GeM Bid Number: GEM/2025/B/6744754 dated September 30, 2025, and **RFP Reference No.: HO/ITD/DOC/2025/00341**

Request for Proposal (RFP) for Implementation of Managed Software Defined Wide Area Network (SD-WAN) Solution with MPLS and Internet Connectivity for Five Years at NHB.

The replies to the pre-bid queries received are placed herewith.

GeM Bid Number: GEM/2025/B/6744754 and RFP Reference No.: HO/ITD/DOC/2025/00341 - Request for Proposal (RFP) for Implementation of Managed Software Defined Wide Area Network (SD-WAN) Solution with MPLS and Internet Connectivity for Five Years at NHB.

		S.No	Relevant Clause of the RFP	Query	Bank Response
			Bidder-1		
		1	**RFP Page 11** -- 5.2. SDWAN solution with MPLS and ILL Links Bandwidth and CPE Throughput Details. -- CATEGORY-B -- Point 6 to 19	Except 3 Category Branches, all other branches are 10Mbps (MPLS) + 20Mbps (Internet). Hence request to consider 100Mbps SDWAN throughput device for point 6 to 19 which saves cost.	Please be guided as per RFP
		2	**RFP Page 111** -- Security - Point 11 -- The proposed appliance must support TPM or similar in the hardware for secure key encryption.	Request for Changes: The proposed appliance must support TPM or similar in the hardware / Software for secure key encryption.	Please be guided as per RFP
		3	**RFP page 116** -- SD-WAN Devices for Category-B Branches - Point 6 -- The appliance should have a minimum of 200 Mbps of Aggregated SD-WAN throughput.	Request for Changes: The appliance should have a minimum of 200 Mbps for Chennai, Mumbai & Noida RO and a minimum of 100 Mbps for Rest of Category B of Aggregated SD-WAN throughput.	Please be guided as per RFP
		4	**RFP page 115** -- SDWAN Reporting - Point 4 -- The SD-WAN must provide continuous performance monitoring reports of individual Link Quality/ Virtual Link Quality daily, weekly, monthly, quarterly etc.,	Request for Changes: The SD-WAN must provide continuous performance monitoring reports of individual Link Quality/ Virtual Link Quality daily, weekly, monthly, custom date range selection	Please be guided as per RFP

		5	**Page 10** , Section 5.2 , DC and DR - MPLS link (dual POP last mile)	As per RFP single MPLS link requested at DC and HO, for single link only One PoP can be provided, Please confirm if bidder has to provide dual 150 Mbps MPLS link at DC and DR ?	The bidder shall provide MPLS connectivity through a Single/dual Point of Presence (POP) with dual last-mile connectivity for redundancy and high availability for category-A locations. Please refer corrigendum.
		6	**Page 10** , Section 5.2 ,MPLS for DC-DR Replication	MPLS is layer 3 circuit and for replication between DC & DR genrally service provider provide Point to Point(P2P) link between DC & DR which is Layer 2 Circuit. Please confirm if Layer 3 MPLS required or Layer 2 P2P link required between DC & DR replication	L3 MPLS VPN is required between DC & DR replication
		7	**Page 10** , Section 5.2, ILL - Already Available (Airtel, BSNL)	Kindly confirm if bidder has to provide second ILL Link at DC and DR since it is mentioned already available Airtel, BSNL	ILL links are already available at DC & DR. Second ILL Link at DC and DR may not be considered by the bidder
		8	**Page 11** , Section 5.2, Category B - 4 WAN and 2 LAN ports	Generally we have seen 2 WAN ports and 4 LAN ports requirement per SDWAN device, please confirm if the understanding is right	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. Please refer corrigendum.
		9	**Page 25**, Section 8.13 , Overall Project Completion must be completed within a total of ten (10) weeks from the date of issuance of the Work Order/Purchase Order.	We request to amend the clause as: Overall Project Completion • The entire project, including delivery, installation, testing, commissioning, documentation, and training, must be completed within a total of **14-16 weeks** weeks from the date of issuance of the Work Order/Purchase Order.	8.13.1 Delivery, Installation, Configuration and testing • Installation, configuration and testing of the SDWAN solution must be completed within **Ten (10) weeks** from the date of the Work Order/Purchase Order 8.13.2 Documentation and Training • Submission of complete documentation and conduct of end-user and administrative training must be completed within the installation period, and no later

						than **Ten (10)** weeks from the date of the Work Order/Purchase Order. 8.13.3 Overall Project Completion • The entire project, including delivery, installation, testing, commissioning, documentation, and training, must be completed within a total of **Ten (10)** weeks from the date of issuance of the Work Order/Purchase Order. Please refer corrigendum
			10	**Page 42**, Section 11.17, Category A Penalty- Uptime SLA >99.99%	Requesting to change it to 99.9%	Please refer corrigendum
			11	**Page 43**, Section 11.17, Category B Penalty- Uptime SLA >99.9%	Requesting to change it to 99.0% since only single SDWAN box requested and Cities are Tier 2 Cities	Please refer corrigendum
			12	**Page 53**, Annexure-V , The Bidder shall have own MPLS Points of Presence (POP) at least at 50 (Fifty) locations on its own or leased fiber backbone. Bidder should also have POP level redundancy (dual POP) in all metro locations. All the POPs from where the MPLS bandwidth shall be provided should have redundancy of equipment, links, power, backhaul connectivity etc. - **proof of documents to submit**	We understand that self declaration will suffice as documentary proof for the criteria. Please confirm.	self declaration/undertaking will suffice

		13	**Page 54**, Annexure-V , The bidder must possess valid & active following certification: • ISO 27001:2022 • TL 9000/ISO 9001:2015 • SOC2 and relevant local data protection laws. **Copies of valid certificates issued to the bidder / data center site**	We understand that SOC 2 certificate of the Data Center premise / location (where bidder's infra is hosted) will be accepted. Please confirm.	For SOC2 certificate: Bidder may submit valid certificate of the bidder or Parent Company or Subsidiary or jointly or MEITY empanelled onprem/cloud Data Center (where bidder's SDWAN Controller/Manager/Orchestrator is hosted) for SOC2 and relevant local data protection laws. Please refer corrigendum.
		14	**Page 35**, Section 9.1 ,Number of ! Bidder in AIFI / Scheduled Com Large Corporate (>500 Crores annual turnover) in India for mir Single Purchase Order during last sever submission of bid No. of Organisations: ≥10: 20 marks ≥ 7 to < 10: 15 marks ≥ 5 to < 7: 10 marks	We request to amend the scoring criteria as: 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: **≥8: 20 marks** **≥ 5 to < 7: 15 marks** **≥ 3 to < 5: 10 marks**	Please refer corrigendum.
		15	**Page 41, Section 11.17, Penalty for Installation, configuration and testing** - 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.	We request to amend the clause as: Penalty for Installation, configuration and testing - 0.5 % of the Solution & Implementation Cost /week subject to maximum of 10% of the Solution and Implementation Cost, **that is delayed for Installation, configuration and testing** will be levied as penalty. Also In section 8.13.3 Project completion mentioned as 10 weeks here it is mentioned 8 weeks. Requesting to	8.13.1 Delivery, Installation, Configuration and testing • Installation, configuration and testing of the SDWAN solution must be completed within **Ten (10) weeks** from the date of the Work Order/Purchase Order 8.13.2 Documentation and Training • Submission of complete documentation and conduct of end-user and administrative training must be completed within

				change it to 14 weeks minimum since hardware delivery itself take 8 - 10 weeks	the installation period, and no later than **Ten (10) weeks** from the date of the Work Order/Purchase Order. 8.13.3 Overall Project Completion • The entire project, including delivery, installation, testing, commissioning, documentation, and training, must be completed within a total of **Ten (10) weeks** from the date of issuance of the Work Order/Purchase Order. Please refer corrigendum.
		16	**Page 16**, section 6.4.1 , In the event of non-commissioning of the link within prescribed timeframe, penalty at the rate of 0.5% of the order value will be charged for every week's delay subject to a maximum of 10% of the order value.	We request to amend the clause as: In the event of non-commissioning of the link within prescribed timeframe, penalty at the rate of 0.5% of the **Link value** will be charged for every week's delay subject to a maximum of 10% of the **Link value** delayed for commissioning.	Please be guided as per RFP
		17	**Commercial BID ,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.	Since the lift and shift depends on the city.Request to share the details of the location of new proposed DC colocation in NCR as the feasibility is to be studied before quoting the price for the DC solution shifting. Also we understand that lift and shift commercials will be different, subject to mutual discussion with the bank.	*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 device at DC colocation will be under the scope of NHB. Please refer corrigendum.

		18	5.1 SOW. Point 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.	Please confirm if the SDWAN Orchestration/controller can be hosted in MEITY Empannled cloud or Onprem Deployment is required	SDWAN Controller/Manager/Orchestration can be hosted in MEITY Empannled cloud or Onprem Data Center following all the Government/Regulatory compliances.
		19	To provide IPS, IDS, application-based routing and filtering, URL filtering, and Deep Packet Inspection.	Since next-generation firewall capabilities are essential, **we require the number of users at each location to appropriately size the SD-WAN hardware**. This information is critical for ensuring optimal performance and scalability of the solution	NHB location with tentative users is enclosed as annexure-XX. Please refer corrigendum.
		20	The bidder needs to inform 1 month in advance and obtain concurrence from bank if they wish to replace the resource. Bidder has to provide replacement resource with similar skill set & experience within 2 weeks from the date of intimation to the Bank. At any time during the contract period, if Bank is not satisfied with the performance of Onsite Engineer, Bidder has to change the resource and provide replacement resource	We understand the Bank's requirement to replace an unsatisfactory onsite engineer within two weeks. However, we respectfully request an extension of up to **two months to identify and onboard a resource with desired** skills and experience. This additional time will ensure a smooth transition and proper handover without disrupting ongoing operations. We remain committed to maintaining service quality and continuity throughout the process.	Please be guided as per RFP

			with the similar skill set & experience within 2 weeks from the date of intimation by the Bank. Bidder shall be responsible to ensure proper handover to the replacement engineer		
		21	5.4 Training: Bidder has to arrange for providing advance hands-on Two Days training of proposed SDWAN Solution before Go-Live as a part of project implementation without any additional cost to the Bank.	Kindly share the training venue details along with the expected number of participants.	Training at NHB HO and expected number of participants is 5-10.
		22	6.4.1(Annexing of new location/upgraded location) Bidder is required to implement and commission the location within 4 weeks	As the delivery of HW is in scope and OEM takes7-8 weeks of timeline to deliver the HW,so, We request to change the Delivery timeline to 8 Weeks from the date of work order for all the locations.	Please be guided as per RFP
		23	6.4.3Shifting of premises (within 2 weeks from the date of order/notice: if the target location is not an upgraded location.)	Since the Shifting of the link has same process and timeline as a new link deliver, so, we request to change the Delivery timeline to 6 to 8 Weeks from the date of work order for all the locations.	Please be guided as per RFP
		24	Closure of VAPT, IS Audit / Regulatory Compliance	Consedering unforseen guidelines and associated Technical Challenges, We request to change the timeline as below: High Category – 1 Month • Medium- 2 Months • Low - 3 Months	Please be guided as per RFP
		25	Avg. Latency > 50 msec for more than 3 minutes till 100%	Since, A latency of 80 ms remains within acceptable bounds for most real-time applications, including VoIP,	Please refer corrigendum

			of bandwidth consumption	video conferencing, So we request to considere the latency <=80ms.	
		26	Existing Setup: Currently, DC at New Delhi is located in the Head Office and the Bank is in process of colocation of the DC at New Delhi/ NCR location. Bidder needs to consider this while designing the network architecture.	Please share the complete address along with Lat-long details for all the locations to raise feasibility.	NHB location with tentative users numbers is enclosed as Annexure-XX. Please refer corrigendum.
		27	Existing Setup: NHB has implemented completely MANAGED MPLS based WAN connecting all its locations. As part of contract the service provider has provided bandwidth, last mile, Router, MUX etc. on OPEX basis and carrying out management, monitoring, reporting etc.	As per our understanding, the existing bandwidth/connectivity will remain unchanged, and the selected bidder is expected to provision additional connectivity to establish a multihoming setup. All links should operate in an Active-Active configuration.	It is a fresh contract which covers both MPLS and broadband, ILL links . Existing MPLS will be expired.
				Bidder-2	
Sr. No.	**RFP Page No.**	**RFP Clause Name & No.**	**RFP Clause**	**Bidder's Query/ Suggestion/Remarks**	**Bank Response**

| 1 | 52 | Annexure –V: Minimum Eligibility CriteriaSr. 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. | We request that the clause be relaxed as follows to ensure broader participation and realistic qualification criteria while maintaining the spirit of technical capability evaluation.**Proposed Revision:**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 **one (01)** AIFI/PSB/PSU/BFSI or Large Corporate (> ₹500 Crores annual turnover) in India for a minimum of **15 discrete locations** for each organization in a Single Order to build a Single Solution during the last seven years as on the date of submission of bid.**Justification:**The requirement of a minimum of five organizations with 50 locations each is highly restrictive and may exclude capable service providers with substantial network and service experience. Relaxing the criteria to one project with 15 locations will enable wider competition while ensuring that only experienced bidders with proven SDWAN implementation capability participate. | Please refer corrigendum |

| 2 | 54 | Annexure –V: Minimum Eligibility Criteria Sr. 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. | We request to kindly modify the clause as follows:
The bidder must possess **any two** valid & active certifications from the following list:
• ISO 27001: 2022
• TL 9000 / ISO 9001: 2015
• SOC 2 and relevant local data protection laws.

Note: Valid certificate of the Parent Company or Subsidiary or jointly shall also be considered.

Justification: Allowing any two certifications ensures fair participation by experienced bidders that comply with major international quality and security standards while maintaining the technical and compliance integrity of the RFP. | For SOC2 certificate: Bidder may submit valid certificate of the bidder or Parent Company or Subsidiary or jointly or MEITY empanelled onprem/cloud Data Center (where bidder's SDWAN Controller/Manager/Orchestrator is hosted) for SOC2 and relevant local data protection laws.
Please refer corrigendum |

| 3 | 35 | Technical Bids (Marks Distribution) Sr. No. 1 | **Particulars** : 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. **Scoring methodology :** No. of Organisations: ≥10: 20 marks ≥ 7 to < 10: 15 marks ≥ 5 to < 7: 10 marks | We request that the clause be revised to include both ongoing and completed implementations, as well as equivalent MPLS / ILL Connectivity projects, since such projects are of similar technical and operational complexity and demonstrate bidder capability in large-scale network rollouts.

Proposed Revision:

Particulars: Number of SDWAN implementations **(Ongoing projects shall also be considered) OR MPLS / ILL Connectivity** projects executed by the Bidder in AIFI / Scheduled Commercial Bank / PSU / BFSI / Govt / Large Corporate (> ₹500 Crore annual turnover) in India for a minimum of **15 discrete locations** in a Single Purchase Order during the last seven years as on the date of submission of bid.

