

Sl. No.	GeM Bid Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	ATC Annexure-2 Technical Requirements A. Mandatory Technical Requirements	A. General Specification of SD-WAN Solution 5. The SD-WAN solution should Support IPv4 and IPv6 dual stack from day one.	Bank to clarify that IPV6 support is required from WAN side	The proposed SDWAN solution should support IPV6 in all aspects.
2	ATC Annexure-2 Technical Requirements A. Mandatory Technical Requirements	A. General Specification of SD-WAN Solution 8. The SD-WAN solution should support Application Performance Monitoring.	Bank to provide use case for this RFP clause	The proposed SDWAN solution should be able to view real time end-end application performance like jitter, latency, packet loss, bandwidth utilization, filtered by clients, networks and servers. Detailed analysis of packets at application and user level.
3	ATC Annexure-2 Technical Requirements A. Mandatory Technical Requirements	A. General Specification of SD-WAN Solution 11. The SD-WAN solution should be able to communicate with the existing products of different vendors (eg: - Cisco, HP, Aruba, Juniper, Checkpoint, Lavelle Networks, Tejas Networks, Fortinet, Palo-alto, etc.) Routers, Switches, Firewall and SD-WAN.	Bank to clarification on type of communication/integration needed here	Interoperability of different OEM products for secure & smooth network operation.
4	ATC Annexure-2 Technical Requirements A. Mandatory Technical Requirements	A. General Specification of SD-WAN Solution 21. The SD-WAN should continuously assess performance of voice, video, and data applications at any given time with the ability to prioritize the traffic based on bank requirement.	Bank to provide use case for this RFP clause	The proposed solution should have Qos feature to assess and resolve the voice, video and data Application's issues.
5	ATC Annexure-2 Technical Requirements A. Mandatory Technical Requirements	A. General Specification of SD-WAN Solution 30. The SD-WAN solution should be integrated with bank's SIEM and PIM solution.	Need clarification on the type of integration expected.	Integration of SIEM solution for analyzing the logs and PIM solution for secure login and monitoring the administrative activities.
6	ATC Annexure-2 Technical Requirements A. Mandatory Technical Requirements	B. SD-WAN solution with High Availability specification in DC and DR 7. The SD-WAN devices should support IEEE 802.1Q, 802.1AB, 802.3AD	Enabling LLDP on an edge device can open the network neighbors to be discovered by outside entities thereby enabling access into your network. Hence request bank to keep this RFP clause as optional.	Bidder has to comply the GeM bid terms and conditions. The proposed solution should have option to enable and disable the LLDP.
7	ATC Annexure-2 Technical Requirements A. Mandatory Technical Requirements	C. Branch Office SD-WAN device specification 5. The SD-WAN devices should support IEEE 802.1Q, 802.1AB	Enabling LLDP on an edge device can open the network neighbors to be discovered by outside entities thereby enabling access into your network. Hence request bank to keep this RFP clause as optional.	Bidder has to comply the GeM bid terms and conditions. The proposed solution should have option to enable and disable the LLDP.
8	ATC Annexure-2 Technical Requirements A. Mandatory Technical Requirements	D. Hardware/Device Security 3. Device should not connect to central controller without manual intervention, for authentication, if link/Power failure happens for the specified time period. Time period should be customizable as per bank's requirements.	Bank to provide use case for this RFP clause	In Bank Environment, there are possibilities of device went as off-line as device shifting, device burnt/faulty, device kept as spare and theft etc. In these cases, the proposed device should not be operational without Bank's officials knowledge.



16	ATC Annexure-2 Technical Requirements A. Mandatory Technical Requirements	C. Branch Office SD-WAN device specification 4. The SD-WAN devices should have a) Minimum 4 x 1 GE based ports, which should be used as both WAN and LAN ports, and one in-built smart serial interface supporting 2 Mbps BW b) Minimum 2 USB Ports to connect Dongle	Request bank to consider technical scoring and weightage basis the relevance and complexity of the technical feature. Hence request the bank to have a 25% weightage of overall technical marks on the serial integrated box. As its a complex feature , very few vendors have been able to achieve	The GeM bid clause is modified as under: "4. The SD-WAN devices should have a) Minimum 4 x 1 GE based ports, which should be used as both WAN and LAN ports, and one in-built serial interface supporting 2 Mbps BW <u>or one serial to gig converter with 2 Mbps BW.</u> b) <u>Minimum 2 USB Ports or one USB and One SIM Slot.</u>
17	Additional terms and conditions 7. Techno Commercial Evaluation Process	7.8. The Criteria for Technical Evaluation and Commercial Evaluation will have weightage of 70:30.	Request the bank to consider a weightage of 85/ 15 for T1/L1 to ensure a technically Superior product is selected .	Bidder to comply with GeM bid terms and conditions.
18	Additional terms and conditions 17. Penalties & Liquidated damages	17.2. Penalties/Liquidated damages for not maintaining uptime: 17.2.5. For Branches/offices, Bank shall impose the penalty of Rs.2000 per day in case of resolution are delayed beyond NBD (Next Business Day).	Penalty of Rs 2000 is high per day . Request the bank to waive off the penalty	Bidder to comply with GeM bid terms and conditions.
19	Generic	Generic	Request bank to make sure the new controller / DC , DR set up of the SD-Wan for 4500 devices works in complimentary / leverage the existing set up of Sd-wan deployment at canara and hence meet the generic specifications of RFP on availability , scalability and capacity bench mark	The proposed SDWAN solution should have distinct DC & DRC setup for these locations.
20	Generic	Generic	2.Preventive Maintenance :Irrespective of SDWAN edge devices being a zero touch enabled, as the integrated device has a inbuilt serial component, its a best practice to have a site visit to log in with a console cable	Bidder to comply with GeM bid terms and conditions.
21	ATC Annexure-11 Technical Evaluation Criteria	1. No. of implementations (not necessarily by the Bidder) of the Proposed OEM Solution (not necessarily the same model) in Scheduled Commercial Bank/PSU/ Govt. Organization/Govt. Unit/ BFSI/ Company (Publicly listed) in India for Minimum 500 discrete locations in Single Order or multiple order to build a Single Solution, as on GeM bid date. Bidder has to submit Certificate of Satisfactory working from the respective organizations on their letter head with seal, contact no., mail and clearly specifying the no. of locations deployed and since when.	We request bank to consider the changes as :- "No. of implementations (not necessarily by the Bidder) of the Proposed OEM Solution (not necessarily the same model) in Scheduled Commercial Bank/PSU/ Govt. Organization/Govt. Unit/ BFSI/ Company in India for Minimum 200 discrete locations in Single Order or multiple order to build a Single Solution, as on GeM bid date.e."	Bidder to refer corrigendum-1 for amended Technical Evaluation Criteria.



27	ATC Annexure-2 Technical Requirements A. Mandatory Technical Requirements	B. SD-WAN solution with High Availability specification in DC and DR 3. The SD-WAN device should have minimum 6 x 1G RJ45 type, 10 x 10G Optical SFP (Multi-Mode LC Type) ports, which should be used as both WAN and LAN ports. All ports should be populated with SFP modules.	This is mentioned in General Technical Requirements so request to clarify that is it applicable for all DC and Branch Devices	Only for DC and DR
28	ATC Annexure-2 Technical Requirements A. Mandatory Technical Requirements	B. SD-WAN solution with High Availability specification in DC and DR 5. The SD-WAN solution must be deployed in HA Active-Active in DC-DR.	The SD-WAN solution must be deployed in HA Active-Active or Active-Passive mode in DC-DR and HA shall ensure no device/link terminated on device fails	Bidder to comply with GeM bid terms and conditions.
29	ATC Annexure-5 Pre-Qualification Criteria	Criteria The bidder (Including its OEM, if any) should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 16/09/2020 Documents to be submitted for Compliance Certificate of local content to be submitted as per Annexure-6 or Annexure-7 as applicable.	Class-I or Class-II supplier should be applicable to OEM Only The proposed OEM should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 16/09/2020	Bidder to comply with GeM bid terms and conditions.
30	ATC Annexure-11 Technical Evaluation Criteria	1. No. of implementations (not necessarily by the Bidder) of the Proposed OEM Solution (not necessarily the same model) in Scheduled Commercial Bank/PSU/ Govt. Organization/Govt. Unit/ BFSI/ Company (Publicly listed) in India for Minimum 500 discrete locations in Single Order or multiple order to build a Single Solution, as on GeM bid date. Bidder has to submit Certificate of Satisfactory working from the respective organizations on their letter head with seal, contact no., mail and clearly specifying the no. of locations deployed and since when.	Since Make in India OEMs for SDWAN technology are emerging in India in the last few years only, It is requested that the eligibility of quantity requirement of per implementation be kept reasonable to accommodate as many MII OEMs with relevant experience in line with the spirit of promoting make in India as per GoI PPP norms. Suggest to reduce each project size to 75 sites or above. No. of implementations : OEM should have supplied SDWAN in India for minimum two different projects having more than 75 sites each in Scheduled Commercial Bank / PSU / Govt. Organization/Govt. Unit/ BFSI/ Company (Private/Publicly listed) Globally in a single/multiple purchase order/single solution in an organization .Bidder has to submit at least one Certificate of Satisfactory working or Quality Assurance Plan (QAP) from the respective organizations on their letter head/mail with contact details and clearly specifying the no. of locations deployed and since when.	Bidder to refer corrigendum-1 for amended Technical Evaluation Criteria.



