



Corrigendum-4 to GeM Bid ref. no GEM/2025/B/6092426 dated 29/03/2025 for Selection of Service Provider for Supply, Installation, Integration and Maintenance of Software Defined - Wide Area Network (SD-WAN) Solution for a Period of Five (05) Years in Canara Bank.

It is decided to amend the following in respect of the above RFP:

a. GeM bid document (Bid End date/ Bid Opening Date, Page no. 1 of 7):

Description	Existing details	Amended details
Bid End Date/Time	09/05/2025, 15:00:00	19/05/2025, 15:00:00
Bid opening Date/Time	09/05/2025, 15:30:00	19/05/2025, 15:30:00

b.

Sl. No	Section/ Annexure/ Appendix of GeM Bid	Clause No.	Existing Clause	Amended Clause
1.	SECTION B - INTRODUCTION	5.Requirement Details	5.3. Bank reserves the right to increase or decrease the quantity of purchase by 25% in respect to the devices quantity specified in this RFP at the same rate arrived at on the Terms and Conditions of this RFP	5.3. Bank reserves the right to increase or decrease the quantity of purchase by 25% in respect to the devices quantity specified in this RFP at the same rate arrived at on the Terms and Conditions of this RFP, during the contract period.
2.	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	2. Payment Terms	Existing Payment Terms	Amended Payment Terms
3.	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	11. Local Support	Existing Local Support	New Clause added
4.	Annexure-2	Pre-Qualification Criteria	S.No.9 Qualification Criteria: The bidder should have implemented and maintained SD-WAN (Software Defined -Wide Area Network) solution in	S.No.9 Qualification Criteria: The bidder should have implemented and maintained SD-WAN (Software Defined - Wide Area Network) solution in

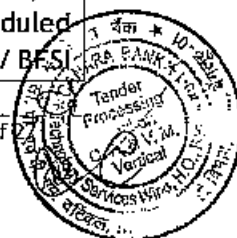


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Canara Bank

			<p>at least One (01) Scheduled Commercial Banks/ PSU/ BFSI in India for minimum 500 discrete locations for each organization in Single Order to build a Single Solution during last five years as on the date of submission of bid.</p> <p>Documents to be submitted In compliance with Qualification Criteria:</p> <p>The bidder has to provide relevant purchase order/ work order / engagement letter 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.</p> <p><i>Kindly note that that Client's Email should be from their official Email IDs only, containing their name, designation & Contact number</i></p>	<p>any Scheduled Commercial Bank/ PSU/ BFSI in India for Minimum 500 discrete locations in Single Order to build a Single Solution, during last <u>seven years</u> as on the date of submission of bid.</p> <p>Documents to be submitted In compliance with Qualification Criteria:</p> <p>The bidder has to provide relevant purchase order/ work order / engagement letter 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.</p> <p><i>Kindly note that that Client's Email should be from their official Email IDs only, containing their name, designation & Contact number</i></p>
5.	Annexure-2	Pre-Qualification Criteria	<p>S.No.10</p> <p>Qualification Criteria:</p> <p>The proposed OEM solution (not necessarily the same model) should have been implemented (not necessarily by the Bidder) in at least One</p>	<p>S.No.10</p> <p>Qualification Criteria:</p> <p>The proposed OEM solution (not necessarily the same model) should have been implemented (not necessarily by the Bidder) in at least One (01) Scheduled Commercial Bank/ PSU/ BFSI</p>





			<p>(01) Scheduled Commercial Bank/ PSU/ BFSI in India for minimum 1000 discrete locations for each organization in Single Order to build a Single Solution during last five years as on as on the date of submission of bid.</p> <p>Documents to be submitted In compliance with Qualification Criteria: The bidder has to provide relevant purchase order/ work order / engagement letter 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.</p> <p><i>Kindly note that that Client's Email should be from their official Email IDs only, containing their name, designation & Contact number</i></p>	<p>in India for minimum 1000 discrete locations for each organization in Single Order to build a Single Solution during last <u>seven years</u> as on the date of submission of bid.</p> <p>Documents to be submitted In compliance with Qualification Criteria: The bidder has to provide relevant purchase order/ work order / engagement letter 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.</p> <p><i>Kindly note that that Client's Email should be from their official Email IDs only, containing their name, designation & Contact number</i></p>
6.	Annexure-8	Scope of Work	<p>E. Onsite Resources S.No.1: Bidder should provide 24x7x365 onsite support at Bengaluru (DC/IT Wing) and on-demand onsite support at DRC Mumbai, with the same resources, during any critical issues and major software, hardware upgrade,</p>	<p>E. Onsite Resources S.No.1. Bidder should provide onsite support at Bengaluru (DC/IT Wing) for 24x7x365 days, and onsite support at DRC Mumbai for 12x7x365 days (8 AM to 8 PM) and during any critical issues, major software and hardware upgrades,</p>





			without affecting the 24x7x365 support at Bengaluru.	throughout the entire contracted period.
7.	Annexure-8	Scope of Work	E. Onsite Resources S.No.2: Bidder should provide minimum 5 number of skilled onsite resources, with mandatory OEM certification in the proposed SD-WAN solution, from the warranty start date to the end of contracted period.	E. Onsite Resources S.No.2: Bidder should provide minimum 5 number of skilled onsite resources, with mandatory valid any associate level certification in networking, from the warranty start date to the end of contracted period
8.	Annexure-8	Scope of Work	A. General S.NO.5: Bidder should size a SD-WAN solution where utilization of hardware resources like CPU, Memory, HDD/SSD, Storage, etc., should not exceed above 60%, with all the features and licenses enabled, on violation of which the bidder should provide the required additional resources without any additional cost to the bank at any point of time during the contracted period.	A. General S.NO.5: Bidder should size a SD-WAN solution where utilization of hardware resources like CPU, Memory, HDD/SSD, Storage, etc., should not exceed above 75%, with all the features and licenses enabled, on violation of which the bidder should provide the required additional resources without any additional cost to the bank at any point of time during the contracted period.
9.	Annexure-8	Scope of Work	A. General S.NO.8: Bidder should implement the control plane of SD-WAN solution with HA active-passive mode between DC & DRC and data plane of SD-WAN solution with HA active-passive mode within DC, HA active-passive mode within DRC & HA active-active mode between DC & DRC with auto-failover	A. General S.NO.8: Bidder should implement the control plane of SD-WAN solution with HA active-passive/active-active mode between DC & DRC and data plane of SD-WAN solution with HA active-passive mode within DC, HA active-passive mode within DRC & HA active-active mode between DC & DRC with auto-fail over functionality





			functionality to passive device from day one. In case of DC/DRC location failure the entire load should be handled by the active location.	to passive device from day one. In case of DC/DRC location failure the entire load should be handled by the active location.
10.	Annexure-9	Technical and Functional Requirements	Existing Annexure-9	Amended Annexure-9
11	Annexure-10	Technical Evaluation Criteria	Existing Annexure-10	Amended Annexure-10
12	Annexure-16	Manufacturer Authorization Form	Existing Annexure-16	Amended Annexure-16

All the other instructions and terms & conditions of the above RFP shall remain unchanged.

Please take note of the above amendments while submitting your response to the subject RFP.

Date: 09/05/2025

Place: Bengaluru


Deputy General Manager



SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS

2. Payment Terms

2.1. The payment schedule will be as under and will release after execution of contract agreement:

2.1.1. Payment schedule will be as under for DC, DR and Branch/Office devices will be as under:

Sl. No	Payment Milestone	Percentage of Payment	Condition/Remarks
1.	Delivery of Hardware, Software & other Licenses	50% of total cost of Hardware, Software and other Licenses	After complete delivery of Hardware, Software & Other Licenses and production of relevant documents like delivery signoff and invoice with product serial number of the items supplied in DC, DR and branches/offices locations.
2.	Installation, configuration and commissioning of solution.	40% of total cost of Hardware, Software and other Licenses	After successful installation, configuration and commissioning of solution in DC, DR and branches/offices locations.
3.	Warranty	10 % total cost of Hardware, Software and other Licenses	After completion of warranty period and submission of downtime report for warranty period duly signed by Bank Officials for the supplied devices OR On submission of the bank guarantee for equivalent amount by the successful bidder. The selected bidder has to submit downtime report for warranty period duly signed by Bank Officials for the supplied devices for release of Bank Guarantee without invoking.
4.	Training	100%	Payment will be released within 30 days after completion of Training.
5.	Onsite Resource	Quarterly	Payment will be released quarterly in arrears after deducting applicable penalties.
6.	AMC Charges	Quarterly	Payment will be quarterly in arrears after deducting applicable penalties and on submission of Downtime Reports for claimed period duly signed by Bank officials.

2.2. Payment of Supply, Installation and Integration of SD-WAN devices at the branches/Offices should be claimed in lot of 100 branches/offices.

2.3. Bank will release the payment on completion of activity and on production of relevant documents/invoices. Please note that Originals of invoices (plus One Copy) reflecting





GST, GSTIN, State Code, HSN Code, State Name, Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.

- 2.4. The selected bidder has to submit installation report/Sign off report duly signed by the Bank officials of the respective Branch/offices in originals while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.
- 2.5. Bank will not pay any amount in advance unless otherwise specified in this RFP.
- 2.6. Payment shall be released within 30 days from the date of submission of relevant documents as per RFP terms.
- 2.7. The Bank shall finalize the installation and acceptance format mutually agreed by the selected bidder. The selected bidder shall strictly follow the mutually agreed format and submit the same for each location wise while claiming installation and acceptance payment.
- 2.8. The payments will be released through NEFT / RTGS after deducting the application LD/Penalty, TDS if any, by centrally by Head Office at Bengaluru and the selected bidder has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code etc.