Revised Scoring methodology: ≥ 5 Organisations – 20 marks ≥ 3 to < 5 – 15 marks ≥ 1 to < 3 – 10 marks

Justification: The suggested modification will enable fair participation of bidders with extensive MPLS / ILL network experience and ongoing SDWAN rollouts, ensuring wider competition while maintaining technical qualification standards. | Please refer corrigendum |

4	9/117	5. Scope of Work 5.1. Implementation of Complete Managed SD-WAN Solution (OPEX Model).	m. Capacity sizing of the entire SDWAN solution is service provider's responsibility and any capacity upgrades need in the SDWAN boxes must be taken care by service provider.	Kindly confirm the no. of concurrent users in Each Offices of NHB Including DC and DR.	NHB location with tentative users' numbers are enclosed as Annexure-XX. Please refer corrigendum
5	9/117	5. Scope of Work5.1. Implementation of Complete Managed SD-WAN Solution (OPEX Model).	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.	We understand that link to be provided from single Service Provider and not along with redundant 3rd party Offnet.	The bidder shall provide MPLS connectivity through a Single/dual Point of Presence (POP) with dual last-mile connectivity for redundancy and high availability for category-A locations.Please refer corrigendum
6	10/117	5.2. SDWAN solution with MPLS and ILL Links Bandwidth and CPE Throughput Details.	MPLS for DC-DR Replication: 100Mbps	Kindly confirm, whether L1P2P or L2VPN	L3 MPLS VPN is required between DC & DR replication

		CATEGORY-A-SL.NO-1			
7	13/117	5.2. SDWAN solution with MPLS and ILL Links Bandwidth and CPE Throughput Details. CATEGORY-A-SL.NO-1	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.	Kindly provide the upcoming Co-Location DC Address. If Available, as we need to do the feasibility and consider the impact of capex.If it comes.	DC colocation will be finalized through the tender process, and the Bank will provide the details accordingly. DC Colocation will be within the Delhi NCR only
8	14/117	5.6. Existing Setup	NHB has centralized Internet Gateway at DC/DR, and all locations / offices access the same over WAN.	Kindly confirm whether NHB is using Hub and Spoke topology for existing setup.	existing MPLS is using Hub and Spoke topology
9	14/117	5.6. Existing Setup	The applications / services hosted at DC and DR and accessed by all locations over WAN are: o Applications - ERP, Web based etc. o AD, Databases etc. o O-365 office suite and email o Video Conferencing, VoIP Telephony o Proxy, NAC solutions etc. o Security solutions (WAF, Firewalls, PAM, XDR etc.)	Kindly confirm whether Any application is hosted on Cloud also and local breakout would be required to access those application.	Currently, Bank is using cloud based O365 office suite, E-mail, EDR, Digital Signage, Video Conferencing. Local breakout would be required to access these applications and future onboarding applications

10	15/117	6.4. Upgradation of Location from one Category to Other	At any time during the contract, due to operational requirement, any of the locations will be upgraded from the existing category to higher category or lower category. Once the location is upgraded/degraded all terms and conditions [SLA etc.] of the new category will be applicable.	Kindly consider SDWAN Hardware also along with Link upgrade in price bid format for any upgrade requirement, as the Hardware cost will change subject to meeting new specification requirement.	Please be guided as per RFP
11	16/117	6.4.3. Shifting of premises	f) For shifting of SDWAN equipment/lines within the premises, vendor shall depute the concerned engineer/official and shift the equipment within 24 hours from the time of reporting of such requirement by the Bank.	Kindly confirm this will be in same physical location or Different.	This is within the same physical location
12	16/117	6.4.3. Shifting of premises	Please note that the cost towards shifting & installation or other cost involved for such implementation will be borne by the service provider if shifting of premises is carried out to a target location which is within 10 km radius of origin location and is within the city; however in cases where shifting is carried out to an new location or if shifting target location is beyond 10 km, the onetime implementation charges will be paid towards shifting charges, as per this RFP.	kindly consider below request. OTC will be applicable for any type of shifting irrespective of distance in kms, due to additional Capex (Subject to feasibility).	Please be guided as per RFP

13	16/117	6.4.3. Shifting of premises	For shifting of SDWAN equipment/lines within the premises, vendor shall depute the concerned engineer/official and shift the equipment within 24 hours from the time of reporting of such requirement by the Bank.	Kindly consider timeline of min. 30Days for any Hardware /SDWAN Equipment shifting to new location.	Please be guided as per RFP.
14	17/117	6.4.5. On-site Support	The Bidder to depute one on-site engineer, as required by Bank for contract period from the date of commission of service to resolve problems in coordination with its NOC, ISP providers etc. and ensure stability of network.	Kindly confirm Only one Onsite engineer is required at DC Only OR Two Onsite Engineer One at DC and One at DR location is required.	one onsite support to be deployed at Bank's Head Office at New Delhi.
15	9 and 10	5. Scope of Work	p. To ensure that the solution and operations comply with Bank's information security policies and industry leading standards (such as ISO 27001, etc.) and any applicable laws like Information Technology Act 2000, Information Technology Act 2023, IT and subsequent guidelines issues by Govt. of India/CERT-In/RBI. The successful bidder shall provide necessary documentation for the operation, integration, customization and training.	Please note that we are providing telecom services rather than IT services. Therefore, we understand that we will have to comply with the laws and regulations to the extent applicable to the services provided. Further, please note that we are not providing SDWAN as a stand alone solution but telecom service under SDWAN solution	Please be guided as per RFP.

| 16 | 18 | 6.4.8. Audit Observations and Compliance | 6.4.8. Audit Observations and Compliancea) Bank is subjected to various audits [internal /external/VAPT/IS/ statutory / RBI /Regulatory etc.]. In the event of any observation by the audit regarding security, access etc., of Internet link/equipment, the same will be intimated to the Bidder. The ISP to carry out the changes enabling Bank to comply on the same. No additional cost would be paid by Bank.b) The ISP must provide input/information as and when required and demanded by the Bank for various audit requirements such as Regulatory Audit, IS Audit, Network Security Review Audit, Management Audit etc.c) The ISP shall close all the vulnerabilities and implement/comply with all the recommendations submitted by such auditors/bank's security teams on receiving the instructions from the Bank, for the infrastructure and connectivity provided. | 1. Please note that we are a regulated entity and are regularly audited by our regulator DoT and TRAI. Therefore, please clarify the scope of audit. 2. Please provide us copies of the regulations, directions etc from where this audit requirement is flowing down on us. 3. Further, for the sake of clarity the scope of audit shall be limited to the invoices, payment receipts and records submitted along with the proposal , inspection of sites etc and shall not include any cost break up or documents outside the ambit of the scope of this RFP . | Please be guided as per RFP. |
| 17 | `9 | 7. Period of Contract | 7.3. The Bank reserves the right to terminate the contract, part or full, by giving 30 days' prior written notice, without assigning any reason, and without any financial obligation or liability. | The selected Bidder is required to make considerable investments in execution of the project. As such termination for convenience by the customer will make bidder to suffer significant losses . As such we request to delete termination for convenience by customer. | Please be guided as per RFP. |

18	19	7. Period of Contract	7.4. In case of breach of contract, non-compliance with service levels, or failure to meet deliverables, the Bank reserves the right to terminate the contract with 30 days' notice, after providing the vendor with a chance to represent or rectify the deficiencies.	Request the following modifications in the clause: In case of breach of contract, non-compliance with 3 consecutive service levels measurements, or failure to meet deliverables, the Bank reserves the right to terminate the contract with 30 days' notice, after providing the vendor with a chance to represent or rectify the deficiencies. The cure period shall be for at least 30 days.	Please be guided as per RFP.
19	30 and 31	8.36. Compliance with Laws	8.36. Compliance with Laws • The Vendor/Bidder shall undertake to observe, adhere to, abide by, comply with and notify NHB about all laws in force or as are made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this tender and shall indemnify, keep NHB indemnified, hold harmless, defend and protect NHB and its employees/officers/staff/personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.	We understand that for breach of laws shall be indemnified only to the extent such breach materially affects the services provided to the customer.	Please be guided as per RFP.

| 20 | 31 and 32 | 8.37. Intellectual Property Rights | 8.37. Intellectual Property RightsThe Bidder warrants that in the event of its selection as the Vendor:a) The Inputs to be provided by it shall not infringe upon any third-party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever.b) It further warrants that the Deliverables shall not infringe upon any third-party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. c) In the event that the Deliverables become the subject of a claim of violation or infringement of a third party's intellectual property rights, the Bidder shall, at its choice and expense: (a) procure for NHB the right to continue to use such Deliverables; (b) replace or modify such Deliverables to make them non-infringing, provided that the same function is performed by the replacement or modified Deliverables as the infringing Deliverables; or (c) if the rights to use cannot be procured or the Deliverables cannot be replaced or modified, accept the return of the Deliverables and reimburse NHB for any | Please note that we are providing connectivity services rather than equipment on sale to the customer. Therefore, any IPR may not be applicable. Request the customer to declare this clause as dormant or delete the same. | Please be guided as per RFP. |

| | | | amounts paid to the Bidder for such Deliverables, along with the replacement costs incurred by NHB for procuring an equivalent equipment in addition to the penalties levied by NHB . However, NHB shall not bear any kind of expense, charge, fees or any kind of costs in this regard. Notwithstanding the remedies contained herein, the Bidder shall be responsible for payment of penalties in case service levels are not met because of inability of NHB to use the proposed solution.d) The Bidder acknowledges that business logics, workflows, delegation and decision-making processes of NHB are of business sensitive nature and hence shall not be referred to other clients, agents or distributors of the software. The project shall be deemed as incomplete in case the desired objectives of the project as mentioned in the scope of the project are not met and in case the system is unable to facilitate the processes duly supported by various requirements as envisaged in the RFP. e) All customizations will be exclusive property of NHB, and the related source code should be provided to NHB. | | |

21	39	10.2. Payment Terms	g. The Bank reserves the right to withhold payments in the event of delays in delivery, installation, or support breach of SLA or non-compliance with RFP conditions. Outstanding security updates, VAPT/IS/Regulatory audit closure, or unresolved penalties. Such withholding shall not constitute a default on part of the Bank.	Request the customer to not withhold the payment	Please be guided as per RFP.
22	41	11. General Terms and Conditions	11.14 Time and quality of the service are the essence of this agreement/contract. Failure to adhere to the same will be considered as breach of the terms and conditions of the contract, provided failure is solely, entirely and directly attributable to the Bidder and not due to reasons attributable to NHB and/or its other vendors or due to reasons of Force Majeure.	Please note that in connectivity services where the services are driven by SLA, time and quality cannot be essence of the contract. The services will be governed by SLA. Therefore, request modifications.	Please be guided as per RFP.

| 23 | 41 | 11.17 Penalty a) Penalty for Delay in Implementation | The Service Provider shall be required to deliver and implement the SDWAN solution as per following timelines, failing which liquidated damages (LD)/penalty shall be levied as per below:
Schedule
Timelines
Penalty
Installation, configuration and testing of the SDWAN solution. must be completed within eight (8) weeks from the date of the Work Order/Purchase Order.
within eight (8) weeks of the date of the Work Order/Purchase Order.
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.
b) Penalty for Downtime:
The SD-WAN solution to the | Request the customer to add the following exclusions:
(i) Any act or omission on part of the customer including but limited to failure to notify the customer care desk of the bidder through the process defined by the bidder of the service disruption.
(ii) Failure of customer application equipment, or facilities including any third party equipment.
(iii) Refusal of customer to allow testing or repair of service or service equipment and use by customer of the service on an impaired basis, including refusal to allow access to customer premise of the company personnel.
(iv) Customer not providing infrastructure required for service equipment and/or CPE.
(v) Events or occurrences that result in "No problem found" trouble tickets.
(vi) Trouble tickets associated with new installation or updates.
(vii) Customer initiated change request in the service while the change request is under progress.
(viii) Planned repairs, modifications or maintenance notified to customer in advance
(ix) Unauthorised change to service equipment or CPE made by customer without notifying the company.
(x) Suspension of service by the company. | Please be guided as per RFP. |

			Bank should always be kept 100% up. The bidder shall have robust, resilient, and redundant network architecture with built-in redundancy at various levels. Penalty on end-to-end circuit will be applicable as per the penalty slab of the category levels mentioned below: Category-A: DC, DR of the Bank (including collocation) and Head Office, New Delhi. Category-B: Mumbai, Greater Noida, Chennai, Kolkata, Bengaluru, Ahmedabad, Hyderabad, Lucknow, Bhopal, Guwahati, Patna, Raipur, Chandigarh, Jaipur, Bhubaneswar, Ranchi, Thiruvananthapuram and any other new offices of the Bank, if any. Non-achievement of a Service Level may attract Penalty as set out in this clause. The time taken to resolve any problem at any location of the NHB sites shall be immediate and SDWAN device replacement, if required, shall be done without delay. Category-A, SLA: DC/DR, HO New Delhi, of NHB locations (including colocation) calculation per link (Avg. latency > 50 msec) The performance would be measured as.		

| | | | | *PPPPPPPPPPPPPPPPPPPP =TTT TTT TT MMMMM MMMMMM MM i a MM h − TTT TTT TT OO OOO MMMMM MM MM i a MM h TTT TTT TT MMMMM MM MM i a MM h XX* 100 The percentage uptime will be calculated on a monthly basis (24 hours a day). 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 Penalties applicable for services are as mentioned below: i. Downtime includes non-availability of SDWAN Infrastructure and Network link services or business impact (due to Latency/bandwidth/other reasons). ii. The penalty will be levied for not meeting network level | | |

			uptime parameters and is not limited to, • Packet Loss > 0.5% continuously for more than 3 minutes. • Avg. Latency > 50 msec for more than 3 minutes till 100% of bandwidth consumption • Link/Protocol/route Flapping. • Last mile/Device outages. • CPE related outages/issues • Configuration issues and Maintenance issues • Traffic/ Application not passing via link due to SDWAN devices/Cloud/link issues/any reason. iii. Business outages on account of cloud connectivity issues on-resolution of outstanding issues affecting the business. iv. Bank may Terminate/discontinue the Contract if the uptime is below 97%. v. All the aforesaid scenarios are considered as link down till restoration. Category-B, SLA: calculation per link (Avg. latency > 100 msec) 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 Penalties applicable for services are as under mentioned below: i. Downtime includes non-availability of SDWAN Infrastructure and Network link services or business impact (due to Latency/bandwidth/other reasons). ii. The penalty will be levied for not meeting network level uptime parameters and is not limited to, • Packet Loss > 1% continuously for more than 3 minutes. • Avg. Latency > 100 msec for more than 3 minutes till 100% of bandwidth consumption • Link/Protocol/route Flapping. • Last mile/Device outages. • CPE related outages/issues • Configuration issues and Maintenance issues • Traffic/ Application not passing via link due to		

			SDWAN devices/Cloud/link issues/any reason. iii. Business outages on account of cloud connectivity issues on-resolution of outstanding issues affecting the business. iv. Bank may Terminate/discontinue the Contract if the uptime is below 95%. v. All the aforesaid scenarios are considered as link down till restoration.		
24	43	11.17 Penalty a) Penalty for Delay in Impleme ntation	iv. Bank may Terminate/discontinue the Contract if the uptime is below 97%.	Request the customer to terminate the contract only due to non-compliance/breach of 3 consecutive SLA. Provided that a 30 days cure period is provided for rectifying such breach,	Please refer corrigendum

| 25 | 44 | 11.18 Removal and/or Replacement of onsite resource | 11.18 Removal and/or Replacement of onsite resourcea) If, for any reason beyond the reasonable control of the Vendor, it becomes necessary to replace any of the Key Personnel (personnel according to NHB engaged for key assignments under the contract by the Vendor), the Vendor shall forthwith provide as a replacement a person of equivalent or better qualifications and skills.b) If NHB finds that any of the Personnel have (i) committed serious misconduct or has been charged with having committed a criminal action, or (ii) have reasonable cause to be dissatisfied with the performance of any of the Personnel, then the Vendor shall, at NHB's written request specifying the grounds therefore, forthwith provide as a replacement a person with qualifications and experience acceptable to NHB | Please note that the services are automated in nature and shall be driven by SLA. Further, there will not be any permanent deployment of human resources on the premise of the customer. Therefore, these clauses may not be applicable on us. | Please be guided as per RFP. |
| 26 | 45 | 11.22 Liquidated Damages | 11.22 Liquidated Damages If the vendor fails to deliver and implement the solution within the timelines prescribed under the RFP, Liquidated Damages (LD) shall be levied at the rate of 0.5% of the order value for the late installed item for each week's delay or part thereof, subject to maximum of | 1. The damages, loss mentioned under this clause has to be restricted and limited. In case of cancellation of contract due to reason solely attributable to the bidder the same has to be proven the in court of law. Further, request the customer to cap the total liability to annual charges received by Bidder under this RFP. 2. We understand that any | Please be guided as per RFP. |

			10% of value of the contract. However, no penalty will be imposed for the durations leading to delays in installation of hardware / software due to reasons solely attributable to the Bank. In case the delay exceeds ten weeks, Bank reserves the right to cancel the order. In such an event vendor will not be entitled to or recover from Bank any amount by ways of damages, loss or otherwise. If the Vendor fails to complete the due performance of the contract in accordance with agreed specifications and conditions to the satisfaction of NHB or abandons the project/contract without completing the same as per the agreed terms, NHB reserves the right to recover damages at 10 percent of the contract value as and by way of liquidated damages, but not as penalty. It is clarified that the liquidated damages shall be over and above the penalty, if any, imposed under Clause 11.17.	abandonment shall be reasons solely attributable to the bidder.	
27	46	11.24 Assignm ent	11.24 Assignment The Vendor shall not assign/sub-contract, in whole or in part, its obligations to perform under the contract, except with NHB's prior written consent.	Please note that although the core telecom services shall be responsibility of the bidder and will be performed by the bidder, However ancillary services such as initial installation and commissioning may be sub-contract. Request the customer to take note of this point and modify the clause.	Please be guided as per RFP.