36	Annexure-1 Scope of Work	Bidder shall ensure that during various phases of implementation, the performance, security, etc. of the existing network setup is not compromised.	Need to understand Bank's existing architecture, connectivity set up including security solutions on higher level	Details will be shared with the selected bidder.
37	Annexure-1 Scope of Work	Bidder has to design, lay and test the solution to cater the requirements without changing the Bank's Existing Network Architecture.	Need to understand Bank's existing architecture, connectivity set up	Details will be shared with the selected bidder.
38	Annexure-1 Scope of Work	The bidder should coordinate with all existing System and Network Integrators/Telecom Service Providers, other vendors and Bank's Officials during the course of Project Implementation, Warranty, AMC period for delivery, installation, configuration and completion of any other scope of work defined in this GeM bid.	Need complete information about the network architecture, stake holders involved currently	Details will be shared with the selected bidder.
39	Annexure-1 Scope of Work	Bidder has to ensure that DC and DR are having SD-WAN master controller /Orchestration layer for all other locations. Both DC and DR SD-WAN controller/ Orchestration layer should be in HA mode for all other devices.	Does Branch locations need HA or single appliance at each location?	Single Appliance only.
40	Technical Evaluation Criteria	B. Technical Requirements	what are the list of mandatory technical requirements and desirable technical requirements?	Bidder to refer corrigendum-1 for amended Technical Evaluation Criteria.
41	Annexure-2 Technical Requirement	A. General Specification of SD-WAN Solution 5. The SD-WAN solution should Support IPv4 and IPv6 dual stack from day one.	Bank to clarify that IPV6 support is required from WAN side	The proposed SDWAN solution should support IPV6 in all aspects.
42	Annexure-2 Technical Requirement	A. General Specification of SD-WAN Solution 8. The SD-WAN solution should support Application Performance Monitoring.	Bank to provide use case for this RFP clause	The proposed SDWAN solution should be able to view real time end-end application performance like jitter, latency, packet loss, bandwidth utilization, filtered by clients, networks and servers. Detailed analysis of packets at application and user level.
43	Annexure-2 Technical Requirement	A. Mandatory Technical Requirements The SD-WAN solution should be able to communicate with the existing products of different vendors (eg: - Cisco, HP, Aruba, Juniper, Checkpoint, Lavelle Networks, Tejas Networks, Fortinet, Palo-alto, etc.) Routers, Switches, Firewall and SD-WAN.	Bank to clarification on type of communication/Integration needed here	Interoperability of different OEM products for secure & Smooth network operation.
44	Annexure-2 Technical Requirement	A. Mandatory Technical Requirements The SD-WAN should continuously assess performance of voice, video, and data applications at any given time with the ability to prioritize the traffic based on bank requirement.	Bank to provide use case for this RFP clause	The proposed solution should have Qos feature to assess and resolve the voice, video and data Application's Issues.
45	Annexure-2 Technical Requirement	A. Mandatory Technical Requirements The SD-WAN solution should be integrated with bank's SIEM and PIM solution.	Need clarification on the type of integration expected.	Integration of SIEM solution for analyzing the logs and PIM solution for secure login and monitoring the administrative activities.
46	Annexure-2 Technical Requirement	A. Mandatory Technical Requirements The SD-WAN devices should support IEEE 802.1Q, 802.1AB, 802.3AD	Enabling LLDP on an edge device can open the network neighbors to be discovered by outside entities thereby enabling access into your network. Hence request bank to keep this RFP clause as optional.	Bidder has to comply the GeM bid terms and conditions. The proposed solution should have option to enable and disable the LLDP.



9	ATC Annexure-2 Technical Requirements A. Mandatory Technical Requirements	E. SD-WAN Management 1. Appliance Should be able to integrate with central authentication solutions such as: a) Active Directory, TACACS, TACACS +, RADIUS. b) Solution should have privilege level of users like L1, L2 and L3 to control and to manage deployed SD-WAN devices.	Request the bank to consider the progressive and evolving authentication mechanisms and also leverage the existing tools, such as PAM/PAM/LDAP/TACACS/TACACS+ for authentication. And hence exclude age old RADIUS which is no longer evolving or used in large dynamic enterprises.	The GeM bid clause is modified as under: "E. SDWAN Management 1. Appliance Should be able to integrate with central authentication solutions such as: a) Active Directory, TACACS, TACACS +, <u>RADIUS (Optional)</u> . b) Solution should have privilege level of users like L1, L2 and L3 to control and to manage deployed SD-WAN devices."
10	ATC Annexure-2 Technical Requirements A. Mandatory Technical Requirements	F. SD-WAN Reporting 6. The SD-WAN solution should be capable of generating different reports based on relevant information covered under the scope of this GeM bid	Bank to elaborate on the use case for the reports.	Bank may require the reports as per the requirement of Bank Regulators, Internal & External auditing authorities and day-to-day operational & analysis purposes etc.
11	ATC Annexure-2 Technical Requirements A. Mandatory Technical Requirements	F. SD-WAN Reporting 7. The SD-WAN solution should have ability to freely changes form, fields, workflows, escalations, authorization structures and reports according to Bank requirements without affecting the future tool updates and integration with 3rd party solutions.	Bank to elaborate on the use case for the reports.	Bank may require the reports as per the requirement of Bank Regulators, Internal & External auditing authorities and day-to-day operational & analysis purposes etc.
12	ATC Annexure-2 Technical Requirements A. Mandatory Technical Requirements	F. SD-WAN Reporting 11. All Reports must be exportable in CSV format and PDF format.	Network reports are better viewed as CSV for the amount and type of data presented. Bank to consider exporting of reports in either CSV or PDF since CSV files can also be exported in pdf offline.	Bidder to comply with GeM bid terms and conditions.
13	ATC Annexure-2 Technical Requirements A. Mandatory Technical Requirements	G. License and SLA 4. During the tenure, the proposed hardware should be capable to handle the load with average 60% resource utilization at any point of time. Bidder has to upgrade the system with no cost to bank, If it is utilized above the mentioned limit.	SD-WAN technology works on pre-allocated memory for better seamless performance. Typically 80% memory is pre-allocated for faster convergence. Hence request Bank to reconsider this RFP clause to make it more neutral.	Bidder to comply with GeM bid terms and conditions.
14	ATC Annexure-2 Technical Requirements B. Desirable Technical Requirements	A. The SD-WAN should have following features 2. The SD-WAN should have following Next Generation Firewall: a) Antivirus/Anti-malware b) Content Filtering c) DNS Filtering d) Inbuilt IPS (Intrusion Prevention System) for Monitoring and Preventing Malicious activities such as security threat policy violation etc. e) Web/URL filtering capability to allow or deny access to certain class of web sites according to predefined policies.	Standard practice for a Sd- Wan deployment in a distributed architecture without a local break out, warrants a high performancon on network throughput, hence AV , DNS services are not enabled on these devicesand moreover AV/ DNS have multiple valldature points in a network like desktop, gateways and also the network , hence request bank to do away with the feature.	The GeM bid clause is modified as under: "2. The SD-WAN should have following Next Generation Firewall: a) Inbuilt IPS (Intrusion Prevention System) for Monitoring and Preventing Malicious activities such as security threat policy violation etc. b) Web/URL filtering capability to allow or deny access to certain class of web sites according to predefined policies."
15	ATC Annexure-2 Technical Requirements	ATC Annexure-2 Technical Requirements	Kindly request bank to let us know the marks for each of technical Specifications.	Bidder to refer Annexure-2.



22	ATC Annexure-11 Technical Evaluation Criteria	2. Maximum no. of locations deployed (not necessarily by the Bidder) for the SD-WAN Solution of proposed OEM (not necessarily the same model) in Scheduled Commercial Bank/PSU/ Govt. Organization/Govt. Unit/BFSI/Company (Publicly listed) Globally in a single purchase order/single solution in an organization, as on bid submission date. Bidder has to submit a Certificate of Satisfactory working from the respective organization clearly specifying the no. of locations deployed and since when.	We request bank to consider the changes as :- "Maximum no. of locations deployed (not necessarily by the Bidder) for the SD-WAN Solution of proposed OEM (not necessarily the same model) in Scheduled Commercial Bank/PSU/ Govt. Organization/Govt. Unit/BFSI/ Global Enterprise in a single purchase order/single solution in an organization, as on bid submission date."	Bidder to refer corrigendum-1 for amended Technical Evaluation Criteria.
23	ATC Annexure-11 Technical Evaluation Criteria	3. No. of implementation (and maintenance as well) by the Bidder of SD-WAN (Software Defined -Wide Area Network) solution in any Scheduled Commercial Bank/PSU/ Govt. Organization/Govt. Unit/BFSI/ Company (Publicly listed) Globally for minimum 25 discrete locations per organization as on GeM bid date and additionally bidder should have also supplied 2000 Routers in single or Multiple order for last three years Bidder has to submit Certificate of Satisfactory working from the respective organization clearly specifying the solution and since when.	We request bank to consider the changes as :- "No. of Implementation (and maintenance as well) by the Bidder/OEM of SD-WAN (Software Defined -Wide Area Network) solution in any Scheduled Commercial Bank/PSU/ Govt. Organization/Govt. Unit/BFSI/ Company Globally for minimum 25 discrete locations per organization as on GeM bid date and additionally bidder should have also supplied 1000 Routers/SDWAN Devices in single or Multiple order for last three years Bidder has to submit Certificate of Satisfactory working from the respective organization clearly specifying the solution and since when."	Bidder to refer corrigendum-1 for amended Technical Evaluation Criteria.
24	GEM/2022/B/2221702 Dated: 31-05-2022 Buyer Added Bid Specific Terms and Conditions	Buyer Added Bid Specific Terms and Conditions: 1.Forms of EMD and PBG: Bidders can also submit the EMD with Payment online through RTGS / internet banking in Beneficiary name DIT PROCUREMENT GROUP Account No. 0792201002351 IFSC Code CNRB0000792 Bank Name CANARA BANK Branch address TRINITY BRANCH BANGALORE. Bidder to indicate bid number and name of bidding entity in the transaction details field at the time of on line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer along with bid	We sincerely request Bank to consider and include the Option of Bank Guarantee for EMD and share the Bank Guarantee format for submission.	Bidder to refer corrigendum-1 for EMD BG format.
25	ATC Annexure-2 Technical Requirements A. Mandatory Technical Requirements	E. SD-WAN Management 9. The solution should support approval based process for all configuration changes.	Request for change - solution should support confirmation of configuration changes before committing the changes	Bidder to comply with GeM bid terms and conditions.
26	ATC Annexure-2 Technical Requirements A. Mandatory Technical Requirements	A. General Specification of SD-WAN Solution 19. The SD-WAN solution should not add any latency for the current traffic path	All Hardware devices add some latency as they process packets , Zero Latency is not possible , therefore request to change , The SD-WAN solution should not add any latency beyond 20 msec for the current traffic path	Bidder to comply with GeM bid terms and conditions.



