2019, 2020, 2021 or the Bidder's financial years. In case the Bidding Company is the result of a merger / acquisition, due consideration shall be given to the past financial results of the merging entity for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of OGB will be treated as final and no further	Remark: Request bank to consider the operating profit as well and amend the clause as suggested below: The bidder should have positive net worth or operational profit for past three financial years i.e. 2018-19, 2019-20 and 2020-21 or calendar years 2019, 2020, 2021 or the Bidder's financial years. As per Supreme Court of India's ongoing issue of AGR for multiple telecom operators, provision of cash needs to be made by telecom companies each year. Provision of cash payable effects the net profitability , even if the organisation is operationally profitable. Hence we request to	Amended: Please refer to Table# 1, Point# 31

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
				correspondence will be entertained on this.	include 'operational profitability' in place of positive networth.	
88	Hughes	19 of 88	Eligibility Criteria Clause#5	The bidders should be a service provider and should have a valid Unified license as either Class A or Class B ISP for Odisha Telecom Circle.	<p>We request bank not to restrict or specify ISP license for Odisha circle only. We are a national level player, and we hold licenses applicable for PAN India. Odisha, being a state is covered under the PAN India license</p> <p>Request you to add ISP-VNO license for running Internet services or Data services.</p> <p>Circle based license system is more prevalent for mobile operators. However since we have valid ISP license to operate on PAN India basis. Under the current Pan India license, we have deployed links in Odisha.</p>	<p>Amended:</p> <p>Please refer to Table# 1, Point# 35</p> <p>Clarification: Bidders with Class B ISP need to have license for Odisha Telecom Circle. It is understood that ISP with Class A license are by default have license to operate pan India.</p>
89	Hughes	19 of 88	Eligibility Criteria Clause#8	Bidder should have a valid and existing SEI CMMi level 5 Certification and should ensure that the certification is valid during the entire tenure of the project	<p>We request bank to remove this clause. SEI CMMI level 5 certification is required for software companies, not for Telecom service providers</p> <p>Since SEI CMMI certification is relevant and associated with software companies and software development process, it is not relevant for a telecom service provider who is expected to bid and provide underlay links in this project</p>	<p>Amended:</p> <p>Please refer to Table# 1, Point# 2</p>
90	Hughes	15 of 88	Backhaul Clause#5.6	If the selected bidder is existing service provider to the bank, then they have to upgrade the existing backhauled as per above requirement and should migrate the billing of existing links to the above proposed billing model. In such case, the bidder should stop the billing for existing backhaul from date of	We request bank to ask for new backhaul links, separate backhaul routers only and not allow the upgradation of existing service provider's backhaul. The option of upgrading existing backhaul gives existing service provider cost advantage against any new bidder	<p>Amended:</p> <p>Please refer to Table# 1, Point# 32</p>

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
				installation of first link of first purchase order to be released.	New backhaul link will incur implementation cost, if existing backhaul is upgraded by the existing service provider - it gives them the commercial advantage. Hence bank shall only allow new and separate backhauls links as well as routers as per the requirement of this project	
91	Hughes	76 of 88	Appendix 2 Clause#4	Proposed SDWAN OEM should be listed in leader's quadrant of Gartner's report 2021. Note: OEM with Make in India will be considered with satisfactory performance report or letter from any Govt. organization or any Bank in India with at least 100 deployed locations.	Please clarify: the understanding is OGB is asking for either the OEM should be in Gartner's leader quadrant OR it should be Make in India	Amended: Please refer to Table# 1, Point# 5
92	Hughes	76 of 88	Appendix 2 Clause#	OEM with Make in India will be considered with satisfactory performance report or letter from any Govt. organization or any Bank in India with at least 100 deployed locations.	We request bank to consider 75 nos of SDWAN in any govt organisation or Bank instead of 100. this will enable more number of bidders to participate	Amended: Please refer to Table# 1, Point# 5
93	Hughes	19 of 88	Eligibility Criteria Clause#4	The bidder should have commissioned and running at least 100 MPLS-VPN links or Internet wireline links within Odisha in last 5 years in a Public or Private Sector Bank /Financial Institutions / Government Organization within Odisha as on RFP submission date.	Kindly relax the clause and request OGB to replace or dilute " MPLS-VPN" with MPLS-VPN or WAN links. Specifically mentioning MPLS-VPN is categorised to certain service providers and certain media only and restricts WAN service providers (4G LTE, VSAT etc) like us. We are a VSAT service provider and 4G LTE service provider PAN India. We are also one of the existing WAN service provider to OGB. Our services do no fall under the category of MPLS-VPN or internet wireline links, however as per the requirement of the RFP - we would offer links as asked. We fall	Amended: Please refer to Table# 1, Point# 37