28	70	3. Commitments of Bidders	(l) If the Bidder or any employee of the Bidder or any person acting on behalf of the Bidder, either directly or indirectly is a relative of any of the officers of NHB or alternatively, if any relative of an officer of NHB has financial interest/stake in the Bidders firm, the same shall be disclosed by the Bidder at the time of filing of tender.	Request the Compliance be restricted to key employees of the Bidder who are directly involved in the preparation and submission of the Bid . If the Bidder is a large organisation , it would be difficult to identify any relative of the officers of the Buyer or who has financial interest/stake in the bidders firm	Please be guided as per RFP.
29	71	3. Commitments of Bidders	(iii) Relationship with NHB's staff – The Bidder is aware that the contract may not be awarded to the Bidder in case it is observed that it, including its experts and other personnel, and sub-consultants, if permitted, has/have a close business or family relationship with a professional staff of NHB (or of the project implementing agency) who are directly or indirectly involved in any part of: (i) the preparation of the TOR for the assignment, (ii) the selection process for the contract; or (iii) the supervision of such contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to NHB throughout the selection process and the execution of the contract.	1. Request the customer to restrict this clause to key employees of the bidder who are directly involved in the process of bidding preparation. 2. Please provide the list of employee/staff involved in preparation of the TOR for assignment, selection process for the contract, supervision of such contract.	Please be guided as per RFP.

| 30 | 74 | 10. Fall Clause | 10. Fall Clause10.1. The Bidder undertakes that it has not supplied/is not supplying similar goods/product/systems or subsystems/ services at a price lower than that offered in the present Bid in respect of any other Ministry/Department of the Government of India or PSU/Public Sector Bank and if it is found at any stage that similar goods/product/systems/services was supplied by the Bidder to any other Ministry/Department of the Government of India or a PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the Bidder to NHB, if the contract has already been concluded. | We suggest that for price fall clause , only comparable contracts may be considered . Comparable contracts shall mean contracts having same volume, scope of services, payment terms and terms and conditions of contract . Increase in usage may not be a reason for price reduction . Kindly appreciate that the increase or decrease in traffic may not be consistent . Further considering the price fall clause in most of the RFPs , differential charging to the organisations under the same tender will have implications and to be avoided . Request to modify the clause appropriately considering these aspects. | Please be guided as per RFP. |

| 31 | 84 | 2.7 Suspension | 2.7 Suspension
NHB may, by written notice of suspension to the Vendor, suspend all payments to the Vendor hereunder if NHB is not satisfied with the performance of the Vendor or if the Vendor fails to perform any of their obligations under this Contract, including the carrying out of services, provided that such notice of suspension (i) shall specify the nature of the failure, and (ii) shall request the Vendor to provide remedy for such failure within a period not exceeding thirty (30) days after receipt by the Vendor of such notice of suspension and shall invoke contract performance guarantee. | The services are SLA driven and cannot be determined on the satisfaction of the customer. The term "not satisfied" with the performance of the vendor is too broad and subjective which may lead to ambiguity in the interpretation. As the services are governed by clearly defined SLA performance should be assessed strictly against these measurable parameters rather than subjective satisfaction. Payment obligation should not be suspended based on the sole discretion of the customer. Therefore, we request that this clause should be deleted. | Please be guided as per RFP. |

| 32 | 84 | 2.8 Termination | 2.8 Termination
2.8.1 By NHB
NHB may by not less than thirty (30) calendar days written notice of termination to the Vendor, (except in the event listed in paragraph (g) below, for which there shall be a written notice of not less than sixty (60) days) such notice to be given after the occurrence of any of the events specified in paragraphs (a) to (f) of this Clause-2.8.1, terminate this Contract:

(a) If the Vendor fails to remedy a failure in the performance of their obligations hereunder, as specified in a notice of suspension pursuant to Clause-2.7 here-in-above, within thirty (30) days of receipt of such notice of suspension or within such further period as NHB may have subsequently approved in writing;
(b) If the Vendor becomes insolvent or bankrupt or enters into an agreement with its creditors for relief of debt or take advance of any law for the benefit of debtors or goes into liquidation receivership whether compulsory or voluntary;
(c) If the Vendor fails to | 1. Request the customer to provide 30 days cure period before termination of the agreement/particular link.
2. Please note that any award passed via arbitration can be challenged on a few grounds. Therefore, request the customer to delete clause (c).
3. Request the customer to delete clause (f) as reps and warranties has to be very specific in nature and cannot be general.
4. Any termination should be only due to breach of contract by the bidder which is not cured with a period of 30 days and not on the sole discretion of the customer. Request deletion of clause (g). | Please be guided as per RFP. |

			comply with any final decision reached/award passed as a result of arbitration proceedings pursuant to Clause 8 hereof; (d) If the Vendor submits to NHB a statement which has a material effect on the rights, obligations or interests of NHB and which the Vendor knows to be false; (e) If, as a result of Force Majeure, the Vendor is unable to perform a material portion of the Services for a period of not less than sixty (60) days; or (f) In the event it comes to the notice of NHB that any of the representations and/or warranties made by the Vendor either in the Bid Documents or in the subsequent correspondences are found to be false and/or the Vendor/its personnel are found to be involved in any fraudulent or criminal act; (g) If NHB, in its sole discretion and for any reason whatsoever, decides to terminate this Contract. The Selected Bidder may terminate the contract by giving written notice of 3 months to the NHB in case of non-payment of invoices by NHB in terms of this Agreement, which are not disputed.		

33	87	3.6 Prohibition of Conflicting Activities	The Vendor and its affiliates shall not engage, either directly or indirectly, in any business or professional activities which would conflict with the activities assigned to them under this Contract. The Vendor and its affiliates hired to provide services for the proposed assignment will be disqualified from services related to the initial assignment for the same Project subsequently.	Please note that we are a telecom service provider and provide same or similar services to number of other customer, therefore, please explain and provide clarity on what constitutes conflicting activities.	Please be guided as per RFP.
34	87	3.7 Confidentiality	A separate non-disclosure cum confidentiality agreement ("NDA") will be signed between the Vendor and NHB, if required.	Request the customer to share the copy of the draft agreement.	Kindly refer Annexure XIV: Confidentiality–cum- Non-Disclosure Agreement

| 35 | 88 | 3.10 Indemnification of NHB by the Vendor | The Vendor shall indemnify NHB and shall always keep NHB, its employees, personnel, officers and directors, both during and after the term of this Agreement, fully and effectively indemnified against all losses, damage, injuries, deaths, expenses, actions, proceedings, demands, costs and claims, including legal fees and expenses, suffered by NHB or any Third Party, where such loss, damage, injury is the result of (i) any wrongful action, negligence or breach of contract by the Vendor or its personnel; and/or (ii) any negligence or gross misconduct attributable to the Vendor or its personnel; and/or (iii) any claim made by employees who are deployed by the Vendor against NHB; and/or (iv) any claim arising out of employment, non-payment of remuneration and non-provision of benefits in accordance with the statues/various labour laws by the Vendor to its employees; and/or (v) any or all Deliverables or Services infringing any patent, trademarks, copyrights or such other Intellectual Property Rights; and/or (vi) any breach of the confidentiality | Request the customer to modify the clause as below: The Vendor shall indemnify NHB and shall always keep NHB, its employees, personnel, officers and directors, both during and after the term of this Agreement, fully and effectively indemnified against all direct third party losses, damage, injuries, deaths, expenses, actions, proceedings, demands, costs and claims, including legal fees and expenses, suffered by NHB or any Third Party, where such loss, damage, injury is the result of (i) any wrongful action, negligence or breach of contract by the Vendor or its personnel while initial installation and commission; and/or (ii) any gross negligence or gross misconduct attributable to the Vendor or its personnel; and/or (iii) any claim made by employees who are permanently deployed by the Vendor against NHB; and/or (iv) any claim arising out of employment, non-payment of remuneration and non-provision of benefits in accordance with the statues/various labour laws by the Vendor to its employees who are permanently deployed by the bidder on the premise of the customer; and/or (v) any or all Deliverables or Services infringing any patent, trademarks, copyrights or such other Intellectual Property Rights; and/or (vi) any breach of the confidentiality obligations mentioned under clause 3.7 and /or NDA, which pertains to confidential information of third parties/ constituents of NHB and claims against | Please be guided as per RFP. |

| | | | obligations mentioned under clause 3.7 and /or NDA, which pertains to confidential information of third parties/ constituents of NHB and claims against such breach have been raised by such third parties/ constituents. | such breach have been raised by such third parties/ constituents. | |

| 36 | 88 | 3.11 Limitation of Liability | (i) The Vendor's aggregate liability, in connection with the obligations undertaken as a part of this Project, whether arising under this Project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), other than the circumstances mentioned in the sub-clause (ii) below, shall be limited to _____ times of the total contract value.

(ii) The Vendor's liability in case of claims against NHB resulting from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations committed by the Vendor shall be actual and unlimited.

(iii) Under no circumstances, NHB shall be liable to the Vendor for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of this Agreement, even if he has been advised of the possibility of such damages. | 1. The total liability should be only upto the total contract value and not more than .
2. There will not be any involvement of IPR, therefore, request the customer to delete the clause related to IPR. Request the customer to modify the clause as below:

(iii) Under no circumstances, either NHB shall be liable to the other Vendor for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of this Agreement, even if he has been advised of the possibility of such damages. | Please be guided as per RFP. |

| 37 | 89 | 3.14 Documents prepared by the Vendor to be the Property of NHB | All software, algorithms, reports and other documents prepared/developed by the Vendor in performing the Services shall become and remain the property of NHB, and the Vendor shall, not later than upon termination or expiration of this Contract, deliver all such documents to NHB, together with a detailed inventory thereof. The Vendor may retain a copy of such documents and shall not use them for purposes unrelated to this Contract without the prior written approval of NHB. | Please note that there will not be any preparation or development of any software, algorithms, reports and other documents during the performance of the service. Therefore, we understand that this clause shall not be applicable on us. Please confirm. | Please be guided as per RFP. |

| 38 | 89 and 90 | 3.15 Vendor's Personnel | The Vendor shall ensure that personnel/employees engaged by him in the project/contract, have appropriate qualifications and competence as stipulated under the RFP and are in all respects acceptable to NHB. The Vendor will do its utmost to ensure that the personnel identified by the Vendor to work under this Agreement completes the Term. If any such personnel resign from his job and leaves the Vendor, the Vendor will provide NHB with another personnel of equivalent knowledge, skill and experience acceptable to NHB as his substitute.The Vendor shall strictly comply with all applicable labour laws and such other laws in relation to the services to be provided and the personnel engaged by the Vendor and he shall be solely responsible for all acts of the said personnel so enrolled and there shall and will not be any privity of contract for any purpose and to any intent between NHB and said personnel so engaged by the Vendor.The Vendor shall be responsible for making appropriate deductions in respect of income tax and any other statutory deductions under applicable laws in | Please note that for providing service there will not be any permanent deployment of resources on the premise of the customer. Therefore, we understand that the clauses shall not be applicable on us. | Please be guided as per RFP. |

			respect of its personnel/employees engaged by the Vendor under this Agreement. The Vendor agrees to indemnify NHB in respect of any claims that may be made by statutory authorities against NHB in respect of contributions relating to the personnel/employees engaged by the Vendor for performing the work under this Agreement. NHB is authorized to make such tax deduction at source as may be necessary as per law/rules in force in respect of payments made to the Vendor.		

39	90	3.17 Change in Ownership or Constitution	3.17 Change in Ownership or Constitution: The Vendor will inform NHB immediately about any change in its ownership or its constitution. The Vendor will ensure that the NHB's interest will be protected with utmost care. If NHB is not satisfied with the change of ownership or constitution of the Vendor and/or with the new owner, NHB shall have the right of termination and in that event, the payment, if any, upon termination may be made as provided in clause 2.8.4.	We understand that any internal change shall not be covered under this clause.	Please be guided as per RFP.
40	90	3.18 Monitoring	3.18 Monitoring The SLA parameters shall be monitored on continuous basis. If the performance is not satisfactory at any given point in time during the contract period and if the immediate measures are not implemented and issues are not rectified to the complete satisfaction of NHB, then NHB will have the right to take appropriate actions including termination of the contract.	Please note that the services are based on SLA and not on the satisfaction of the customer. Therefore, the same shall be considered. Please confirm.	Please be guided as per RFP.

| 41 | 90 and 91 | 3.19 Rights to Access3.20 Audit | 3.19 Rights to AccessAll records (including data, books, information, logs, alerts etc.) of the Vendor relating to any matters covered by the RFP shall be made available to NHB including its authorized personnel at any time, as often as NHB deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data.NHB, including its regulatory authorities like Reserve Bank of India shall have the right to verify, through their officials or such other persons as may be authorized, the progress of the project at the site of the Vendor or at the place where the services are being rendered by the Vendor.NHB and its authorized representatives, including regulator like Reserve Bank of India shall have the right to visit any of the Vendor's premises to ensure that data provided by NHB is not misused. The Vendor will have to cooperate with the authorized representative/s of NHB or the Reserve Bank of India, as the case may be and will have to provide all information/ documents required by NHB/RBI.The Vendor shall allow and grant NHB, its authorized personnel, its | 1. Please note that we are already audited by our regulators DoT and TRAI, therefore please confirm and elaborate the scope of audit. 2. For the sake of clarity the scope of audit shall be limited to the invoices, payment receipts and records submitted along with the proposal , inspection of sites etc and shall not include any cost break up or documents outside the ambit of the scope of this RFP . 3. Further, please note that we do not sub-contract/outsource/assign any telecom services to third party. | Please be guided as per RFP. |

			auditors (internal and external) and/or the Reserve Bank of India/ other regulatory & statutory authorities, and their authorized personnel, unrestricted right to inspect and/ or audit its books and accounts, to provide copies of any audit or review reports and findings made on the Vendor, directly related to the Services.In case any of the Services are further outsourced/ assigned/ subcontracted to other Vendors in terms of the RFP, it will be the responsibility of the Vendor to ensure that the authorities /officials as mentioned above are allowed access to all the related places, for inspection and/ or audit.		
42	92	4.3 Non-Solicitation	NHB agrees not to make an offer for employment to any personnel provided/deployed by the Vendor under this Agreement, and, not to accept any application for employment from him/her, while he is under the term of this Agreement, and, for up to	Please add the following exclusion: save and except if such employment offered through public job portals, newspaper, advertising, etc which are not targeted specifically towards employees of other parties	Please be guided as per RFP.

