



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_2 Date: 19-08-2022

AMENDMENT_2: 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 11th August 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_2

Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Amendment
1	Section 4 - Eligibility Criteria	19	4.1 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.	ISO/TL Certificate: The Bidder should have ISO 27001 certification related to Network Services, Customer services and Security.
2	Section 4 - Eligibility Criteria Amendment_1 dated 06-08-	18	3	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 bidder should have positive net worth or operating 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. The

Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Amendment
	2022 (Point# 31)			<p>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 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>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 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>
3	APPENDIX 2 – MANDATORY TECHNICAL SPECIFICATIONS Amendment_1 dated 06-08-2022 (Point# 5)	76	4	<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</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 within India with at least 75 deployed locations within India. The</p>

Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Amendment
				from client should be self-explanatory to understand high customer satisfaction with the proposed SD-WAN product.	letter from client should be self-explanatory to understand high customer satisfaction with the proposed SD-WAN product.
4	Section 8 - Terms and Conditions Amendment_1 dated 06-08-2022 (Point# 22)	32	8.8 Implementation schedule (SLA for Delivery) New Clause# 4	<p>New Clause:</p> <p>4. Link acceptance criteria.</p> <p>The link delivered at branch(s) will be accepted on compliance to following:</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>	<p>New Clause:</p> <p>4. Link acceptance criteria.</p> <p>The link delivered at branch(s) will be accepted on compliance to following:</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 <120ms</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>
5	Section 8 - Terms and Conditions	30, 31	8.4 Term of the Order	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	The term of the Notification of Award / Purchase Order / Contract Period shall be for a period of 5 years and 16 weeks from date of release of 1st

Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Amendment
	Amendment_1 dated 06-08-2022 (Point# 33)			<p>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 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>	<p>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 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>
6	Section 4 - Eligibility Criteria Amendment_1 dated 06-08-2022 (Point# 40)	19	6	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.	The bidder should have commissioned and running at least 20 SD-WAN managed links in an organization or company across India in last 5 years.
7	APPENDIX 5 – SECURITY FEATURES	81	4	SD-WAN Device should be able to provide the configuration difference between Pre and Post configuration push with colour coding for addition, removal, change in configuration.	SD-WAN Device should be able to provide the configuration difference between Pre and Post configuration push with option for easy

Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Amendment
					identification of addition, removal, and change in configuration.
8	APPENDIX 7 – SD-WAN REPORTING	83	10	The SD-WAN should support granular Real-Time Monitoring and Historical Reporting like a. Statistics of bandwidth usage of each application. b. Flow of each application. c. Configuration summary. d. Security and Traffic.	The SD-WAN should support granular near Real-Time Monitoring and Historical Reporting like a. Statistics of bandwidth usage of each application. b. Flow of each application. c. Configuration summary. d. Security and Traffic.
9	Section 4 - Eligibility Criteria Amendment_1 dated 06-08-2022 (Point# 36)	18	2	The Bidder should have a minimum turnover of ₹ 5 Crores per annum in each of the last three financial years In India. 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. 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	The Bidder should have a minimum average turnover of ₹ 5 Crores per annum in last three financial years In India. 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. 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

Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Amendment
				<p>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 and are in the business of provide network connectivity services.</p>	<p>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 and are in the business of provide network connectivity services.</p>
10	Section 4 - Eligibility Criteria	19	7	<p>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.</p>	<p>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 Public or Private Sector Bank /Financial Institutions / Government Organization / Public listed company in India within Odisha as on RFP submission date.</p>
11	Section 7 - Bid Evaluation	28	7.3 Evaluation of Commercial Bids	<p>Commercial bids of only the technically qualified short-listed bidders will be opened for selection of L1 bidder.</p>	<p>Commercial bids of only the technically qualified short-listed bidders will be opened for selection of L1 bidder.</p> <p>Preference to make-in-India will be given as per guidelines mentioned in APPENDIX-10</p>

APPENDIX-10

PREFERENCE FOR MAKE IN INDIA ORDER 2017 (PPP-MII ORDER) & MSE (MICRO AND SMALL COMPANIES)