11. Local support

- 11.1. The Support should be for an unlimited number of incidents reported to them and provides a practical solution to resolve the issue. The support should be provided over phone, E-mail web based, in person, if required. All escalations will be attended / responded-promptly not later than 30 minutes of reporting.
- 11.2. The bidder is responsible for providing Incident Management for offered solution. Bidder is responsible for providing practical solution for resolution of the issues and implementation of the same to resolve the issue.
- 11.3. The bidder will be responsible for attending complaints during all hours 24x7x365 basis of contract period.
- 11.4. Support has to cover to solve day-to-day issue while using the proposed solution in our environment like resolving the issues related to incident, security threat, signature updates, daily updates, product related issues and any other issues to the Bank as per SOW/SLA at no extra cost.
- 11.5. Daily incident/complaint reported by customers/branches/offices shall be attended on priority and daily report should be submitted to the Bank.
- 11.6. Response Time and Meantime to Restore [MTTR]

11.6.1. Response Time and Meantime to Restore [MTTR] shall be as mentioned below

Locations	Response Time	MTTR
DC and DR	5Mins	20Mins
Branch Offices	1Hr	5Hrs for State Capitals/UTs and 7Hrs for other Locations.





- 11.6.2. Response time mentioned in clause 11.6.1 will be from lodging of complaint.
- 11.6.3. The selected bidder will log call in during 365*24*7.
- 11.6.4. However, penalty shall be applicable as per uptime



Amended Annexure-9
Technical and Functional Requirements

(Should be submitted on Company's letter head with company seal and signature of the authorized person)

SUB: Selection of Service Provider for Supply, Installation, Integration and Maintenance of Software Defined - Wide Area Network (SD-WAN) Solution for a period of five (05) years in Canara Bank

Ref: GEM/2025/B/6092426 dated 29/03/2025

1. The bidder should provide their response to the Technical and Functional Requirements by giving the compliance level as explained below. Explanations/suggestions of the bidder against each requirement should be given in the Remarks column. If more explanation of a point is needed, documents can be attached to Remarks Column of the respective requirement.
2. All the requirements tabulated in SECTION-I are **MANDATORY**. Non-compliance for any requirement will result in disqualification from the technical evaluation process.
3. The score obtained in SECTION-II, Optional Technical and Functional Requirements will be considered for Technical Evaluation scoring Annexure 10 in sl.no.6.

SECTION-I: MANDATORY TECHNICAL REQUIREMENTS

Sl.No	Mandatory Technical Requirements	Bidder's Compliance (Yes/No)
A.	General Specifications	
1.	a) All the hardware and software components of the proposed SD-WAN solution must be deployed on premises at the bank b) The proposed SD-WAN solution should have the GUI to monitor, configure, manage, troubleshoot, and view the analytics data and logs c) The proposed SD-WAN solution should support IPv4 and IPv6 dual stack in all aspects from day one. d) The proposed SD-WAN solution must have the basic troubleshooting commands like ping, traceroute, telnet, ssh, etc., in all the devices	
2.	a) The proposed SD-WAN solution should support MPLS, VSAT, and any kind of available internet links. It should be able to bind multiple links in any combination of the above links. b) <u>The proposed SD-WAN solution should support L3 protocol functionality like Default Route, Static Route, OSPF v2, OSPF v3, BGP v4, and latest versions, eBGP, iBGP and Policy Based Routing. The solution should support basic BGP attributes needed to influence the underlay routing.</u> c) The proposed SD-WAN solution should support routing based on longest prefix match. d) The proposed SDWAN solution should support Static NAT, Dynamic NAT, Port Address Translation	
3.	a) The proposed SD-WAN solution should form tunnel automatically between branch and headend device once the WAN reachability is established from branch to headend device	



Sl.No	Mandatory Technical Requirements	Bidder's Compliance (Yes/No)
	b) The proposed SDWAN solution should be able to build tunnel dynamically between two SD-WAN devices ,leveraging multiple links and apply logic for best path selection, traffic switching ,QoS and dynamic link bonding/aggregation.	
4.	a) The proposed SD-WAN solution should support Application Aware Routing, Application Performance Monitoring, Link Steering and Remediation b) The proposed SD-WAN solution should support industry standard QoS mechanisms. QoS should work for all kind of traffic in both forward and reverse direction. All the WAN ports of device should support QoS c) The proposed SD-WAN solution should support per tunnel QoS	
5.	a) The proposed SD-WAN solution should support network topologies like Hub and Spoke, Full, Partial, Regional and Dynamic mesh. b) The proposed SD-WAN solution should be able to communicate with the existing products of different vendors (eg: - Cisco, HP, Aruba, Juniper, Checkpoint, Lavelle Networks, Tejas Networks, Fortinet, Palo-alto, etc.) Routers, Switches, Firewall and SD-WAN. c) The proposed SD-WAN solution should coexist with existing bank's IP and routing (Static, Dynamic) infrastructure d) The proposed SD-WAN solution should support local breakout to communicate with traditional routers and other OEMs SD-WAN solution	
6.	a) The proposed SD-WAN solution must forward the traffic through the best available link based on link quality, link capacity & policy. b) The proposed SD-WAN solution should maintain symmetric path for data traffic (send and receive the packets on same link for a session) if both forward and reverse path quality is good, and sufficient bandwidth is available in the path. c) The proposed SD-WAN solution should not add any noticeable latency to the traffic with all the feature sets enabled. d) The proposed SD-WAN solution should support bandwidth throughput testing capabilities on MPLS and Internet (all types) WAN links to check the provisioned bandwidth capacity of the service provider link on the SDWAN solution at any given point of time.	
7.	a) The proposed SD-WAN solution should support multi-tenancy architecture, i.e., allow creation of multiple end to end segments (minimum 6 at branch end device) and support end to end segmentation with separate routing and forwarding tables for each segment, to securely isolate branch user segment LAN traffic / ATMs / PUM / VC etc. within a single appliance. b) The proposed SD-WAN solution should be able to allow and deny any inter tenant, inter VLAN traffic on the headend and branch end device as per the requirements of the bank.	
8.	The communication between Control, Management, and Data Plane within DC & within DRC should happen through LAN/MPLS	
9.	a) The proposed SD-WAN solution should support IEEE 802.1Q, 802.1AB, 802.3AD	



Sl.No	Mandatory Technical Requirements	Bidder's Compliance (Yes/No)
	b) The proposed SD-WAN solution should support VRRP or any equivalent proprietary protocol	
10.	The proposed SD-WAN solution should use customized ports only for all SSH connections	
11.	The proposed SD-WAN solution must have configuration rollback feature to detect and recover from software and configuration errors by reverting back to previously active software or configuration. Any CLI and GUI configuration changes should be able to rollback	
12.	a) The proposed SD-WAN solution should be capable to send Email alerts and SMS alerts on meeting/exceeding the user defined thresholds, any interfaces, devices goes down, etc., b) The proposed SD-WAN solution must be capable of exporting traffic statistics to AppFlow or NetFlow collectors.	
13.	The proposed SDWAN solution should support Link failover due to packet loss, high latency, jitter, link flap, etc., without TCP and UDP session timeout.	
14.	The proposed SDWAN solution should continuously monitor the link flaps. If the link (ISP1) is not stable then all the traffic to be diverted through alternate superior links (ISP 2,3,etc). The inferior link (ISP1) to be put in monitor state with a configurable time interval. Once, the inferior link (ISP1) is stable for a particular configurable time and within the SLA parameters configured, traffic should be distributed on all the available best links (ISP 1, ISP 2, ISP 3, etc.). The link flapping, packet loss, high latency of any one of the available links must not affect the performance of the applications as long as atleast one best quality link is available.	
15.	The proposed SD-WAN solution should have capacity for minimum 250 concurrent login for the admin/management console/GUI without any degradation in services.	
16.	The proposed SD-WAN solution should be able to admin shut any of the interfaces/links of the headend and branch end devices in near real time (within 60 seconds).	
17.	a) The headend devices of the proposed SD-WAN solution should be aware of the link SLA failure at the branch and should take it into consideration while steering the return DC, DRC initiated traffic towards the branch. b) The proposed SD-WAN solution should recover from link failure - alternate link convergence time within milliseconds without session disconnect. It should support seamless application accessibility across Data Centers & Branches during auto failover of WAN links and load balancing without any session disconnection and session time-out. The session switch over or switch back between links should be in real time without any manual intervention.	