			twelve (12) months from the date of last assignment of the work under this Agreement with NHB.		
43	93	6.0 UNDER TAKING S	(iv) That NHB shall have every right at its discretion to enforce such accountability in case of any improper discharge of contractual obligations and/or any advice/service rendered in the views of NHB is found to be grossly faulty/negligent/deficient and/or any deviant conduct by the Vendor and as a consequence of it, NHB can, irrespective of anything stated herein, terminate this Agreement by giving 15 days prior notice, including to withhold/retain the dues payable to the Vendor by NHB under this Agreement and appropriate/adjust the same for the losses, if any, suffered by NHB without requiring NHB to prove the actual loss.	The services are SLA driven and automated in nature, therefore request the customer to terminate the contract only in case of breach of 3 consecutive SLA and after providing 30 days cure period.	Please be guided as per RFP.
44	94	6.0 UNDER TAKING S	(x) The Vendor shall periodically provide to NHB details of all the data (relating to NHB and its customers/ constituents) captured or processed or stored or come to the knowledge of Vendor or Service Provider's employees	We will not require or have access to any NHB and its customers data. Therefore, ensure that such data is not shared with us. We just require Proof of Identity and Proof of Address of the authorised signatory for the purpose of CAF which is a regulatory document.	Please be guided as per RFP.

			during the course of performance of this Agreement/Contract.		
45	96	Annexure XIV: Confidentiality–cum-Non-Disclosure Agreement	WHEREAS the Vendor & NHB would be having discussions and negotiations concerning _____ ("Purpose") between them as per the Service Level Agreement dated …………… (hereinafter referred to as "SLA"). In the course of such discussions & negotiations, it is anticipated that either party may disclose or deliver to the other party certain of its trade secrets or confidential or proprietary information for the purpose of enabling the other party to evaluate the feasibility of such a business relationship. The parties have entered into this Agreement, in order to assure the confidentiality of such trade secrets and confidential & proprietary information in accordance with the terms of this Agreement. As used in this Agreement, the party disclosing Proprietary Information (as defined below) is referred to as "the Disclosing Party" & will include its affiliates and	Please note that for providing services we do not require any form of trade secret or proprietary information. Therefore, ensure that such data is not shared with us as the same is not required.	Please be guided as per RFP.

			subsidiaries, the party receiving such Proprietary Information is referred to as "the Recipient/Receiving Party" and will include its affiliates & subsidiaries and its personnel.		

46	97	Annexure XIV: Confidentiality–cum-Non-Disclosure Agreement	b) The term confidential information shall mean and include all written or oral information (including information received from third parties that the Disclosing Party is obligated to treat as confidential) that is (i) clearly identified in writing at the time of disclosure as confidential and in case of oral or visual disclosure, being confirmed in writing by disclosing party within ten days of such oral disclosure or (ii) that a reasonable person at the time of disclosure reasonably would assume, under the circumstances, to be confidential. Confidential Information shall also mean, software programs, technical data, methodologies, know how, processes, designs, customer names, prospective customer's names, customer information and business information of the Disclosing Party.	Please note that we do not require any data related to software program, methodologies, know how, processes, designs, customer name, prospective customer's name and information of the customer . We do not require any access to such data of the customer.	Please be guided as per RFP.
47	100	Annexure XIV: Confidentiality–cum-Non-Disclosure Agreement	10. This Agreement shall be governed and construed in accordance with the laws of India and shall be subjected to the Jurisdiction of courts at Delhi. It is agreed that any dispute or differences arising out of or touching this Agreement if not resolved amicably shall be referred to	Please note that in an NDA the sole purpose of the parties is to ensure that confidentiality is not breached. There is no dispute or difference as such under the NDA. Therefore, request deletion of this clause.	Please be guided as per RFP.

			the arbitration as per clause _____ of the SLA executed between the parties hereto.		
48	106	Annexure XVIII: Undertaking for Data Protection Act Undertaking for Data Protection Act	The Chief Technology Officer, National Housing Bank, Information Technology Department Head Office Core 5-A, 3rd Floor, India Habitat Centre, Lodhi Road, New Delhi – 110003 RFP for Procurement of Managed SD-WAN Services at National Housing Bank Dear Sir, We, M/s _____ undertake that we shall abide by Data Protection Act of Govt. of India, IT Act and its amendments carried out by Govt. of India from time to time. The required related documents will be submitted, if required during the contract period. Yours faithfully, For …………	Please note that under the current scope of services, we do not collect or process any customer data. The only documents required are the Proof of Address (POA) and Proof of Identity (POI) of the authorised signatory, which are necessary solely for executing the Customer Application Form in compliance with regulatory requirements under the Unified License. Accordingly, we request that any undertaking related to customer data processing be considered not applicable or treated as dormant for this engagement.	Please be guided as per RFP.

| 49 | pg. no. 42 | clause: 11.17. b. | The percentage uptime will be calculated on a monthly basis (24 hours a day).

 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 | RFP should contain standard time frame for accepting payments is within 18 days post completion of quarter and from date of generation of invoice. Penalty for the downtime should be capped at 10% or less of the order value. Or the same can be measured by the following: Downtime penalty applicable in % on quarterly bill- Sr. No Uptime Downtime　　Penalty in %1 >= 99.5%　　0%2 >= 99% to < 99.501%　　1%3 >= 98.5% to 99%　　2%4 >= 98% to 98.5%　　4%5 >= 95% to 98%　　6%6 >= 90% to 95%　　8%7 < 90%　　10% | Please refer corrigendum |

Bidder-3

		Sr. No.	Relevant Clause of the RFP	Query	Bank Response
		1	6.3. Bandwidth on Demand	Please confirm the required b/w for BOD?	Bandwidth incremental may be considered up to 100 percent and the commercials will be as per the future price in the commercial sheet. Bandwidth incremental may be considered up to 100 percent and the commercials will be as per the future price in the commercial sheet. Please refer to the corrigendum.
		2	6.4.1 - Bidder is required to implement and commission the location within 4 weeks (6 weeks for north-east locations) from the date of work order	Clarity required on delivery & installation timeline.	Please be guided as per RFP
			8.13.1 Delivery, Installation, Configuration and testing • Installation, configuration and testing of the SDWAN solution must be completed		Please refer corrigendum

			within eight (8) weeks from the date of the Work Order/Purchase Order.		
		4	11.17 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.		Please refer corrigendum
		5	6.4.3 - d) Please note that the cost towards shifting & installation or other cost involved for such implementation will be borne by the service provider if shifting of premises is carried out to a target location which is within 10 km radius of origin location and is within the city	Request to change it to 1 Km. Feasibility gets changed and CAPEX involves for each new location within the city also.	Please be guided as per RFP
		6	e) In the event of non-commissioning of the link within stipulated time from the date or order of shifting, a penalty at the rate of 0.5% of the order value will be charged for every week's delay, subject to a maximum of 10% of the order value.	LD should be applicable only if all the IBD related permission provided by the NHB. It should not be applicable as per P.O date.	Penalty / LD shall not apply if delay in the IBD related permission by the NHB

			6.4.4. Closing down of Office In the event of closing down of any office, Bank will intimate the vendor in advance. The recurring charges on a pro rata basis will be paid by the Bank. The contracted unit cost will be reduced before issuing the purchase order for next year.	Request to provide the tentative locations which can be closed. this is OPEX based bid and this clause will create adverse affect on overall workability. Commercials are decided based on total contract period. We request you to kindly remove this clause or provide more clarity.	Currently Bank has no plan of closure of any locations.
		8	8.12.1. For Non-MSME Bidders: a) All the Bids must be accompanied by a refundable interest free security deposit of ₹6,50,000/- (Rupees Six Lakh Fifty Thousand Only) by way of an e-payment (NEFT/RTGS) only in favour of National Housing Bank.	Kindly confirm if we can submit the EMD in form of Bank Guarantee.	EMD should be submitted by way of an e-payment (NEFT/RTGS) only in favour of National Housing Bank.
			9.2. Techno-Commercial Evaluation i.e., Quality and Cost Based Selection (QCBS): The selection of the successful bidder shall be based on the Quality and Cost Based Selection (QCBS) method, with a weightage of 70% to Technical Score and 30% to Financial Score.	These 2 clauses are contrdictory. The estimated bid value is not very high therefore we firmly recommend to keep this as LCBS bid.	Please be guided as per RFP
		10	**Total Contract Value** = Total Solution & Implementation Cost (A) + Total Operation and Maintenance Cost (B). **Final Bidder:** Eligible and qualified bidder with minimum price quote (L1) will be marked as final bidder for this procurement.		Please refer corrigendum

			Minimum eligibility Criteria - 7 The Bidder shall have own MPLS Points of Presence (POP) at least at 50 (Fifty) locations on its own or leased fiber backbone. Bidder should also have POP level redundancy (dual POP) in all metro locations. All the POPs from where the MPLS bandwidth shall be provided should have redundancy of equipment, links, power, backhaul connectivity etc.	What proof of documents to be submitted. We can provide undertaking for the same.	self declaration/undertaking will suffice
		12	**Minimum eligibility Criteria -** The bidder must possess valid & active following certification: • ISO 27001:2022 • TL 9000/ISO 9001:2015 • SOC2 and relevant local data protection laws.	Kindly remove SOC2 clause as it is not applicable for bidder. It may be applicable to SDWAN OEM.	For SOC2 certificate: Bidder may submit valid certificate of the bidder or Parent Company or Subsidiary or jointly or MEITY empanelled onprem/cloud Data Center (where bidder's SDWAN Controller/Manager/Orchestrator is hosted) for SOC2 and relevant local data protection laws. Please refer corrigendum
		13	9.4. Technical Bids (Marks Distribution): 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.	Request you to review the clause. The NHB requires connectivity at 19 locations including DC & DR. However asks is minimum 50 locations single order. It should be lesser as per CPPP and CBC guidelines.	Please refer corrigendum

Sr No	Page No	Clause No	Scope/Point as per RFP	Clarification/amendment required	Bank Response
			No. of Organisations: ≥10: 20 marks ≥ 7 to < 10: 15 marks ≥ 5 to < 7: 10 marks		
		14	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	This clause and marking does not seem fair. The clause should be relevant to NHB' requirement. This clause will restrict the maximum participation in this bis and maximum only 2-3 players will be able to participate. Kindly remove this clause. Also the mark allocation seems very stringent.	Please refer corrigendum
		15	**SD-WAN Devices for Category-B Branches:** The appliance should have a minimum of 200 Mbps of Aggregated SD-WAN throughput.	Current clause is restrictive. Request you to change the clause as: The appliance should have a minimum of 60 Mbps with NGFW + UTM + SD-WAN licenses	Please be guided as per RFP
		16	Additional Request / Query	Device should have 8GB RAM	Please be guided as per RFP
		17	**Security:** The system should implement a secure virtual private network that connects the branch locations , Data Centers, Disaster Recovery on one single managed network.	**Request you to amend the clause as:** The system should implement a IPSEC Tunnel connects the branch locations, and 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 Recovery on one single managed network. Please refer corrigendum
Bidder-4					
Sr No	**Page No**	**Clause No**	**Scope/Point as per RFP**	**Clarification/amendment required**	**Bank Response**

1	13	5.3. Onsite Technical Support	5.3. Onsite Technical Support	Do we need to provide onsite support on only DC and DR locations or on all locations	one onsite support to be deployed at Bank's Head Office at New Delhi.
2	9	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.	Clarify on the media	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. Please refer corrigendum
3	9	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.	Standard offering is with Single POP kindly consider as for Dual POP the commercial will additional as per secondary Bandwith	The bidder shall provide MPLS connectivity through a Single/dual Point of Presence (POP) with dual last-mile connectivity for redundancy and high availability for category-A locations. Please refer corrigendum
4	15	6.3. BANDWIDTH ON DEMAND		Please let us know the percentage to which bandwidth increment is required as per backhaul .Advance notice should minimum 10 days and Clause to Commercial	Bandwidth on demand: bandwidth incremental may be considered up to 100 percent and the commercials will be as per the future price in the commercial sheet. Please refer corrigendum
5	16	**6.4.3. Shifting of premises .**		Please amend clause for shifting to within 1 km of the premises ,otherwise shifting should be on chargeable basis	Please be guided as per RFP

6	42	11.17 (b)Penalty for downtime,Category A and B SLA	SLA	Please amend SLA requirement from 99.99% to 99.5% as per telecom industry norms	Please refer corrigendum
7	54	Annexure V,Minimum Eligibility Criteria	The bidder must have reported positive Profit After Tax/Net Worth in at least 2 out of the last 3 completed financial years(FY22-23 to 2024-25)	Kindly Consider to remove the Clause or Amend to **EBITDA Positive / Operating income Positive Organisation** - As we have Income of **3667.57 Cr for the FY (23-24 and 24-25)** and we are Earnings before interest, tax, depreciation and amortisation **(EBITDA)- Positive company (Page 153)**. Because of the AGR compliance we are not Net worth is Positive however we are operationally Profitable organization and Backed - Up by our Holding Company TATA Sons (Kindly refer to Page 145 Point 3). As at March 31, 2025, Tata Teleservices Limited, the holding company (Tata Sons) owns 48.30% of Company's equity shares and Tata Sons Private Limited, the ultimate holding company owned 19.58% of the Company's equity share capital. The equity shares of the Company are listed on Bombay Stock exchange.	The bidder must have reported positive Profit After Tax/Net Worth/EBITDA in at least 2 out of the last 3 completed financial years (FY22-23 to 2024-25). Please refer corrigendum
				Bidder-5	
		Sr. No.	**Clause Content**	**Opinion/Suggestion**	**Bank Response**

		1	Minimum Eligibility Criteria: (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/It's Subsidiary Company must have experience in providing MPLS/ILL based SDWAN services for minimum 5 years. The bidder/It's Subsidiary Company should have Supplied, Implemented and maintained SD-WAN (Software Defined –Wide Area Network) solution in at least two (2) 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/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 Bank / PSU / BFSI / Govt / Large Corporate (> ₹500 Crore 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. Please refer corrigendum
		2	Minimum Eligibility Criteria (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/It's Subsidiary Company must possess valid & active following certification: • ISO 27001:2022 • TL 9000/ISO 9001:2015 • SOC2 and relevant local data protection laws.	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. Please refer corrigendum

		3	9.4. Technical Bids (Marks Distribution) (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 /It's Subsidiary Company 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: ≥6: 20 marks ≥ 4 to < 6: 15 marks ≥ 2 to < 4: 10 marks	please refer corrigendum
		4	9.4 Technical Bids (Marks Distribution)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 /It's Subsidiary Company 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	please refer corrigendum
		5	4. Technical Bids (Marks Distribution The bidder should have own NOC and should be operational for at least 5 years as on the date of submission of bid.	The bidder/It's Subsidiary Companyshould have own NOC and should be operational for at least 5 years as on the date of submission of bid.	please be guided as per RFP