1. Bank shall provide purchase preference to participating bidders as per the provisions of following orders from the Government of India:
 - a. Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 from Ministry of Micro, Small and Medium Enterprises. Registration Certificate from NSIC/UAM for the specific services stipulated under this tender.
 - b. Public Procurement (Preference to Make in India) Order 2017 from Ministry of Commerce and Industry and subsequent amendments thereto.
2. Only Class I local supplier and Class II local supplier as defined in the PPP-MII 2017 (Revision vide Order No. P-45021/2/2017-PP (BEII) dated May 29, 2019, further revised on 4th June 2020 and further revised on September 2020 and subsequent amendments) shall only be eligible to bid in this tender.
3. Bidders are advised to read the clauses in consonance with Department of Industrial Policy and Promotion Letter No. P-45021/2/2017(BE-II) dated May 29, 2019, revised on 04-06-2020, further revised on 16-09-2020 and subsequent amendments. In case of any disparity or inconsistency, Govt. order shall take precedence over the tender clauses.
4. Certificate of local Content: The 'Class-I Local supplier' / 'Class-II Local supplier' shall provide a Certificate from the statutory auditor or cost auditor of the company (in case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content, on their letter head with Registration Number with seal as per **Annexure-S**.
5. The total order under this tender shall be split as per the following scenarios:
 1. **Scenario 1: L1 is Class I Local Supplier & MSE Bidder**
 - a) 100% order shall be placed to the L1 Bidder.
 2. **Scenario 2: L1 is Class I Local Supplier and Non MSE Bidder.**
 - a) If there exist no MSE Bidder in the L1+15% range, 100% of the order shall be placed to L1 bidder.
 - b) If there exists an MSE Bidder in the L1+15% range, 80% of the order shall be placed to L1 bidder and remaining 20% shall be placed with MSE Bidder subject to MSE Bidder matching the L1 price. If multiple MSE bidders exist in the L1+15% range, 20% order shall be split equally among such MSE Bidders subject to matching L1 price.
 3. **Scenario 3: L1 is MSE Bidder and non-Class I local Supplier:**

- a) If there exists a Class I Local Supplier in the L1+20% range, 50 % of the order shall be placed with L1 bidders and remaining 50% of the order shall be placed to such Class I Local Supplier (next highest bid to L1) subject to matching the L1 price. If that Class I Local supplier couldn't match the L1 price, next highest class I supplier with in L1+20% range shall be invited to match the price and be awarded accordingly. If none of the class I local supplier couldn't match the L1 price, L1 bidders shall be awarded 100% of the order.
- b) If there exists no Class I Local Supplier in the L1+ 20% range, 100% of the order shall be placed to L1 bidder.

4. Scenario 4: L1 is non class I Local Supplier and not a MSE Bidder

- a) If there exists a Class I local Supplier in the L1+20% range, 50% order shall be placed to the L1 Bidder and remaining 50% of the order shall be placed to such (next highest bid to L1) Class I Local Supplier subject to matching the L1 price. If that Class I Local supplier couldn't match the L1 price, next highest class I supplier with in L1+20% range shall be invited to match the price so on. If none of the class I local supplier couldn't match the L1 price, the next highest bidder shall be invited to match the L1 price and awarded accordingly.
 - b) If (a), is not applicable, and there exists an MSE bidder in L1+15% range, 80% order shall be placed to the L1 Bidder, 20% of the order shall be placed to such MSE Bidder subject to matching the L1 price. If multiple MSE bidders exist in the L1+15% range, 20% order shall be split equally among such MSE Bidders subject to matching L1 price.
 - c) If there exist a MSE bidder with in L1+15 % range and there exist a class 1 local supplier within L1+20% range, Class 1 local supplier shall be awarded 50% subject to matching L1 price. MSE bidders shall be awarded 20 % of the order. If multiple MSE bidders exist in the L1+15% range, 20% order shall be split equally among such MSE Bidders subject to matching L1 price. The remaining order shall be placed with L1 bidder. If none of the class I local supplier couldn't match the L1 price, their entitled share shall be given to L1 bidder. If none of the MSE couldn't match the L1 price, then their entitled share will be given to L1 bidder.
 - d) If (a), (b) and (c) are not applicable, then 100% order shall be placed to the L1 Bidder.
- 6. Bank Guarantee (for Delivery & performance) for separate purchase orders/LOI will also be as per the RFP.
 - 7. Scope and Responsibility of the bidders who received order through preference for local supplier and MSE, shall be as defined for L1 bidder in Scope of Work and other parts of this RFP.
 - 8. Bank Guarantee for Delivery and Performance shall be similar for all the bidders who received purchase orders/LOI as defined in the RFP.

