राष्ट्रीय आवास बैंक
NATIONAL HOUSING BANK

सूचना प्रौद्योगिकी विभाग
I.T. Department

Corrigendum/Addendum/Clarification: Implementation of Managed Software Defined Wide Area Network (SD-WAN) Solution with MPLS and Internet Connectivity for Five Years at NHB (Bid No: GEM/2025/B/6744754 Dated: 30-09-2025)

The clauses amended in the RFP is tabulated below:

S. N	Page No.	Relevant Clause of the RFP	Revised Clause of the RFP
1	Page 8, Section 5.1, b	b. The scope of work involves supply, installation, configuration, management, hardening, preventive maintenance, monitoring, software/firmware updation/ upgradation etc. under COMPLETE MANAGED SD-WAN services along with MPLS & Internet links, network equipment's etc. SD-WAN Solution needs to be implemented across Data Center (DC) Site, Disaster Recovery (DR) site, and in all NHB locations/offices.	b. The scope of work involves supply, installation, configuration, management, hardening, preventive maintenance, monitoring, software/firmware updation/ upgradation etc. under COMPLETE MANAGED SD-WAN services along with MPLS & Internet links, network equipment's etc. SD-WAN Solution needs to be implemented across Data Center (DC) Site, Disaster Recovery (DR) site, and in all NHB locations/offices. **NHB locations/offices details enclosed as Annexure XX: NHB locations**
2	Page 9 , Section 5.1, i	To build a transport independent overlay network to connect all the offices of Bank using all available transport options including MPLS, Internet (broadband, leased line etc.), ILL, RF and Cellular (4G/5G). To provide a secure and encrypted overlay independent of the transport layer and have the ability to offload Internet destined traffic closer to the edge of the network.	To build a transport independent overlay network to connect all the offices of Bank using all available transport options including **MPLS, Internet (broadband, leased line) on wired media and Cellular (4G/5G)**. To provide a secure and encrypted overlay independent of the transport layer and have the ability to offload Internet destined traffic closer to the edge of the network.
3	Page 9 , Section 5.1, o	MPLS connectivity should be on a dual POP (Point of Presence) setup at DC, DR & HO (category-A). Dual POP refers to connecting two different points of Presence within a service provider's network.	MPLS connectivity should be on a **single/dual Point of Presence (POP) with dual last-mile connectivity for redundancy and high availability for category-A locations.**
4	Page 10, 12 , Section 5.2	Location - DC, HO - NEW DELHIDC, DR, Navi Mumbai (Co-located at Webwerks) and HO - NEW DELHI (CATEGORY-A) - MPLS link (dual POP last mile)	Location - DC, HO - NEW DELHIDC, DR, Navi Mumbai (Co-located at Webwerks) and HO - NEW DELHI (CATEGORY-A) - MPLS link **(single/dual Point of Presence (POP) with dual last-mile connectivity for redundancy and high availability for category-A locations)**
5	Page 11, 12 , Section 5.2	Category B - 4 WAN and 2 LAN ports	Category B - **4 Universal ports that can be configured as WAN, LAN (10/100/1000 RJ-45) Ports and 1 USB port.**