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
					under the category of WAN service providers, hence request bank to relax this clause, and allow WAN service providers to bid as well.	
94	Hughes	84 of 88	Appendix 8 Licenses Clause#3	The selected Bidder should have their own office in Odisha and should provide 24x7x365 Toll Free/ Helpdesk number for TAC assistance in Odisha.	Refer to clause 12 of eligibility criteria - page 19, OGB has asked for owned/subcontracted /support infrastructure at Odisha Refer to Page 17 - SPOC Clause - the bidder SPOC should be resident within 1000 Kms of OGB head office. Please clarify the requirement of bidder having its office in Odisha. If bidder is able to meet the above two clauses, then this clause may be please relaxed.	The clause in RFP remains unchanged
95	Hughes	34 of 88	Penalty Clauses Clause#8.12	Penalty will be applicable for late delivery of the a link(s), and ₹1,000/- per week delay for each delayed delivered link will be deducted as penalty for failure as indicated in the RFP with the maximum penalty of total quarterly charges of one quarter for respective PO. However, Bank reserve the right to terminate the contract at any time, if the project is not delivered as per scheduled timelines and Bank will claim entire amount paid to the vendor, along with additional 10% of 'cost of the contract', as compensation. This shall not be applicable for delay due to reasons entirely attributed to the Bank.	1.We suggest that maximum penalty be capped to 10% of delayed or deficient services or items. We suggest that a cure period of 30 days be given prior to imposition of penalties. 2.We suggest a cure period be given prior to termination of contract due to delayed services/items.	The clause in RFP remains unchanged

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
				2) Penalty for not meeting the SLA on Network Uptime:		
96	Hughes	39 of 88	Indemnity Clause#8.22	<p>8.22 Indemnity The bidder shall indemnify, protect and save OGB and hold OGB harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting from any act or omission or negligence or misconduct of the bidder and its employees and representatives, breach of the terms and conditions of the agreement or purchase order, false statement by the bidder, employment claims of employees of the bidder, third party claims arising due to infringement of intellectual property rights, death or personal injury attributable to acts or omission of bidder, violation of statutory and regulatory provisions including labour laws, laws related to information technology and intellectual property rights, breach of confidentiality obligations, breach of warranty. Indemnity would be limited to court or arbitration awarded damages and shall exclude indirect, consequential and incidental damages and compensation. Bidder shall indemnify OGB, provided OGB promptly notifies the Bidder in writing of such claims and the Bidder shall have the right to undertake the</p>	<p>Suggested change :... relating to or resulting from any act or omission or negligence or misconduct directly attributable to the bidder and its employees and representatives, breach of the terms and conditions of the agreement or purchase order, false statement by the bidder, employment claims of employees of the bidder, third party claims arising due to infringement of intellectual property rights, death or personal injury attributable to acts or omission of bidder, violation of statutory and regulatory provisions including labour laws, laws related to information technology and intellectual property rights, breach of confidentiality obligations, breach of warranty.</p>	<p>The clause in RFP remains unchanged</p>

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
				sole defence and control of any such claim		
97	Hughes	41 of 88	Termination of Contract Clause#8.28	<p>8.28 Termination of Contract For Amalgamation / Merger of bank: Bank with written notice of 3 months to Bidder, may terminate the contract in whole or in part at any time for its convenience giving three months prior notice. The notice of termination may specify that the termination is for convenience the extent to which Bidder's performance under the contract is terminated and the date upon which such termination become effective. OGB will release any payment applicable till date of termination for services taken, but will not release any payment request raised by vendor for termination for amalgamation or merger of bank as per instruction of GOI. For Insolvency: OGB at any time may terminate the contract by giving written notice to Bidder, if Bidder becomes bankrupt or insolvent. In this event, termination will be without compensation to Bidder, provided</p> <p>For Non-Performance: OGB reserves its right to terminate the contract in the event of Bidder's repeated failures (more than 3 occasions in a calendar year in maintaining the service level as defined in the Contract). Notice: In the event of termination, OGB will issue notice to Vendor for a period of</p>	<p>1) This clause is termination for convenience since this is a rental RFP, where bidder will be capitalising and investing on the equipment cost - request bank to dilute this termination clause.</p> <p>2) We suggest that termination be limited to actual breach of contract of Bidder.</p> <p>3) We suggest a cure period be given prior to termination of contract by bank for non performance by the bidder</p>	<p>The clause in RFP remains unchanged</p>

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
				90 days over e-mail / registered mail.		
98	Hughes	44 of 88	Resolution of Disputes Clause#8.33	1) Such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. Where the value of the RFP/Contract is above Rs.1.00 Crore, the arbitral tribunal shall consist of 3 arbitrators, one each to be appointed by OGB and the Bidder. The third Arbitrator shall be chosen by mutual discussion between OGB and the Bidder. Where the value of the RFP/contract is Rs.1.00 Crore and below, the disputes or differences arising shall be referred to the Sole Arbitrator. The Sole Arbitrator should be appointed by mutual consent between OGB and Bidder. 2. Arbitration proceedings shall be held at Bhubaneswar, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English;	1) We suggest that incase Parties are unable to appoint an arbitrator through mutual consent, then the dispute is submitted to a Court appointed arbitrator as per the ACA, 1996. 2) We suggest that the proceedings are held in New Delhi.	The clause in RFP remains unchanged
99	Hughes	39 of 88	Bidder's Liability Clause#8.23	8.23 Bidder's Liability The selected Bidder will be liable for all the deliverables. The Bidder's aggregate liability in connection with obligations undertaken under the purchase order, regardless of the form or nature of the action giving rise to such liability (whether in contract, tort, indemnity or otherwise), shall be at actual and limited to the value of the	1) The Bidder's liability in case of claims against OGB resulting from willful and gross misconduct, or gross negligence, fraud directly attributable to the Bidder, its employees, contractors and subcontractors, from infringement of patents, trademarks, and copyrights or other Intellectual Property Rights or breach of confidentiality obligations shall	The clause in RFP remains unchanged