		6	6.4.3. Shifting of premises The vendor is required to implement and commission the location as under: i. within 2 weeks from the date of order/notice: if the target location is not an upgraded location.	We request to amend the implementation timeline to 4 weeks considering the feasibility and hardware configuration at new location.	please be guided as per RFP
		6	6.4.3. Shifting of premises Please note that the cost towards shifting & installation or other cost involved for such implementation will be borne by the service provider if shifting of premises is carried out to a target location which is within 10 km radius of origin location and is within the city;	Do we have any approx. no of locations which can be shifted under this category?	Currently no locations are under the plan of shifting, but in future if the management decides to shift the location, then it is to be considered by the bidder.

| | | 7 | 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. | We request to extend the delivery timeline to 12 weeks considering the number of locations and delivery timeline from SDWAN OEM | 8.13.1 Delivery, Installation, Configuration and testing
• Installation, configuration and testing of the SDWAN solution must be completed within **Ten (10) weeks** from the date of the Work Order/Purchase Order
8.13.2 Documentation and Training
• Submission of complete documentation and conduct of end-user and administrative training must be completed within the installation period, and no later than **Ten (10) weeks** from the date of the Work Order/Purchase Order.
8.13.3 Overall Project Completion
• The entire project, including delivery, installation, testing, commissioning, documentation, and training, must be completed within a total of **Ten (10) weeks** from the date of issuance of the Work Order/Purchase Order.
Please refer corrigendum |

| | | 8 | 8.13.3 Overall Project Completion
• The entire project, including delivery, installation, testing, commissioning, documentation, and training, must be completed within a total of ten (10) weeks from the date of issuance of the Work Order/Purchase Order. | We request to consider the same within 12 weeks. | 8.13.1 Delivery, Installation, Configuration and testing
• Installation, configuration and testing of the SDWAN solution must be completed within **Ten (10) weeks** from the date of the Work Order/Purchase Order
8.13.2 Documentation and Training
• Submission of complete documentation and conduct of end-user and administrative training must be completed within the installation period, and no later than **Ten (10) weeks** from the date of the Work Order/Purchase Order.
8.13.3 Overall Project Completion
• The entire project, including delivery, installation, testing, commissioning, documentation, and training, must be completed within a total of **Ten (10) weeks** from the date of issuance of the Work Order/Purchase Order.
Please refer corrigendum |
| | | 9 | 10.2. Payment Terms100% payment will be made against the one-time charges (OTC) after supply, installation, commission and acceptance of SDWAN Solution (project sign-off) at NHB and on submission of invoice / bills, reports etc. Any applicable taxes will be deducted at source at the time of payment. | We request to amend the signoff phase wise to provide uninterrupted assurance services post delivery.Phase1- DC/DR/HO with 2 locations (to test if the solution working ok).There after link wise acceptance | Please be guided as per RFP |

		10	11.17 Penalty, b) Penalty for Downtime: 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	Penalty terms seems very stringent and hence request to apply a maximum of 20% on monthly charges for category A & Category B locations	please refer corrigendum
		11	6.4.3- Shifting of premises:	Please share the address of the possible future location	Currently no locations are under the plan of shifting, but in future if the management decides to shift the location, then it is to be considered by the bidder.
		12	5. Scope of Work: 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.	There will be two links required in case of dual PoP. Please clarify.	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. Please refer corrigendum
		13	11.17 Penalty, Category-A, SLA: 1. Packet Loss > 0.5% continuously for more than 3 minutes. 2. Avg. Latency > 50 msec for more than 3 minutes till 100%	Please consider below: 1. Packet Loss > 1% continuously for more than 3 minutes. 2. Avg. Latency > 60 msec for more than 3 minutes till 100% of bandwidth consumption	Please refer corrigendum

			of bandwidth consumption		
		14	Page - 112, Centralized Management, Monitoring and Configuration 12.Government of India Compliance:	Do we need to host the controller on a MeitY-empanelled cloud, or is it acceptable to host it on an on-premise setup in the bidder's NOC?	SDWAN Controller/Manager/Orchestration can be hosted in MEITY Empaneled cloud or On Prem Data Center following all the Government/Regulatory compliances.
		15	General	Is it acceptable to deliver the link via RF or overhead fiber in case underground cabling is not feasible?	delivery of the link should be on wired media only
		16	General- Latency	Please clarify the expected latency between CPE to CPE or PE to PE ?	expected latency between CPE to CPE
		17	5.3. e) The onsite resources must be on bidder's payroll, subcontracting shall not be allowed for any resource(s) in this project.	We request you to ammend this and allow to provide manpower either or bidder payroll or thrid party payroll with bidder governance.	please be guided as per RFP
		18	8.26. To meet uptime the vendor has to maintain sufficient inventory of spare parts/equipment at all the support centers to avoid unnecessary delay in obtaining the spare parts/equipment.	We need to provide same supplied models as part of spares or same configuration but differenct make and model equipments can be installed if any device RMA related issue till the time replacement RMA devices comes?	spare parts/equipment of same model or higher / same configuration with different make and model can be installed if any device RMA related issue till the time of replacement RMA devices can be considered.

		19	8.13.3 The entire project, including delivery, installation, testing, commissioning, documentation, and training, must be completed within a total of ten (10) weeks from the date of issuance of the Work Order/Purchase Order.	We request to change it to 16 weeks considering OEM delivery timelines and multiple locations.	8.13.1 Delivery, Installation, Configuration and testing • Installation, configuration and testing of the SDWAN solution must be completed within **Ten (10) weeks** from the date of the Work Order/Purchase Order 8.13.2 Documentation and Training • Submission of complete documentation and conduct of end-user and administrative training must be completed within the installation period, and no later than **Ten (10) weeks** from the date of the Work Order/Purchase Order. 8.13.3 Overall Project Completion • The entire project, including delivery, installation, testing, commissioning, documentation, and training, must be completed within a total of **Ten (10) weeks** from the date of issuance of the Work Order/Purchase Order. Please refer corrigendum

Bidder-6				
		S. No.	Relevant Clause of the RFP	Query	Bank Response

		1	Years of Past Experience Required for same/similar service : 5 Year (s) :: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial yearPg-03 of GEM	Please allow work experience of Central / State Govt Organization / PSU/Private companies/Private Banks/NBFCs	The bidder must have experience in providing MPLS/ILL/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 Bank / PSU / BFSI / Govt / Large Corporate (> ₹500 Crore 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. Please refer corrigendum
		2	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 has to provide relevant purchase order/ work order / engagement letter	Please allow multiple purchase orders of single customer of SDWAN for 50 locations along with 4 purchase orders (single/multiple POs of single customer) of MPLS/ILL of AIFI/PSBs/ PSUs/ BFSI /Large Corporates/Private Companies during last seven years	The bidder must have experience in providing MPLS/ILL/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 Bank / PSU / BFSI / Govt / Large Corporate (> ₹500 Crore 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. Please refer corrigendum

			along with satisfactory project completion certificate/ Reference letter from the Concerned Organization / Email reference from the client detailing the services along with Name, Designation, Contact details. Pg- 52		
		3	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: 10marks Pg-35	Please allow multiple Purchase Orders	Please refer corrigendum
		4	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	Please allow multiple Purchase Orders	Please refer corrigendum

			>101 & ≤ 250: 2 marks ≥50 & ≤ 100: 1 mark Pg-35		
		5	The bidder should have implemented Wide Area Network solution MPLS/ILL links in any AIFI /Scheduled Commercial Bank/PSU/ BFSI /Govt / Large Corporate (>500Crores annual turnover) in India in a Single purchase order during last seven years as on the date of No. of Organisations: ≥10: 20 marks ≥7 to < 10: 15marks ≥5 to < 7: 10marks Pg-36	Please allow multiple Purchase	Please refer corrigendum
		6	7. The Bidder shall have own MPLS Points of Presence (POP) at least at 50 (Fifty) locations on its own or leased fiber backbone. Bidder should also have POP level redundancy (dual POP) in all metro locations. All the POPs from where the MPLS bandwidth shall be provided should have redundancy of equipment, links, power, backhaul connectivity etc. 7. The Bidder shall have own MPLS Points of Presence (POP) at least at 50 (Fifty) locations on its own or leased fiber backbone. Bidder should also have POP level redundancy (dual POP) in all	Please allow that Bidder shall have MPLS Points of Presence (POP) in atleast 30 locations and Bidder should have POP level redundancy (dual POP) in any one of the metro locations	Please be guided as per RFP

			metro locations. All the POPs from where the MPLS bandwidth shall be provided should have redundancy of equipment, links, power, backhaul connectivity etc. Pg- 53		
		7		Please allow uptime as 99.50%	Please refer corrigendum
		8	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). CA Certificate Pg-54	Please allow bidder shall have positive Net Worth in any two years out of the last 4 years- FY 2021-22, 2022-23, 2023-24, 2024-25	Please refer corrigendum
		9	13. The bidder must possess valid & active following certification: · ISO 27001:2022 · TL 9000/ISO 9001:2015 · SOC2 and relevant local data protection laws. Copies of valid certificates issued to the bidder / data center site Pg-54	Please allow ISO 27001-2013 and remove certification for SOC2 and relevant local data protection laws.	For SOC2 certificate: Bidder may submit valid certificate of the bidder or Parent Company or Subsidiary or jointly or MEITY empaneled on Prem/cloud Data Center (where bidder's SDWAN Controller/Manager/Orchestrator is hosted) for SOC2 and relevant local data protection laws. Please refer corrigendum

The image in row 7 contains the following table:

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

		10	Location details	We could not find the details of all locations as per the website link-https://www.nhb.org.in/about-us/offices-of-the-bank/ Please share the complete address of all locations including Navi Mumbai, Greater Noida, Guwahati along with contact number of concerned person for the purpose of carrying out feasibility	NHB location with tentative users is enclosed as annexure-XX. Please refer corrigendum
		11	Additional clause	As per GEM portal, we are not eligible to participate in tender as per below screenshot. Please suggest. You are not eligible to participate in bid (GEM/2025/B/6744754) E1..	Please take up this concern with the GeM team
		12	For bandwidth 10Mbps upto 50Mbps	Please allow media fiber or RF	Only wired media, no RF media is allowed.
		13	Additional clause	For non feasible location, please confirm if we can deliver the link on BTS drop/partner alliance.	Please be guided as per RFP
Bidder-7

Bidder-7

S.NO	Relevant Clause of the RFP	Query	Changes Required	Bank Response
1	The solution needs to be a True SD-WAN Architecture - Control, Data and management plane should be separate	The revised clause ensures that the proposed solution delivers the **full benefits of SD-WAN** in terms of centralized management, separation of planes, performance optimization, and scalability, rather than being a superficial feature upgrade on a non-SDN device.	Kindly amend the clause as: The proposed SD WAN Solution should be implemented as true software defined network architecture with a centralized control/management plane residing in the SDWAN controller/Manager/Orchestrator with logical separation of control/management and data plane.	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. Please refer corrigendum

		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.			
	2	There should not be any impact on SDWAN data forwarding capability in case of	The revision ensures that the SD-WAN solution maintains **uninterrupted data forwarding, operational resilience, and administrative flexibility** even during prolonged controller unavailability, reflecting a **true enterprise-grade SD-WAN architecture** rather than a controller-dependent overlay	Kindly amend the clause as: The SD-WAN solution should not have full control plane dependency with centralized components, which ensures that the Edge CPE devices continue to operate efficiently and indefinitely (with the last configuration) even if disconnected from the Centralized Management / Orchestrator / Controller for prolonged period, like more than one month. Such edge CPE devices should have the capability to be	Please be guided as per RFP

		complete disconnection of controllers		reconfigured by login to their GUI directly, during exceptional circumstances	
	3	The SD WAN solution should not add any latency for the current traffic path.	The clause can be removed because all SD-WAN OEMs rely on IPSec tunnel formation for secure site-to-site connectivity. This process inherently introduces some level of latency, making it technically impractical to guarantee zero impact on latency.	Kindly remove the clause.	The SD WAN solution should have minimum latency for the current traffic path. Please refer corrigendum
	4	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	The revised clause emphasizes **automated, SLA-based link monitoring and dynamic traffic steering**, ensuring that SD-WAN continuously optimizes path selection based on real-time link performance (latency, jitter, packet loss). This approach **prevents traffic disruption during link instability or flaps**, maintains session continuity, and **automatically reintegrates recovered links**, reflecting true SD-WAN behavior and operational resilience.	Kindly amend the clause as:The SD-WAN solution should continuously monitor all WAN links using Performance SLA health checks (latency, jitter, and packet loss). If a link fails to meet the defined SLA thresholds or becomes unstable (link flap), the solution must automatically place the link into a standby/monitor state and reroute traffic to healthy links without impacting ongoing sessions. Once the link recovers and meets SLA thresholds again, it should be automatically reintroduced into the active SD-WAN path selection	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. Please refer corrigendum

		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			
	5	The proposed SD-WAN solution must support Bandwidth testing on WAN links to check the available bandwidth.	Bandwidth testing on WAN links is **not essential** for SD-WAN operation because modern SD-WAN solutions rely on **real-time traffic monitoring and SLA-based metrics (latency, jitter, packet loss) for path selection**, which provides accurate and continuous link performance assessment without requiring explicit bandwidth tests. Since it a ISP based Bid please make it a under the scope of ISP.	Please remove the same	The proposed SD-WAN solution must support Bandwidth testing on WAN links to check the available bandwidth. This is within the scope of the bidder.

	6	he proposed SD-WAN solution should support TLS 1.2 or higher for manage ment web GUI SSL access for better security	The revision focuses on **enhancing application-aware SD-WAN capabilities** rather than just securing the management interface. By supporting **on-device SSL/TLS decryption, including TLS 1.3**, the SD-WAN can accurately **identify custom applications at Layer 7**, even over HTTPS, rather than relying solely on IP addresses or ports. This enables **precise traffic steering, policy enforcement, and optimization** for critical business applications, which is a core SD-WAN requirement.	Kindly amend the clause as: The solution should support on-device SSL/TLS decryption, including decrypting TLS v1.3 traffic, to identify Custom applications based on its Layer 7 signatures and not based on IP address. This information should be used to successfully perform SDWAN steering of Custom HTTPS application traffic.	Please be guided as per RFP
	7	The system should allow dynamic tunnels to be created without any static overlays between branch and the hub.	Every OEM has different mechanism to deploy SDWAN functionality, Request to amend the clause.	Kindly amend the clause as: The system should allow dynamic tunnels to be created.	The system should allow dynamic tunnels to be created. Please refer corrigendum

8	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 revision maintains the original intent but corrects the language for clarity and precision. It ensures that the **SD-WAN solution can dynamically select the appropriate tunnel encapsulation** based on **application type and controller-defined policies**, enabling optimized performance, security, and policy compliance without manual intervention.	Kindly amend the clause as: The system should be able to automatically pick the tunnel encapsulation type based on the application and based or 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. Please refer corrigendum	
9	The proposed SD-WAN solution must provide end-to-end encryption using industry-standard protocols,	The revision updates the Diffie-Hellman (DH) group requirement from 25 to **20**, reflecting a **practical and widely supported standard** that still provides strong cryptographic security (AES-256 with IKEv2). This ensures **broad interoperability across SD-WAN devices** while maintaining robust end-to-end encryption between branch offices and primary/DR data centers.	Kindly amend the clause as: 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 20 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. Please refer corrigendum	