6	Page 13, Section 5.3, c	The bidder to ensure that the resources should be present on all working days of the Bank in regular shift timings as per the requirement of the Bank during the implementation period. Bank may ask resources to work on Saturday/ Sunday/Public holidays and/or beyond working hours as per Bank requirement.	The bidder to ensure that the resources deployed should be present **on 6 working days a week (Monday to Saturday) in regular shift for the contract period. Bank may ask resources to work on Sunday/Public holidays and/or beyond working hours as per Bank's requirement, if any.**
7	Page 15, 6.3. Bandwidth on Demand	At all locations/offices, for Video Conferencing or for some special occasions for a specific period [say a week or part thereof]. However, order will be placed in advance (Min 4 days).	At all locations/offices, for Video Conferencing or for some special occasions for a specific period [say a week or part thereof]. However, order will be placed in advance (Min 4 days). **Bandwidth incremental may be considered up to 100 percent and the commercials will be as per the future price in the commercial sheet.**
8	Page 25, Section 8.13.1, Delivery, Installation, Configuration and testing	• Installation, configuration and testing of the SDWAN solution must be completed within eight (8) weeks from the date of the Work Order/Purchase Order.	• Installation, configuration and testing of the SDWAN solution must be completed within **Ten (10) weeks** from the date of the Work Order/Purchase Order.
9	Page 35, Section 9.4. Technical Bids (Marks Distribution), S. No. 1	Number of SDWAN implementation by the Bidder in AIFI / Scheduled Commercial Bank/ PSU/ BFSI / Govt/ Large Corporate (>500 Crores annual turnover) in India for minimum 50 discrete locations in Single Purchase Order during last seven years as on the date of submission of bid. No. of Organisations: ≥10: 20 marks ≥ 7 to < 10: 15 marks ≥ 5 to < 7: 10 marks	Number of SDWAN implementation by the Bidder in AIFI / Scheduled Commercial Bank/ PSU/ BFSI / Govt/ Large Corporate (>500 Crores annual turnover) in India for minimum **20 discrete locations** in Single Purchase Order during last seven years as on the date of submission of bid. No. of Organisations: **≥ 8: 20 marks** **≥ 6 to < 8: 15 marks** **≥ 3 to < 6: 10 marks**
10	Page 35, Section 9.4. Technical Bids (Marks Distribution), S. No. 2	No. of locations deployed in India by the bidder for the SD-WAN Solution in AIFI / Scheduled Commercial Bank/PSU/ BFSI / Govt / Large Corporate (>500 Crores annual turnover) in India in a Single purchase order during last seven years as on the date of submission of bid. No. of Locations: >1000: 10 marks >251 & ≤ 1000: 6 marks >101 & ≤ 250: 2 marks ≥50 & ≤ 100: 1 mark	No. of locations deployed in India by the bidder for the SD-WAN Solution in AIFI / Scheduled Commercial Bank/PSU/ BFSI / Govt / Large Corporate (>500 Crores annual turnover) in India in a Single purchase order during last seven years as on the date of submission of bid. No. of Locations: **≥201: 10 marks** **≥101 & ≤200: 8 marks** **≥51 & ≤ 100: 6 marks** **≥20 & ≤ 50: 4 mark**

11	Page 35, Section 9.4. Technical Bids (Marks Distribution), S. No. 3	The bidder should have implemented Wide Area Network solution MPLS/ILL links in any AIFI / Scheduled Commercial Bank/PSU/ BFSI / Govt / Large Corporate (>500 Crores annual turnover) in India in a Single purchase order during last seven years as on the date of submission of bid. No. of Organisations: ≥10: 20 marks ≥7 to < 10: 15 marks ≥5 to < 7: 10 marks	The bidder should have implemented Wide Area Network solution MPLS/ILL links in any AIFI / Scheduled Commercial Bank/PSU/ BFSI / Govt / Large Corporate (>500 Crores annual turnover) in India in a Single purchase order during last seven years as on the date of submission of bid. No. of Organisations: **≥ 8: 20 marks** **≥ 6 to < 8: 15 marks** **≥ 3 to < 6: 10 marks**
12	Page 41, Section 11.17 Penalty, a) Penalty for Delay in Implementation:	Schedule: Installation, configuration and testing of the SDWAN solution. must be completed within eight (8) weeks from the date of the Work Order/Purchase Order. Timelines: within eight (8) weeks of the date of the Work Order/Purchase Order. Penalty: If not implemented within eight (8) weeks from the date of the Work Order/Purchase Order, 0.5 % of the Total Solution & Implementation Cost /week subject to maximum of 10% of the Total Solution and Implementation Cost, will be levied as penalty. Fraction of week shall be construed as one week for the said purpose. Once the maximum is reached, NHB reserves the right to cancel the order at its discretion and the Performance Bank Guarantee submitted may be invoked.	Schedule: Installation, configuration and testing of the SDWAN solution. must be completed within **Ten (10) weeks** from the date of the Work Order/Purchase Order. Timelines: within **Ten (10) weeks** of the date of the Work Order/Purchase Order. Penalty: If not implemented within **Ten (10) weeks** from the date of the Work Order/Purchase Order, 0.5 % of the Total Solution & Implementation Cost /week subject to maximum of 10% of the Total Solution and Implementation Cost, will be levied as penalty. Fraction of week shall be construed as one week for the said purpose. Once the maximum is reached, NHB reserves the right to cancel the order at its discretion and the Performance Bank Guarantee submitted may be invoked.
13	Page 42, Section 11.17 Penalty, b) Penalty for Downtime:, Category A, SLA	DC/DR, HO New Delhi, of NHB locations (including colocation) calculation per link (Avg. latency > 50 msec)	DC/DR, HO New Delhi, of NHB locations (including colocation) calculation per link (**Avg. latency < 80 msec**)
14	Page 42, Section 11.17 Penalty, b) Penalty for Downtime:, Category A, SLA	Avg. Latency > 50 msec for more than 3 minutes till 100% of bandwidth consumption	**Avg. Latency > 80 msec CPE to CPE** for more than 3 minutes till 100% of bandwidth consumption