Annexure-S
(CERTIFICATION FOR LOCAL CONTENT)

The General Manager
Odisha Gramya Bank
IT Department,
Gandamunda, Khandagiri,
Bhubaneswar – 751030.

Dear Sir,

Your RFP Ref No. OGB/RFP/ITD/NETWORK/008/2022-23 dated 19th July 2022

Bidder Name:

1. This is to certify that proposed <Bill of material and Scope of Work > by _____ (Bidder name) is having the local content of _____% as defined in the above mentioned RFP and amendment thereto.
2. This certificate is submitted in reference to the Public Procurement (Preference to Make in India), Order 2017 – Revision vide Order No. P-45021/2/2017-PP (BEII) dated May 29, 2019, further revised on 4th June 2020, further revised on September 2020 and further revised on June 2022 (Manual for Procurement).

Signature of Statutory Auditor/Cost Auditor

Registration Number:

Seal

Counter-signed:

Bidder Company Name

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
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	05th September 2022 on or before 17:00 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).	05th September 2022 on or before 17:00 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.	06th September 2022 at 11:00 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	Hughes	19	Section 4 - 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.	<p>Request you to modify this clause as " Bidder should have required level of ISO 9001 or ISO 27001 certification related to network services, customer services and security" OR Request to modify this clause as "Bidder or its Parent Company should have required level of ISO 9001 and ISO 27001 certification related to network services, customer services and security" OR Request bank to modify it that the bidder /OEM should have ISO 9001 certification.</p> <p>Our parent company holds ISO 9001 certification and the subsidiary company - which is also the bandwidth licensee holder has ISO 27001. In this RFP, the subsidiary company can bid as the bidder needs to be bandwidth service provider hence we request to consider the ISO 9001 certification of the parent company the ISO 27001 certification of the bandwidth service provider.</p> <p>Further, we confirm that the OEM , whose solution we wish to offer has ISO 9001 certification.</p>	<p>Amended:</p> <p>Please refer to Amendment_2-Table# 1, Point# 1</p>
2	Hughes	36		The parent company or its 100 percent subsidiary company or by combined entities can participate in this process.	Bank has allowed order splitting and payment splitting in 2 entities - one being the parent company and other being the subsidiary or combined entities, by this same logic we request bank to consider the ISO	<p>Clarification:</p> <p>The payment term has been provided to help bidder for invoicing bandwidth and</p>

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
					certification 9001 to be considered for the parent company and ISO 27001 for the subsidiary. If, for ordering and payments (both of which are post bid award activities) bank is considering and allowing parent company and its subsidiary , then kindly allow and consider this at bidding stage as well for ISO certification requirements.	Hardware rentals separately to different accounts for easy identification and compliance. However, consortium bidding is not allowed and the credentials of Bidding company only will be evaluated for qualification criteria.
3	Hughes	18	Section 4 - Eligibility Criteria Clause#3	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.	Request bank to remove (after deduction of provision/payment towards AGR dues) from operational profit calculation. Operational profit is calculated before deduction of provision or payments towards AGR.	Amended: Please refer to Amendment 2- Table# 1, Point# 2
4	Hughes	74	APPENDIX 2 – MANDATORY TECHNICAL SPECIFICATIONS	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.	Request Bank to consider and modify it as public listed company with SDWAN sites or projects for 75 nos implemented in India Or request bank to include private companies in India. We (our OEM) has implemented a SDWAN project in India for a client which is public listed globally for more than 300 sites with multiple WAN links. Hence we request to consider our request as stated.	Amended: Please refer to Amendment 2- Table# 1, Point# 3
5	Hughes	10	2.2 Objective of this RFP:	"Bidder" (including the term 'tenderer', 'consultant' or 'service provider' in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), e	As per this clause, our understanding is consortium is allowed - kindly clarify.	Clarification: Consortium bidding is not allowed