Sl.No	Mandatory Technical Requirements	Bidder's Compliance (Yes/No)
18.	The proposed SD-WAN solution should be able to prioritize business critical applications and shall have the capability of doing so during congestion, without affecting the performance of such applications.	
19.	a) High Mean Time Between Failure values should be minimum 08 years to ensure long life of hardware. b) The proposed SD-WAN solution should have separate management port 1G (out of band management) for all the devices placed in DC & DRC. c) The proposed SD-WAN solution must not send bank's data outside the bank's network/cloud for any reasons.	
B.	Control Plane Devices and Log/ Reporting Server	
1.	a) The control plane devices and log server of the proposed SDWAN solution should have minimum 6 x 1G/10G SFP+ fiber ports with Multimode LC type. All the ports should be populated with SFP+ modules along with equivalent SFP+ modules for the bank's switch side from day one. b) The control plane devices and log server of the proposed SDWAN solution must be in the form of OEM's physical/virtual appliance/industry standard hardware with dual power supply and should be rack mountable. Bidder should provide console cable, power cable (industry standard 3 pin Indian type plug), rack mount kit and necessary accessories, and mount the control plane devices and log server in the bank's network rack in DC & DRC. c) The control plane devices of the proposed SDWAN solution in DC & DRC should be able to cater individually, all the headend devices and 2000 branch end devices from day one. d) The log server of the proposed solution should have sufficient resources to store and retrieve configuration, display traffic flows, session stats, audit logs and analytics of all the headend devices and 2000 branch end devices from day one and preserve all the above mentioned for a period of 90 days.	
2.	a) <u>The control plane devices and log server of the proposed SDWAN solution should be implemented with HA (Active-Active/Active-Passive) geographically between DC & DRC.</u> b) The synchronization (DC-DRC) options and synchronization status of the control plane devices and log server should be viewable in the dashboard of the active control plane devices. c) The control plane devices of the proposed SDWAN solution should have the GUI for self configurations such as integration, failover, etc., and to configure the log server and CPU, Memory, Storage, Link utilization, etc., of the control plane devices and log sever should be viewable in the dashboard. d) The control plane devices of the proposed SDWAN solution should be able to group branch end devices based on Circle wise, Regional Wise, State wise., etc. as per the bank's requirements. e) The control plane devices and log server of the proposed SDWAN solution should be configured with RAID to prevent data loss.	





Sl.No	Mandatory Technical Requirements	Bidder's Compliance (Yes/No)
C.	Headend/Data Plane device	
1.	<p>a) <u>The headend devices of the proposed SDWAN solution should have minimum 8 x 1G/10G SFP+ ports (which supports optical SFP+ modules with Multimode LC type and Copper SFP+ modules) and 4 x 1G copper (RJ45) ports. All the ports should be populated with SFP+ modules along with equivalent SFP+ modules to be provided for the bank's switch side, from day one.</u></p> <p>b) The headend devices of the proposed SDWAN solution must be in the form of OEM's physical appliance/industry standard hardware with dual power supply and should be rack mountable. Bidder should provide console cable, power cable (industry standard 3 pin Indian type plug), rack mount kit and necessary accessories, and mount the headend devices in the bank's network rack in DC & DRC.</p> <p>c) The headend devices of the proposed SDWAN solution should supports HA Active-Active, Active-Passive in DC & and DRC, and HA Active-Active geographically between DC & DRC.</p>	
2.	<p>a) The headend devices of the proposed SDWAN solution should have throughput of minimum 10 Gbps full duplex (Upload 10 Gbps and Download 10 Gbps simultaneously) with SD-WAN and encryption.</p> <p>b) The headend devices of the proposed SDWAN solution should have a built-in hardware crypto accelerator for cryptographic functions like IPSec, SSL/TLS etc.</p>	
D.	SD-WAN device -Category 1	
1.	<p>a) The SD-WAN devices must be delivered by a physical hardware platform of size 1U in branches/offices, with dual power supply in single box for ease of management. Bidder should provide Console Cable, Power Cable (Indian Standard 3 pin plug) and Rack Mount kit, necessary accessories and mount the device in the network rack.</p> <p>b) <u>The SD-WAN devices should have Minimum 4 x 10/100/1000 Ethernet auto sensing ports (RJ45 Type), and 4 x 1/10G SFP ports, which should be configurable as both WAN and LAN ports.</u></p> <p>c) The SD-WAN devices should support ethernet hand off (RJ45) from any fiber to ethernet converter and wireless device with ethernet port</p>	
2.	The SD-WAN devices should have minimum throughput of 5 Gbps full duplex i.e Upload 5 Gbps and Download 5 Gbps simultaneously with SD-WAN and encryption.	
3.	The SD-WAN devices must be implemented Active-Active in branches/offices.	
E.	SD-WAN device -Category 2	
1.	a) <u>The SD-WAN devices must be delivered by a physical hardware platform of size 1U in branches/offices, with dual power supply in single box/single power supply with STS (Static Transfer Switch) for ease of management. Bidder should provide Console Cable, Power Cable (Indian Standard 3 pin plug) and Rack Mount kit, necessary accessories and mount the device in the network rack.</u>	



Sl.No	Mandatory Technical Requirements	Bidder's Compliance (Yes/No)
	<p>b) The SD-WAN devices should have Minimum 4 x 10/100/1000 Ethernet auto sensing ports (RJ45 Type), which should be configurable as both WAN and LAN ports.</p> <p>c) The SD-WAN devices should support ethernet hand off (RJ45) from any fiber to ethernet converter and wireless device with ethernet port.</p>	
2.	The SD-WAN devices should have minimum throughput of 1 Gbps full duplex i.e Upload 1 Gbps and Download 1 Gbps simultaneously with SD-WAN and encryption.	
F.	SD-WAN device -Category 3	
1.	<p>a) <u>The SD-WAN devices must be delivered by a physical hardware platform of size 1U and 19-inch Rack mountable in branches/offices, with single/dual power supply in single box for ease of management. Bidder should provide Console Cable, Power Cable (Indian Standard 3 pin plug) and Rack Mount kit, necessary accessories and mount the device in the network rack.</u></p> <p>b) The SD-WAN devices should have Minimum 4 x 10/100/1000 Ethernet auto sensing ports (RJ45 Type), which should be configurable as both WAN and LAN ports.</p> <p>c) The SD-WAN devices should support ethernet hand off (RJ45) from any serial, fiber to ethernet converter and wireless device with ethernet port.</p> <p>d) The SD-WAN devices should support PAP/ CHAP/ PIN based /any other industry standard authentication for 5G/4G/4G LTE mode of connectivity.</p>	
2.	The SD-WAN devices should have minimum throughput of 100 Mbps full duplex i.e Upload 100 Mbps and Download 100 Mbps simultaneously with SD-WAN and encryption.	
G.	Security Features	
1.	<p>a) The proposed SD-WAN solution should comply PCI DSS v4 and any future updates in the standards during the contract period.</p> <p>b) The proposed SD-WAN solution should support latest encryption algorithms AES-256 and any other higher standard and hashing algorithms must be SHA 2 and any other higher standard.</p>	
2.	<p>a) The headend and branch end devices of the proposed SD-WAN solution should have separate control plane and data plane communication and all the control plane and data plane traffic must be encrypted.</p> <p>b) The branch devices should support encryption of control plane and data plane flows and must meet well known security standards as defined in NIST/ FIPS. It should be compliant with latest standards as on delivery date, and also comply with any further revisions/ modification to the standards during the whole contracted period.</p>	
3.	The proposed SD-WAN solution should be able to restrict traffic on unwanted ports at all WAN interfaces of the headend and branch end devices. It should have the option to deny ICMP on WAN interfaces, which are configured as internet.	





Sl.No	Mandatory Technical Requirements	Bidder's Compliance (Yes/No)
4.	The SD-WAN should support DDoS mitigation functionality and protect DDOS attack like UDP Flood, Ping of Death etc.	
H.	Device Security	
1.	SD-WAN devices should have the authentication and authorization only with the preconfigured control plane devices/Management server which is placed in DC & DRC. Data should flow only after authorizing the device manually through the control plane devices, when the device is added for the first time	
2.	The proposed SD-WAN solution should have Interface level security option to restrict/disable functionalities (if applicable) like proxy-arp, ip redirect, unreachable response etc.,	
3.	SD-WAN devices should have the capability to bind mac-addresses to the ports and it should deny traffic, if any unauthorized mac-addresses learned in those ports	
4.	a) SD-WAN devices should be able to access through secure web-based UI only from the Bank network. b) SSH and telnet should be disabled by default and local console should be password protected. c) SD-WAN devices should have device access list to whitelist only the required IPs.	
I.	Management and Integration	
1.	The proposed SD-WAN solution should have GUI to configure and manage all the integrations such as AD, TACACS, TACACS+, SIEM, PIM, SMTP, ITSM, NMS, ITAM, SNMP, NTP, IPAM, etc.,	
2.	The proposed SD-WAN solution should be able to integrate with central authentication solutions such as: a) Active Directory, TACACS, TACACS +. b) Solution should support role-based access with privilege level of users like L1, L2 and L3 to monitor, configure and manage the deployed SD-WAN devices. c) All the components of the SD-WAN solution should be able to integrate with TACACS, TACACS+ for AAA. If not feasible, it should be integrated with PIM for device access. No direct access to any devices, with admin, local credentials are allowed	
3.	The proposed SD-WAN solution should be able to integrate with bank's SIEM, PIM, SMTP and ITSM ticketing tool b). The proposed SD-WAN solution should support discovery of all the devices in Bank's ITAM solution using SNMP v3	
4.	The proposed SD-WAN solution should able to support secure encrypted communication with authentication to the Bank's Network monitoring system (NMS) or any other 3rd party tool for configuration, alert, monitoring through APIs. It should support discovery of all the devices in Bank's IT Asset Management solution using SNMP v3.	
5.	The proposed SD-WAN solution should support authenticated communication with Network Time Protocol (NTP) latest version 4 or higher (with support for backward compatibility).	