15	Page 42, Section 11.17 Penalty, b) Penalty for Downtime:, Category A, SLA	Uptime Penalty in % of Monthly Payment >= 99.99% to 100% 0 % Penalty > =99.90 to < 99.99 10 % Penalty > =99.00 to < 99.90 20% Penalty > =98.50 to < 99.00 30% Penalty > =98.00 to < 98.50 40% Penalty > =97.00 to < 98.00 50% Penalty < 97.00 100% Penalty	Uptime Penalty in % of Monthly Payment **>= 99.90% to 100% 0 % Penalty** **> =99.00 to < 99.90 10 % Penalty** **> =98.00 to < 99.00 20% Penalty** **> =97.00 to < 98.00 30% Penalty** **> =96.00 to < 97.00 40% Penalty** **> =95.00 to < 96.00 50% Penalty** **< 95.00 100% Penalty**
16	Page 42, Section 11.17 Penalty, b) Penalty for Downtime:, Category A, SLA	iv. Bank may Terminate/discontinue the Contract if the uptime is below 97%.	iv. Bank may Terminate/discontinue the Contract if the **uptime is below 95%**.
17	Page 43, Section 11.17 Penalty, b) Penalty for Downtime:, Category B, SLA	Category-B, SLA: calculation per link (Avg. latency > 100 msec)	Category-B, SLA: calculation per link **(Avg. latency <100 msec), CPE to CPE**
18	Page 43, Section 11.17 Penalty, b) Penalty for Downtime:, Category B, SLA	Uptime Penalty in % of Monthly Payment >= 99.90% to 100% 0 % Penalty > =99.00 to < 99.90 10 % Penalty > =98.00 to < 99.00 20% Penalty > =97.00 to < 98.00 30% Penalty > =96.00 to < 97.00 40% Penalty > =95.00 to < 96.00 50% Penalty < 95.00 100% Penalty	Uptime Penalty in % of Monthly Payment **>= 99.00% to 100% 0 % Penalty** **> =98.00 to < 99.00 10 % Penalty** **> =96.00 to < 98.00 20% Penalty** **> =94.00 to < 96.00 30% Penalty** **> =92.00 to < 94.00 40% Penalty** **> =90.00 to < 92.00 50% Penalty** **< 90.00 100% Penalty**
19	Page 43, Section 11.17 Penalty, b) Penalty for Downtime:, Category B, SLA	iv. Bank may Terminate/discontinue the Contract if the uptime is below 95%.	iv. Bank may Terminate/discontinue the Contract if the **uptime is below 90%.**