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
				contract/purchase order. The Bidder's liability in case of claims against OGB resulting from willful and gross misconduct, or gross negligence, fraud of the Bidder, its employees, contractors and subcontractors, from infringement of patents, trademarks, and copyrights or other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited. In no event shall either party be liable for any indirect, incidental or consequential damages or lost profits or lost revenue, howsoever such liability may arise. Losses means any claims	be unlimited.	
100	Hughes		Additional clause suggested Clause#		As per regulatory requirements of DOT, CAF (KYC) document along with KYC supporting documents are required to be submitted by the customer before deploying 4G LTE link. We would require bank to submit the same in case it is required at the time of implementation.	Representative in the pre-bid meeting requested to skip this query
101	Hughes		Additional clause suggested Clause#		The Bidder shall have the right to terminate the contract in the event of non payment of dues by the Bank within 60 (sixty) days of the due date.	The clause in RFP remains unchanged
102	Hughes	41 of 88	Order Cancellation Clause#8.27	OGB reserves its right to cancel the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to OGB alone;	Request bank to relax or dilute this clause, as the termination clauses also cover the same cancellation points	The clause in RFP remains unchanged

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
				<p>i. Delay in delivery and services beyond the specified period as set out in the Purchase Order before acceptance of the product; or,</p> <p>ii. Serious discrepancy in the quality of service expected.</p> <p>iii. If a Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading or information submitted by the bidder turns out to be incorrect and/or bidder conceals or suppresses material information</p>		
103	Hughe s	31 of 88	Term of order Clause#8.4	All links delivered as part of any phase of purchase order shall have the termination date of 5 years from date of release of 1st Purchase Order.	<p>Since this is a rental contract, we request bank to incorporate that all links should be commissioned for a period of 5 years from the dat of commissioning, and not from order date.</p> <p>In a rental contract, bidder needs to capitalise equiment cost for a full tenure of 5 years for each site.</p>	<p>Amended:</p> <p>Please refer to Table# 1, Point# 33</p>
104	Hughe s	76 of 88	Appendix 2 Clause#	OEM with Make in India will be considered with satisfactory performance report or letter from any Govt. organization or any Bank in India with at least 100 deployed locations.	<p>We request bank to also allow and consider OEM/ bidder experience in deploying SDWAN solution In India for MNCs companies which are globally listed/ private entity/ public listed</p> <p>Not many banks/ Govt customers have actually deployed SDWAN in India yet - hence in order to allow maximum OEMs/bidders, who meet the technical requirements and comply to the requirement of OGB , to be able to bid in this RFP we request bank to be flexible and consider MNC (globally listed) customers</p>	<p>Amended:</p> <p>Please refer to Table# 1, Point# 5</p>

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
					SDWAN deployment in India as well. Few other PSU Banks in India have recently allowed MNC global listed companies as an accepted criteria for bidder to participate in their SDWAN RFPs.. Bank can ask for POC from such OEMs post technical evaluation if OGB wants to ensure the fulfilment of their requirement.	
105	Hughes	76 of 88	Clause#	The Proposed solution should be capable of configuring the CPE devices locally and overwrite the previous configuration that particular CPE in the controller.	For better Security the basic config should be done locally and full configuration should be done from controllers.	Amended: Please refer to Table# 1, Point# 29
106	Hughes	77 of 88	Clause#17	The SD-WAN should support Quality of service (QoS) features for reducing packet loss, latency and hop count on the network. Should control and manage network resources by setting priorities for specific types of data on the network.	The SD-WAN should support Quality of service (QoS) features for better application performance considering the network packet loss and latency on the network. Should control and manage network resources by setting priorities for specific types of data on the network.	Amended: Please refer to Table# 1, Point# 34
107	Hughes	77 of 88	Clause#23	The Proposed Branch Hardware must have minimum 4 Gig enabled Universal Ports, These ports should be not pre-defined for WAN/ LAN. Device should allow to define WAN/ LAN as per the requirement without any restriction. Proposed Hardware must have minimum 2 USB Port for LTE use and one console port in form of Ethernet interface.	The Proposed Branch Hardware must have minimum 4 Gig enabled Universal Ports, These ports should be not pre-defined for WAN/ LAN. Device should allow to define WAN/ LAN as per the requirement without any restriction. Proposed Hardware must have minimum 2 USB Port for LTE use and one console port in form of Ethernet or serial interface.	Amended: Please refer to Table# 1, Point# 4
108	Hughes	83 of 88	Clause#3	The SD-WAN should support report generation for Network statistics link utilization and path performance including; a) packet loss in the links	Hop count depends on the available links and will have little impact on Application	Amended: Please refer to Table# 1, Point# 14