Sl.No	Mandatory Technical Requirements	Bidder's Compliance (Yes/No)
6.	The proposed SD-WAN solution must support SNMP v3 with strong encryption algorithms (AES-128, AES-256 and higher), hashing (SHA-2 and higher). It should be compliant with latest FIPS/ NIST standards, also comply with any further revisions / modification to the standards during the contract period.	
J.	Reporting and Logs	
1.	<ul style="list-style-type: none"> a) The proposed SD-WAN solution should have GUI for all Report Generation. b) The proposed SD-WAN solution should have automated, real-time event alert mechanism c) The proposed SD-WAN solution should be able to generate system events/logs for events that have taken place in the system such as a login, changes to configuration and system related errors or warnings d) The proposed SD-WAN solution should have option for scheduling reports and reports must be exportable in CSV, Image and PDF format as per the requirement of the bank 	
2.	<p>The proposed SD-WAN solution should support granular Real-Time Monitoring of below parameters (but not limited to) in all the devices dashboard and to generate reports:</p> <ul style="list-style-type: none"> a) Link wise Packet loss, Jitter, Latency and Errors b) Link wise, application wise (both standard and custom) and user wise bandwidth utilization (all with respective source IP, destination IP and port number) c) Traffic statistics of all the included path d) Specific application utilization e) Path performance f) based on DP code, State wise, Circle wise, Region wise, Branch wise, ISP wise, Bandwidth wise, LAN IP wise, Asset wise, etc., 	
3.	<p>The proposed SD-WAN solution should display traffic flows with all the below information for a period of 1 Hour, 1 Day, 1 Week, 1 Month and upto 3 Months with custom range:</p> <ul style="list-style-type: none"> a) Source IP b) Destination IP c) Protocol d) Source port e) Destination port f) Application name g) Application category h) Throughput (Upload/Download) i) Forward and Reverse path <p>and any other parameters as required by bank.</p>	
4.	The proposed SD-WAN solution should support packet trace and packet capture functionality in CLI/GUI and have the option to save and download the captures in pcap file.	





Sl.No	Mandatory Technical Requirements	Bidder's Compliance (Yes/No)
5.	The SD-WAN controller should contain single dashboard which includes all the devices health status like CPU, Memory, Link status, event logs etc.	
K.	License and SLA	
1.	The hardware and software components of the SD-WAN solution should be supported by the OEM on 24x7x365 basis through a Technical Assistance Center(TAC) in India and TAC support should be provided directly from OEM and not through any intermediate partner.	
2.	All the functionality and feature licenses should be pre-installed and it should be usable from day one of operation.	
3.	During the contract period, all the software/Patch/OS upgradation should be done by the Bidder/OEM with no Cost to Bank.	
4.	<p>a) During the contract period, average CPU utilization and average Memory utilization of the proposed physical hardware/appliances at DC, DRC & branches must not exceed 75% at any point of time, with no degradation in performance. Average can be calculated by considering values in hours (1 to 24) /Business hours/Peak hours.</p> <p>b) Alerts should be generated, whenever the threshold breaches the above mentioned limits. The alerts can be in form of email/SMS, dashboard visual alert or other suitable communication modes.</p> <p>c) Bidder has to optimize/upgrade the system with no cost to bank, if it is utilized above the mentioned limits or if the degradation in performance is noticed at any levels of utilization</p>	
5.	All the license parts should be applied to all SD-WAN devices through central controller and not from cloud.	
6.	<p>Device Operating Conditions:</p> <p>a) SD-WAN should seamlessly operate within Temperature range from 0°C to 40°C</p> <p>b) SD-WAN should seamlessly operate within Relative Humidity range from 15% to 85%.</p> <p>c) SD-WAN should seamlessly operate within Altitude range from 0 to 10,000 ft (3,000m).</p>	

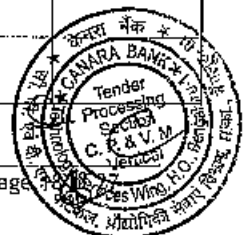


SECTION-II : OPTIONAL TECHNICAL REQUIREMENTS

The bidder should provide their response to the Technical and Functional Requirements by giving the compliance level as explained below. Explanations/suggestions of the bidder against each requirement should be given in the Remarks column. If more explanation of a point is needed, documents can be attached to Remarks Column of the respective requirement.

Compliance	Description	Marks
A	Available	1
B	Not Available	0

Optional Technical & Functional Specifications		Max Marks	Bidder's Response (A/B)	Remarks
1.	The proposed SD-WAN solution should support stateful firewall feature with time-based firewall policies to allow, deny desired traffic for pre-defined time range considering day-wise, and time-wise			
2.	The proposed SD-WAN solution should be able to deny inbound and outbound traffic from/to IP addresses of other countries at all devices by default. It should have an option to whitelist any static IP of other countries as per the bank's requirement			
3.	The proposed SD-WAN solution should support for virtual interface configuration like loopback etc., The configured loopback IP shall behave as source IP for Management of device, as IP for integration with ITSM, NMS, ITAVM, SIEM, etc., as originator in authentication process of device and all logs forwarding from the device shall also be done using this loopback IP exclusively			
4.	<u>SD-WAN devices should not forward data plane traffic without manual intervention, if link/power failure happens for the specified time period, that results in the device unreachability to DC & DRC controllers. Time period should be customizable as per bank's requirements. It should be configurable device wise.</u>			
5.	The proposed SD-WAN solution should support approval based process for all configuration changes Solution should have the option to select the Type of Configuration Changes, which requires approval process For example, Configuration changes done by a user, need to be approved by any other user in the same role, for that configuration changes to get committed in the system			
6.	The solution must support flexible hierarchical group management, including for group-based configuration changes and software updates. Appliances may be grouped according to a hierarchical structure that affords easy management of hundreds of appliances			
7.	The proposed SD-WAN devices/appliances must have TEC/MTCTE certification			
8.	The proposed SD-WAN solution must have IPv6 logo phase-2 certification			





Optional Technical & Functional Specifications		Max Marks	Bidder's Response (A/B)	Remarks
9.	The proposed SD-WAN solution must have TPM (Trusted Platform Module) in the hardware for secure key encryption.			
10.	All the devices of the proposed SD-WAN solution should have the capability to configure MTU (Maximum Transmission Unit) and MSS (Maximum Segment Size).			
11.	<u>The proposed SDWAN solution should support API calls. Solution should be able to integrate all available API within the solution at no extra cost to the Bank .i.e.</u> a) <u>As responder to the API calls, solution should expose monitoring and dashboard related information to the third-party monitoring tool or dashboard, ticketing tools, etc.,</u>			
12.	The proposed SD-WAN solution should allow clear interface counters, ARP, etc.,			
13.	The proposed SD-WAN solution should support forward error correction and packet duplication or equivalent techniques.			
14.	The proposed SD-WAN solution should support dual factor authentication with different combination (Ex. TACACS+SMS OTP/ TACACS+eMail OTP/AD+SMS OTP, etc) to access web based management console and it should have the option to enable and disable the dual factor authentication feature.			
15.	<u>The SD-WAN should have following Next Generation Firewall:</u> a) <u>Inbuilt IDS & IPS for Monitoring and Preventing Malicious activities such as security threat, policy violation etc., with the ability to update the IPS signature database centrally from the controller/orchestrator on a need basis or on a periodic basis.</u> b) <u>Web/URL filtering capability to allow or deny access to certain class of web sites according to predefined policies.</u>			
16.	The proposed SD-WAN solution must provide application performance monitoring reporting the following characteristics: • Number of applications • Top applications • Application Quality • Application Usage • Application Usage per Transport			
17.	The proposed SD-WAN solution should have the capability to support jumbo frames with size 9000 bytes or more without fragmentation.			
18.	The proposed SD-WAN solution must support PKI (certificate) based authentication between the Controller and the SD-WAN CPE appliances. All communication between the SD-WAN CPE appliances must be encrypted.			
19.	The proposed SD-WAN solution should have the ability to configure proxy for internet access for the central management, orchestrator, reporting devices. Any software			



Optional Technical & Functional Specifications		Max Marks	Bidder's Response (A/B)	Remarks
	and patch upgrades can be downloaded from OEM website through bank's proxy internet only.			
20.	The proposed SD-WAN solution should be provisioned such that if the primary control plane devices is completely down, the branch device should automatically register itself with the next available control plane devices without any manual intervention, considering controllers placed in DC and DRC each one, having different IP addresses.			
21.	The control plane devices and log server of the proposed SDWAN solution should synchronize automatically with geographically redundant control plane devices and log server. It should also have the option to synchronize manually.			
22.	The proposed SD-WAN solution should automatically backup configuration, audit logs of all the devices to bank's server on daily basis through SFTP			
23.	The proposed SD-WAN devices should have the capability to white-list devices (i.e. PC, NW Switch, ATM, Kiosk etc.) MAC IDs available in the LAN at respective location and SDWAN device should not allow access to any unrecognized/unknown MAC ID(s).			
24.	Cloud Integration a) The proposed SDWAN solution should be easily integrated with top leading Cloud solution providers b) The proposed SDWAN solution should built IPSEC tunnels with top leading cloud solution providers c) The proposed SDWAN solution should provide local breakout from branches to access SAAS/IAAS applications d) The proposed SDWAN solution should have built in intelligence to find out the best optimized path from multiple paths to access SAAS applications like O365, Salesforce, box etc.			
25.	The proposed SD-WAN solution should have detailed roadmap towards quantum safe encryption mechanisms			
Total Mark for Optional Technical and Functional Specification		25		

Notes:

- If any specification declared Compliant, however, it is found non-compliant during Technical evaluations based on the artefacts presented / Demo / POC (if called for) will be given zero (0) mark.
- Bidder should showcase above specifications/ features and provide equivalent document.

Declaration:

- We hereby confirm that we have various certificates/bench mark testing standards for the items quoted to meet the intent of the Bid.



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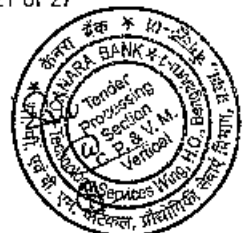


Canara Bank

2. We hereby confirm that we have back to back arrangements with third party software/ cloud for providing continuous and un-interrupted support to meet SLAs obligations as per RFP terms.
3. We hereby confirm that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us our tender is liable to be rejected.