20	Page 52, Annexure -V, Minimum Eligibility Criteria, S. No. 3.	The bidder must have experience in providing MPLS/ILL based SDWAN services for minimum 5 years. The bidder should have Supplied, Implemented and maintained SD-WAN (Software Defined –Wide Area Network) solution in at least five (05) AIFI/PSBs/ PSUs/ BFSI and Large Corporates (> 500 crores annual turnover) in India for minimum 50 discrete locations for each organization in Single Order to build a Single Solution during last seven years as on the date of submission of bid.	The bidder must have experience in providing MPLS/ILL/ based SDWAN services for minimum 5 years. The bidder should have Supplied, Implemented and maintained SD-WAN (Software Defined –Wide Area Network) solution in at least five (05) **AIFI/ Scheduled Commercial Banks (SCBs)/ PSUs/ Govt/ BFSI and Large Corporates** (> 500 crores annual turnover) in India for minimum **20 discrete locations** for each organization in Single Order to build a Single Solution during last seven years as on the date of submission of bid.
21	Page 52, 53, Annexure -V, Minimum Eligibility Criteria, S. No. 4. i.	OEM Clause: i. The SDWAN solution (not necessarily the same model) should have been implemented by the proposed OEM in at least five (05) AIFI / PSB/ PSU/ BFSI & Large Corporate (>500 crores annual turnover) in India for minimum 50 discrete locations for each organization in Single Order to build a Single Solution during last five years as on as on the date of submission of bid.	OEM Clause: i. The SDWAN solution (not necessarily the same model) should have been implemented by the proposed OEM in at least five (05) **AIFI/Scheduled Commercial Banks (SCBs)/ PSUs/ Govt/ BFSI and Large Corporates** (> 500 crores annual turnover) in India for minimum **20 discrete locations** for each organization in Single Order to build a Single Solution during last five years as on as on the date of submission of bid.
22	Page 54, Annexure -V, Minimum Eligibility Criteria, S. No. 12.	The bidder must have reported positive Profit After Tax (PAT) / Net Worth in at least 2 out of the last 3 completed financial years (FY 2022–23 to 2024–25).	The bidder must have reported positive Profit After Tax (PAT) / Net Worth / **EBITDA** in at least 2 out of the last 3 completed financial years (FY 2022–23 to 2024–25).
23	Page 54, Annexure -V, Minimum Eligibility Criteria, S. No. 13.	The bidder must possess valid & active following certification: • ISO 27001:2022 • TL 9000/ISO 9001:2015 • SOC2 and relevant local data protection laws.	The bidder must possess valid & active following certification: • ISO 27001:2022 • TL 9000/ISO 9001:2015 • SOC2 and relevant local data protection laws. **Note: For SOC2 certificate: Bidder may submit valid certificate of the bidder or Parent Company or Subsidiary or jointly or MEITY empaneled onprem/cloud Data Center (where bidder's SDWAN Controller/Manager/Orchestrator is hosted) for SOC2 and relevant local data protection laws.**
24	Page 63, Annexure –IX: Commercial Bid Format, Table III – Future Optional Cost	*Currently DC is at HO New Delhi and Bank is in process of DC colocation from HO New Delhi to Colocation provider premises in Delhi/NCR. Shifting of DC-to-DC colocation premises and Implementation of SDWAN solution at HO New Delhi to be considered by the bidder.	*Currently DC is at HO New Delhi and Bank is in process of DC colocation from HO New Delhi to Colocation provider premises in Delhi/NCR. Shifting of DC-to-DC colocation premises and Implementation of SDWAN solution at HO New Delhi to be considered by the bidder. **However, the cross connect, space for SDWAN devices at DC colocation will be under the scope of NHB.**

25	Page 63, Annexure –IX: Commercial Bid Format, Table IV - Financial Evaluation	Final Bidder: Eligible and qualified bidder with minimum price quote (L1) will be marked as final bidder for this procurement.	Final Bidder: Eligible and qualified bidder **achieving the highest combined Technical and Commercial Score** will be marked as final bidder for this procurement. **The Final Bidder may be invited for negotiations, if required.**
26	Page 107, Annexure XIX: Technical Specifications, General Requirement, S. No. 7	The solution needs to be a True SD-WAN Architecture - Control, Data and management plane should be separate and SDWAN that is purpose built right from the foundation based on SDN architecture and should not be a simple feature activated through license activation on a generic UTM or router like solution.	**The proposed SD WAN Solution should be implemented as true software defined network architecture with a centralized controller/Manager/Orchestrator with physical/logical separation of management, control and data plane.**
27	Page 107, Annexure XIX: Technical Specifications, General Requirement, S. No. 6	Based on network analysis of the current setup the solution must select the best path based on link quality, policy and link capacity.	Based on network analysis of the current setup the solution must select the best path based on **link quality (loss , latency and jitter) and policy.**
28	Page 108, Annexure XIX: Technical Specifications, General Requirement, S. No. 22	The SD WAN solution should not add any latency for the current traffic path.	The SD WAN solution should **have minimum latency** for the current traffic path.
29	Page 108, Annexure XIX: Technical Specifications, General Requirement, S. No. 23	The SD WAN should continuously check the link flaps and link quality parameters and traverse the traffic accordingly. i.e., if the link is not stable then put the link in monitor state, once the link is stable then start sending traffic on that link. Link flaps or link up/down must not affect the traffic if another link is available	The SD WAN should continuously check the link flaps and link quality parameters and traverse the traffic accordingly. i.e., if the link is not stable then put the link in **standby/ monitor state**, once the link is stable then start sending traffic on that link. Link flaps or link up/down must not affect the traffic if another link is available.
30	Page 108, Annexure XIX: Technical Specifications,	The system should allow dynamic tunnels to be created without any static overlays between branch and the hub.	The system should allow dynamic tunnels to be created.