31	ATC Annexure-11 Technical Evaluation Criteria	2. Maximum no. of locations deployed (not necessarily by the Bidder) for the SD-WAN Solution of proposed OEM (not necessarily the same model) in Scheduled Commercial Bank/PSU/ Govt. Organization/Govt. Unit/BFSI/Company (Publicly listed) Globally in a single purchase order/single solution in an organization, as on bid submission date. Bidder has to submit a Certificate of Satisfactory working from the respective organization clearly specifying the no. of locations deployed and since when.	Since Make in India OEMs for SDWAN technology are emerging in the last few years, It is requested that the eligibility quantity requirement for maximum no of locations per project be kept reasonable to accommodate as many Indian OEMs with relevant experience in line with the spirit of promoting make in India as per GoI PPP norms. Suggest to make the slab to 250 -350, 350 to 500 and 500 and above. Maximum no. of locations deployed (not necessarily by the Bidder) for the SDWAN Solution of proposed OEM (not necessarily the same model) in Scheduled Commercial Bank/PSU/ Govt. Organization/Govt. Unit/BFSI/Company (Publicly listed) Globally in a single purchase order/single solution in an organization, as on bid submission date. Bidder has to submit at least one Certificate of Satisfactory working or Quality Assurance Plan (QAP) from the respective organizations on their letter head/mail with contact details and clearly specifying the no. of locations deployed and since when. Suggest to make the slab to 150-200 with 1 Mark, 201 to 300 with 2 Marks and 301 and above - 5 Marks	Bidder to refer corrigendum-1 for amended Technical Evaluation Criteria.
32	ATC Annexure-11 Technical Evaluation Criteria	3. No. of implementation (and maintenance as well) by the Bidder of SD-WAN (Software Defined -Wide Area Network) solution in any Scheduled Commercial Bank/PSU/ Govt. Organization/Govt. Unit/BFSI/ Company (Publicly listed) Globally for minimum 25 discrete locations per organization as on GeM bid date and additionally bidder should have also supplied 2000 Routers in single or Multiple order for last three years. Bidder has to submit Certificate of Satisfactory working from the respective organization clearly specifying the solution and since when.	Bidders experience of SDWAN may be kept 300 or more in last 5 years as an option as the tender is for SDWAN and more weightage may be given to SDWAN experience to bidder. No. of Implementation (and maintenance as well) by the Bidder of SD-WAN (Software Defined -Wide Area Network) solution in any Scheduled Commercial Bank/PSU/ Govt. Organization/Govt. Unit/BFSI/ Company (Publicly listed) Globally for minimum 25 discrete locations per organization as on GeM bid date and additionally bidder should have also supplied 2000 Routers OR 300 SDWAN deployment in single or Multiple order for last seven years. Bidder has to submit at least one Certificate of Satisfactory working or Quality Assurance Plan (QAP) from the respective organizations on their letter head/mail with contact details and clearly specifying the no. of locations deployed and since when.	Bidder to refer corrigendum-1 for amended Technical Evaluation Criteria.
33	Annexure-1 Scope of Work	Bidder has to plan, design, integrate, implement, rollout, manage the solution for the contracted period	Does Carana Bank need a dedicated team to manage the entire solution post implementation as well?	Bidder to comply with GeM bid terms and conditions.
34	Annexure-1 Scope of Work	Bidder has to plan the central SD-WAN solution devices in DC and DR, to support minimum 4500 edge devices and solution should have option to scalability to support 6000 edge devices at any point of time. These are minimum requirement however, for ease of operation, bidder/OEM can quote more Devices, but restricted to 5 or less servers only.	1. we need to get the details of no. of links at each location, their Bandwidth range, approximate no. of users, applications used, Traffic flow preferred in all these locations to size the devices 2. use cases, policies required to be understood 3. while we are planning for extra standby devices, please explain "but restricted to 5 or less servers only".	Details will be shared with the selected bidder.
35	Annexure-1 Scope of Work	Bidder has to mount the devices in the existing network rack.	What is the size of the rack and power availability	Bank's infrastructure of DC & DRC is as per the industry standards. The Rack and power supply will be as per the industry standard only.



47	Annexure-2 Technical Requirement	A. Mandatory Technical Requirements The SD-WAN devices should support IEEE 802.1Q, 802.1AB	Enabling LLDP on an edge device can open the network neighbors to be discovered by outside entities thereby enabling access into your network. Hence request bank to keep this RFP clause as optional.	Bidder has to comply the GeM bid terms and conditions. The proposed solution should have option to enable and disable the LLDP.
48	Annexure-2 Technical Requirement	A. Mandatory Technical Requirements Device should not connect to central controller without manual intervention, for authentication, if link/Power failure happens for the specified time period. Time period should be customizable as per bank's requirements.	Bank to provide use case for this RFP clause	In Bank Environment, there are possibilities of device went as off-line as device shifting, device burnt/faulty, device kept as spare and theft etc. In these cases, the proposed device should not be operational without Bank's officials knowledge.
49	Annexure-2 Technical Requirement	A. Mandatory Technical Requirements Appliance Should be able to integrate with central authentication solutions such as: a) Active Directory, TACACS, TACACS +, RADIUS. b) Solution should have privilege level of users like L1, L2 and L3 to control and to manage deployed SD-WAN devices.	Request the bank to consider the progressive and evolving authentication mechanisms and also leverage the existing tools, such as PIM/PAM/LDAP/TACACS/TACACS+ for authentication. And hence exclude age old RADIUS which is no longer evolving or used in large dynamic enterprises.	The GeM bid clause is modified as under: "E. SDWAN Management 1. Appliance Should be able to integrate with central authentication solutions such as: a) Active Directory, TACACS, TACACS +, <u>RADIUS (Optional)</u> . b) Solution should have privilege level of users like L1, L2 and L3 to control and to manage deployed SD-WAN devices."
50	Annexure-2 Technical Requirement	A. Mandatory Technical Requirements The SD-WAN solution should be capable of generating different reports based on relevant information covered under the scope of this GeM bid	Bank to elaborate on the use case for the reports.	Bank may require the reports as per the requirement of Bank Regulators, Internal & External auditing authorities and day-to-day operational & analysis purposes etc.
51	Annexure-2 Technical Requirement	A. Mandatory Technical Requirements The SD-WAN solution should have ability to freely changes form, fields, workflows, escalations, authorization structures and reports according to Bank requirements without affecting the future tool updates and integration with 3rd party solutions.	Bank to elaborate on the use case for the reports.	Bank may require the reports as per the requirement of Bank Regulators, Internal & External auditing authorities and day-to-day operational & analysis purposes etc.
52	Annexure-2 Technical Requirement	A. Mandatory Technical Requirements All Reports must be exportable in CSV format and PDF format.	Network reports are better viewed as CSV for the amount and type of data presented. Bank to consider exporting of reports in either CSV or PDF since CSV files can also be exported in pdf offline.	Bidder to comply with GeM bid terms and conditions.
53	Annexure-2 Technical Requirement	A. Mandatory Technical Requirements During the tenure, the proposed hardware should be capable to handle the load with average 60% resource utilization at any point of time. Bidder has to upgrade the system with no cost to bank, if it is utilized above the mentioned limit .	SD-WAN technology works on pre-allocated memory for better seamless performance. Typically 80% memory is pre-allocated for faster convergence. Hence request Bank to reconsider this RFP clause to make it more neutral.	Bidder to comply with GeM bid terms and conditions.