Date:
Place:

Signature with seal
Name:
Designation:



Amended Annexure-10
Technical Evaluation Criteria

(Should be submitted on Company's letter head with company seal and signature of the authorized person)

SUB: Selection of Service Provider for Supply, Installation, Integration and Maintenance of Software Defined - Wide Area Network (SD-WAN) Solution for a period of five (05) years in Canara Bank

Ref: GEM/2025/B/6092426 dated 29/03/2025.

Bank will evaluate the technical proposals of all eligible Bidders based on the documents submitted for the below mentioned criteria:

Sl. No.	Particulars	Scoring methodology	Max Marks	Documents to be submitted For award of mark
1.	The implementation (not necessarily by the Bidder) of the proposed OEM solution (not necessarily the same model) in Scheduled Commercial Bank/ PSU/ BFSI in India for minimum 1000 discrete locations in Single Order to build a Single Solution during last seven years as on the date of submission of bid.	No. of Organisations: ≥5 organizations: 10 marks 4 organisations: 8 marks 3 organisations: 6 marks 2 organisations: 4 marks 1 organisation : 2 marks	10	<p>The bidder has to provide relevant purchase order/ work order / engagement letter along with satisfactory project completion certificate/ Reference letter from the Concerned Organization/Email reference from the client clearly specifying the no. of locations deployed since and when.</p> <p><i>Kindly note that that Client's Email should be from their official Email IDs only, containing their name, designation & Contact number.</i></p>
2.	No. of locations deployed in India (not necessarily by the bidder) for the SD-WAN Solution of proposed OEM (not necessarily the same model) in Scheduled Commercial Bank/PSU/ BFSI in India in a Single/ Multiple purchase order during last seven years as on the date of submission of bid.	No. of Locations: > 5000 locations: 10 marks >2500 locations & ≤ 5000 locations : 6 marks 2000 locations & ≤ 2500 locations: 2 marks >1000 locations & ≤ 2000 locations : 1 marks	10	<p>The bidder has to provide relevant purchase order/ work order / engagement letter along with satisfactory project completion certificate/ Reference letter from the Concerned Organization/Email reference from the client clearly specifying the no. of locations deployed since and when.</p> <p><i>Kindly note that that Client's Email should be from their official Email IDs only, containing</i></p>





Sl. No.	Particulars	Scoring methodology	Max Marks	Documents to be submitted For award of mark
				name, designation & Contact number.
3.	<u>The bidder should have implemented and maintained SD-WAN (Software Defined - Wide Area Network) solution in any Scheduled Commercial Bank/ PSU/ BFSI in India for Minimum 500 discrete locations in Single Order to build a Single Solution, during last seven years as on the date of submission of bid.</u>	No. of Organisations: ≥5 organizations: 10 marks 4 organisations: 8 marks 3 organisations: 6 marks 2 organisations: 4 marks 1 organisation : 2 marks	10	The bidder has to provide relevant purchase order / work order / engagement letter along with satisfactory project completion certificate/ Reference letter from the Concerned Organization/Email reference from the client clearly specifying the no. of locations deployed since and when. <i>Kindly note that that Client's Email should be from their official Email IDs only, containing their name, designation & Contact number.</i>
4.	The bidder should have supplied, Installed and provided AMC support for Minimum 1000 Nos. in discrete locations (Single/ Multiple orders) of the L2 Manageable Network Switches/ Routers/ SD-WAN to any Scheduled Commercial Bank/ PSU/ BFSI during last five years as on the date of submission of bid.	No. of Locations: > 2500 locations: 10 marks >1500 locations & ≤ 2000 locations : 6 marks 1000 locations & ≤ 1500 locations: 2 marks	10	The bidder has to provide relevant purchase order / work order / engagement letter along with satisfactory project completion certificate/ Reference letter from the Concerned Organization/Email reference from the client clearly specifying the no. of locations deployed since and when. <i>Kindly note that that Client's Email should be from their official Email IDs only, containing their name, designation & Contact number.</i>



Sl. No.	Particulars	Scoring methodology	Max Marks	Documents to be submitted For award of mark
5.	<p><u>The Average Monthly Failure rate of edge devices of deployed solution in the Scheduled Commercial Bank/ PSU/ BFSI for the last 3 months as on the date of submission of bid.</u></p> <p><u>The failure rates reported must align with the evidence provided in both Sl. No. 1 and Sl. No. 5, ensuring consistency across these references.</u></p>	<p>Average Monthly failure rate:</p> <p>$\geq 0.00\% \ \& \ \leq 00.50\% : 10$ marks</p> <p>$> 00.50\% \ \& \ \leq 1.00\% : 6$ marks</p> <p>$> 1.00\% \ \& \ \leq 1.5\% : 2$ marks</p>	10	<p>Bidder has to submit Certificate of Failure rate from all the organizations which are given as reference as per Sl.No.1.</p> <p>Organizations referred in Sl.No 1 and Sl.No.5 should be identical.</p>
6.	Compliance to Technical and Functional Specifications as per Section-II of Annexure-9	<p>As per Functional & Technical Compliance based on the responses from the Bidder as per the Section-II, Annexure-9 and demonstrable at Proof of Concept and assessed by Bank.</p> <p>Marks obtained in Section-II.</p>	25	<p>Bidder to note that all features must be available for demonstration during Presentation/ Product Demonstration/ POC. During evaluation, if any of the criteria mentioned as compliant is not found in the solution, marking will be modified in the respective category as evaluated by the Bank & Bank's decision shall be binding on the bidders. It is mandatory for Bidders to have all functionalities listed. Any non-compliance may lead to bidder's disqualification at the sole discretion of Bank.</p>
7.	Bidder's Presentation/ Product Demonstration/ POC	<p>Presentation will be evaluated on the following parameters:</p> <ul style="list-style-type: none"> SD-WAN Overview & Benefits - Introduction to SD-WAN, its advantages, and justification for adoption- 1 Mark Network Architecture & Security - Control and data plane communication, security mechanisms, tunnel 	10	<p>Presentation will be evaluated on the parameters as details are specified in SECTION E - SELECTION OF BIDDER - 3.6. Bidders Presentation /Site Visits / Product Demonstration/POC</p>





Sl. No.	Particulars	Scoring methodology	Max Marks	Documents to be submitted For award of mark
		protocols, and encryption- 2 Marks • Performance & Traffic Optimization - QoS, load balancing, application-aware routing, and link performance monitoring- 2 marks • Deployment & Management - Device onboarding, policy management, analytics, and high availability - 1 Marks • Compliance & Supporting Proofs - Hardware datasheets, proposed architecture alignment with the bank's infrastructure, and technical proof during PoC - 1 Marks • Solution's capabilities, Security Aspects, Integration plan - 1 Marks • Quantum safe - 2 Marks		
Total Maximum Marks			85	

Note: The bidder should score minimum 75% marks for qualifying under Technical Evaluation. The bidders qualified under Technical Evaluation will be eligible for commercial opening.

Terms & Conditions

- Bidder to note that all features must be available for demonstration during Presentation/ Product Demonstration. During evaluation, if any of the criteria mentioned as compliant is not found in the solution, marking will be modified in the respective category as evaluated by the Bank & Bank's decision shall be binding on the bidders. It is mandatory for Bidders to have all functionalities listed. Any non-compliance may lead to bidder's disqualification.
- Bank reserves the right to conduct interviews of the proposed team members.
- In case of absence of the allotted resource, the standby should perform the job of the absentee.
- Bank may reject such manpower if bank is not satisfied with his/her performance.

Declaration: We hereby confirm that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us, our response to this RFP is liable for rejection.





Date:

Signature with seal

Name:

Designation :



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Canara Bank

Amended Annexure-16

Manufacturer Authorization Form

[Should be submitted on the letterhead of the OEM/OSO/OSD and signed by an Authorized Signatory of the OEM/OSO/OSD]

No. _____ dated _____

The Deputy General Manager,
Canara Bank,
Centralized Procurement and Vendor Management Wing,
Naveen Complex, 14 M G Road,
Bengaluru - 560 001, Karnataka.

Dear Sir,

SUB: Selection of Service Provider for Supply, Installation, Integration and Maintenance of Software Defined - Wide Area Network (SD-WAN) Solution for a period of five (05) years in Canara Bank

Ref: GEM/2025/B/6092426 dated 29/03/2025

We _____ who are established and reputed manufacturers of _____ having factories/development facilities at 1) _____ and 2) _____ do hereby authorize M/s _____ (Name and address of the Agent/Dealer) to offer their quotation, negotiate and conclude the contract with you against the above invitation for GeM bid offer.

We (Manufacturer/Original Software Owner/Developer) hereby extend our full guarantee and warranty as per terms and conditions of the GeM bid and the contract for the solution, products/equipment and services offered against this invitation for GeM bid offer by the above firm and will extend technical support and updates and ensure availability of spares including processors for our products for contract period from the date of installation.

We (Manufacturer/Original Software Owner/Developer) also confirm that we will ensure all product updates (including management software updates and new product feature releases) are provided by M/s _____ for all the products quoted for and supplied to the bank during the Contract period. In case this is not considered while quoting and in the event M/s _____ fail in their obligations to provide the updates within 30 days of release/announcement, we hereby confirm that we will provide the same to the bank at no additional cost to the bank and we will directly install the updates and any new Operating Software releases at the bank's premises.

We also confirm that the proposed solution offered by the bidder to the Bank are correct, viable, technically feasible for implementation and the solution will work without any hassles in all the locations. We also confirm that all the equipment offered are not "End of Life" during the next One Year and "End of Support" for 7 Years from date of Acceptance.