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
				b) jitter on the links d) Hop Count	performance. So we recommend to remove the option "d. Hop Count"	
109	Alliant Technologis	18	Eligibility Criteria Clause# 5	The bidders should be a service provider and should have a valid Unified license as either Class A or Class B ISP for Odisha Telecom Circle. The validity of the license should be more than five years from the date of this RFP	We are a managed service provider, We do End to End Manageability of Internet Links and SDWAN with SLA. We are Virtual Network Operator, which supports us in Providing connectivity and Services Across India. We are Servicing Banks and Financial Institutions Like ICIC Bank , DCB Bank , RBL , SBI General Insurance , RGIL , SBI Capital	Amended: Please refer to Table# 1, Point# 35
110	Alliant Technologis	18	Eligibility Criteria Clause# 5	The Bidder should have a minimum turnover of ₹ 40 Crores per annum in each of the last three financial years In India	We request you to kindly reduce the eligibility criteria to ₹ 20 Crores per annum.	Amended: Please refer to Table# 1, Point# 36
111	Alliant Technologis	18	Eligibility Criteria Clause# 5	The bidder should have commissioned and running at least 100 MPLS-VPN links or Internet wireline links within Odisha in last 5 years in a Public or Private Sector Bank /Financial Institutions / Government Organization within Odisha as on RFP submission date.	Please consider Non-Banking Customers in Private Sectors in Qualifying criteria. We have supplied and Provisioned more than 100+ Links Across Odisha Circle. These links are commissioned with Different customers from Different Sectors like Financial Institutions, Retail Chain etc. request you to kindly add Private Sector Non-banking Clients as well for Qualifying Criteria.	Amended: Please refer to Table# 1, Point# 37
112	Alliant Technologis	76	APPENDIX 2 – MANDATORY	Proposed SDWAN OEM should be listed in leader's quadrant of Gartner's report 2021. Note: OEM with Make in India will	We are Assuming Semi Government/ Public Sector Units are considered in the Clause.	Amended: Please refer to Table# 1, Point# 5

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
			TECHNICAL SPECIFICATIONS Clause# 4	be considered with satisfactory performance report or letter from any Govt. organization or any Bank in India with at least 100 deployed locations. The letter from client should be self-explanatory to understand high customer satisfaction with the proposed SD-WAN product.		
113	HPE	76	APPENDIX 2 – MANDATORY TECHNICAL SPECIFICATIONS Branch Solution	Proposed solution should have on-premises Controller and Orchestrater to manage all the SD-WAN devices. The Controller should Manage, Orchestrate and Visualize the devices. The Controller and Orchestrator can be placed in two hardware each at DC and DR. Controller or Orchestrater should not have any component except from firmware or software update from cloud.	Request to please change this as "Proposed solution should have on-premises Controller or Orchestrater to manage all the SD-WAN devices. The Controller/Orchestrator should Manage and Visualize the devices. The Controller or Orchestrator can be placed in two hardware each at DC and DR. Controller or Orchestrater should not have any component except from firmware or software update from cloud".	Amended: Please refer to Table# 1, Point# 38
114	HPE	77	APPENDIX 2 – MANDATORY TECHNICAL SPECIFICATIONS Branch Solution	The proposed SD-WAN solution should be an enterprise grade True SD-WAN solution that should be completely transport independent. It should support multiple technologies and capable to bind/ use all of the following available connectivity links,VPN, MPLS, PPPoE, ILL,BB Internet, FTTH, Internet of any kind, 4G, 3G, LTE dongle	Request to please change this as "The proposed SD-WAN solution should be an enterprise grade True SD-WAN solution that should be completely transport independent. It should support multiple technologies and capable to bind/ use all of the following available connectivity links,VPN, MPLS, PPPoE, ILL,BB Internet, FTTH, Internet of any kind,4G, 3G".	The clause in RFP remains unchanged
115	HPE	77	APPENDIX 2 – MANDATORY TECHNICAL SPECIFICATIONS Branch Solution	Branch SD-WAN should seamlessly operate within Temperature range from 0 to 50°C considering extreme environmental condition at several branches	Request to please change this as "Branch SD-WAN should seamlessly operate within Temperature range from 0 to 45°C considering extreme environmental condition at several branches".	Amended: Please refer to Table# 1, Point# 7
116	HPE	77	APPENDIX 2 – MANDATORY TECHNICAL	The Proposed Branch Hardware must have minimum 4 Gig enabled Universal Ports, These ports should be not pre-	Request to please change this as "The Proposed Branch Hardware must have minimum 4 Gig enabled Universal Ports,	Amended: Please refer to Table# 1, Point# 4