54	Annexure-2 Technical Requirement	B. Desirable Technical Requirements The SD-WAN should have following Next Generation Firewall: a) Antivirus/Anti-malware b) Content Filtering c) DNS Filtering d) Inbuilt IPS (Intrusion Prevention System) for Monitoring and Preventing Malicious activities such as security threat policy violation etc. e) Web/URL filtering capability to allow or deny access to certain class of web sites according to predefined policies.	Standard practice for a Sd- Wan deployment in a distributed architecture without a local break out, warrants a high performance on network throughput, hence AV , DNS services are not enabled on these devices and moreover AV/ DNS have multiple validation points in a network like desktop, gateways and also the network , hence request bank to do away with the feature.	The GeM bid clause is modified as under: "2. The SD-WAN should have following Next Generation Firewall: a) Inbuilt IPS (Intrusion Prevention System) for Monitoring and Preventing Malicious activities such as security threat policy violation etc. b) Web/URL filtering capability to allow or deny access to certain class of web sites according to predefined policies."
55	Annexure-2 Technical Requirement	Annexure-2 /Technical Requirements	Kindly request bank to let us know the marks for each of technical Specifications.	Bidder to refer Annexure-2.
56	Annexure-2 Technical Requirement	A. Mandatory Technical Requirements The SD-WAN devices should have a) Minimum 4 x 1 GE based ports, which should be used as both WAN and LAN ports, and one in-built smart serial interface supporting 2 Mbps BW b) Minimum 2 USB Ports to connect Dongle	Request bank to consider technical scoring and weightage basis the relevance and complexity of the technical feature. Hence request the bank to have a 25% weightage of overall technical marks on the serial integrated box. As its a complex feature , very few vendors have been able to achieve	The GeM bid clause is modified as under: "4. The SD-WAN devices should have a) Minimum 4 x 1 GE based ports, which should be used as both WAN and LAN ports, and one in-built serial interface supporting 2 Mbps BW <u>or one serial to gig converter with 2 Mbps BW.</u> b) Minimum 2 USB Ports or one USB and One SIM Slot.
57	Techno Commercial Evaluation Process	The Criteria for Technical Evaluation and Commercial Evaluation will have weightage of 70:30.	Request the bank to consider a weightage of 85/ 15 for T1/L1 to ensure a technically Superior product is selected .	Bidder to comply with GeM bid terms and conditions.
58	Penalties/Liquidated damages for not maintaining uptime	For Branches/offices, Bank shall impose the penalty of Rs.2000 per day in case of resolution are delayed beyond NBD (Next Business Day).	Penalty of Rs 2000 is high per day . Request the bank to waive off the penalty	Bidder to comply with GeM bid terms and conditions.
59	Generic	Generic	Request bank to make sure the new controller / DC , DR set up of the SD-Wan for 4500 devices works in complimentary / leverage the existing set up of Sd-wan deployment at canara and hence meet the generic specifications of RFP on availability , scalability and capacity bench mark .	The proposed SDWAN solution should have distinct DC & DRC setup for these locations.
60	Generic	Generic	2.Preventive Maintenance :Irrespective of SDWAN edge devices being a zero touch enabled, as the integrated device has a inbuilt serial component, its a best practice to have a site visit to log in with a console cable	Bidder to comply with GeM bid terms and conditions.
61	Annexure-11	Technical Evaluation Criteria 3. No. of implementation (and 1 mark per 3 maintenance as well) by the Bidder of Organization SD-WAN (Software Defined -Wide Area i.e. if n no. of Network) solution in any Scheduled deployments, Commercial Bank/PSU/ Govt. then marks Organization/Govt. Unit/BFSI/ Company will be n*1=x. (Publicly listed) Globally for minimum 25 if x > 6, then discrete locations per organization as on maximum 6 GeM bid date and additionally bidder should have also supplied 2000 Routers in single or Multiple order for last three years	Request you to amend the clause as below: 3. No. of implementation (and 1 mark per 3 maintenance as well) by the Bidder of Organization SD-WAN (Software Defined -Wide Area i.e. if n no. of Network) solution in any Scheduled deployments, Commercial Bank/PSU/ Govt. then marks Organization/Govt. Unit/BFSI/ Company will be n*1=x. (Publicly listed) Globally for minimum 25 if x > 6, then discrete locations per organization as on maximum 6 GeM bid date and additionally bidder should have also supplied 2000 Routers in single or Multiple order in last three years	Bidder to refer corrigendum-1 for amended Technical Evaluation Criteria.



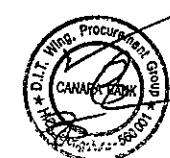
62	Annexure-15	<p>Payment Terms</p> <p>Payment Milestone</p> <p>Delivery of Hardware, Software & other Licenses - 50% of total cost of Hardware, Software and other Licenses</p> <p>Installation, configuration and commissioning of solution. - 40% of total cost of Hardware, Software and other Licenses</p> <p>Warranty 10 % total cost of Hardware, Software and other Licenses Onsite Resource Quarterly</p>	<p>Request you to amend the clause as below:</p> <p>Delivery of Hardware, Software & other Licenses - 80% of total cost of Hardware, Software and other Licenses</p> <p>Installation, configuration and commissioning of solution. - 15% of total cost of Hardware, Software and other Licenses</p> <p>Warranty 5 % total cost of Hardware, Software and other Licenses Onsite Resource Quarterly</p>	Bidder to comply with GeM bid terms and conditions.
63	Annexure-15	<p>Payment Terms</p> <p>3. Penalties & Liquidated damages</p> <p>Non-compliance of the Supply/delivery clause will result in the Bank imposing penalty of 0.50% (Plus GST) on delay in delivery per week or part thereof, on the invoice value (exclusive of Taxes) location/office address wise</p> <p>Non-compliance of the Installation, configuration and implementation as per clause 2.2.2 will result in the Bank imposing penalty of 0.50% (Plus GST) on delay on installation per week or part thereof, on the invoice value (exclusive of Taxes) location/office address wise</p> <p>However, the total Penalty/LD to be recovered under above clauses 3.1.1, and 3.1.2 shall be restricted to 10% (Plus GST) of the total value of the order (exclusive of Taxes).</p>	<p>Request you to amend the clause as below:</p> <p>Non-compliance of the Supply/delivery clause will result in the Bank imposing penalty of 0.3% (Plus GST) on delay in delivery per week or part thereof, on the invoice value (exclusive of Taxes) of the location/office address wise</p> <p>Non-compliance of the Installation, configuration and implementation as per clause 2.2.2 will result in the Bank imposing penalty of 0.3% (Plus GST) on delay on installation per week or part thereof, on the invoice value (exclusive of Taxes) of the location/office address wise</p> <p>However, the total Penalty/LD to be recovered under above clauses 3.1.1, and 3.1.2 shall be restricted to 5% invoice value (Plus GST) of the delayed location of the order (exclusive of Taxes).</p>	Bidder to comply with GeM bid terms and conditions.



64	Annexure-15	<p>Payment Terms</p> <p>3.2. Penalties/Liquidated damages for not maintaining uptime:</p> <p>99.95% to 100% - No penalty</p> <p>Up to 98.95% and less than 99.95% - 0.5% (plus GST) on total order value of ordered Phases for all the locations (i.e. Total cost of the project)</p> <p>Up to 97.95% and less than 98.95% - 1.0% (plus GST) on total order value of ordered Phases for all the locations (i.e. Total cost of the project)</p> <p>Up to 96.95% and less than 97.95% - 1.5% (plus GST) on total order value of ordered Phases for all the locations (i.e. Total cost of the project)</p> <p>Up to 95.95% and less than 96.95% - 3.0% (plus GST) on total order value of ordered Phases for all the locations (i.e. Total cost of the project)</p> <p>Less than 95.95% - 5.0% (plus GST) on total order value of ordered Phases for all the locations (i.e. Total cost of the project)</p>	<p>Request you to amend the clause as below:</p> <p>99.95% to 100% - No penalty</p> <p>Up to 98.95% and less than 99.95% - 0.5% (plus GST) on the order value of the locations</p> <p>Up to 97.95% and less than 98.95% - 1.0% (plus GST) on the order value of the locations</p> <p>Up to 96.95% and less than 97.95% - 1.5% (plus GST) on the order value of the locations</p> <p>Up to 95.95% and less than 96.95% - 3.0% (plus GST) on the order value of the locations</p> <p>Less than 95.95% - 5.0% (plus GST) on the order value of the locations</p>	Bidder has to comply the bid terms.
65	Annexure-11	<p>Technical Evaluation Criteria</p> <p>No. of implementations (not necessarily by the Bidder) of the Proposed OEM Solution (not necessarily the same model) in Scheduled Commercial Bank/PSU/ Govt. Organization/Govt. Unit/ BFSI/ Company (Publicly listed) in India for Minimum 500 discrete locations in Single Order or multiple order to build a Single Solution, as on GeM bid date.</p>	<p>This clause is prohibitory in nature as it restricts upcoming & startup OEMs who are MII to bid for this opportunity. As per the guidelines published by CCIIT vide their communication reference number 18-10 2017 -IP Dated 31st August 2021Govt. entities are required to not have such conditions that are restrictive for the qualification of MII startups & MSMEs.</p>	Bidder to refer corrigendum-1 for amended Technical Evaluation Criteria.
66	Annexure-11	<p>Technical Evaluation Criteria</p> <p>Maximum no. of locations deployed (not necessarily by the Bidder) for the SD-WAN Solution of proposed OEM (not necessarily the same model) in Scheduled Commercial Bank/PSU/ Govt. Organization/Govt. Unit/BFSI/Company (Publicly listed) Globally in a single purchase order/single solution in an organization, as on bid submission date</p>	<p>This clause is prohibitory in nature as it restricts upcoming & startup OEMs who are MII to bid for this opportunity. As per the guidelines published by CCIIT vide their communication reference number 18-10 2017 -IP Dated 31st August 2021Govt. entities are required to not have such conditions that are restrictive for the qualification of MII startups & MSMEs.</p>	Bidder to refer corrigendum-1 for amended Technical Evaluation Criteria.
67	Annexure-5	<p>Pre-Qualification Criteria</p> <p>The bidder (including its OEM, if any) should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 16/09/2020</p>	<p>The OEM of the SDWAN solution should comply to the latest definition of MII solutions as published by CCIIT vide their order number dated 31/08/2021 for a updated definition of Class-I/Class-II local supplier.</p>	Bidder to comply with GeM bid terms and conditions.