We hereby commit to the GeM bid terms and conditions and will not withdraw our commitments during the process and or during the period of contract.

Yours faithfully
(Name)
For and on behalf of M/s



Consolidated Pre bid queries replies for GeM Bid Ref.No.GEM/2025/B/6092426 dated 29/03/2025 for Selection of Service Provider for Supply, Installation, Integration and Maintenance of Software Defined - Wide Area Network (SD-WAN) Solution for a Period of Five (05) Years in Canara Bank.

Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
1	69	Annexure-2 Pre-Qualification Criteria	Qualification Criteria SI.NO.9	The bidder should have implemented and maintained SD-WAN (Software Defined -Wide Area Network) solution in atleast One (01) Scheduled Commercial Banks/ PSU/ BFSI in India for minimum 500 discrete locations for each organisation in Single Order to build a Single Solution during last five years as on the date of submission of bid.	Please change the Clause from "Bidder" to "Bidder/OEM". Please Consider the Purchase Orders to be in the name of OEM also.	Bidder to refer Corrigendum-4
2	69	Annexure-2 Pre-Qualification Criteria	Qualification Criteria SI.NO.10	The proposed OEM solution (not necessarily the same model) should have been implemented (not necessarily by the Bidder) in atleast One (01) Scheduled Commercial Bank/ PSU/ BFSI in India for minimum 1000 discrete locations for each organisation in Single Order to build a Single Solution during last five years as on as on the date of submission of bid.	Please change the Clause from "Bidder" to "Bidder/OEM". Please Consider the Purchase Orders to be in th name of OEM also.	Bidder to refer Corrigendum-4
3	103	Annexure-10 Technical Evaluation Criteria	The bidder should score minimum 75% marks for qualifying under Technical Evaluation. The bidders qualified under Technical Evaluation will be eligible for commercial opening.	Total Maximum Marks - 85	In the GeM document the total Marks for Technical Evaluation is given as 100 and qualifying marks as 75. Kindly clarify the contradiction because of difference in marks for Technical Evaluation in GeM and RFP.	Bidder should score minimum 75% marks of total maximum 85 marks in order to qualify in the Technical evaluation. Bidder to refer Corrigendum-4
4	85	Annexure-8 Scope of Work	E.Onsite Resources SI.No.1	Bidder should provide 24x7x365 onsite support at Bengaluru (DC/IT Wing) and on-demand onsite support at DRC Mumbai, with the same resources, during any critical issues and major software, hardware upgrade, without affecting the 24x7x365 support at Bengaluru.	For on-demand onsite support are we supposed to provide 3 people in DRC Mumbai or it depends on nature of issue. What are the shifts for the onsite support required and number of people required per shift?	Bidder to refer Corrigendum-4
5	80	Annexure-8 Scope of Work	A. General SI.No.3	Bidder should include all the available licenses of the proposed solution while bidding, and bidder should provide any additional features required by the bank during the contracted period, with no additional cost to the bank.	Please remove as the scope of licenses is very broad	Bidder to comply with RFP/ GeM Bid terms and Conditions.



Consolidated Pre bid queries replies for GeM Bid Ref.No.GEM/2025/B/6092426 dated 29/03/2025 for Selection of Service Provider for Supply, Installation, Integration and Maintenance of Software Defined - Wide Area Network (SD-WAN) Solution for a Period of Five (05) Years in Canara Bank.

Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
6	87	Annexure-9 Technical and Functional Requirements	SECTION-I : MANDATORY TECHNICAL REQUIREMENTS A.General Specifications Sl.No.2	a)The proposed SD-WAN solution should support MPLS, VSAT, and any kind of available internet links. It should be able to bind multiple links in any combination of the above links. b)The proposed SD-WAN solution should support L3 protocol functionality like Default Route, Static Route, OSPF v2, OSPF v3, BGP v3, BGP v4, eBGP, iBGP and Policy Based Routing. The solution should support basic BGP attributes needed to influence the underlay routing c)The proposed SD-WAN solution should support routing based on longest prefix match. d)The proposed SDWAN solution should support Static NAT, Dynamic NAT, Port Address Translation	Please modify as BGPv3/BGPv4 as we support the latest version of BGP. BGP v3 is outdated and insecure	Bidder to refer Corrigendum-4
7	89	Annexure-9 Technical and Functional Requirements	SECTION-I : MANDATORY TECHNICAL REQUIREMENTS A.General Specifications Sl.No.12	a)The proposed SD-WAN solution should be capable to send Email alerts and SMS alerts on meeting/exceeding the user defined thresholds, any interfaces, devices goes down, etc., b)The proposed SD-WAN solution must be capable of exporting traffic statistics to AppFlow or Netflow collectors.	Request to modify as "The proposed SD-WAN solution should be capable to send Email alerts or SMS alerts on meeting/exceeding the user defined thresholds, any interfaces, devices goes down, etc.,"	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4
8	91	Annexure-9 Technical and Functional Requirements	SECTION-I : MANDATORY TECHNICAL REQUIREMENTS E.SD-WAN device -Category 2 Sl.No.1	a)The SD-WAN devices must be delivered by a physical hardware platform of size 1U branches/offices, with dual power supply in single box for ease of management. Bidder should provide Console Cable, Power Cable (Indian Standard 3 pin plug) and Rack Mount kit, necessary accessories and mount the device in the network rack.	Request to modify as "The SD-WAN devices must be delivered by a physical hardware platform of size 1U or Desktop branches/offices, with dual power supply in single box for ease of management. Bidder should provide Console Cable, Power Cable (Indian Standard 3 pin plug) and Rack Mount kit, necessary accessories and mount the device in the network rack."	Bidder to refer Corrigendum-4



Consolidated Pre bid queries replies for GeM Bid Ref.No.GEM/2025/B/6092426 dated 29/03/2025 for Selection of Service Provider for Supply, Installation, Integration and Maintenance of Software Defined - Wide Area Network (SD-WAN) Solution for a Period of Five (05) Years in Canara Bank.

Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
9	92	Annexure-9 Technical and Functional Requirements	SECTION-I : MANDATORY TECHNICAL REQUIREMENTS F.SD-WAN device -Category 3 Sl.No.1	a)The SD-WAN devices must be delivered by a physical hardware platform of size 1U and 19-inch Rack mountable in branches/offices, with single/dual power supply in single box for ease of management. Bidder should provide Console Cable, Power Cable (Indian Standard 3 pin plug) and Rack Mount kit, necessary accessories and mount the device in the network rack.	Request to modify as "The SD-WAN devices must be delivered by a physical hardware platform of size 1U or Desktop in branches/offices, with single/dual power supply in single box for ease of management. Bidder should provide Console Cable, Power Cable (Indian Standard 3 pin plug) and necessary accessories and mount the device in the network rack."	Bidder to refer Corrigendum-4
10	97	Annexure-9 Technical and Functional Requirements	SECTION-II: OPTIONAL TECHNICAL REQUIREMENTS	The SD-WAN should have following Next Generation Firewall: a)Inbuilt IDS & IPS for Monitoring and Preventing Malicious activities such as security threat, policy violation etc., with the ability to update the IPS signature database centrally from the controller/orchestrator on a need basis or on a periodic basis b)Web/URL filtering capability to allow or deny access to certain class of web sites according to predefined policies. c) Inbuilt Antivirus/AntiMalware to identify and block malicious files	Please clarify if bidder to need to provide licenses for IPS, Webfiltering and Antimalware	Bidder to refer Corrigendum-4



Consolidated Pre bid queries replies for GeM Bid Ref.No.GEM/2025/B/6092426 dated 29/03/2025 for Selection of Service Provider for Supply, Installation, Integration and Maintenance of Software Defined - Wide Area Network (SD-WAN) Solution for a Period of Five (05) Years in Canara Bank.

Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
11	67	Annexure -2 Pre-Qualification Criteria	Qualification Criteria Sl.No.2	The Bidder should be Class-I local supplier Minimum Local Content (MLC) requirement of 60 % as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 19/07/2024 and Department of Telecommunications under Ministry Of Communications vide the Gazette notification no CG-DL-E-22102024-258138 dated 22/10/2024.	Request you to allow Class- 2 locale supplier also as per MII Guidelines. They should be capable enough to deliver the project.	Bidder to comply with RFP/ GeM Bid terms and Conditions.
12	1	Bid Document / Bid Details.	Bid End Date/Time - 21-04-2025 ; 15:00:00		We request you to please extend Bid End Date to 10-05-2025	Bidder to refer Corrigendum-4
13	90	Annexure-9 Technical and Functional Requirements	B. Control Plane Devices and Log/ Reporting Server Sl.No.2	a)The control plane devices and log server of the proposed SDWAN solution should be implemented with HA (Active-Passive) geographically between DC & DRC.	Request the bank to not enforce Active-Passive or Active-Active HA as this is based on OEM High-Availability architecture.	Bidder to refer Corrigendum-4
14	91	Annexure-9 Technical and Functional Requirements	C. Headend/Data Plane device Sl.No.1	a)The headend devices of the proposed SDWAN solution should have minimum 10 x 1G/10G SFP+ fiber ports with Multimode LC type. All the ports should be populated with SFP+ modules along with equivalent SFP+ modules to be provided for the bank's switch side, from day one.	Since the headend throughput requirement is 10 Gbps (Bi-directional), asking for a 10 x 1/10G SFP+ interface would be higher. Since these devices will be deployed in HA, the site would have sufficient ports. Request the bank to change this to 8 x 1/10G SFP+ ports.	Bidder to refer Corrigendum-4
15	91	Annexure-9 Technical and Functional Requirements	D. SD-WAN device -Category 1 Sl.No.1	b)The SD-WAN devices should have Minimum 4 x 10/100/1000 Ethernet auto sensing ports (RJ45 Type), and 4 x SFP ports , which should be configurable as both WAN and LAN ports	Request the bank to mention the port speed for SFP ports. Since this is Category 1 we recommend 4 x 10/100/1000 RJ45 and 4 x 1/10G SFP ports. Recommend to consider deploying Category-1 sites in HA.	Bidder to refer Corrigendum-4
16	91	Annexure-9 Technical and Functional Requirements	E. SD-WAN device -Category 2 Sl.No.1	a)The SD-WAN devices must be delivered by a physical hardware platform of size 1U branches/offices, with dual power supply in single box for ease of management. Bidder should provide Console Cable, Power Cable (Indian Standard 3 pin plug) and Rack Mount kit, necessary accessories and mount the device in the network rack. b)The SD-WAN devices should have Minimum 4 x 10/100/1000 Ethernet auto sensing ports (RJ45 Type), which should be configurable as both WAN and LAN ports.	Recommend to consider deploying Category-2 sites in HA and remove the clause for dual power supply. These devices can be deployed in the Active/Active or Active/Standby model based on the Bank's requirement to provide higher uptime at these locations.	Bidder to refer Corrigendum-4