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
			SPECIFICATIONS Branch Solution	defined for WAN/ LAN. Device should allow to define WAN/ LAN as per the requirement without any restriction. Proposed Hardware must have minimum 2 USB Port for LTE use and one console port in form of Ethernet interface.	These ports should be not pre-defined for WAN/ LAN. Device should allow to define WAN/ LAN as per the requirement without any restriction."	
117	HPE	78	APPENDIX 3 – DC / DR HARDWARE SPECIFICATIONS DC & DR Solution	4 x1G/10G SFP + Ports & 6x1G RJ45 Ports WAN ports	Please change this as "6 x1G/10G SFP + Ports " for wider OEM participation	Amended: Please refer to Table# 1, Point# 8
118	HPE	80	APPENDIX 3 – DC / DR HARDWARE SPECIFICATIONS DC & DR Solution	The SD-WAN Solution must support RA VPN for remote user connectivity	Request to please remove for wider OEM participation.	Amended: Please refer to Table# 1, Point# 28
119	HPE	82	APPENDIX 6 – SD-WAN MANAGEMENT SD-WAN MANAGEMENT	The solution will allow administrator to forward alerts from the system using email, SMS.	Request to please change this as "The solution will allow administrator to forward alerts from the system using email".	Amended: Please refer to Table# 1, Point# 12
120	HPE	83	APPENDIX 7 – SD-WAN REPORTING SD-WAN REPORTING	The SD-WAN should support report generation for Network statistics link utilization and path performance including; a. Packet loss in the links b. Jitter on the links c. Latency of Links d. Hop count	Request to please change this as "The SD-WAN should support report generation for Network statistics link utilization and path performance including; a. Packet loss in the links b. Jitter on the links c. Latency of Links	Amended: Please refer to Table# 1, Point# 14
121	HPE	84	APPENDIX 8 – LICENSE	Licensing: should be per device license for unlimited users for VPN (IPsec Site to Site) and other features. There should not be any user/IP/host/bandwidth-based licenses.	Request to please change this as "Licensing: Should be per device license for unlimited users for VPN (IPsec Site to Site) and other features or Bandwidth based licenses".	Clarification: The licensing model are different across OEM. Hence, the Licensing requirement shall be evaluated by OEM and Bidder to meet the requirement of this RFP. OEM may explore to propose customize

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
						licensing model to meet the requirement of this RFP
122	Inspira	10	2.2 Objective of this RFP: 2.2 Objective of this RFP:	The vendor will be engaged for a period of 5 years under rate contract to provide SD-WAN as Service on OPEX model along with underlay network connectivity of 2 Mbps.	<p>This Tender term is restrictive for Bidder participation as only ISP with Bandwidth provision can bid. Kindly note that it will be highly Compromising for network performance and security of customer if shortlisted Bidder provide network and Bandwidth is provided by the same company. Customer network performance will be highly compromise under this scenario, Request your kind office to delete this clause and scope repeated in the term under various clause. Clause need attention are Backhaul Provision, Payment term Bandwidth, Pre qualification term etc.</p> <p>We will request customer to proceed different tender one pertaining to ISP scope and one for SDWAN scope, it will help OGB maintain network ,security and optimum performance of their network and connectivity between Branches and to the end customer.</p>	The clause in RFP remains unchanged
123	Inspira		Section 4 - Eligibility Criteria 4.1 Eligibility Criteria Sr No.5	The bidders should be a service provider and should have a valid Unified license as either Class A or Class B ISP for Odisha Telecom Circle. The validity of the license should be more than five years from the date of this RFP	This Tender term is restrictive for Bidder participation as only ISP with Bandwidth provision can bid. Kindly exclude SDWAN scope with ISP scope as both are for different purposes. We will request customer to proceed different tender one pertaining to ISP scope and one for SDWAN scope, it will help OGB network and security to be performance based.	Amended: Please refer to Table# 1, Point# 35
124	Inspira		Section 4 - Eligibility Criteria	The bidder should have commissioned and running at least 100 MPLS-VPN links	Kindly amend the tender term to national level apart from viewing local bidder: The	Amended: Please refer to Table# 1, Point# 37