	Security, S. No. 5		
31	Page 108, Annexure XIX: Technical Specifications, Security, S. No. 7	The system should be able to automatically pick the tunnel encapsulation type based on the application and based on the policy specified in the software defined network controller.	The system should be able to automatically pick the tunnel encapsulation type based on the **application / based on the policy** specified in the software defined network controller.
32	Page 110, Annexure XIX: Technical Specifications, Security	The system should implement a secure virtual private network that connects the branch locations, Data Centers, Disaster Recovery on one single managed network.	The system should implement a **secure virtual private network /IPSEC Tunnel** that connects the branch locations, Data Centers, Disaster Re covery on one single managed network.
33	Page 111, Annexure XIX: Technical Specifications, Security, S. No. 10	The proposed SD-WAN solution must provide end-to-end encryption using industry-standard protocols, including AES-256 or higher, with support for IKEv2 and Diffie-Hellman (DH) Groups 25 or higher, for secure communication between branch offices and both primary and disaster recovery (DR) data centers	The proposed SD-WAN solution must provide end-to-end encryption using industry-standard protocols, including AES-256 or higher, with support for **asymmetric keying** for secure communication between branch offices and both primary and disaster recovery (DR) data centers.
34	Page 111, Annexure XIX: Technical Specifications, Security	New Clause	The Proposed SD-WAN device shall provide Intrusion Prevention System (IPS), Intrusion Detection System (IDS), application-based routing and filtering, URL filtering, web filtering, anti-spam, anti-malware, application visibility and control and Deep Packet Inspection(DPI) functionalities at both hub and spoke locations.
35	Page 111, Annexure XIX: Technical Specifications, Security	New Clause	The proposed SDWAN device OEM shall have its own in-house threat intelligence capability to provide regular updates, upgrades, and patches for IPS, antivirus, anti-malware and other related security features.
36	Page 111, Annexure XIX: Technical Specifications, Centralized Management, Monitoring and Configuration, S. No. 1.a, 1.c	a. The proposed SD-WAN solution shall have its Centralized Controller / Orchestrator hosted and managed at the Service Provider's end. c. The Control Plane and Data Plane must remain logically and physically separated to ensure security, scalability, and operational resilience.	a. The proposed SD-WAN solution shall have its Centralized Controller/**Manager**/Orchestrator hosted and managed at the **bidders/Service Provider's end (May host in bidder or Parent Company or Subsidiary or jointly or MEITY empaneled onprem/cloud Data Center complying all Government of India and Regulatory guidelines).** c. The Control Plane and Data Plane must remain **logically or physically** separated to ensure security, scalability, and operational resilience.

37	Page 112, Annexure XIX: Technical Specifications, Centralized Management, Monitoring and Configuration, S. No. 2	The centralized management platform must provide a single, unified platform for network service provisioning, monitoring and assurance, change and compliance management.	The centralized management platform must **provide a unified platform** for network service provisioning, monitoring and assurance, change and compliance management.
38	Page 114, Annexure XIX: Technical Specifications, SD-WAN Reports and Analytics, S. No. 6	The SD WAN controller should contain a single dashboard which includes all other device status like CPU, Link Status, event logs etc.	The SD WAN **Controller/analytics platform** should contain a single dashboard which includes all other device status like CPU, Link Status, event logs etc.
39	Page 114, Annexure XIX: Technical Specifications, Operations and Maintenance Services, S. No. 6	On detection of change of WAN IP/ISP of the device, there should be an alarm functionality to lock the device or to activate the device.	**This clause stands deleted**
40	Page 115, Annexure XIX: Technical Specifications, SDWAN Reporting, S. No. 10.a	a. Statistics of bandwidth usage of each application.	a. **Statistics of bandwidth usage**
41	Page 116, Annexure XIX: Technical Specifications, SD-WAN Devices for	There should be no built-in mapping of a physical port to a WAN or LAN type and purely by software we should be able to map a physical port as a WAN or LAN interface.	**This clause stands deleted**