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
17	96	Annexure-9 Technical and Functional Requirements SECTION-II : OPTIONAL TECHNICAL REQUIREMENTS	Optional Technical & Functional Specifications SI.NO.4	SD-WAN devices should not forward data plane traffic without manual intervention, if link/power failure happens for the specified time period. Time period should be customizable as per bank's requirements. It should be configurable device wise.	Please confirm that the 'link failure' refers to failures keeps the device unreachable for an extended period from the orchestrator.	Bidder to refer Corrigendum-4
18	96	Annexure-9 Technical and Functional Requirements SECTION-II : OPTIONAL TECHNICAL REQUIREMENTS	Optional Technical & Functional Specifications SI.NO.5	The proposed SD-WAN solution should support approval based process for all configuration changes Solution should have the option to select the Type of Configuration Changes, which requires approval process For example, Configuration changes done by a user, need to be approved by any other user in the same role, for that configuration changes to get committed in the system	This is the task of the Change Management tool. The bank can have a team that would configure the policies (Level 1) and another team to verify and apply the policies (Level 2). Request the Bank to remove this point.	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4
19	97	Annexure-9 Technical and Functional Requirements SECTION-II : OPTIONAL TECHNICAL REQUIREMENTS	Optional Technical & Functional Specifications SI.NO.11	The proposed SDWAN solution should support API calls.Solution should be able to integrate all available API within the solution at no extra cost to the Bank .i.e. a)As responder to the API calls, solution should expose monitoring and dashboard related information to the third-party monitoring tool or dashboard. b)As requestor of the API calls, solution should be capable of communicating with third party tools like ticketing and alerting tools.	Each solution can communicate to the ticketing and alerting tools in various ways using Webhook, Syslog and API query from these tools. SD-WAN orchestrator may not need to request information from third-party tools. Request the bank to remove the API calls for integration with ticketing tools as a requestor.	Bidder to refer Corrigendum-4
20	97	Annexure-9 Technical and Functional Requirements SECTION-II : OPTIONAL TECHNICAL REQUIREMENTS	Optional Technical & Functional Specifications SI.NO.9	The proposed SD-WAN solution must have TPM (Trusted Platform Module) in the hardware for secure key encryption.	Should be mandatory criteria included to each Branch specification. This is required to ensure any breach of sensitive data over SDWAN overlay resulting from comprise of the encryption keys	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4



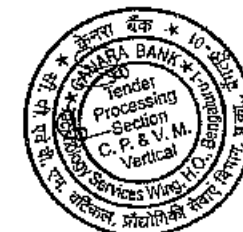
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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
21	96	Annexure-9 Technical and Functional Requirements SECTION-II : OPTIONAL TECHNICAL REQUIREMENTS	Optional Technical & Functional Specifications Sl.NO.8	The proposed SD-WAN solution must have IPv6 logo phase-2 certification	Should be mandatory criteria. This provides an assurance to customer that the solution can support IPv6 for networking and security features.	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4
22	97	Annexure-9 Technical and Functional Requirements SECTION-II : OPTIONAL TECHNICAL REQUIREMENTS	Optional Technical & Functional Specifications Sl.NO.15	The SD-WAN should have following Next Generation Firewall: a) Inbuilt IDS & IPS for Monitoring and Preventing Malicious activities such as security threat, policy violation etc., with the ability to update the IPS signature database centrally from the controller/orchestrator on a need basis or on a periodic basis b) Web/URL filtering capability to allow or deny access to certain class of web sites according to predefined policies. c) Inbuilt Antivirus/AntiMalware to identify and block malicious files	Security feature must be mandatory at every Branch to prevent any insider attacks & safeguard all data communications & inspect the traffic towards banking applications	Bidder to refer Corrigendum-4
23	98	Annexure-9 Technical and Functional Requirements SECTION-II : OPTIONAL TECHNICAL REQUIREMENTS	Optional Technical & Functional Specifications Sl.NO.20	The proposed SD-WAN solution should be provisioned such that if the primary control plane devices is completely down, the branch device should automatically register itself with the next available control plane devices without any manual intervention, considering controllers placed in DC and DRC each one, having different IP addresses.	In our solution, the branches are connected to multiple controllers at all times. Selecting the controller for control plane traffic will be decided based on policy. Request the bank to consider changing the specification accordingly: "The proposed SD-WAN solution should be provisioned such that if any control plane device fails in DC, the branch devices should automatically exchange the control plane information through the control plane devices in DR without any manual intervention."	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4



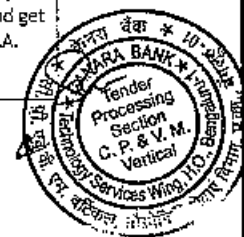
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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
24	NA	New Specification		The proposed SD-WAN solution must support inbound traffic shaping.	Should be a mandatory requirement. This is required to prioritize incoming application traffic during congestion ensuring critical applications receive adequate bandwidth for optimal performance.	Bidder to comply with RFP/ GeM Bid terms and Conditions.
25	NA	New Specification		The proposed solution should be able to identify users based on username by integrating with the Bank's AD and apply Security and SD-WAN policies based on users.	Should be included as a mandatory requirement across every Branch to enforce user to application access based on user authentication instead of IP-based policies. This is a basic feature supported by major SDWAN OEMs.	Bidder to comply with RFP/ GeM Bid terms and Conditions.
26	NA	New Specification		The SD-WAN solution must optimize tunnel header overhead to improve performance on low-bandwidth connections (VSAT, satellite, etc.)	Should be a mandatory requirement. This is required for ATMs running at remote locations over VSAT connection handling critical banking transactions to boost the throughput over Satellite links.	Bidder to comply with RFP/ GeM Bid terms and Conditions.
27	NA	New Specification		The proposed SD-WAN solution must be able to intercept DNS requests and must be able to forward to internal or external DNS servers depending on the domain name.	Should be a mandatory requirement. This is required to selectively forward DNS requests towards public domains to be resolved by public DNS servers.	Bidder to comply with RFP/ GeM Bid terms and Conditions.
28	NA	New Specification		The proposed SD-WAN solution must support web proxy functionality	Should be a mandatory requirement. This will eliminate the need for a separate proxy solution for local internet breakout	Bidder to comply with RFP/ GeM Bid terms and Conditions.
29	69	Annexure-2 Pre-Qualification Criteria	Qualification Criteria SLND.9	The bidder should have implemented and maintained SD-WAN (Software Defined -Wide Area Network) solution in atleast One (01) Scheduled Commercial Banks/ PSU/ BFSI in India for minimum 500 discrete locations for each organisation in Single Order to build a Single Solution during last five years as on the date of submission of bid.	The bidder/ OEM should have implemented and maintained SD-WAN (Software Defined -Wide Area Network) solution in atleast One (01) Scheduled Commercial Banks/ PSU/ BFSI in India for minimum 500 discrete locations for each organisation in Single Order to build a Single Solution during last five years as on the date of submission of bid.	Bidder to refer Corrigendum-4