		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			
	10	The proposed appliance must support TPM or similar in the hardwar	Kindlly elaborate the TPM Functionality.	Kindly amend the clause as: To help prevent tampering, the Appliance should have Trusted Platform Module (TPM) chip soldered on the motherboard to reduce the risk of data transaction interceptions from attackers. This is used to protect the passwords and private keys against	Please be guided as per RFP

		e for secure key encryptio n.		malicious software and phishing attacks. The dedicated module helps in generating, storing, and authenticating cryptographic keys	
	11	The Control Plane and Data Plane must remain logically and physicall y separate d to ensure security, scalabilit y, and operatio nal resilience	The revised clause ensures that the proposed solution delivers the **full benefits of SD-WAN** in terms of centralized management, separation of planes, performance optimization, and scalability, rather than being a superficial feature upgrade on a non-SDN device.	Kindly amend the clause as: The Control Plane and Data Plane must remain logically or physically separated to ensure security, scalability, and operational resilience	The Control Plane and Data Plane must remain logically or physically separated to ensure security, scalability, and operational resilience. Please refer corrigendum
	12	The centraliz ed manage ment platform must provide a single, unified platform for network	The revision removes the word "single" to make the clause **more flexible and vendor-neutral**, allowing solutions that may offer a **logically unified platform across multiple modules or distributed components** while still delivering integrated provisioning, monitoring, and compliance management. This avoids unnecessarily restricting participation to	Kindly amend the clause as:The centralized management platform must provide a 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.Please refer corrigendum

		service provisioning, monitoring and assurance, change and compliance management.	vendors claiming a strictly "single" platform.		
	13	The solution must store historical traffic and performance information to assist with trouble analysis, traffic forecasting and SLA compliance	The revision removes "traffic forecasting" to **focus on essential operational needs**, as SD-WAN's primary purpose is **is not** Traffic forecasting. Revised clause making the requirement more practical and vendor-neutral.	Kindly amend the clause as: The solution must store historical traffic and performance information to assist with trouble analysis and SLA compliance	Please be guided as per RFP

	14	The solution must provide guided workflows for deployment and management of SD-WAN infrastructure.	The revision adds flexibility by allowing either **guided workflows or publicly available documentation**, making the requirement **vendor-neutral**.	Kindly amend the clause as: The solution must provide guided workflows or publically availiable document for deployment and management of SD-WAN infrastructure.	Please be guided as per RFP
	15	Government of India Compliance: The Controller/Orchestrator shall comply with all applicable Government of India guidelines, policies, and statutory requirements, includin	Since this is a **managed service bid**, the SD-WAN controller/orchestrator will be hosted on the **service provider's cloud infrastructure**. Therefore, **ensuring compliance with Government of India guidelines (MEITY, CERT-In, DoT/TRAI, data localization, etc.)** falls under the responsibility of the service provider. Including this clause in the RFP ensures that the **provider guarantees that all control plane and telemetry data remains within India** and meets statutory and regulatory requirements as part of their managed service scope	Kindly amend the clause as: It should Government of India Compliance: The MSI shall comply with all applicable Government of India guidelines, policies, and statutory requirements, including but not limited to: i.MEITY Guidelines on Cloud & Security ii.CERT-In Guidelines for Cyber Security iii.DoT / TRAI licensing and regulatory requirements iv.Data Localization policy of GoI (all control plane and telemetry data to be stored/processed within India). The Service Provider must ensure that no control plane data leaves India.be Service provider cloud	Please be guided as per RFP

		g but not limited to: i.MEITY Guidelines on Cloud & Security ii.CERT-In Guidelines for Cyber Security iii.DoT / TRAI licensing and regulatory requirements iv.Data Localization policy of GoI (all control plane and telemetry data to be stored/processed within India). The Service			

		Provider must ensure that no control plane data leaves India.			
16		i.PQC (post quantum cryptogr aphy) in the roadmap of the proposed solution as desired.	The revision strengthens the original statement by specifying that the **solution must be resilient against post-quantum threats**, not just have PQC on the roadmap. By including **NIST-approved and emerging algorithms (ML-KEM, BIKE, HQC, Frodo)**, the solution ensures protection against **advanced threats**, including **harvest-now, decrypt-later attacks**, providing a security-forward SD-WAN deployment from Day 1.	Kindly amend the clause as: Solution should be ready for the post-quantum threats to include Post Quantum Cryptography with NIST-approved algorithms like ML-KEM and emerging algorithms like BIKE, HQC, and Frodo to protect against emerging threats , including harvest-now, decrypt-later attacks.	Please be guided as per RFP
17		.The platform must support integrati on with GoI-mandate d monitori ng systems, as	pls share the GOI mandate monitoring systems	pls share the GOI mandate monitoring systems	The platform shall provide necessary APIs, interfaces, or protocols to enable integration with GoI-mandated monitoring and regulatory systems. The integration capability should include: Support for secure data exchange (REST/SOAP APIs, Syslog, SNMP, etc.). Authentication and encryption mechanisms compliant with GoI

		applicabl e.			cybersecurity standards. Configurability to accommodate future GoI monitoring mandates.
	18	The SD WAN controlle r should contain a single dashboar d which includes all other device status like CPU, Link Status, event logs etc.	The revision broadens the scope by including both the **controller and analytics platform**, allowing vendors to provide a **centralized dashboard** from either component. This makes the requirement **more flexible and vendor-neutral**, while still ensuring comprehensive visibility into device status, CPU, link health, and event logs.	Kindly amend the clause as: The SD WAN controller/ analytics platform 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. Please refer corrigendum
	19	The SD WAN should be able to generate report for:a. Traffic statistics of all the included pathb. Specific applicati on utilizatio	The revision removes "of all the included path" from traffic statistics to make the clause **broader and simpler**, allowing the SD-WAN solution to report traffic statistics at **any granularity (per path, per site, or aggregated)**. This keeps the requirement **vendor-neutral** while still ensuring actionable reporting for traffic, applications, and path performance.	Kindly amend the clause as:The SD WAN should be able to generate report for:a. Traffic statistics b. Specific application utilizationc. Path performance	Please be guided as per RFP

		nc. Path performance			
	21	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.		Given clause is specific to single OEM kindly delete the same.	This clause stands deleted. Please refer corrigendum
	22	The SD-WAN should support granular Real-Time Monitoring and Historical Reporting like a. Statistics	The revision refines the reporting requirements to focus on **Top 20 categories and applications** and **detailed application usage with associated risk**, making monitoring more **actionable and security-aware**. This ensures that SD-WAN visibility is **prioritized on critical traffic and potential risks**, rather than generating overwhelming data for all applications	Kindly amend the clause as: The SD-WAN should support granular Real-Time Monitoring and Historical Reporting like a. Statistics of bandwidth usage of Top 20 Categories and Applications b. Detailed Application Usage and Risk. c. Link Utilization	The SD-WAN should support granular Real-Time Monitoring and Historical Reporting like a. Statistics of bandwidth usage b. Flow of each application. c. Link Utilization Please refer corrigendum

		of bandwid th usage of each applicati on. b. Flow of each applicati on. c. Link Utilizatio n			
	23	**SD-WAN Devices for DC/ DR/HO - Category -A**			
	24	Proposed SDWAN applianc es must be rack mountab le with minimu m of Universa l 4 x 1 Gig RJ45, 4 x1 Gig SFP fully populate d.	As per the RFP it had been requested multiple bandwidth throughputs at the DC location; however, the current specification of 4 × 1G RJ-45 and 4 × 1G SFP ports will not be sufficient to handle the required traffic and future scalability. It is recommended to include dedicated 10G ports to ensure adequate bandwidth capacity, high performance, and scalability for future network growth.	Proposed SDWAN appliances must be rack mountable with minimum of Universal 4 x 1 Gig RJ45, 4 x1 Gig SFP, 4 x 10 GE SFP+ along with dedicted Mgmt port, HA port and console port fully populated.	Please be guided as per RFP

		Suggested Additional Points	It is important to specify both new session and concurrent session capacities in the RFP to ensure the proposed firewall or security device can handle the required traffic load efficiently. Concurrent sessions define the total number of active connections the device can maintain simultaneously, reflecting its capability to support large user bases and multiple applications. New sessions per second indicate how quickly the device can establish new connections, which is critical for handling traffic bursts, high transaction environments, and real-time applications. Mentioning both parameters ensures that the solution can sustain performance during peak loads without session drops or latency issues.	The proposed appliance at DC should support 300K new session per second and 3M concurrent sessions.	Please be guided as per RFP

		Suggested Additional Points	Although the RFP specifies various security features, it does not mention **Threat Prevention Throughput**, which is a critical performance metric. Threat Prevention Throughput represents the actual processing capacity of the device when all key security services—such as IPS, Anti-Virus, Application Control, and Web Filtering—are enabled. Including this parameter ensures the proposed solution can deliver the required security performance under real-world conditions, not just raw firewall throughput, thereby ensuring accurate sizing and consistent protection without performance degradation	The SDWAN Device should support 4 Gbps throughput in real world/production/enterprise mix environment with all the security engines like IPS, Application control, anti-malware etc, (Threat Protection /NGFW+UTM+SDWAN) with logging enabled. The OEM must publish performance claims on a public domain like websites, and datasheets	Please be guided as per RFP
		Suggested Additional Points	Including support for **IP, FQDN, Device-based, MAC-based, and User/Group-based policies** ensures granular and flexible access control within the network. This allows administrators to define security rules based on different identity parameters rather than just IP addresses, which can frequently change. Such flexibility improves **security accuracy, simplifies policy management**, and supports **modern dynamic environments** with roaming	The solution should support IP, FQDN, Device based, MAC based, and User/Group based policies	Please be guided as per RFP

			users, IoT devices, and hybrid networks.		
	25	The proposed solution must be deployed at DC, DR and HO, each with dual hardware appliances configured in High Availability (HA) mode. Each appliance shall be equipped with hot swappable dual redundant power supplies to ensure uninterrupted operations.	Since each appliance is already deployed in **High Availability (HA) mode**, the requirement for **hot-swappable power supplies** is less critical. The revision specifies **built-in dual redundant power supplies**, which are sufficient to ensure uninterrupted operations in an HA deployment, while simplifying the hardware specification and avoiding unnecessary constraints.	Kindly amend the clause as:The proposed solution must be deployed at DC, DR and HO, each with dual hardware appliances configured in High Availability (HA) mode. Each appliance shall be equipped with inbulit dual redundant power supplies to ensure uninterrupted operations.	Please be guided as per RFP

26	SDWAN appliances must be capable of terminating broadband, ILL, MPLS, 4G/5G, PPPoE connectivity.	The revision specifies **4G/5G connectivity via USB dongle**, reflecting a **practical and widely supported deployment option** for SD-WAN edge devices. This ensures clarity for vendors on the expected form factor for cellular connectivity, while still supporting all other WAN types (broadband, ILL, MPLS, PPPoE).	Kindly amend the clause as: SDWAN appliances must be capable of terminating broadband, ILL, MPLS, 4G/5G over USB dongle, PPPoE connectivity.	Please be guided as per RFP
27	The appliance should support a minimum of 1 Gbps SD-WAN throughput from day 1.	Every OEM has its own of defiting the term, kindly amend the clause for wider participation	The appliance should support a minimum of 1 Gbps SD-WAN throughput/ Ipsec VPN throughput from day 1.	Please be guided as per RFP

| | 28 | Should support Forward error correction and packet duplication or alternate / equivalent technology for real time applications like Voice and Video application experience optimization. It should also show same for non-real time application without session disconnect | The revision specifies **Dynamic Forward Error Correction (FEC)** with **adaptive packet sizing and selective application**, making the requirement **precise and technically actionable**. It highlights that this is a **mandatory remediation feature** for links prone to packet loss (e.g., LTE/VSAT), ensuring **real-time application performance** without unnecessary bandwidth consumption, and maintaining **session continuity for all traffic types**. | Kindly amend the clause as:

The solution should support Dynamic Forward Error Correction (FEC) for packet loss compensation on the overlay. The Error Correction packet size should automatically & progressively increase with increase in packet loss, so that the bandwidth is conserved when there is less or no packet loss. It should have the capability of being selectively applied to a particular traffic. This is a remediation feature and is mandatory as some branches can have single links of LTE/VSAT which can have packet losses for prolonged period. | Please be guided as per RFP |

	29	**SD-WAN Devices for Category -B Branches**			
	30	SDWAN appliances must be capable of terminating broadband, ILL, MPLS, 4G/5G, PPPoE connectivity.	The revision specifies **4G/5G connectivity via USB dongle**, reflecting a **practical and widely supported deployment option** for SD-WAN edge devices. This ensures clarity for vendors on the expected form factor for cellular connectivity, while still supporting all other WAN types (broadband, ILL, MPLS, PPPoE).	Kindly amend the clause as: SDWAN appliances must be capable of terminating broadband, ILL, MPLS, 4G/5G over USB dongle, PPPoE connectivity.	Please be guided as per RFP
	31	The appliance should have a minimum of 200 Mbps of Aggregated throughput.	Every OEM has its own of defifing the term, kindly amend the clause for wider participation	The appliance should have a minimum of 200 Mbps of Aggregated throughput/ IPSEC VPN Throughput.	Please be guided as per RFP

| 32 | Suggested Additional Points | It is important to specify both new session and concurrent session capacities in the RFP to ensure the proposed firewall or security device can handle the required traffic load efficiently.

Concurrent sessions define the total number of active connections the device can maintain simultaneously, reflecting its capability to support large user bases and multiple applications.

New sessions per second indicate how quickly the device can establish new connections, which is critical for handling traffic bursts, high transaction environments, and real-time applications. Mentioning both parameters ensures that the solution can sustain performance during peak loads without session drops or latency issues. | The proposed appliance at spoke CPE device should support 50K new session per second and 500K concurrent sessions. | Please be guided as per RFP |

33		Suggested Additional Points	Although the RFP specifies various security features, it does not mention **Threat Prevention Throughput**, which is a critical performance metric. Threat Prevention Throughput represents the actual processing capacity of the device when all key security services—such as IPS, Anti-Virus, Application Control, and Web Filtering—are enabled. Including this parameter ensures the proposed solution can deliver the required security performance under real-world conditions, not just raw firewall throughput, thereby ensuring accurate sizing and consistent protection without performance degradation	The SDWAN Device should support 1 Gbps throughput in real world/production/enterprise mix environment with all the security engines like IPS, Application control, anti-malware etc, (Threat Protection /NGFW+UTM+SDWAN) with logging enabled. The OEM must publish performance claims on a public domain like websites, and datasheets	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. Please refer corrigendum
34		Suggested Additional Points	The RFP mentions local internet breakout at spoke locations but does not specify the required security features for the same. Since local breakout exposes branch traffic directly to the internet, it is essential to include security measures such as IPS, Web Filtering, Anti-Malware, and Application Control to protect users from advanced threats and ensure a secure, compliant, and consistent security posture across all spoke sites.	The solution must support integration with all leading industry-standard Threat Intelligence Platforms (TIPs) and should be integrated with existing TIPs platform from Day 1 using STIX 2.0/2.1 standard.	Please be guided as per RFP

	35	Suggested Additional Points		Should support IPv4 and IPv6 Rate based DOS protection with threshold settings	Please be guided as per RFP
	36	Suggested Additional Points		Should support both TLS certificate only inspection as well as full TLS inspection of sessions, including TLS v1.3 sessions	Please be guided as per RFP
	37	Suggested Additional Points		Should support TLS inspection exemption by site reputation DB, web categories, and/or policy addresses	Please be guided as per RFP
	38	Suggested Additional Points		Should support SSL/TLS Inspection for Invalid, expired or untrusted certificate	Please be guided as per RFP
	39	Suggested Additional Points		Should support Botnet server IP based blocking with global IP reputation database. It should also support Botnet Domain based blocking to filter known "Fast flux" Botnet Domains	Please be guided as per RFP
	40	Suggested Additional Points		Should support blocking known HTTPS based Botnet/Malware connections using fingerprint-based certificate blacklist	Please be guided as per RFP
	41	Suggested Additional Points		OEM should have their own threat intelligence to provide updates / upgrades / patches for IPS, AV, Anti malware etc. OEM should not rely solely on other OEM / vendors / third party organizations for threat intelligence.	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. Please refer corrigendum
	42	Suggested Additional Points		OEM's should provide public website access to their threat intelligence platform for Organization's personnel to investigate specific malware, attack signatures etc	Please be guided as per RFP