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
6	Hughes	14	Underlay network for Branches	<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>vi. MPLS on RF or fiber</p>	<p>Request some clarification;</p> <p>- as understood from the RFP, the existing VSAT links -100 nos will be configured as secondary post this SDWAN implementation.</p> <p>- The combination of links stated by bank are asking for dual connectivity - does that mean that sites will have 3 connectivities once SDWAN is implemented?</p> <p>- If the above understanding is correct, refer to the combination numbers i, iii, v - bank has allowed VSAT as an option. Does that mean that the site will have 2 VSATs if bidder opts to offer VSAT as one of the primary media?</p>	<p>Clarification:</p> <p>Bidder shall provide the underlay connectivity as per combination provided under this clause. The existing VSAT will be used as fall-back once the links provided by the bidders failed to work. Upon fall-back to VSAT link of Bank, the SDWAN box should behave as plane router and should use static routing to transmit Bank's data without overload of SDWAN data.</p> <p>On bidders proposing 2 links under their scope, the Bank's VAST link will be connected to SDWAN device as third link for fail-over.</p>
7	Hughes	67	Commercial Bid format	Bandwidth rental of 2 Mbps bandwidth per branch/office location (for 1st phase order)	<p>There is a single line item for bandwidth rates, but bank has allowed 6 different combinations for bandwidth as per clause 14 - underlay network. Request bank to modify this and break this bandwidth line item into 6 line items - so that rate for each of the underlay combinations can be put along with quantity for each combination totalling to 100 nos.</p> <p>i) For each branch location, bank has asked bidder to specify the media which will be actually deployed.</p> <p>ii) All the 6 combinations of underlay network have different commercials, they cannot be clubbed or a common single line</p>	The clause in RFP remains unchanged

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
					item rate cannot accomodate the rate for all these 6 different combinations.	
8	Hughes	13	Link acceptance criteria	The latency shall be <60ms	We request the following modifications: i) End to end ping response between branch system to DC, DR and HO servers with ping of 1000 count resolves with more than 95% response on LTE links ii) for LTE links, the latency should be less than 120 msec (considering private APN on LTEs).	Amended: Please refer to Amendment_2-Table# 1, Point# 4
9	Hughes	79	Functional Features	The SD-WAN device should support remediation of packet loss and should have in built mechanism for recovery Packet Loss.	Need more clarity on the requirement/interpretation of this clause.	Clarified in pre-bid meeting.
10	Hughes				Request bank to extend the bid submission date by atleast 15 days.	Refer to the new bid schedule in this document
11	MIL		Checklist # 2	Earnest Money Deposit (EMD) in form of Bank Guarantee (BG) amounting to ₹2,00,000/- (Rupee Two Lakhs only). The scanned copy of Bank Guarantee to be uploaded in e-Procurement portal and the hard copy of the BG must reach at Head Office of OGB before last date of submission of bid.	Please allow to make this payment via Online also for faster payout	The clause in RFP remains unchanged
12	MIL		Checklist # 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 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.	Please allow to make this payment via Online also for faster payout.	The clause in RFP remains unchanged
13	MIL		Checklist # 3	Class 3 Digital Signature Certificate (DSC) with signing and encryption facility, of	Please allow Letter of Authority for this submission	The clause in RFP remains unchanged

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
				person having power of attorney for submission of bid. Scanned copy of Power of Attorney of Bidder to be uploaded in e-Procurement portal and the hard copy of the Power of Attorney of Bidder must reach at Head Office of OGB before last date of submission of bid.		
14	VIL		Clause 8.4	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.	Request to make this link-wise delivery for 5 Years contract, i.e from the final date of delivery cum acceptance 5 years will be counted, as deliveries will take time and rates would be evaluated for 5 years	Amended: Please refer to Amendment_2-Table# 1, Point# 5
15	VIL		Annexure O	Serial # 3 & 4 , Phase 2 Orders (200 Locations)	Request to exclude the pricing for Phase 2 Orders as this will be done at later stage of project and feasibility (technical & commercial both) will not be applicable for SP to execute, or to keep the same negotiable in future depending upon fresh feasibility	The clause in RFP remains unchanged
16	VIL		8.4 Term of the Order	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 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 200 locations (other than 100 locations mentioned in 1st phase order) to other	Request to make this link-wise delivery for 5 Years contract,i.e from the final date of delivery cum acceptance 5 years will be counted, as delievries will take time and rates would be evaluated for 5 years	Amended: Please refer to Amendment_2-Table# 1, Point# 5