	Category-B Branches, S. No. 2		
42	Page 116, Annexure XIX: Technical Specifications, SD-WAN Devices for Category-B Branches, S.No. 1	Proposed SDWAN appliance must be with minimum of 6 Universal ports that can be configured as WAN, LAN (10/100/1000 RJ-45) Ports and 1 USB port.	Proposed SDWAN appliance must be with **minimum of 4 universal ports that can be configured as WAN, LAN (10/100/1000 RJ-45) Ports and 1 USB port.**

Annexure XX: NHB locations

S. No	NHB Locations	Address	Local Contact	Tentative Users
1	Head Office, New Delhi	Core 5-A, India Habitat Centre, 3rd Floor, Lodi Road, New Delhi-110003	011-39187395	250
2	DR Colocation site - Navi Mumbai	C/o Webwerks India Pvt. Ltd. Unit No 901, Sigma IT Park Plot No 203/204, Rabale, Navi Mumbai 400701	7972172318	5
3	Mumbai	3rd Floor, Bombay Life Building, 45, Veer Nariman Road, Fort, Mumbai – 400001	022-22851555	50
4	Kolkata	Hindustan Building, 1st Floor, 4 C. R. Avenue, Kolkata – 700072	033-22124034	10
5	Bengaluru	1st Floor, Jeevan Soudha (LIC) Building, 24th Main, J. P. Nagar, 1st Phase, Bengaluru- 560078	080-26650534	10
6	Ahmedabad	302, Third Floor, Vedanta, Opp. Municipal Garden, Usmanpura, Ahmedabad–380014, Gujrat	079-26582523	10
7	Hyderabad	Fourth Floor, TSHCL Building, Urdu Gali, Street No. 17, Himayat Nagar, Hyderabad – 500029, Telangana	040-23264079	10
8	Lucknow	1st floor, Investment Building, CP-3 Vibhav Khand, Gomti Nagar, Lucknow – 226010, Uttar Pradesh	0522-4070261	10
9	Bhopal	4th Floor, Alankar Complex, Plot No. 10, MP Nagar, Zone II, Bhopal- 462011, Madhya Pradesh	0755-2559564	10
10	Guwahati	First Floor, Block No. III, Housefed Complex, Beltola Basistha Road, Dispur, Guwahati- 781006, Assam	0361-3512422	10
11	Chennai	1st Floor, Sony Centre Building, South India Co-operative Building (SICOP), 38, Anna Salai, Chennai-600 002	044-28510020	50
12	Patna	Flat No. 302 & 303, Shanti Complex, infront of HI-TECH Hospital, Saguna More, Saguna Khagaul Main Road, Danapur, Patna - 801503	011-39187106	10
13	Raipur	1st floor, Maharaja Plaza, Near Wholesale, Fruit Market, Near Pachpedi Naka, Lalpur, Raipur, Chhattisgarh, PIN Code – 492015	0771-2990110	10
14	Chandigarh	Ground Floor, Jeevan deep Building, Sector 17A, Chandigarh-160017	011-39187189	10
15	Jaipur	NF/01, (1st Floor), Nehru Place, Commercial Complex, Main Tonk Road, Jaipur- 302015	011-39187125	10
16	Greater Noida	Shop no. G-27, G-28, G-29, G-32 and G-33, GNS Plaza, Block No. S-7/1, Site IV, UPSIDA, Near Pari Chowk, Greater Noida, UP-201304	8800846112	15
17	Bhubaneswar	4th Floor, Deendayal Bhawan, Ashok Nagar, Janpath, Bhubaneswar- 751 009	011-39187177	10
18	Ranchi	Plot no. 426B, Road no. 6, Ashok Nagar, Ranchi-834002	011-39187108	10
19	Thiruvananthapuram	TC No.: 15/3971, Ground Floor, City Branch Office No.3, Behind LIC Divisional Office, Pattom, Thiruvananthapuram, Kerala 695004	7428682516	10

October 27, 2025
I.T. Department
NHB, New Delhi