				It should support prevention against new malicious domains and enforce consistent protections for millions of emerging domains. solution should also have a file filter capability to block specific file types, including password-protected files from being uploaded/downloaded	Please be guided as per RFP
43	Suggested Additional Points				
44	Suggested Additional Points			The solution should support integration and correlation to provide effective prevention against New C2 domains, file download source domains, and domains in malicious email links. Integrate With URL Filtering to continuously crawl newfound or uncategorised sites for threat indicators.	Please be guided as per RFP
45	Suggested Additional Points			The solution should support capabilities to neutralise DNS tunnelling and it should automatically stop with the combination of policy on the solution and blocking the newly observed domain	Please be guided as per RFP
46	Suggested Additional Points			Should be able to perform Anti-virus scans for HTTP, smtp, imap, pop3, ftp, SMB traffic with AV capability to allow, block, alert/notify	Please be guided as per RFP
47	Suggested Additional Points			The solution should have native protection against credential theft attacks(without the need of endpoint agents) with ability to prevent the theft and abuse of stolen credentials and the folowing : · Automatically identify and block phishing sites · Prevent users from submitting credentials to phising sites · Prevent the use of stolen credential	Please be guided as per RFP

S. N.	Section	Page Number	Relevant Clause of the RFP	Query	Bank Response
48	Suggested Additional Points			Ability to sanitize Microsoft Office documents and PDF files by stripping harmful active content (hyperlinks, embedded media, JavaScript, macros) while preserving textual content integrity	Please be guided as per RFP
Bidder-8					
S. N.	**Section**	**Page Number**	**Relevant Clause of the RFP**	**Query**	**Bank Response**
1	5.6 Existing Setup	14	Proxy, NAC solutions etc.	can we get more details on the proxy and NAC solutiosn deployed	Proxy is Forcepoint, NAC solution is Aruba CPPM
2	5.6 Existing Setup	14	NHB has centralised internet Gateway Architecture	Can we get detailed existing network architectue diagram of the DC that includes connectivity (mpls and internet)	existing network architectue diagram will be shared with the successful bidder
3	8.13.1 Delivery, Installation, Configuration and testing	25	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 Fourteen (14) weeks from the date of the Work Order/Purchase Order.	Delivery, Installation, configuration and testing of the SDWAN solution must be completed within Ten (10) weeks from the date of the Work Order/Purchase Order. Please refer corrigendum
4	Annexure XIX: Technical Specifications General Requirement:	6	Based on network analysis of the current setup the solution must select the best path based on link quality, policy and link capacity	Request you please remove link capacity as itis always fixed and is not an ideal parameter to define SLA 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	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. Please refer corrigendum

| 5 | Annexure XIX: Technical Specifications General Requirement: | 9 | The solution should be able to load balance across multiple discrete links simultaneously through per packet or per session load sharing | Per packet load balancing results in application performance degradation as receiver need to do the re-sequencing and reordering of packets affecting device perofrmance due to varying link parameters (like loss, latemcy) between service providers. Request you to modify it as

The solution should be able to load balance across multiple discrete links simultaneously through per session/per flow load sharing | Please be guided as per RFP |
|---|---|---|---|---|---|
| 6 | Annexure XIX: Technical Specifications General Requirement: | 43 | The proposed SD-WAN solution shall have an integrated Intrusion Prevention System (IPS) with either (a) a minimum of 10+ years of historical threat signatures, or (b) at least 20,000 signatures in its database. The IPS signature set must be continuously updated from the OEM's global threat intelligence network to ensure protection against both known and emerging threats. | "Signatures evolve over years and it is not recommended to have any abosilute number for the signatures. Request you to modify the clause as below for wider OEM participation

The proposed SD-WAN solution shall have an integrated Intrusion Prevention System (IPS) with either (a) a minimum of 10+ years of historical threat signatures, or (b) at least 20,000 signatures in its database or **c) vulnerabilities wih a CVSS score of 8 or higher that includes Malware CNC, Exploit Kits, SQL Injection threats). The IPS signature set must be continuously updated from the OEM's global threat intelligence network to ensure protection against both known and emerging threats.** " | Please be guided as per RFP |

7	Annexure XIX: Technical Specifications Security	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	Most OEMs do no leverage IKEv2 for SDWAN tunnels but rather use UDP based tunnels . Request you to modify the clause as The proposed SD-WAN solution must provide end-to-end encryption using industry-standard protocols, including AES-256 or higher, with support for asyymetric keying 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. Please refer corrigendum
8	SD-WAN Devices for Category-B Branches	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.	Requst you to please modify this for cost optimization of the branch device 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.	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. Please refer corrigendum
9	SD-WAN Devices for Category-B Branches	2	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.	Request you to please remove this caluse for wider OEM participation (in addtion the port requirements are being requested for the above clause	This clause stands deleted. Please refer corrigendum
10	SD-WAN Devices for Category-B Branches	6	The appliance should have a minimum of 200 Mbps of Aggregated SD-WAN throughput.	Request you to modify the clause as below for cost optimization of the branch device aling with sufficient headroom "The appliance should have a minimum of 100 Mbps of Aggregated SD-WAN throughput as per current BW ask in sheet.	Please be guided as per RFP

	S.NO	Relevant Clause of the RFP	Query	Changes Required	Bank Response
11		Annexure XIX: Technical SpecificationsGeneral Requirement:	13	PQC (post quantum cryptography) in the roadmap of the proposed solution as desired	Please elaborate the requirement	Please be guided as per RFP

Bidder-9

S.NO	Relevant Clause of the RFP	Query	Changes Required	Bank Response
1	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	The revised clause ensures that the proposed solution delivers the **full benefits of SD-WAN** in terms of centralized management, separation of planes, performance optimization, and scalability, rather than being a superficial feature upgrade on a non-SDN device.	Kindly amend the clause as: The proposed SD WAN Solution should be implemented as true software defined network architecture with a centralized control/management plane residing in the SDWAN controller/Manager/Orchestrator with logical separation of control/management and data plane.	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. Please refer corrigendum

		should not be a simple feature activated through license activation on a generic UTM or router like solution.			
	2	There should not be any impact on SDWAN data forwarding capability in case of complete disconnection of controllers	The revision ensures that the SD-WAN solution maintains **uninterrupted data forwarding, operational resilience, and administrative flexibility** even during prolonged controller unavailability, reflecting a **true enterprise-grade SD-WAN architecture** rather than a controller-dependent overlay	Kindly amend the clause as: The SD-WAN solution should not have full control plane dependency with centralized components, which ensures that the Edge CPE devices continue to operate efficiently and indefinitely (with the last configuration) even if disconnected from the Centralized Management / Orchestrator / Controller for prolonged period, like more than one month. Such edge CPE devices should have the capability to be reconfigured by login to their GUI directly, during exceptional circumstances	Please be guided as per RFP
	3	The SD WAN solution should not add any latency	The clause can be removed because all SD-WAN OEMs rely on IPSec tunnel formation for secure site-to-site connectivity. This process inherently introduces some level of latency, making it	Kindly remove the clause.	The SD WAN solution should have minimum latency for the current traffic path. Please refer corrigendum

		for the current traffic path.	technically impractical to guarantee zero impact on latency.		
	4	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	The revised clause emphasizes **automated, SLA-based link monitoring and dynamic traffic steering**, ensuring that SD-WAN continuously optimizes path selection based on real-time link performance (latency, jitter, packet loss). This approach **prevents traffic disruption during link instability or flaps**, maintains session continuity, and **automatically reintegrates recovered links**, reflecting true SD-WAN behavior and operational resilience.	Kindly amend the clause as: The SD-WAN solution should continuously monitor all WAN links using Performance SLA health checks (latency, jitter, and packet loss). If a link fails to meet the defined SLA thresholds or becomes unstable (link flap), the solution must automatically place the link into a standby/monitor state and reroute traffic to healthy links without impacting ongoing sessions. Once the link recovers and meets SLA thresholds again, it should be automatically reintroduced into the active SD-WAN path selection	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. Please refer corrigendum

		link up/dow n must not affect the traffic if another link is available			
	5	The proposed SD-WAN solution must support Bandwid th testing on WAN links to check the available bandwid th.	Bandwidth testing on WAN links is **not essential** for SD-WAN operation because modern SD-WAN solutions rely on **real-time traffic monitoring and SLA-based metrics (latency, jitter, packet loss) for path selection**, which provides accurate and continuous link performance assessment without requiring explicit bandwidth tests. Since it a ISP based Bid please make it a under the scope of ISP.	Please remove the same	The proposed SD-WAN solution must support Bandwidth testing on WAN links to check the available bandwidth. This is with in the scope of the bidder.
	6	he proposed SD-WAN solution should support TLS 1.2 or higher for manage ment web GUI	The revision focuses on **enhancing application-aware SD-WAN capabilities** rather than just securing the management interface. By supporting **on-device SSL/TLS decryption, including TLS 1.3**, the SD-WAN can accurately **identify custom applications at Layer 7**, even over HTTPS, rather than relying solely on IP	Kindly amend the clause as: The solution should support on-device SSL/TLS decryption, including decrypting TLS v1.3 traffic, to identify Custom applications based on its Layer 7 signatures and not based on IP address. This information should be used to successfully perform SDWAN steering of Custom HTTPS application traffic.	Please be guided as per RFP

		SSL access for better security	addresses or ports. This enables **precise traffic steering, policy enforcement, and optimization** for critical business applications, which is a core SD-WAN requirement.		
	7	The system should allow dynamic tunnels to be created without any static overlays between branch and the hub.	Every OEM has different mechanism to deploy SDWAN functionality, Request to amend the clause.	Kindly amend the clause as: The system should allow dynamic tunnels to be created.	The system should allow dynamic tunnels to be created. Please refer corrigendum
	8	The system should be able to automatically pick the tunnel encapsulation type based on the application and based on	The revision maintains the original intent but corrects the language for clarity and precision. It ensures that the **SD-WAN solution can dynamically select the appropriate tunnel encapsulation** based on **application type and controller-defined policies**, enabling optimized performance, security, and policy compliance without manual intervention.	Kindly amend the clause as:The system should be able to automatically pick the tunnel encapsulation type based on the application and based or 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.Please refer corrigendum

		the policy specified in the software defined network controller.			
	9	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	The revision updates the Diffie-Hellman (DH) group requirement from 25 to **20**, reflecting a **practical and widely supported standard** that still provides strong cryptographic security (AES-256 with IKEv2). This ensures **broad interoperability across SD-WAN devices** while maintaining robust end-to-end encryption between branch offices and primary/DR data centers.	Kindly amend the clause as: 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 20 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 IKEv2 and Diffie-Hellman (DH) Groups 20 or higher / with support for asyymetric keying for secure communication between branch offices and both primary and disaster recovery (DR) data centers. Please refer corrigendum

		secure communication between branch offices and both primary and disaster recovery (DR) data centers			
	10	The proposed appliance must support TPM or similar in the hardware for secure key encryption.	Kindlly elaborate the TPM Functionality.	Kindly amend the clause as: To help prevent tampering, the Appliance should have Trusted Platform Module (TPM) chip soldered on the motherboard to reduce the risk of data transaction interceptions from attackers. This is used to protect the passwords and private keys against malicious software and phishing attacks. The dedicated module helps in generating, storing, and authenticating cryptographic keys	Please be guided as per RFP
	11	The Control Plane and Data Plane must remain logically and physically	The revised clause ensures that the proposed solution delivers the **full benefits of SD-WAN** in terms of centralized management, separation of planes, performance optimization, and scalability, rather than being a superficial feature upgrade on a non-SDN device.	Kindly amend the clause as: The Control Plane and Data Plane must remain logically or physically separated to ensure security, scalability, and operational resilience	The Control Plane and Data Plane must remain logically or physically separated to ensure security, scalability, and operational resilience. Please refer corrigendum

		separated to ensure security, scalability, and operational resilience			
	12	The centralized management platform must provide a single, unified platform for network service provisioning, monitoring and assurance, change and compliance management.	The revision removes the word "single" to make the clause **more flexible and vendor-neutral**, allowing solutions that may offer a **logically unified platform across multiple modules or distributed components** while still delivering integrated provisioning, monitoring, and compliance management. This avoids unnecessarily restricting participation to vendors claiming a strictly "single" platform.	Kindly amend the clause as: The centralized management platform must provide a 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. Please refer corrigendum

13	The solution must store historical traffic and performance information to assist with trouble analysis, traffic forecasting and SLA compliance	The revision removes "traffic forecasting" to **focus on essential operational needs**, as SD-WAN's primary purpose is **is not**Traffic forecasting. Revised clause making the requirement more practical and vendor-neutral.	Kindly amend the clause as: The solution must store historical traffic and performance information to assist with trouble analysis and SLA compliance	Please be guided as per RFP
14	The solution must provide guided workflows for deployment and management of SD-WAN infrastructure.	The revision adds flexibility by allowing either **guided workflows or publicly available documentation**, making the requirement **vendor-neutral**.	Kindly amend the clause as: The solution must provide guided workflows or publically availiable document for deployment and management of SD-WAN infrastructure.	Please be guided as per RFP

	15	Government of India Compliance:The Controller/Orchestrator shall comply with all applicableGovernment of India guidelines, policies, and statutory requirements, including but not limited to:i.MEITY Guidelines on Cloud & Securityii.CERT-In Guidelines for Cyber Securityiii.DoT / TRAI licensing	Since this is a **managed service bid**, the SD-WAN controller/orchestrator will be hosted on the **service provider's cloud infrastructure**. Therefore, **ensuring compliance with Government of India guidelines (MEITY, CERT-In, DoT/TRAI, data localization, etc.)** falls under the responsibility of the service provider. Including this clause in the RFP ensures that the **provider guarantees that all control plane and telemetry data remains within India** and meets statutory and regulatory requirements as part of their managed service scope	Kindly amend the clause as:It should Government of India Compliance:The MSI shall comply with all applicableGovernment of India guidelines, policies, and statutoryrequirements, including but not limited to:i.MEITY Guidelines on Cloud & Securityii.CERT-In Guidelines for Cyber Securityiii.DoT / TRAI licensing and regulatory requirementsiv.Data Localization policy of GoI (all control plane andtelemetry data to be stored/processed within India).The Service Provider must ensure that no control plane data leavesIndia.be Service provider cloud	Please be guided as per RFP

		and regulatory requirementsiv.Data Localization policy of GoI (all control plane andtelemetry data to be stored/processed within India).The Service Provider must ensure that no control plane data leavesIndia.			
	16	i.PQC (post quantum cryptography) in the roadmap of the proposed solution	The revision strengthens the original statement by specifying that the **solution must be resilient against post-quantum threats**, not just have PQC on the roadmap. By including **NIST-approved and emerging algorithms (ML-KEM, BIKE, HQC, Frodo)**, the solution ensures protection	Kindly amend the clause as: Solution should be ready for the post-quantum threats to include Post Quantum Cryptography with NIST-approved algorithms like ML-KEM and emerging algorithms like BIKE, HQC, and Frodo to protect against emerging threats , including harvest-now, decrypt-later attacks.	Please be guided as per RFP

		as desired.	against **advanced threats**, including **harvest-now, decrypt-later attacks**, providing a security-forward SD-WAN deployment from Day 1.		
	17	.The platform must support integration with GoI-mandated monitoring systems, as applicable.	pls share the GOI mandate monitoring systems	pls share the GOI mandate monitoring systems	The platform shall provide necessary APIs, interfaces, or protocols to enable integration with GoI-mandated monitoring and regulatory systems. The integration capability should include: Support for secure data exchange (REST/SOAP APIs, Syslog, SNMP, etc.). Authentication and encryption mechanisms compliant with GoI cybersecurity standards. Configurability to accommodate future GoI monitoring mandates.
	18	The SD WAN controller should contain a single dashboard which includes all other device status	The revision broadens the scope by including both the **controller and analytics platform**, allowing vendors to provide a **centralized dashboard** from either component. This makes the requirement **more flexible and vendor-neutral**, while still ensuring comprehensive visibility into device status,	Kindly amend the clause as: The SD WAN controller/ analytics platform 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. Please refer corrigendum

		like CPU, Link Status, event logs etc.	CPU, link health, and event logs.		
	19	The SD WAN should be able to generate report for: a. Traffic statistics of all the included path b. Specific application utilization c. Path performance	The revision removes "of all the included path" from traffic statistics to make the clause **broader and simpler**, allowing the SD-WAN solution to report traffic statistics at **any granularity (per path, per site, or aggregated)**. This keeps the requirement **vendor-neutral** while still ensuring actionable reporting for traffic, applications, and path performance.	Kindly amend the clause as: The SD WAN should be able to generate report for: a. Traffic statistics b. Specific application utilization c. Path performance	Please be guided as per RFP
	21	On detection of change of WAN IP/ISP of the device, there should be an		Given clause is specific to single OEM kindly delete the same.	This clause stands deleted. Please refer corrigendum

		alarm functionality to lock the device or to activate the device.			
	22	The SD-WAN should support granular Real-Time Monitoring and Historical Reporting like a. Statistics of bandwidth usage of each application. b. Flow of each application. c. Link Utilization	The revision refines the reporting requirements to focus on **Top 20 categories and applications** and **detailed application usage with associated risk**, making monitoring more **actionable and security-aware**. This ensures that SD-WAN visibility is **prioritized on critical traffic and potential risks**, rather than generating overwhelming data for all applications	Kindly amend the clause as: The SD-WAN should support granular Real-Time Monitoring and Historical Reporting like a. Statistics of bandwidth usage of Top 20 Categories and Applications b. Detailed Application Usage and Risk. c. Link Utilization	The SD-WAN should support granular Real-Time Monitoring and Historical Reporting like a. Statistics of bandwidth usage b. Flow of each application. c. Link Utilization Please refer corrigendum