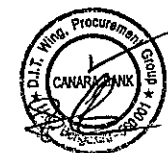
68	Annexure-2	<p>Technical Requirements</p> <p>The SD-WAN should support DDoS mitigation functionality and protect DDOS attack like UDP Flood, Ping of Death etc.</p>	DDoS protection would be primarily handled by the ISP. Hence DDoS functionality through rate limiting function would be more than sufficient from functional perspective. Hence requesting to kindly remove Ping of death requirement as it would be blocked at the ISP side. UDP flooding can be addressed using rate limiter.	The GeM bid clause stands deleted.
69	Annexure-2	<p>Technical Requirements</p> <p>The SD-WAN should have following Next Generation Firewall:</p> <p>a) Antivirus/Anti-malware b) Content Filtering c) DNS Filtering d) Inbuilt IPS (Intrusion Prevention System) for Monitoring and Preventing Malicious activities such as security threat policy violation etc. e) Web/URL filtering capability to allow or deny access to certain class of web sites according to predefined policies</p>	When branch traffic is always backhauled to the Hub/DC, requirement of having UTM capabilities may not have a optimum use case. This would increase the yearly subscription costs for each branch and increases the TCO. Bank traffic is primarily for application access which will be hosted locally in the DC. Internet access requirement for the branches could be less than 10% of the total traffic.	<p>The GeM bid clause is modified as under:</p> <p>"2. The SD-WAN should have following Next Generation Firewall:</p> <p>a) Inbuilt IPS (Intrusion Prevention System) for Monitoring and Preventing Malicious activities such as security threat policy violation etc. b) Web/URL filtering capability to allow or deny access to certain class of web sites according to predefined policies."</p>
70	ATC Annexure-5 Pre-Qualification Criteria	<p>Criteria</p> <p>The bidder (including its OEM, if any) should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 16/09/2020</p> <p>Documents to be submitted for Compliance Certificate of local content to be submitted as per Annexure-6 or Annexure-7 as applicable.</p>	While the prerequisites mentions the criteria of local content .The GEM bid does not mention any clause on make in India . Bank to confirm whether Make in India is applicable in this Bid	Compliance to Public Procurement (Preference to Make in India) Revised Order (English) dated 16/09/2020 is mandatory.
71	Additional terms and conditions 17. Penalties & Liquidated damages	17.11. All the above LDs are independent of each other and are applicable separately and concurrently.	Considering the different penalty section each limiting to 10% of the order value , the penalty exposure is very high resulting in increase of commercial .Request Bank to limit the total penalty exposure to 10% of the total order value.	Bidder to comply with GeM bid terms and conditions.
72	Additional terms and conditions 9. Delivery, Installation, Configuration and Integration:	<p>9.2. Project Schedule are as follows:</p> <p>9.2.1. Supply of Hardware and Software Items: Within 15 weeks for 1st Phase and 2nd Phase of branch office locations from the date of acceptance of Purchase Order.</p>	Bank to Clarify whether the 15 weeks of timelines in inclusive of both Phase 1 and Phase 2 or for each phase .Also due to the present CHIP shortage globally .. the delivery timelines of 15 weeks would be a challenge . Request Bank to extend the delivery timelines to 25 weeks .	<p>The GeM bid clause is modified as under:</p> <p>"9.2. Project Schedule are as follows:</p> <p>9.2.1. Supply of Hardware and Software Items: Within <u>25 weeks for each phase (i.e., 1st Phase and 2nd Phase)</u> of branch office locations from the date of acceptance of Purchase Order.</p>
73	Additional terms and conditions 9. Delivery, Installation, Configuration and Integration:	<p>9.2. Project Schedule are as follows:</p> <p>9.2.2. Installation, Configuration and Implementation: Within 15 weeks for Branch Office Locations from the date of Delivery.</p>	With 4500 branches targeted in the scope .. As per the implementation schedule .. the bidder would have to commission 300 branches in a month / 60 branches in a day .. Which would be practically possible task considering the Branch demography and accessibility . Request Bank to extend the same to 25 weeks	Bidder to comply with GeM bid terms and conditions.
74	Additional terms and conditions 9. Delivery, Installation, Configuration and Integration:	9.2. Project Schedule are as follows:	Bank to confirm on Branch accessibility for installation . ie whether the installation can be carried out on all 7 days / 30 days in a month .. Or there would be limitation on the access to the branch considering Month end and other reasons .	On all Branch/Office working days of the Bank.



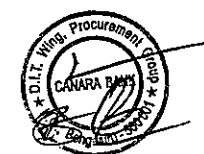
75		Make in India	The GEM document does not mention any clause on Make in India .. Whereas the eligibility criteria document mentions on the clause . Will the Local content limited to only HW and SW or for the services as the eligibility clause is " the bidder (including its OEM, if any) should be class 1 or Class 2. What is the applicable cause if the bidder is an SI	Compliance to Public Procurement (Preference to Make in India) Revised Order (English) dated 16/09/2020 is mandatory.
76	ATC Annexure-2 Technical Requirements A. Mandatory Technical Requirements	A. General Specification of SD-WAN Solution 2. The SD-WAN solution should be capable to use all the available MPLS and any kind of Internet links effectively.	Bank to confirm on the max MPLS and internet links in a branch	Details will be shared with the selected bidder.
77	Additional terms and conditions 12. Support:	12.8. Onsite Support: 12.8.6. Bidder has to provide 10 numbers of Onsite Resources. Onsite Resources should be deployed as per the Bank's Requirement.	Bank to clarify whether the mentioned resources to be stationed at DC and DR	Bidder to comply with GeM bid terms and conditions.
78	ATC Annexure-5 Pre-Qualification Criteria	Criteria The bidder (including its OEM, if any) should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 16/09/2020 Documents to be submitted for Compliance Certificate of local content to be submitted as per Annexure-6 or Annexure-7 as applicable.	Class-I or Class-II supplier should be applicable to OEM Only The proposed OEM should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 16/09/2020	Bidder to comply with GeM bid terms and conditions.
79	ATC Annexure-11 Technical Evaluation Criteria	1. No. of implementations (not necessarily by the Bidder) of the Proposed OEM Solution (not necessarily the same model) in Scheduled Commercial Bank/PSU/ Govt. Organization/Govt. Unit/ BFSI/ Company (Publicly listed) in India for Minimum 500 discrete locations in Single Order or multiple order to build a Single Solution, as on GeM bid date. Bidder has to submit Certificate of Satisfactory working from the respective organizations on their letter head with seal, contact no., mail and clearly specifying the no. of locations deployed and since when.	Since Make in India OEMs for SDWAN technology are emerging in India in the last few years only, It is requested that the eligibility of quantity requirement of per implementation be kept reasonable to accommodate as many MII OEMs with relevant experience in line with the spirit of promoting make in India as per GoI PPP norms. Suggest to reduce each project size to 75 sites or above. No. of implementations : OEM should have supplied SDWAN in India for minimum two different projects having more than 75 sites each in Scheduled Commercial Bank / PSU / Govt. Organization/Govt. Unit/ BFSI/ Company (Private/Publicly listed) Globally in a single/multiple purchase order/single solution in an organization .Bidder has to submit at least one Certificate of Satisfactory working or Quality Assurance Plan (QAP) from the respective organizations on their letter head/mail with contact details and clearly specifying the no. of locations deployed and since when.	Bidder to refer corrigendum-1 for amended Technical Evaluation Criteria.



80	ATC Annexure-11 Technical Evaluation Criteria	2. Maximum no. of locations deployed (not necessarily by the Bidder) for the SD-WAN Solution of proposed OEM (not necessarily the same model) in Scheduled Commercial Bank/PSU/ Govt. Organization/Govt. Unit/BFSI/Company (Publicly listed) Globally in a single purchase order/single solution in an organization, as on bid submission date. Bidder has to submit a Certificate of Satisfactory working from the respective organization clearly specifying the no. of locations deployed and since when.	Since Make in India OEMs for SDWAN technology are emerging in the last few years, It is requested that the eligibility quantity requirement for maximum no of locations per project be kept reasonable to accommodate as many Indian OEMs with relevant experience in line with the spirit of promoting make in India as per GoI PPP norms. Suggest to make the slab to 250 -350, 350 to 500 and 500 and above. Maximum no. of locations deployed (not necessarily by the Bidder) for the SDWAN Solution of proposed OEM (not necessarily the same model) in Scheduled Commercial Bank/PSU/ Govt. Organization/Govt. Unit/BFSI/Company (Publicly listed) Globally in a single purchase order/single solution in an organization, as on bid submission date. Bidder has to submit at least one Certificate of Satisfactory working or Quality Assurance Plan (QAP) from the respective organizations on their letter head/mail with contact details and clearly specifying the no. of locations deployed and since when. Suggest to make the slab to 150-200 with 1 Mark, 201 to 300 with 2 Marks and 301 and above - 5 Marks	Bidder to refer corrigendum-1 for amended Technical Evaluation Criteria.
81	ATC Annexure-11 Technical Evaluation Criteria	3. No. of Implementation (and maintenance as well) by the Bidder of SD-WAN (Software Defined -Wide Area Network) solution in any Scheduled Commercial Bank/PSU/ Govt. Organization/Govt. Unit/BFSI/ Company (Publicly listed) Globally for minimum 25 discrete locations per organization as on GeM bid date and additionally bidder should have also supplied 2000 Routers in single or Multiple order for last three years. Bidder has to submit Certificate of Satisfactory working from the respective organization clearly specifying the solution and since when.	Bidders experience of SDWAN may be kept 300 or more in last 5 years as an option as the tender is for SDWAN and more weightage may be given to SDWAN experience to bidder. No. of implementation (and maintenance as well) by the Bidder of SD-WAN (Software Defined -Wide Area Network) solution in any Scheduled Commercial Bank/PSU/ Govt. Organization/Govt. Unit/BFSI/ Company (Publicly listed) Globally for minimum 25 discrete locations per organization as on GeM bid date and additionally bidder should have also supplied 2000 Routers OR 300 SDWAN deployment in single or Multiple order for last seven years. Bidder has to submit at least one Certificate of Satisfactory working or Quality Assurance Plan (QAP) from the respective organizations on their letter head/mail with contact details and clearly specifying the no. of locations deployed and since when.	Bidder to refer corrigendum-1 for amended Technical Evaluation Criteria.
82	Additional terms and conditions 18. Payment terms	18.1 Installation, configuration and commissioning of solution. 40% of total cost of Hardware, Software and other Licenses After successful installation, configuration and commissioning of solution in DC, DR and branches/offices locations.	Remark: Request you to consider that 40% payments of TNF sites shall be released within 30 days of sites being declared TNF.	Bidder to comply with GeM bid terms and conditions.
83	Additional terms and conditions 18. Payment terms	18.1 Installation, configuration and commissioning of solution. 40% of total cost of Hardware, Software and other Licenses After successful installation, configuration and commissioning of solution in DC, DR and branches/offices locations.	Remark: Request you to allow that payment shall be claimed in lot of 100 branches. It shall be prorated during the rollout phase and post rollout in lots of 100.	Bidder to comply with GeM bid terms and conditions.