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
				<p>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. 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>		
17	VIL		8.26 Extension of RFP/Contract	<p>The bidder shall be required to consistently execute, in a successful and professional manner, the jobs assigned under this RFP/Contract, to the satisfaction of and as decided by OGB up to a contract period reckoned from the date of commencement of the services and may be extended for further period on satisfactory performance by bidder. However even in case, the bidder is not interested to extend the Contract for a further period, bidder shall be essentially required to execute the work at least for next 6 months period on the same rates and terms & conditions of the RFP/Contract. OGB at its sole discretion may extend the contract for a period of three (3) years from the date of completion of initial contract period with mutually agreed terms between the service provider(s) and bank.</p>	Please clarify the initial period of contract	<p>Amended: Please refer to Amendment_2-Table# 1, Point# 5</p>
18	VIL		8.15	<p>Shifting of Link Bank will issue separate Work Order for the bidder and the same would need to be shifting of Link in same premises or to</p>	<p>Any shifting of Link would incur huge cost to the bidder and the same would need to be pre-agreed, as bidder would need to</p>	<p>The clause in RFP remains unchanged</p>

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
				<p>different premises at any point of time during contract period. The shifting order will be released as per approved shifting rate under 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.</p> <p>The shifting rates quoted by L1 bidder under this RFP is subject to negotiation. The same would be negotiated between Purchase Committee and the representative of L1 bidder. The mutually agreed rate will be treated as rate contract during contract period.</p>	<p>perform feasibility on the new site for which there is sometime that would need to be given. Further there needs to be a threshold with regards to how much percentage of the Links can be at any time shifted in consideration to the complete order of Links or provisioned Links.</p>	
19	MIL		8.22	<p>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</p>	<p>The indemnity provision stated herein is acceptable to the bidder, but we would recommend to have a mutual clause. The reason for this ask is due to the fact that the premises wherein the services are being provided belongs to OGB and in case bidder is also been subjected to a claim under IPR or confidentiality; there should be protection be given against such third party claims</p>	<p>The clause in RFP remains unchanged</p>

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
				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.		
20	VIL		8.25	Exit option and contract re-negotiation a) b) OGB reserves its right to cancel the contract in the event of Amalgamation / Merger of Bank with other entity of bank leading to change of service integrator or service provider as per requirement of new entity post amalgamation / Merger. In such case Bank is not liable for any payment for undelivered portion of services due to termination of contract. c)	The links being provisioned by the Bidder has huge capex cost that is being associated for each site, therefore any cancellation should have a minimum lock-in period towards availing of service otherwise the bidder may be subjected to huge cost which is also a known fact to OGB.	The clause in RFP remains unchanged
21	VIL		8.25	g) Warranties: 1. 2. 3. The bidder recognizes that considering the enormity of the assignment, the transition services listed herein are only indicative in nature and the bidder agrees to provide all assistance and services required for fully and effectively transitioning the services provided by the bidder under the scope, upon	The bidder acknowledges to perform or complete all of the aspects or requirement placed under the said tender. In case there requirement or ask is beyond the scope of the Service mentioned therein, then OGB would need to accordingly note that they would fall within the ambit of additional services for which there might be commercial reasonable cost associated.	The clause in RFP remains unchanged

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
				termination or expiration thereof, for any reason whatsoever.		
22	MIL		8.26	Extension of RFP/Contract The bidder shall be required to consistently execute, in a successful and professional manner, the jobs assigned under this RFP/Contract, to the satisfaction of and as decided by OGB up to a contract period reckoned from the date of commencement of the services and may be extended for further period on satisfactory performance by bidder. However even in case, the bidder is not interested to extend the Contract for a further period, <u>bidder shall be essentially required to execute the work at least for next 6 months period on the same rates and terms & conditions of the RFP/Contract.</u>	The bidder understands and agrees that the Services to be provided would needs to be in accordance to the Technical Specs mentioned therein. It cannot be outside of that parameter thereby leading to an additional criteria of arbitrary performance satisfaction of OGB. Also any additional extension for transition would be subjected to mutually agreeable conditions.	The clause in RFP remains unchanged
23	MIL		8.27	Order Cancellation 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; i. Delay in delivery and services beyond the specified period as set out in the Purchase Order before acceptance of the product; or, ii. Serious discrepancy in the quality of service expected.	In case there are additional sub-contractors of OGB, which may lead of delays cannot be attributable to Bidder. Similarly in case of any concern from OGB on the time line or service related issues then there needs to be a prior notice from OGB to bidder seeking for their explanation, so right to cancel can only happen due to non-satisfactory response from bidder.	The clause in RFP remains unchanged
24	MIL		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	As stated earlier, the service being provided is a capex intensive project wherein the bidder is required to invest huge cost towards delivery of service. OGB would need to consider this aspect and	The clause in RFP remains unchanged