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
			4.1 Eligibility Criteria Sr No.7	or Internet wireline links within Odisha in last 5 years in a Public or Private Sector Bank /Financial Institutions / Government Organization within Odisha as on RFP submission date.	bidder should have commissioned and running at least 100 MPLS-VPN links or Internet wireline links within Odisha/ anywhere in India in last 5 years in a Public or Private Sector Bank /Financial Institutions / Government Organization within Odisha/anywhere in India as on RFP submission date.	
125	Inspira		Section 4 - Eligibility Criteria 4.1 Eligibility Criteria Sr No.18	Bidder must provide connectivity at all 100 locations as listed in APPENDIX 9. i. Maximum 30% locations can be provided with underlay network of LTE + LTE from different service providers with outdoor wall mount antenna. ii. Rest of the locations must be provided with at least one connectivity on either RF with maximum height of 6 m or through Fiber.	Kindly Delete this restrictive term as only an ISP can provide such services.This clause will restrictive competiitve participation.	Amended: Please refer to Table# 1, Point# 16, 17
126	Inspira	76	APPENDIX 2 – MANDATORY TECHNICAL SPECIFICATIONS Branch Solution	Proposed solution should have on-premises Controller and Orchestrater to manage all the SD-WAN devices. The Controller should Manage, Orchestrate and Visualize the devices. The Controller and Orchestrator can be placed in two hardware each at DC and DR. Controller or Orchestrater should not have any component except from firmware or software update from cloud.	Request to please change this as "Proposed solution should have on-premises Controller or Orchestrater to manage all the SD-WAN devices. The Controller/Orchestrator should Manage and Visualize the devices. The Controller or Orchestrator can be placed in two hardware each at DC and DR. Controller or Orchestrater should not have any component except from firmware or software update from cloud".	Amended: Please refer to Table# 1, Point# 38
127	Inspira	77	APPENDIX 2 – MANDATORY TECHNICAL SPECIFICATIONS Branch Solution	The proposed SD-WAN solution should be an enterprise grade True SD-WAN solution that should be completely transport independent. It should support multiple technologies and capable to bind/ use all of the following available connectivity l inks,VPN, MPLS,	Request to please change this as "The proposed SD-WAN solution should be an enterprise grade True SD-WAN solution that should be completely transport independent. It should support multiple technologies and capable to bind/ use all of the following available connectivity	The clause in RFP remains unchanged

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
				PPPoE, ILL,BB Internet, FTTH, Internet of any kind, 4G, 3G, LTE dongle	links,VPN, MPLS, PPPoE, ILL,BB Internet, FTTH, Internet of any kind,4G, 3G".	
128	Inspira	77	APPENDIX 2 – MANDATORY TECHNICAL SPECIFICATIONS Branch Solution	Branch SD-WAN should seamlessly operate within Temperature range from 0 to 50°C considering extreme environmental condition at several branches	Request to please change this as "Branch SD-WAN should seamlessly operate within Temperature range from 0 to 45°C considering extreme environmental condition at several branches".	Amended: Please refer to Table# 1, Point# 7
129	Inspira	77	APPENDIX 2 – MANDATORY TECHNICAL SPECIFICATIONS Branch Solution	The Proposed Branch Hardware must have minimum 4 Gig enabled Universal Ports, These ports should be not pre-defined for WAN/ LAN. Device should allow to define WAN/ LAN as per the requirement without any restriction. Proposed Hardware must have minimum 2 USB Port for LTE use and one console port in form of Ethernet interface.	Request to please change this as "The Proposed Branch Hardware must have minimum 4 Gig enabled Universal Ports, These ports should be not pre-defined for WAN/ LAN. Device should allow to define WAN/ LAN as per the requirement without any restriction."	Amended: Please refer to Table# 1, Point# 4
130	Inspira	78	APPENDIX 3 – DC / DR HARDWARE SPECIFICATIONS DC & DR Solution	4 x1G/10G SFP + Ports & 6x1G RJ45 Ports WAN ports	Please change this as "6 x1G/10G SFP + Ports " for wider OEM participation	Amended: Please refer to Table# 1, Point# 8
131	Inspira	80	APPENDIX 3 – DC / DR HARDWARE SPECIFICATIONS DC & DR Solution	The SD-WAN Solution must support RA VPN for remote user connectivity	Request to please remove for wider OEM participation.	Amended: Please refer to Table# 1, Point# 28
132	Inspira	82	APPENDIX 6 – SD-WAN MANAGEMENT SD-WAN MANAGEMENT	The solution will allow administrator to forward alerts from the system using email, SMS .	Request to please change this as "The solution will allow administrator to forward alerts from the system using email".	Amended: Please refer to Table# 1, Point# 12
133	Inspira	83	APPENDIX 7 – SD-WAN REPORTING SD-WAN REPORTING	The SD-WAN should support report generation for Network statistics link utilization and path performance including; a. Packet loss in the links b. Jitter on the links	Request to please change this as "The SD-WAN should support report generation for Network statistics link utilization and path performance including; a. Packet loss in the links b. Jitter on the links c. Latency of Links	Amended: Please refer to Table# 1, Point# 14