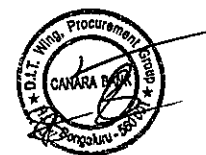
84	ATC Annexure-2 Scope of Work	<p>32. Project Completion and Management:</p> <p>A) For smooth completion of project, the Bidder should identify one or two of its representatives at Bengaluru as a single point of contact for the Bank</p> <p>B) Project Implementation team should be conversant with local rules and conditions to resolve the issues, if any.</p> <p>C) During Project Implementation, the Bidder should provide minimum 4 onsite resources and one project manager till project signoff and start of warranty period and comply following points.</p> <ul style="list-style-type: none"> • Support should be 24x7. • Resource should not be less than 6 Months old in that company • Bidder should have done Background verification of the resource and bidder should share to bank at any point of time. • Person leaving service to be reported to Bank. • Person should have company ID proof. 	Remark: Subcontracting should be allowed (SLA)	Bidder to comply with GeM bid terms and conditions.
85	ATC Annexure-2 Scope of Work	33. The solution will be implemented in phased manner and the warranty period of devices at DC, DR and Branches/offices will start on mutual consent when more than 90% of the supplied devices are installed at Branches/Offices.	Remark: Request Bank shall include TNF sites also due to Bank Reasons.	Bidder to comply with GeM bid terms and conditions.
86	Additional terms and conditions 17. Penalties & Liquidated damages	<p>17.1. Penalties/Liquidated damages for delay in Delivery and Installation of Solution would be as under:</p> <p>17.1.1. Non-compliance of the Supply/delivery clause 9.2.1 will result in the Bank imposing penalty of 0.50% (Plus GST) on delay in delivery per week or part thereof, on the invoice value (exclusive of Taxes) location/office address wise.</p> <p>17.1.3. However, the total Penalty/LD to be recovered under above clauses 17.1.1, and 17.1.2 shall be restricted to 10% (Plus GST) of the total value of the order (exclusive of Taxes).</p>	Remark: Request Bank to cap penalties and liquidity damages at 10% of delayed/deficient services or items	Bidder to comply with GeM bid terms and conditions.



87	Additional terms and conditions 17. Penalties & Liquidated damages	17.3. Penalties/liquidated damages for Onsite resources: In case the resources goes on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the selected bidder to ensure that regular functioning of the solution does not hamper. In case replacements are not arranged, Bank shall pay only the proportionate amount of resident resource charges during the particular quarter. The Bank shall also impose a penalty of 0.5% plus GST of the Resident resource charges (Excl. of GST) payable to the selected bidder for that quarter for each hour and part thereof of absence. However, total penalty under this clause will be limited to 50% plus GST of the total charges (exclusive of GST) payable for Resident Resource charges for that quarter.	Remark: Request Bank to waive off GST recharge as penalty in the absence of Onsite resource	Bidder to comply with GeM bid terms and conditions.
88	Additional terms and conditions 17. Penalties & Liquidated damages	17.11. All the above LDs are independent of each other and are applicable separately and concurrently.	Remark: Request Bank to cap all LDs maximum at 5% of contract value.	Bidder to comply with GeM bid terms and conditions.
89	Additional terms and conditions 17. Penalties & Liquidated damages	17.6. If any act or failure by the selected bidder under the agreement results in failure or inoperability of systems and if the Bank has to take corrective actions, to ensure functionality of its property, the Bank reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures.	Remark: Request Bank to cap limitation of liability at 100% of contract value.	Bidder to comply with GeM bid terms and conditions.
90	Additional terms and conditions 37. Order Cancellation/Termination of Contract	37.1. The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions: 37.1.1. Delay in delivery of services in the specified period. 37.1.2. Serious discrepancies noted in the inspection. 37.1.3. Breaches in the terms and conditions of the Order.	Remark: Multiple penalties are already applicable on delay/services. Additional penalties to recovery the expenditure incurred is very vague statement/not quantifiable liability. Request Bank to remove the additional penalties or give maximum cap of 5% of total contract value . Also allow 30 days of cure period to rectify delay/discrepancies or other breaches.	Bidder to comply with GeM bid terms and conditions.



91	Additional terms and conditions 37. Order Cancellation/Termination of Contract	37.2. The Bank reserves the right to cancel the contract placed on the selected bidder and recover expenditure incurred by the Bank on the following circumstances: 37.2.1. Non submission of acceptance of order within 7 days of order. 37.2.2. Excessive delay in execution of order placed by the Bank. 37.2.3. The selected bidder commits a breach of any of the terms and conditions of the bid. 37.2.4. The bidder goes in to liquidation voluntarily or otherwise. 37.2.5. An attachment is levied or continues to be levied for a period of 7 days upon the effects of the bid. 37.2.6. The progress made by the selected bidder is found to be unsatisfactory. 37.2.7. If deductions on account of liquidated Damages exceeds more than 10% of the total contract price. 37.2.8. If found blacklisted by any Govt. department/ PSU/ other banks etc., during the course of contract.	Remark: Unsatisfactory is very vague term , we request Bank to replace this with "in breach of Service Level Standards"	Bidder to comply with GeM bid terms and conditions.
92	Additional terms and conditions 37. Order Cancellation/Termination of Contract	37.3. Bank shall serve the notice of termination to the bidder at least 30 days prior, of its intention to terminate services.	Remark: Request Bank to allow 30 days of cure period to rectify delay/discrepancies or other breaches.	Bidder to comply with GeM bid terms and conditions.
93	Additional terms and conditions 37. Order Cancellation/Termination of Contract	37.4. In case the selected bidder fails to conduct an event as per stipulated schedule, the Bank reserves the right to get it conducted by alternate sources at the risk, cost and responsibility of the selected bidder by giving 7 days prior notice to the bidder.	Remark: Request Bank to cap risk purchase at 100% of delayed services/items.	Bidder to comply with GeM bid terms and conditions.
94	Additional terms and conditions 37. Order Cancellation/Termination of Contract	37.5. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one months notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled.	Remark: Request Bank to replace "satisfactorily" with "in breach of service level standards"	Bidder to comply with GeM bid terms and conditions.



95	Additional terms and conditions 51. Indemnity	<p>51. Indemnity</p> <p>51.1. The bidder shall keep and hold the Bank Indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of: *</p> <p>51.1.1. The breach, default or non-performance of undertakings, warranties, covenants or obligations by the bidder;</p> <p>51.1.2. Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by the bidder;</p> <p>51.2. The bidder shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of Solution/Service supplied by them.</p> <p>51.2.1. All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities.</p> <p>51.2.2. The limits specified in above clause shall not apply to claims made by the Bank/third parties in case of infringement of intellectual property rights or for claims relating to the loss or damage to real property and tangible</p>	<p>Remark: Request Bank to remove "legal cost" as highlighted in clause. Because this is an open ended liability else replace the same with agreed in writing by the Service Provider.</p>	<p>Bidder to comply with GeM bid terms and conditions.</p>
96	Additional terms and conditions 60. Right to audit:	<p>60.1. The VENDOR has to get itself annually audited by internal/ external empaneled Auditors appointed by the PURCHASER/inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the PURCHASER/such auditors in the areas of products (IT hardware/software) and services etc., provided to the PURCHASER and the VENDOR is required to submit such certification by such Auditors to the PURCHASER. The VENDOR and or his/their outsourced agents/subcontractors (if allowed by the PURCHASER) shall facilitate the same. The PURCHASER can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the VENDOR. The VENDOR shall, whenever required by the Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the PURCHASER.</p>	<p>Remark: Request to cap the Right to audit only on project documentation.</p>	<p>Bidder to comply with GeM bid terms and conditions.</p>
97	Additional Clause Suggested	Additional Clause Suggested	<p>Remark: In case of non payment of dues within sixty (60) days of raising the invoice, the Contractor shall have the right to terminate the agreement.</p>	<p>Bidder to comply with GeM bid terms and conditions.</p>
98	Additional Clause Suggested	Additional Clause Suggested	<p>Limitation of Liability</p>	<p>Bidder to comply with GeM bid terms and conditions.</p>