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				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.	accordingly consider on a minimum period of service prior to any termination.	
25	VIL		8.34	Compliance with Applicable Laws of India The Bidder confirms to OGB that it complies with all Central , State, Municipal laws and local laws and rules and regulations and shall undertake to observe, adhere to, abide by, comply with and notify OGB about compliance with all laws in force including Information Technology Act 2000, or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and for all purposes of this RFP/Contract, and shall indemnify, keep indemnified, hold harmless, defend and protect OGB and its officers/ staff/ personnel/ representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.	We request that the clause be made mutual, since the terms put forth on the bidder is something that would be applicable for both parties.	The clause in RFP remains unchanged
26	VIL		Annexure M	Track Record for Past Experience	The details of our Customer is something which is kept under secrecy and bound by non-disclosure agreements, therefore it would not be possible to upfront disclosure	The clause in RFP remains unchanged

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					the details of Customer with their contact details etc.	
27	VIL	14	2. Underlay network for Branches: a	1. Underlay network to branches and offices with minimum of 2Mbps bandwidth per location using last mile as mentioned below: a. Out of 1st phase order of 100 locations, 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. Maximum height of RF pole can be 6m without drilling the roof top of the premise. 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.	Since LTE connectivity is having no SLA , any combination of underlay's shall be allowed as per RFP.	Please refer to Amendment_1 Table# 1, Point# 16, 17
28	VIL	14	2. Underlay network for Branches: c	i. IPsec Tunneling on Broadband internet on Fiber or RF + MPLS network on VSAT or RF 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	Any LTE link will be on best effort basis . SLA part to be confirmed by service assurance team. Since customer expectation is 2 Mbps connectivity at any point of time.	Please refer to Amendment_1 Table# 1, Point# 16, 17
29	VIL	14	2. Underlay network for Branches: 2	The existing MPLS - VSAT link at branches will be connected to the SD-WAN box provided by the service provider and	Is Secondary VSAT-MPLS link provided by OGB termination on SD-WAN Box is mandatory or it can be bidder provided secondary link.	Clarified: Please refer to Amendment_2 Table# 2, Point# 6

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				should be configured as secondary connectivity with auto failover.		
30	MIL	77	Appendix 2 10	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.	As mentioned in 1. Broad Scope of Work:(6). Controller /Orchestrator can be cloud based in bidders own DC.	Please refer to Amendment_1 Table# 2, Point# 80
31	MIL	77	Appendix 2 6	Proposed SDWAN solution support (LTE+ILL, LTE+LTE , LTE + Broadband, LTE+MPLS, Broadband + VSAT, LTE+VSAT, MPLS + Broadband)	Proposed SDWAN solution support any (LTE+ILL, LTE+LTE , LTE + Broadband, LTE+MPLS, Broadband + VSAT, LTE+VSAT, MPLS + Broadband) and should fulfill overall requirement.	Please refer to Amendment_1 Table# 2, Point# 76
32	MIL	19	4.1 Eligibility Criteria 6	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.	The bidder/ OEM should have commissioned and running at least 50 SD-WAN managed links in an organization or company across India in last 5 years.	Amended: Please refer to Amendment_2 Table# 1, Point# 6
33	MIL	82	Appendix 5 10	All internet connections except for local breakout should use auto VPN tunnelling using IPsec or higher security standard.	Why Internet breakout is required? There is not much of clarity on internet breakout at local level. What is the expectation from OGB.	Clarification: Locations provided with internet media as underlay network shall provide local breakout for the branch user to access limited whitelisted websites. Other sites connected using MPLS or non-internet based underlay shall use breakout to the whitelisted websites using devices provided by bidder at Data Centres.