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
				c. Latency of Links d. Hop count		
134	Inspira	84	APPENDIX 8 – LICENSE LICENSE	Licensing: should be per device license for unlimited users for VPN (IPsec Site to Site) and other features. There should not be any user/IP/host/bandwidth-based licenses.	Request to please change this as "Licensing: Should be per device license for unlimited users for VPN (IPsec Site to Site) and other features or Bandwidth based licenses".	Clarification: The licensing model are different across OEM. Hence, the Licensing requirement shall be evaluated by OEM and Bidder to meet the requirement of this RFP. OEM may explore to propose customize licensing model to meet the requirement of this RFP
135	RIL	13	SOW Clause# 2	Total numbers of locations to be connected through SD-WAN will be maximum of 300 branches, excluding 2 data centers. The procurement will be done in 2 phases	Since you have around 550+ locations then why 300 location SDWAN required and without DC-DR on SDWAN capability how come SDWAN features will be defined. Please suggest.	Clarification: Please refer to the point number 2 under clause Broad Scope of Work "Section 3 – Scope of Work".
136	RIL	14	Underlay network for Branches: Clause# 2a	Rest of the locations must be provided with at least one connectivity on either RF with maximum height of 6 m or through Fiber.	Please amend to 15Mtr. Height minimum since many locations are far from main city.	Amended: Please refer to Table# 1, Point# 16, 17
137	RIL	14	Underlay network for Branches: Clause# 2a	Rest of the locations must be provided with at least one connectivity on either RF with maximum height of 6 m or through Fiber.	Statement means:- You need LM with dual connectivity in this case (Provided Outdoor Unit should have dual LTE port)? Hope every SP need to provide single link only (RF/Fibre/LTE).	Amended: Please refer to Table# 1, Point# 16, 17
138	RIL	14	Underlay network for Branches: Clause# 2c	IPSec Tunneling on LTE mobility + LTE mobility (with SLA)	Technically LM on LTE will be having Best on Effort Basis SLA. Please amend the same accordingly.	Amended: Please refer to Table# 1, Point# 16
139	RIL	14	Underlay network for Branches: Clause# 2	The existing MPLS - VSAT link at branches will be connected to the SD-WAN box provided by the service provider and	Statement means:- Presently 297 branches are connected to VSAT. Only these link will be on SDWAN technology rest all will remains same as it is? Since in 1st phase	Clarification:

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
				should be configured as secondary connectivity with auto failover.	you are planning to connect only 300 locations. Please confirm?	The maximum limit of locations can be order under this bid is 300 locations as per SOW of this RFP.
140	RIL	15	Underlay network for Branches: Clause# 3	The service provider may provide additional internet connectivity on LTE apart from primary connectivity on fiber/LTE within the proposed commercial at all locations to meet the SLA.	Please clarify- Since present architecture doesn't have internet other than DC-DR.	Clarification: Herein the internet link to branch refers to underlay network over internet and to use IPSec tunnel over the internet link. The purpose of this link is to provide underlay network and bidder shall use this internet link to provide VPN connectivity between branch and DC. This shall not be used at branches for the purpose of accessing unauthorized internet sites or for the purpose of internet.
141	RIL	15	Backhaul Clause# 5.2	The backhaul should be provided on fiber media with cross-connect on copper (Ethernet) media and should be terminated on Gigabit Ethernet port of Bank's router at Data Center and Disaster Recovery Center.	Does existing router in DC-DR supports SDWAN functionalities. Please clarify?	Amended: Please refer to Table# 1, Point# 26
142	RIL		APPENDIX 2 – MANDATORY TECHNICAL SPECIFICATIONS Clause# Product Model Number for branches-16	The SD-WAN should Support protocol functionality like Static Routes, OSPFv2, BGPv3 , PBR, PfR based on predefined application SLA, Tunneling and NAT. The same Device/solution should be capable of IPv6 routing support for OSPF/ BGP when implementing IPv6.	PfR is particular OEM term , Request you to amend the same as supports application aware routing, traffic steering and BGPv4 is supported.	Amended: Please refer to Table# 1, Point# 30
143	RIL	16	Backhaul Clause# 5	The cost of cross connect should be factor on recurring bandwidth cost of backhaul and the cross-connect should be terminated in the designated router port of bank. Bidder has to ensure	Request you to amend the same- Cross-Connect will OGB team responsibility.	Amended: Please refer to Table# 1, Point# 26

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
				proper costing and timeline for cross connects at DC and DR of Bank.		
144	RIL	12	Hardware infrastructure Clause# 2.3.4	Branches are provided with routers of Juniper SSG20, HPE MSR 1003 and unmanaged switches.	Statement means:- Hope the existing setup will be removed with SDWAN CPE as per given specification.	Clarification: The proposed solution under this RFP for branches will replace the existing routers at Branches. The existing switches will continue to be in use.
145	RIL		Additional Clause#		Request you to add- Separate router need to be provided for each link in order to increase number of redundancy considering BFSI account.	Clarification: The proposed SDWAN device provided at branches will be used in place of existing router.
146	RIL		APPENDIX 2 – MANDATORY TECHNICAL SPECIFICATIONS Clause# Product Model Number for branches-23	The Proposed Branch Hardware must have minimum 4 Gig enabled Universal Ports, These ports should be not pre-defined for WAN/ LAN. Device should allow to define WAN/ LAN as per the requirement without any restriction. Proposed Hardware must have minimum 2 USB Port for LTE use and one console port in form of Ethernet interface.	For branch device , please remove 2 USB requirement.We can provide cpe with 1 usb for branch , device with 2 usb will be high end device and will affect cost. Request you to amend the same.	Amended: Please refer to Table# 1, Point# 4
147	RIL		APPENDIX 4 – FUNCTIONAL FEATURES Clause# Product Model Number for DC & DR-11	The SD-WAN must be able to perform priority queuing in order to prioritize packet flows for each traffic class.	Ppriority queuing is particular OEM term , Request you to amend the same as to apply Qos on the traffic to give priority to specific traffic class.	Amended: Please refer to Table# 1, Point# 39
148	RIL		APPENDIX 6 – SD-WAN MANAGEMENT Clause# 9	Management or Controller shall be able to monitor the Network statistics including continuous performance monitoring of hop count , latency and packet loss for all network paths/ link utilization.	Request you to remove hop count , this is not required as all the traffic is carried over the tunnel on the the sdwan overlay on a single hop.	Amended: Please refer to Table# 1, Point# 11