99	Annexure-11 Technical Evaluation Criteria	<p>No. of implementations (not necessarily by the Bidder) of the Proposed OEM Solution (not necessarily the same model) in Scheduled Commercial Bank/PSU/ Govt. Organization/Govt. Unit/ BFSI/ Company (Publicly listed) in India for</p> <p>Minimum 500 discrete locations in Single Order or multiple order to build a Single Solution, as on GeM bid date.</p> <p>Bidder has to submit Certificate of Satisfactory working from the respective organizations on their letter head with seal, contact no., mail and clearly specifying the no. of locations deployed and since when</p> <p>1 mark per Organization i.e. if n no. of deployments, then marks will be $n \times 1$. if $x > 5$, then maximum 5</p>	<p>Requesting Bank to modify the clause as " 2 mark per Organization i.e. if n no. of deployments, then marks will be $n \times 2$. if $x > 5$, then maximum 5".</p>	Bidder to refer corrigendum-1 for amended Technical Evaluation Criteria.
100	Annexure-11 Technical Evaluation Criteria	<p>No. of implementation (and maintenance as well) by the Bidder of SD-WAN (Software Defined -Wide Area Network) solution in any Scheduled Commercial Bank/PSU/ Govt. Organization/Govt. Unit/BFSI/ Company (Publicly listed) Globally for minimum 25 discrete locations per organization as on GeM bid date and additionally bidder should have also supplied 2000 Routers in single or Multiple order for last three years.</p> <p>Bidder has to submit Certificate of Satisfactory working from the respective organization clearly specifying the solution and since when.</p> <p>1 mark per Organization i.e. if n no. of deployments, then marks will be $n \times 1$. if $x > 6$, then maximum 6</p>	<p>Requesting Bank to modify the clause as " No. of implementation (and maintenance as well) by the Bidder of SD-WAN (Software Defined -Wide Area Network) solution in any Scheduled Commercial Bank/PSU/ Govt. Organization/Govt. Unit/BFSI/ Company (Publicly listed) for minimum 25 discrete locations per organization as on GeM bid date and additionally bidder should have one reference where they supplied More than 2000 Routers in single or Multiple order for last three years.</p> <p>Bidder has to submit Certificate of Satisfactory working from the respective organization.</p> <p>1 mark per Organization i.e. if n no. of deployments, then marks will be $n \times 1$. if $x > 3$, then maximum 3</p>	Bidder to refer corrigendum-1 for amended Technical Evaluation Criteria.
101	Annexure-15 Payment Terms	Delivery of Hardware, Software & other Licenses - 50% of total cost of Hardware, Software and other Licenses	Requesting Bank to modify the clause as "Delivery of Hardware, Software & other Licenses - 70% of total cost of Hardware, Software and other Licenses	Bidder to comply with GeM bid terms and conditions.
102	Annexure-15 Payment Terms	Installation, configuration and commissioning of solution -40% of total cost of Hardware, Software and other Licenses	Requesting Bank to modify the clause as " Installation, configuration and commissioning of solution -30% of total cost of Hardware, Software and other Licenses "	Bidder to comply with GeM bid terms and conditions.
103	Annexure-15 Payment Terms	AMC Charges - Payment will be quarterly in arrears after deducting applicable penalties	Requesting Bank to modify the clause as " Payment will be Yearly in advance after deducting applicable penalties	Bidder to comply with GeM bid terms and conditions.
104	Annexure-15 Payment Terms	3.2.5. For Branches/offices, Bank shall impose the penalty of Rs.2000 per day in case of resolution are delayed beyond NBD (Next Business Day).	Requesting bank to modify the clause as "3.2.5. For Branches/offices, Bank shall impose the penalty of Rs.500 per day in case of resolution are delayed beyond NBD (Next Business Day)."	Bidder to comply with GeM bid terms and conditions.
105	Annexure-15 Payment Terms	However, total penalty under this clause will be limited to 50% plus GST of the total charges (exclusive of GST) payable for Resident Resource charges for that quarter.	Requesting bank to modify the clause as " However, total penalty under this clause will be limited to 10% plus GST of the total charges (exclusive of GST) payable for Resident Resource charges for that quarter. "	Bidder to comply with GeM bid terms and conditions.



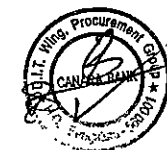
106	Annexure-15 Payment Terms	All the above LDs are independent of each other and are applicable separately and concurrently.	Requesting Bank to remove the clause	Bidder to comply with GeM bid terms and conditions.
107	Annexure-2 Technical Requirement	A. General Specification of SD-WAN Solution 5. The SD-WAN solution should Support IPv4 and IPv6 dual stack from day one.	Bank to clarify that IPV6 support is required from WAN side	The proposed SDWAN solution should support IPv6 in all aspects.
108	Annexure-2 Technical Requirement	A. General Specification of SD-WAN Solution 8. The SD-WAN solution should support Application Performance Monitoring.	Bank to provide use case for this RFP clause	The proposed SDWAN solution should be able to view real time end-end application performance like jitter, latency, packet loss, bandwidth utilization, filtered by clients, networks and servers. Detailed analysis of packets at application and user level.
109	Annexure-2 Technical Requirement	A. Mandatory Technical Requirements The SD-WAN solution should be able to communicate with the existing products of different vendors (eg: - Cisco, HP, Aruba, Juniper, Checkpoint, Lavelle Networks, Tejas Networks, Fortinet, Palo-alto, etc.) Routers, Switches, Firewall and SD-WAN.	Bank to clarification on type of communication/integration needed here	Interoperability of different OEM products for secure & smooth network operation.
110	Annexure-2 Technical Requirement	A. Mandatory Technical Requirements The SD-WAN should continuously assess performance of voice, video, and data applications at any given time with the ability to prioritize the traffic based on bank requirement.	Bank to provide use case for this RFP clause	The proposed solution should have Qos feature to assess and resolve the voice, video and data Application's issues.
111	Annexure-2 Technical Requirement	A. Mandatory Technical Requirements The SD-WAN solution should be integrated with bank's SIEM and PIM solution.	Need clarification on the type of integration expected.	Integration of SIEM solution for analyzing the logs and PIM solution for secure login and monitoring the administrative activities.
112	Annexure-2 Technical Requirement	A. Mandatory Technical Requirements The SD-WAN devices should support IEEE 802.1Q, 802.1AB, 802.3AD	Enabling LLDP on an edge device can open the network neighbors to be discovered by outside entities thereby enabling access into your network. Hence request bank to keep this RFP clause as optional.	Bidder has to comply the GeM bid terms and conditions. The proposed solution should have option to enable and disable the LLDP.
113	Annexure-2 Technical Requirement	A. Mandatory Technical Requirements The SD-WAN devices should support IEEE 802.1Q, 802.1AB	Enabling LLDP on an edge device can open the network neighbors to be discovered by outside entities thereby enabling access into your network. Hence request bank to keep this RFP clause as optional.	Bidder has to comply the GeM bid terms and conditions. The proposed solution should have option to enable and disable the LLDP.
114	Annexure-2 Technical Requirement	A. Mandatory Technical Requirements Device should not connect to central controller without manual intervention, for authentication, if link/Power failure happens for the specified time period. Time period should be customizable as per bank's requirements.	Bank to provide use case for this RFP clause	In Bank Environment, there are possibilities of device went as off-line as device shifting, device burnt/faulty, device kept as spare and theft etc. In these cases, the proposed device should not be operational without Bank's officials knowledge.



115	Annexure-2 Technical Requirement	A. Mandatory Technical Requirements Appliance Should be able to integrate with central authentication solutions such as: a) Active Directory, TACACS, TACACS +, RADIUS. b) Solution should have privilege level of users like L1, L2 and L3 to control and to manage deployed SD-WAN devices.	Request the bank to consider the progressive and evolving authentication mechanisms and also leverage the existing tools, such as PAM/PAM/LDAP/TACACS/TACACS+ for authentication. And hence exclude age old RADIUS which is no longer evolving or used in large dynamic enterprises.	The GeM bid clause is modified as under: "E. SDWAN Management 1. Appliance Should be able to integrate with central authentication solutions such as: a) Active Directory, TACACS, TACACS +, <u>RADIUS (Optional)</u> . b) Solution should have privilege level of users like L1, L2 and L3 to control and to manage deployed SD-WAN devices."
116	Annexure-2 Technical Requirement	A. Mandatory Technical Requirements The SD-WAN solution should be capable of generating different reports based on relevant information covered under the scope of this GeM bid	Bank to elaborate on the use case for the reports.	Bank may require the reports as per the requirement of Bank Regulators, Internal & External auditing authorities and day-to-day operational & analysis purposes etc.
117	Annexure-2 Technical Requirement	A. Mandatory Technical Requirements The SD-WAN solution should have ability to freely changes form, fields, workflows, escalations, authorization structures and reports according to Bank requirements without affecting the future tool updates and integration with 3rd party solutions.	Bank to elaborate on the use case for the reports.	Bank may require the reports as per the requirement of Bank Regulators, Internal & External auditing authorities and day-to-day operational & analysis purposes etc.
118	Annexure-2 Technical Requirement	A. Mandatory Technical Requirements All Reports must be exportable in CSV format and PDF format.	Network reports are better viewed as CSV for the amount and type of data presented. Bank to consider exporting of reports in either CSV or PDF since CSV files can also be exported in pdf offline.	Bidder to comply with GeM bid terms and conditions.
119	Annexure-2 Technical Requirement	A. Mandatory Technical Requirements During the tenure, the proposed hardware should be capable to handle the load with average 60% resource utilization at any point of time. Bidder has to upgrade the system with no cost to bank, if it is utilized above the mentioned limit .	SD-WAN technology works on pre-allocated memory for better seamless performance. Typically 80% memory is pre-allocated for faster convergence. Hence request Bank to reconsider this RFP clause to make it more neutral.	Bidder to comply with GeM bid terms and conditions.
120	Annexure-2 Technical Requirement	B. Desirable Technical Requirements The SD-WAN should have following Next Generation Firewall: a) Antivirus/Anti-malware b) Content Filtering c) DNS Filtering d) Inbuilt IPS (Intrusion Prevention System) for Monitoring and Preventing Malicious activities such as security threat policy violation etc. e) Web/URL filtering capability to allow or deny access to certain class of web sites according to predefined policies.	Standard practice for a Sd- Wan deployment in a distributed architecture without a local break out, warrants a high performance on network throughput, hence AV , DNS services are not enabled on these devices and moreover AV/ DNS have multiple validation points in a network like desktop, gateways and also the network , hence request bank to do away with the feature.	The GeM bid clause is modified as under: "2. The SD-WAN should have following Next Generation Firewall: a) Inbuilt IPS (Intrusion Prevention System) for Monitoring and Preventing Malicious activities such as security threat policy violation etc. b) Web/URL filtering capability to allow or deny access to certain class of web sites according to predefined policies."
121	Annexure-2 Technical Requirement	Annexure-2 /Technical Requirements	Kindly request bank to let us know the marks for each of technical Specifications.	Bidder to refer Annexure-2.