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34	VIL	82	Appendix 5 4	SD-WAN Device should be able to provide the configuration difference between Pre and Post configuration push with colour coding for addition, removal, change in configuration.	Or User activity Log to be shared.	Clarified: Please refer to Amendment_2 Table# 1, Point# 7
35	VIL	82	Appendix 5 5	SD-WAN Device should have capability to capture the packet for trouble shooting using UI.	Since it is managed service, it will be bidders responsibility.	Clarification: Maintenance of services under scope of this project will be under scope of bidder. However, for selection of devices, these specification shall be considered.
36	VIL	82	Appendix 5 7	Proposed Solution should have capability to capture lat-long of every installed SD-WAN Device	Lat- long to be provided by OGB	Clarification: Bidder's engineer engage at Head Office shall do this activity.
37	VIL	82	Appendix 5 11	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.	Local internet breakout may degrad service and increase risk despite IPS/IDS	Please refer to Amendment_1 Table# 1, Point# 3
38	VIL	83	Appendix 6 3	The Solution should support Role Based Access Control that provides only relevant information to the user based on their roles and privileges.	As It's a manged service, will have read only access.	Clarification:

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						Bank's designated engineer and officers shall have all rights based on security policy of Bank.
39	VIL	83	Appendix 6 4	The solution should able to define the Custom roles in addition to redefined roles (e.g.Owner, Viewer, Operator, and Editor, Super user to control permissions flexibly and accurately.	As It's a manged service, will have read only access.	Clarification: Bank's designated engineer and officers shall have all rights based on security policy of Bank.
40	Infinity Labs	76	APPENDIX 2 – MANDATORY TECHNICAL SPECIFICATIONS Clause # 10	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.	Can the PoC be conducted with Cloud Based Controller or do we have to deploy an on-prem controller too.	Clarification: POC can be done using Bidder's or OEMs controller. However, the same should be hosted within India.
41	Infinity Labs	79	APPENDIX 4 – FUNCTIONAL FEATURES Clause# 7	The SD-WAN should support Link failover due to packet loss, Latency, Jitter and uplink / downlink bandwidth.	It is advisable to consider only packet loss, jitter, and latency for link failover and failback as upload/download bandwidth values cannot ensures better packet loss or latency values. This could create indecision within the system.	Clarification: Based on the criteria set by Bank in coordination with bidder for a particular site, the link switch over shall happened.
42	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.	The clause in RFP remains unchanged
43	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	Please refer to Amendment_1 Table# 2, Point# 60

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					are planning to connect only 300 locations. Please confirm?	
44	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.	Please refer to Amendment_1 Table# 2, Point# 61
45	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?	Please refer to Amendment_1 Table# 1, Point# 26
46	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 proper costing and timeline for cross connects at DC and DR of Bank.	Request you to amend the same- Cross-Connect will OGB team responsibility.	Please refer to Amendment_1 Table# 1, Point# 26
47	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.	Please refer to Amendment_1 Table# 2, Point# 145
48	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.	Priority 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.	Please refer to Amendment_1 Table# 1, Point# 39
49	RIL		APPENDIX 4 – FUNCTIONAL FEATURES Clause# 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.	Remote vpn solution is separate solution and it should not be considered as a part of SDWAN RFP. Please remove this point.	Please refer to Amendment_1 Table# 1, Point# 28

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50	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.	Please refer to Amendment_1 Table# 1, Point# 13
51	RIL	11	APPENDIX 5 – SECURITY FEATURES Clause# 81	Basic security features should be available with the all branch router like IPS. 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.	All Industry Security Features- Please clarify what all specific security features required accordingly licencing and BOX designing will be done.	Clarification: In SDWAN technology the security features are named and licensed in different flavours across OEMs. Hence, Bank intends that the bidder shall considered all security features required in the proposed solution required for Bank to make the system secure. Bank is conducting VAPT audit of its network once in every 6 months. Bidder shall mitigate all vulnerabilities and security flaws in the proposed solution without any additional cost to the Bank as this is a managed solution.
52	RIL	77	APPENDIX 2 – MANDATORY TECHNICAL SPECIFICATIONS. Page 77 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 1 USB Port for LTE use and one console port in any form.	The Proposed Branch Hardware must have minimum 4 Gig enabled Universal Ports, There shall be 2 WAN / 1 LAN or 2 WAN/2 LAN Ports which shall be configurable. 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.	Please refer to Amendment_1 Table# 1, Point# 4
53	RIL	77	APPENDIX 2 – MANDATORY TECHNICAL SPECIFICATIONS.	The SD-WAN should Support protocol functionality like Static Routes, BGP, PBR, PFR based on predefined application SLA, Tunneling and NAT. The same	The SD-WAN should Support protocol functionality like Static Routes, BGP, PBR, PFR based on predefined application SLA, Tunneling and NAT. The same	Please refer to Amendment_1 Table# 1, Point# 30