	23	**SD-WAN Devices for DC/ DR/HO - Category -A**			
	24	Proposed SDWAN appliances must be rack mountable with minimum of Universal 4 x 1 Gig RJ45, 4 x1 Gig SFP fully populated.	As per the RFP it had been requested multiple bandwidth throughputs at the DC location; however, the current specification of 4 × 1G RJ-45 and 4 × 1G SFP ports will not be sufficient to handle the required traffic and future scalability. It is recommended to include dedicated 10G ports to ensure adequate bandwidth capacity, high performance, and scalability for future network growth.	Proposed SDWAN appliances must be rack mountable with minimum of Universal 4 x 1 Gig RJ45, 4 x1 Gig SFP, 4 x 10 GE SFP+ along with dedicted Mgmt port, HA port and console port fully populated.	Please be guided as per RFP

		Suggested Additional Points	It is important to specify both new session and concurrent session capacities in the RFP to ensure the proposed firewall or security device can handle the required traffic load efficiently. Concurrent sessions define the total number of active connections the device can maintain simultaneously, reflecting its capability to support large user bases and multiple applications. New sessions per second indicate how quickly the device can establish new connections, which is critical for handling traffic bursts, high transaction environments, and real-time applications. Mentioning both parameters ensures that the solution can sustain performance during peak loads without session drops or latency issues.	The proposed appliance at DC should support 300K new session per second and 3M concurrent sessions.	Please be guided as per RFP

			Suggested Additional Points	Although the RFP specifies various security features, it does not mention **Threat Prevention Throughput**, which is a critical performance metric. Threat Prevention Throughput represents the actual processing capacity of the device when all key security services—such as IPS, Anti-Virus, Application Control, and Web Filtering—are enabled. Including this parameter ensures the proposed solution can deliver the required security performance under real-world conditions, not just raw firewall throughput, thereby ensuring accurate sizing and consistent protection without performance degradation	The SDWAN Device should support 4 Gbps throughput in real world/production/enterprise mix environment with all the security engines like IPS, Application control, anti-malware etc, (Threat Protection /NGFW+UTM+SDWAN) with logging enabled. The OEM must publish performance claims on a public domain like websites, and datasheets	Please be guided as per RFP
			Suggested Additional Points	Including support for **IP, FQDN, Device-based, MAC-based, and User/Group-based policies** ensures granular and flexible access control within the network. This allows administrators to define security rules based on different identity parameters rather than just IP addresses, which can frequently change. Such flexibility improves **security accuracy, simplifies policy management**, and supports **modern dynamic environments** with roaming	The solution should support IP, FQDN, Device based, MAC based, and User/Group based policies	Please be guided as per RFP

			users, IoT devices, and hybrid networks.		
	25	The proposed solution must be deployed at DC, DR and HO, each with dual hardware appliances configured in High Availability (HA) mode. Each appliance shall be equipped with hot swappable dual redundant power supplies to ensure uninterrupted operations.	Since each appliance is already deployed in **High Availability (HA) mode**, the requirement for **hot-swappable power supplies** is less critical. The revision specifies **built-in dual redundant power supplies**, which are sufficient to ensure uninterrupted operations in an HA deployment, while simplifying the hardware specification and avoiding unnecessary constraints.	Kindly amend the clause as: The proposed solution must be deployed at DC, DR and HO, each with dual hardware appliances configured in High Availability (HA) mode. Each appliance shall be equipped with inbulit dual redundant power supplies to ensure uninterrupted operations.	Please be guided as per RFP

	26	SDWAN appliances must be capable of terminating broadband, ILL, MPLS, 4G/5G, PPPoE connectivity.	The revision specifies **4G/5G connectivity via USB dongle**, reflecting a **practical and widely supported deployment option** for SD-WAN edge devices. This ensures clarity for vendors on the expected form factor for cellular connectivity, while still supporting all other WAN types (broadband, ILL, MPLS, PPPoE).	Kindly amend the clause as: SDWAN appliances must be capable of terminating broadband, ILL, MPLS, 4G/5G over USB dongle, PPPoE connectivity.	Please be guided as per RFP
	27	The appliance should support a minimum of 1 Gbps SD-WAN throughput from day 1.	Every OEM has its own of defiting the term, kindly amend the clause for wider participation	The appliance should support a minimum of 1 Gbps SD-WAN throughput/ Ipsec VPN throughput from day 1.	Please be guided as per RFP

| | 28 | Should support Forward error correction and packet duplication or alternate / equivalent technology for real time applications like Voice and Video application experience optimization. It should also show same for non-real time application without session disconnect | The revision specifies **Dynamic Forward Error Correction (FEC)** with **adaptive packet sizing and selective application**, making the requirement **precise and technically actionable**. It highlights that this is a **mandatory remediation feature** for links prone to packet loss (e.g., LTE/VSAT), ensuring **real-time application performance** without unnecessary bandwidth consumption, and maintaining **session continuity for all traffic types**. | Kindly amend the clause as:The solution should support Dynamic Forward Error Correction (FEC) for packet loss compensation on the overlay. The Error Correction packet size should automatically & progressively increase with increase in packet loss, so that the bandwidth is conserved when there is less or no packet loss. It should have the capability of being selectively applied to a particular traffic. This is a remediation feature and is mandatory as some branches can have single links of LTE/VSAT which can have packet losses for prolonged period. | Please be guided as per RFP |

	29	SD-WAN Devices for Category -B Branches			
	30	SDWAN appliances must be capable of terminating broadband, ILL, MPLS, 4G/5G, PPPoE connectivity.	The revision specifies **4G/5G connectivity via USB dongle**, reflecting a **practical and widely supported deployment option** for SD-WAN edge devices. This ensures clarity for vendors on the expected form factor for cellular connectivity, while still supporting all other WAN types (broadband, ILL, MPLS, PPPoE).	Kindly amend the clause as: SDWAN appliances must be capable of terminating broadband, ILL, MPLS, 4G/5G over USB dongle, PPPoE connectivity.	Please be guided as per RFP
	31	The appliance should have a minimum of 200 Mbps of Aggregated throughput.	Every OEM has its own of defifing the term, kindly amend the clause for wider participation	The appliance should have a minimum of 200 Mbps of Aggregated throughput/ IPSEC VPN Throughput.	Please be guided as per RFP

| 32 | Suggested Additional Points | It is important to specify both new session and concurrent session capacities in the RFP to ensure the proposed firewall or security device can handle the required traffic load efficiently.

Concurrent sessions define the total number of active connections the device can maintain simultaneously, reflecting its capability to support large user bases and multiple applications.

New sessions per second indicate how quickly the device can establish new connections, which is critical for handling traffic bursts, high transaction environments, and real-time applications. Mentioning both parameters ensures that the solution can sustain performance during peak loads without session drops or latency issues. | The proposed appliance at spoke CPE device should support 50K new session per second and 500K concurrent sessions. | Please be guided as per RFP |

| 33 | Suggested Additional Points | Although the RFP specifies various security features, it does not mention **Threat Prevention Throughput**, which is a critical performance metric. Threat Prevention Throughput represents the actual processing capacity of the device when all key security services—such as IPS, Anti-Virus, Application Control, and Web Filtering—are enabled. Including this parameter ensures the proposed solution can deliver the required security performance under real-world conditions, not just raw firewall throughput, thereby ensuring accurate sizing and consistent protection without performance degradation | The SDWAN Device should support 1 Gbps throughput in real world/production/enterprise mix environment with all the security engines like IPS, Application control, anti-malware etc, (Threat Protection /NGFW+UTM+SDWAN) with logging enabled. The OEM must publish performance claims on a public domain like websites, and datasheets | The 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. Please refer corrigendum |
| 34 | Suggested Additional Points | The RFP mentions local internet breakout at spoke locations but does not specify the required security features for the same. Since local breakout exposes branch traffic directly to the internet, it is essential to include security measures such as IPS, Web Filtering, Anti-Malware, and Application Control to protect users from advanced threats and ensure a secure, compliant, and consistent security posture across all spoke sites. | The solution must support integration with all leading industry-standard Threat Intelligence Platforms (TIPs) and should be integrated with existing TIPs platform from Day 1 using STIX 2.0/2.1 standard. | Please be guided as per RFP |

	35	Suggested Additional Points		Should support IPv4 and IPv6 Rate based DOS protection with threshold settings	Please be guided as per RFP
	36	Suggested Additional Points		Should support both TLS certificate only inspection as well as full TLS inspection of sessions, including TLS v1.3 sessions	Please be guided as per RFP
	37	Suggested Additional Points		Should support TLS inspection exemption by site reputation DB, web categories, and/or policy addresses	Please be guided as per RFP
	38	Suggested Additional Points		Should support SSL/TLS Inspection for Invalid, expired or untrusted certificate	Please be guided as per RFP
	39	Suggested Additional Points		Should support Botnet server IP based blocking with global IP reputation database. It should also support Botnet Domain based blocking to filter known "Fast flux" Botnet Domains	Please be guided as per RFP
	40	Suggested Additional Points		Should support blocking known HTTPS based Botnet/Malware connections using fingerprint-based certificate blacklist	Please be guided as per RFP
	41	Suggested Additional Points		OEM should have their own threat intelligence to provide updates / upgrades / patches for IPS, AV, Anti malware etc. OEM should not rely solely on other OEM / vendors / third party organizations for threat intelligence.	The 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. Please refer corrigendum
	42	Suggested Additional Points		OEM's should provide public website access to their threat intelligence platform for Organization's personnel to investigate specific malware, attack signatures etc	Please be guided as per RFP

43	Suggeste d Additio nal Points		It should support prevention against new malicious domains and enforce consistent protections for millions of emerging domains. solution should also have a file filter capability to block specific file types, including password-protected files from being uploaded/downloaded	Please be guided as per RFP	
44	Suggeste d Additio nal Points		The solution should support integration and correlation to provide effective prevention against New C2 domains, file download source domains, and domains in malicious email links. Integrate With URL Filtering to continuously crawl newfound or uncategorised sites for threat indicators.	Please be guided as per RFP	
45	Suggeste d Additio nal Points		The solution should support capabilities to neutralise DNS tunnelling and it should automatically stop with the combination of policy on the solution and blocking the newly observed domain	Please be guided as per RFP	
46	Suggeste d Additio nal Points		Should be able to perform Anti-virus scans for HTTP, smtp, imap, pop3, ftp, SMB traffic with AV capability to allow, block, alert/notify	Please be guided as per RFP	
47	Suggeste d Additio nal Points		The solution should have native protection against credential theft attacks(without the need of endpoint agents) with ability to prevent the theft and abuse of stolen credentials and the folowing : · Automatically identify and block phishing sites · Prevent users from submitting credentials to phising sites · Prevent the use of stolen credential	Please be guided as per RFP	

S.No.	RFP Section (Name & No.)	Page No.	Content of RFP required clarification(s)	Clarification sought	Bank Response
48	Suggested Additional Points			Ability to sanitize Microsoft Office documents and PDF files by stripping harmful active content (hyperlinks, embedded media, JavaScript, macros) while preserving textual content integrity	Please be guided as per RFP
	Bidder-10				
S.No.	**RFP Section (Name & No.)**	**Page No.**	**Content of RFP required clarification(s)**	**Clarification sought**	**Bank Response**
1	Annexure XIX: Technical Specifications	111/11	The proposed appliance must support TPM or similar in the hardware for secure key encryption.	Request to modify -Can FIPS 140-2 Cetification be considered as equivalent as TPM is generally applicable for PCs and Servers mostly.	Please be guided as per RFP
2	Annexure XIX: Technical Specifications	112	Government of India Compliance:The Controller/Orchestrator shall comply with all applicable Government of India guidelines, policies, and statutory requirements, including but not limited to:i. MEITY Guidelines on Cloud & Securityii. CERT-In Guidelines for Cyber Securityiii. DoT / TRAI licensing and regulatory requirementsiv. Data Localization policy of GoI (all control plane and telemetry data to be stored/processed within India).	Clarification - All the compoents of the solution are on premise with no data to cloud therefore request to remove cloud specific guidelines from this clause.	The Central Controller and Analytics Platforms shall be fully managed by the Service Provider Hosted Orchestrationa. The proposed SD-WAN solution shall have its Centralized Controller / Orchestrator hosted and managed at the 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).b. The bidder must ensure high availability (HA), redundancy, and disaster recovery for the controller platform.c. The Control Plane and Data Plane must remain logically and or physically separated to ensure security, scalability, and operational resilience.d. The bidder shall be responsible for the availability, performance, security, monitoring,

					and lifecycle management of these platforms throughout the contract duration.e. All integrations with the organization's on-premises or hybrid infrastructure shall comply with applicable security standards and ensure no compromise to the data plane traffic.f. The bidder shall also ensure multi-tenancy isolation, guaranteeing that the customer's data, logs, and analytics remain strictly segregated from other customers.g. Company's data (payload) should not go to OEM/service provider cloud/premises for any reason. Please refer corrigendum
3	Annexure XIX: Technical Specifications	113	iii. PQC (post quantum cryptography) in the roadmap of the proposed solution as desired.		Please be guided as per RFP
4	Annexure XIX: Technical Specifications	114/6	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.	Request to modify - On detection of change of WAN IP/ISP of the device, there should be an alarm functionality in the device (for auto configuration and ztp - the aut tunnel creation is done to wnsure connectivity is not broken)	This clause stands deleted. Please refer corrigendum

*********END**********