122	Annexure-2 Technical Requirement	A. Mandatory Technical Requirements The SD-WAN devices should have a) Minimum 4 x 1 GE based ports, which should be used as both WAN and LAN ports, and one in-built smart serial interface supporting 2 Mbps BW b) Minimum 2 USB Ports to connect Dongle	Request bank to consider technical scoring and weightage basis the relevance and complexity of the technical feature. Hence request the bank to have a 25% weightage of overall technical marks on the serial integrated box. As its a complex feature , very few vendors have been able to achieve	The GeM bid clause is modified as under: "4. The SD-WAN devices should have a) Minimum 4 x 1 GE based ports, which should be used as both WAN and LAN ports, and one in-built serial interface supporting 2 Mbps BW <u>or one serial to gig converter with 2 Mbps BW.</u> b) <u>Minimum 2 USB Ports or one USB and One SIM Slot.</u>
123	7. Techno Commercial Evaluation Process	The Criteria for Technical Evaluation and Commercial Evaluation will have weightage of 70:30.	Request the bank to consider a weightage of 85/ 15 for T1/L1 to ensure a technically Superior product is selected .	Bidder to comply with GeM bid terms and conditions.
124	17. Penalties & Liquidated damages	17.2. Penalties/Liquidated damages for not maintaining uptime: For Branches/offices, Bank shall impose the penalty of Rs.2000 per day in case of resolution are delayed beyond NBD (Next Business Day).	Penalty of Rs 2000 is high per day . Request the bank to waive off the penalty	Bidder to comply with GeM bid terms and conditions.
125	Generic	Generic	Request bank to make sure the new controller / DC , DR set up of the SD-Wan for 4500 devices works in complimentary / leverage the existing set up of Sd-wan deployment at canara and hence meet the generic specifications of RFP on availability , scalability and capacity bench mark .	The proposed SDWAN solution should have distinct DC & DRC setup for these locations.
126	Generic	Generic	2.Preventive Maintenance :Irrespective of SDWAN edge devices being a zero touch enabled, as the integrated device has a inbuilt serial component, its a best practice to have a site visit to log in with a console cable	Bidder to comply with GeM bid terms and conditions.
127	Additional terms and conditions for Supply, Installation, Integration and Maintenance of Software Defined - Wide Area Network (SD-WAN) Solution in Canara Bank for 5 years	9. Delivery, Installation, Configuration and Integration: 9.2.1.Supply of Hardware and Software items: Within 15 weeks for 1st Phase and 2nd Phase of branch office locations from the date of acceptance of Purchase Order	Across industries are experiencing delay in semiconductor deliveries due to chip shortage. Request bank to amend the delivery timeliness to Twenty (20) weeks.	The GeM bid clause is modified as under: "9.2. Project Schedule are as follows: 9.2.1. Supply of Hardware and Software items: Within 25 weeks for each phase (i.e., 1st Phase and 2nd Phase) of branch office locations from the date of acceptance of Purchase Order.



128	Additional terms and conditions for Supply, Installation, Integration and Maintenance of Software Defined - Wide Area Network (SD-WAN) Solution in Canara Bank for 5 years	Annexure-2 Technical Requirements	<p>This is in reference to the Branch Office SD-WAN Specification</p> <p>1.Configuration: Zero touch provisioning (ZTP) is not available with the in-built smart serial interface i.e., engineer has to manually configure this interface. Whereas with an external converter both ZTP and manual configuration is supported.</p> <p>2.Troubleshooting: No provision for Digital Loopback with in-built smart serial interface but with an external converter Digital Loopback can be initiated for troubleshooting the MPLS Connectivity using push button.</p> <p>3.Hardware Failure: a. In case of in-built smart serial interface failure the complete SD-WAN hardware is to be replaced as the in-built smart serial interface is not hot-pluggable. Whereas, in the event of external converter failure it can be replaced without disturbing the SD-WAN Connectivity on the backup link.</p> <p>b. There may be high chances of product failure in case of any design issues with the improper integration of in-built serial converter with the SD-WAN device</p> <p>We request you kindly check the above points and accordingly release the corrigendum / amendment by modifying the specification from "in-built smart serial interface" to "an external converter with one V.35 and one ethernet interface".</p>	<p>The GeM bid clause is modified as under:</p> <p>*4. The SD-WAN devices should have</p> <p>a) Minimum 4 x 1 GE based ports, which should be used as both WAN and LAN ports, and one in-built serial interface supporting 2 Mbps BW <u>or one serial to gig converter with 2 Mbps BW.</u></p> <p>b) <u>Minimum 2 USB Ports or one USB and One SIM Slot.</u></p>
129	Additional Terms and Conditions ,Annexure 11 , Technical Evaluation Experience Criteria No 1 , Page 57	No. of implementations (not necessarily by the Bidder) of the Proposed OEM Solution (not necessarily the same model) in Scheduled Commercial Bank/PSU/ Govt. Organization/Govt. Unit/ BFSI/ Company (Publicly listed) in India for Minimum 500 discrete locations in Single Order or multiple order to build a Single Solution, as on GeM bid date.	<p>FatPipe Networks is SDWAN Inventor and has unique features with Make in India , the current experience is Global , therefore request to change the clause to include Global organisations -</p> <p>No. of implementations (not necessarily by the Bidder) of the Proposed OEM Solution (not necessarily the same model) in Scheduled Commercial Bank/PSU/ Govt. Organization/Govt. Unit/ BFSI/ Company (Publicly listed) / Global Enterprise for Minimum 500 discrete locations in Single Order or multiple order to build a Single Solution, as on GeM bid date.</p>	Bidder to refer corrigendum-1 for amended Technical Evaluation Criteria.
130	Additional Terms and Conditions ,Annexure 11 , Technical Evaluation Experience Criteria No 2 , Page 58	Maximum no. of locations deployed (not necessarily by the Bidder) for the SD-WAN Solution of proposed OEM (not necessarily the same model) in Scheduled Commercial Bank/PSU/ Govt. Organization/Govt. Unit/BFSI/Company (Publicly Listed) Globally in a single purchase order/single solution in an organization, as on bid submission date.	Maximum no. of locations deployed (not necessarily by the Bidder) for the SD-WAN Solution of proposed OEM (not necessarily the same model) in Scheduled Commercial Bank/PSU/ Govt. Organization/Govt. Unit/BFSI/ Global Enterprise in a single purchase order/single solution in an organization, as on bid submission date.	Bidder to refer corrigendum-1 for amended Technical Evaluation Criteria.
131	Additional Terms and Conditions ,Annexure 2, Technical Requirements , Page 44	solution should support approval based process for all configuration changes.	Request for change - solution should support confirmation of configuration changes before committing the changes	Bidder to comply with GeM bid terms and conditions.
132	Additional Terms and Conditions ,Annexure 2, Technical Requirements , Page 40	The SD-WAN solution should not add any latency for the current traffic path	All Hardware devices add some latency as they process packets , Zero Latency is not possible , therefore request to change , The SD-WAN solution should not add any latency beyond 20 msec for the current traffic path	Bidder to comply with GeM bid terms and conditions.
133	Additional Terms and Conditions ,Annexure 2, Technical Requirements , Page 41	The SD-WAN device should have minimum 6 x 1G RJ45 type, 10 x 10G Optical SFP (Multi-Mode LC Type) ports, which should be used as both WAN and LAN ports. All ports should be populated with SFP modules.	This is mentioned in General Technical Requirements so request to clarify that is it applicable for all DC and Branch Devices	Only for DC and DR



134	Additional Terms and Conditions ,Annexure 2, Technical Requirements , Page 42	The SD-WAN solution must be deployed in HA Active-Active in DC-DR.	The SD-WAN solution must be deployed in HA Active-Active or Active-Passive mode in DC-DR and HA shall ensure no device/link terminated on device fails	Bidder to comply with GeM bid terms and conditions.
135	Generic	Generic	Is it in premises hosted concentrator?	Bank's premises only.
136	Generic	Generic	How many sources are thr on concentrator a) MPLS b) Internet	Details will be shared with the selected bidder.
137	Generic	Generic	Remote locations customer is going to use Load balancing or aggregation between mpls and internet	Bidder to comply with GeM bid terms and conditions.
138	Generic	Generic	If load balancing then what kind of dynamic routing protocols?	All the industry standard protocols

Date: 27/06/2022

Place: Bangalore


Deputy General Manager