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			Page 77 Clause 16	Device/solution should be capable of IPv6 routing support for OSPF/ BGP when implementing IPv6.	Device/solution should be capable of IPv6 routing support without any change in Network performance	
54	RIL	81	APPENDIX 5 – SECURITY FEATURES . Page 81, Clause 4	SD-WAN Device should be able to provide the configuration difference between Pre and Post configuration push with colour coding for addition, removal, change in configuration.	SD-WAN Device should be able to provide the configuration difference between Pre and Post configuration push. Color Coding is Vendor Specific.	Clarified: Please refer to Amendment_2 Table# 1, Point# 6
55	RIL	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.	Clarified: Please refer to Amendment_1 Table# 2, Point# 17
56	RIL			The proposed SDWAN solution should be upgradable to provide layer 7 security as and when required without any additional hardware.	Considering security features and sizing the hardware throughput accordingly - this can be achieved. Request you to share the complete details for further POA.	Please refer to Amendment_2 Table#2 Point# 51
57	RIL			The SD-WAN should support granular Real-Time Monitoring and Historical Reporting like a. Statistics of bandwidth usage of each application. b. Flow of each application. c. Configuration summary. d. Security and Traffic.	Please amend as granular Near Real-Time Monitoring (5mins) interval.	Amended: Please refer to Amendment_1 Table# 1, Point# 8
58	Smartlink	76	APPENDIX 2 – MANDATORY TECHNICAL SPECIFICATIONS 4	Proposed SDWAN OEM should be listed in Gartner's report 2021 or 2022. OR 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	Kindly Consider OEM experience if the prime bidder will be the service provider. Will share our OEM Authorization as a proof.	Clarification: This clause is to evaluate the experience of OEM, hence the documentary evidence of OEM shall be submitted by the bidder.

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				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.		
59	Smartlink	19	4.1 Eligibility Criteria; 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 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. The validity of the license should be more than five years from the date of this RFP Bidder should upload the scanned copy of Unified ISP license. 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	Kindly Consider OEM experience for the SDWAN and consider any kind of connectivity experience from the service provider. Will share our OEM Authorization as a proof.	Clarification: Documentary evidence of Bidder will only be considered for this criterion. The clause of having 75 links is applicable for bidders having VNO license only.
60	Smartlink	18	4.1 Eligibility Criteria; 2	The Bidder should have a minimum turnover of ₹ 5 Crores per annum in each of the last three financial years In India.	Kindly consider Annual average turnover Rs.5 Cr. for last three financial year 2019-20,2020-21 and for 2021-22.	Amended: Please refer to Amendment_2-Table# 1, Point# 9
61	Smartlink	19	4.1 Eligibility Criteria;7	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.	Kindly consider Private Limited links also to achieve numbers or consider all mentioned segments together.	Amended: Please refer to Amendment_1 Table# 1, Point# 20
62	Smartlink	19	4.1 Eligibility Criteria;6	The bidder should have commissioned and running at least 50 SD-WAN	SD WAN is part of Hardware so kindly consider OEM experience for the same. Will share our OEM Authorization as a proof.	Amended: Please refer to Amendment_2 Table# 1, Point# 6

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				managed links in an organization or company across India in last 5 years.		
63	Smartlink	23	Section 5 Instruction to Bidders 5.7 Earnest Money Deposit (EMD) 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 validity of the Bank Guarantee as per the statutory provisions in this regard, as per format in Annexure B.	Kindly accept Demand draft (DD) from any Nationalized Bank instead of BG to avoid more paper works with banks.	The clause in RFP remains unchanged