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
149	RIL		APPENDIX 4 – FUNCTIONAL FEATURES Clause# 18	The SD-WAN Solution must support RA VPN for remote user connectivity	Remote vpn solution is separate solution and it should not be considered as a part of SDWNA RFP. Please remove this point.	Amended: Please refer to Table# 1, Point# 28
150	RIL		APPENDIX 6 – SD-WAN MANAGEMENT Clause# 15	The solution should provide capability of remote diagnostics like Ping, trace route, testing VPN connectivity, Speed test, Metered Trace Route list active flows, paths , flush active flows etc., through a centralized GUI without the requirement of login into CLI of individual branches.	Please suggest what is the use-case of Metered Trace Route list active flows.	Amended: Please refer to Table# 1, Point# 13
151	RIL		APPENDIX 7 – SD-WAN REPORTING Clause# 3	The SD-WAN should support report generation for Network statistics link utilization and path performance including; a. Packet loss in the links b. Jitter on the links c. Latency of Links d. Hop count	Request you to remove hop count, this is not required as all the traffic is carried over the tunnel on the the sdwan overlay on a single hop.	Amended: Please refer to Table# 1, Point# 14
152	Smart Link India	18	4.1 Eligibility Criteria; Clause# 2	The Bidder should have a minimum turnover of ₹ 40 Crores per annum in each of the last three financial years In India.	Request removal of this clause Kindly give relaxation to MSME for fair competition.	Amended: Please refer to Table# 1, Point# 36
153	Smart Link India	19	4.1 Eligibility Criteria; Clause# 6	The bidder should have commissioned and running at least 100 SD-WAN managed links in an organization or company across India in last 5 years.	Request removal of this clause Kindly give relaxation to MSME for fair competition.	Amended: Please refer to Table# 1, Point# 40
154	Smart Link India	19	4.1 Eligibility Criteria; Clause# 7	The bidder should have commissioned and running at least 100 MPLS-VPN links or Internet wireline links within Odisha in last 5 years in a Public or Private Sector Bank /Financial Institutions / Government Organization within Odisha as on RFP submission date.	Request to reduce numbers of links for PAN INDIA. Kindly give relaxation to MSME for fair competition.	Amended: Please refer to Table# 1, Point# 37

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
155	Smart Link India	19	4.1 Eligibility Criteria; Clause# 8	Bidder should have a valid and existing SEI CMMi level 5 Certification and should ensure that the certification is valid during the entire tenure of the project	request removal of this clause CMMi levels are mostly associated with application development and deployment companies for SAP and other ERP applications. Therefore kindly remove this clause.	Amended: Please refer to Table# 1, Point# 2
156	Smart Link India	81	APPENDIX 5 SECURITY FEATURES; Clause# 11	Basic security features should be available with the all branch router like IPS	Request removal of This Clause IPS/IDS is a UTM capability rather than traditional router or SD-WAN router. The solution would provide firewall ACL to control the traffic flow. Hence requesting you to reconsider this requirement and modify this clause	Amended: Please refer to Table# 1, Point# 3
157	Smart Link India	77	APPENDIX 2 MANDATORY TECHNICAL SPECIFICATION Clause# 23	The Proposed Branch Hardware must have minimum 4 Gig enabled Universal Ports, These ports should be not pre-defined for WAN/ LAN. Device should allow to define WAN/ LAN as per the requirement without any restriction. Proposed Hardware must have minimum 2 USB Port for LTE use and one console port in form of Ethernet interface.	Request clarification We Provide Console Port in the form of HDMI, and if needed One of the Ethernet Port can be configured as Console. Request You to Modify the clause as	Amended: Please refer to Table# 1, Point# 4
158	Smart Link India	76	APPENDIX 2 MANDATORY TECHNICAL SPECIFICATIONS Clause# 4	Proposed SDWAN OEM should be listed in leader's quadrant of Gartner's report 2021. Note: OEM with Make in India will be considered with satisfactory performance report or letter from any Govt. organization or any Bank in India with at least 100 deployed locations. The letter from client should be self-explanatory to understand high customer satisfaction with the proposed SD-WAN product.	Please confirm that Semi Government Companies/ Public Limited Units are considered in the Clause.	Amended: Please refer to Table# 1, Point# 5