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
30	21	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Sl.No.7. Uptime	7.1 The selected bidder shall guarantee a 24x7x365 availability with monthly uptime of 99.95% for DC & DR Devices and 99.50% for Branch/Office Devices as specified in Annexure-8 (Scope of Work) and Annexure-9 (Technical & Functional Specifications), during contract period, which shall be calculated on monthly basis.	Is the SLA uptime intended for the Hub Concentrator devices or including the headend SDWAN Manager as well, please confirm.	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bank clarify that, DC & DR devices means all the devices, which are proposed for the solution at DC & DRC.
31	21	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Sl.No.7. Uptime	7.1 The selected bidder shall guarantee a 24x7x365 availability with monthly uptime of 99.95% for DC & DR Devices and 99.50% for Branch/Office Devices as specified in Annexure-8 (Scope of Work) and Annexure-9 (Technical & Functional Specifications), during contract period, which shall be calculated on monthly basis.	Site uptime is cumulative of availability of the WAN links as well. Is the Specified SLA applicable only to SDWAN appliances uptime. How the WAN link Failure will be treated.	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bank clarify that, for this clause, SLA applicable only for the SDWAN devices
32	21	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Sl.No.7. Uptime	7.1 The selected bidder shall guarantee a 24x7x365 availability with monthly uptime of 99.95% for DC & DR Devices and 99.50% for Branch/Office Devices as specified in Annexure-8 (Scope of Work) and Annexure-9 (Technical & Functional Specifications), during contract period, which shall be calculated on monthly basis.	What is Available WAN transport at each branch locations, please specify number of links, link type (MPLS, Internet, Broadband, 4G/5G/LTE, VSAT etc.)	The details will be shared with Successful bidder.
33	24	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Sl.No.10. Scope involved during Contract period	10.5. The selected bidder shall make availability of spare parts/services, components etc., free of cost as and when required, and complete maintenance of the hardware/software/solution during Contract Period.	Will Bank provide the store locations in Bank premises or bidder has to up keep the spare devices in its own store locations. Could you please also share the list of locations to plan the spares.	Bank clarify that bidder has to keep sufficient spares under their custody only spread across PAN india.
34	24	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Sl.No.11. Local support	11.1 The Support should be for an unlimited number of incidents reported to them and provides a practical solution to resolve the issue. The support should be provided over phone, E-mail web based, in person, if required. All escalations will be attended / responded promptly not later than 30 minutes of reporting.	This seems like a helpdesk function, Do bidder needs to setup a helpdesk function as well, please clarify.	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bank clarify that it is the scope of onsite resources support provided by the bidder, in case onsite resources are not able to resolve the issues, they should take up with OEM and get the issues resolved within the SLA. Bidder to refer Corrigendum-4



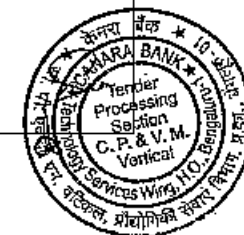
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35	24	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Sl.No.11.Local support	11.3. The bidder will be responsible for attending complaints during all hours 24x7x365 basis of contract period.	Is this function related to Onsite Engineers asked as part of the RFP.	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bank clarify that it is the scope of onsite resources support provided by the bidder, in case onsite resources are not able to resolve the issues, they should take up with OEM and get the issues resolved within the SLA. Bidder to refer Corrigendum-4
36	24	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Sl.No.11.Local support	11.3 The bidder will be responsible for attending complaints during all hours 24x7x365 basis of contract period.	Will Bank provide the central contact number/email etc to facilitate this helpdesk/contact center.	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bank clarify that it is the scope of onsite resources support provided by the bidder, in case onsite resources not able to resolve the issues, they should take up with OEM and get the issues resolved within the SLA. Bank will provide a landline number and a generic mail id for the onsite support team. Bidder to refer Corrigendum-4
37	24	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Sl.No.11.Local support	11.3 The bidder will be responsible for attending complaints during all hours 24x7x365 basis of contract period.	Is this being referred as OEM support or Bidders Central helpdesk, please clarify and elaborate on this as Local support requirement is not clear.	Bank clarify that support from bidder and OEM should be available 24x7x365 days as per the SLA during the contract period. Bidder to refer Corrigendum-4
38	35	SECTION E - SELECTION OF BIDDER	3.6.Bidders Presentation /Site Visits / Product Demonstration/POC	3.6.2 The Bank at its discretion call for providing of Proof of Concept (PoC) of proposed solution at the location which is identified by the Bank. Hence, Bidder is required to arrange the required Hardware, software etc., in prior and need to submit the pre-requisites document in order to complete the POC within 30 Days.	How many locations the POC has to be performed, does it require the same model which is proposed or any other model of same OEM should be acceptable.	Bank clarify that PoC to be conducted with all the proposed devices at DC/DRC, one number of Category 1 branch/office with HA, one number of Category 2 branch/office, and 2 number of Category 3 branch/office. All the devices to be demonstrated in PoC, should be the exact same model of OEM, which is proposed for the solution.



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39	35	SECTION E - SELECTION OF BIDDER	3.6.Bidders Presentation /Site Visits / Product Demonstration/POC	3.6.2 The Bank at its discretion call for providing of Proof of Concept (PoC) of proposed solution at the location which is identified by the Bank. Hence, Bidder is required to arrange the required Hardware,software etc., in prior and need to submit the pre-requisites document in order to complete the POC within 30 Days.	Will Bank provide the WAN link connectivity for the POC setup with desired free Ips and other pre-requisites.	Bank clarify that PoC should be carried out in the production environment. Branches/offices are having MPLS links already and the bidder should arrange the internet link (atleast one branch with 4G/5G). Bank may provide free IPs based on pre-requisites.
40	44	SECTION G - GENERAL CONDITIONS	3.Responsibilities of the Selected Bidder	3.3 The selected bidder shall submit updated Escalation Matrix for the product/services on a Half-Yearly basis as at the end of 31 st March and 30 th September during contract period.	Is there any remote NOC support in the support? Which Escalation matrix is being referred here, please specify and provide more clarity.	Bidder to refer Annexure-15 - Escalation Matrix
41	44	SECTION G - GENERAL CONDITIONS	3.Responsibilities of the Selected Bidder	3.4 For smooth completion of project, the selected bidder should identify one or two of its representatives at Bangalore as a single point of contact for the Bank. The Bidder has to deploy senior most Engineer and project manager/coordinator at Bangalore location (or any other location decided by the bank) till the completion and hand over of the project. The both onsite resources shall be deployed during implementation of project.	Does these resources Engineer and Project manager onsite during the implementation has to be dedicated to Bank or it can be shared resources? Please specify.	Bank clarify that dedicated resources should be placed to implement the solution at the bank
42	44	SECTION G - GENERAL CONDITIONS	4.Human Resource Requirement	4.1. The selected bidder shall provide a contingent of well trained personnel and extend necessary mentoring and operational support to the intermediary network of agents, etc. as part of the solution/service.	What is the significance of Operational support, is there any scope of remote support other than Onsite support? Please clarify	Bank clarify that bidder should provide remote support as well, if the provided onsite support is unable to resolve any issues and implement the solution with all regulatory compliances and SoW.
43	81	Annexure-8 Scope of Work	A. Sl.No.8	Bidder should implement the control plane of SD-WAN solution with HA active-passive mode between DC & DRC and data plane of SD-WAN solution with HA active-passive mode within DC, HA active-passive mode within DRC & HA active-active mode between DC & DRC with auto-failover functionality to passive device from day one. In case of DC/DRC location failure the entire load should be handled by the active location.	Does Bank required HA setup in DC for all placed component of SDWAN Manager/Controller and Concentrator along with same pair of HA in DR as well (1+1 in DC) (1+1 in DR), please clarify.	Bidder to refer Corrigendum-4



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
44	80	Annexure-8 Scope of Work	A. Sl.No.11	Bidder should provide SFPs for all the DC & DRC devices along with equivalent number of SFPs for the switch side and any other network equipments, components required for the solution.	Please elaborate on this, Is Bidder also responsible to provide SFPs for Bank Switches/connected devices. If not please remove this statement or amend it to limited scope up to SDWAN Solution.	Bidder to comply with RFP/ GeM Bid terms and Conditions.
45	81	Annexure-8 Scope of Work	B. Sl.No.1	1. Bidder should understand the requirement of the bank, study the existing network architecture from the System Integrator, then prepare and share the detailed implementation plan of the proposed Solution.	Could you please share exiting network architecture and details to study with available transports at each location.	The details will be shared with Successful bidder.
46	82	Annexure-8 Scope of Work	B. Sl.No.2	2. Bidder has to engage OEM's solution experts to design, configure and implement the solution at DC,DRC, Branches and Offices in co-ordination with bank's existing System Integrator.	Does this statement means that the solution design (HLD & LLD) has to be from OEM? Please clarify	Bank clarify that bidder has to co-ordinate with OEM and bank's all existing System Integrator to comply this clause.
47	82	Annexure-8 Scope of Work	B. Sl.No.8	8.Bidder has to integrate the SD-WAN solution with AD, NTP Server, TACACS, TACACS +,SIEM,NMS,ITAM,PIM,ITSM,etc.	Please clarify other than SDWAN components any other tool such as NMS or ITSM is in scope of Bidder.	Bidder to comply with RFP/ GeM Bid terms and Conditions.
48	82	Annexure-8 Scope of Work	B. Sl.No.8	8.Bidder has to integrate the SD-WAN solution with AD, NTP Server, TACACS, TACACS +,SIEM,NMS,ITAM,PIM,ITSM,etc.	Please share the details of available NMS/ITSM/ITAM/PIM tools	The details will be shared with Successful bidder.
49	82	Annexure-8 Scope of Work	B. Sl.No.9	9. Bidder should provide onsite team size of minimum 2 skilled resources excluding one project manager during Project Implementation to support the SD-WAN deployed locations	Please specify if the resources needs to be dedicated and required onsite throughout the implementation phase.	Bank clarify that dedicated resources should be placed to implement the solution at the bank.
50	85	Annexure-8 Scope of Work	E.Onsite Resources	2. Bidder should provide minimum 5 number of skilled onsite resources, with mandatory OEM certification in the proposed SD-WAN solution, from the warranty start date to the end of contracted period.	Request Amendment: Bidder should provide minimum 5 number of skilled onsite resources, with mandatory Technology certification in the SD-WAN solutions, from the warranty start date to the end of contracted period.	Bidder to refer Corrigendum-4
51	85	Annexure-8 Scope of Work	E.Onsite Resources	1.Bidder should provide 24x7x365 onsite support at Bengaluru (DC/IT Wing) and on-demand onsite support at DRC Mumbai, with the same resources, during any critical issues and major software, hardware upgrade, without affecting the 24x7x365 support at Bengaluru.	Does this mean that the same resources will have to travel to Mumbai in the event of major incident/upgrade.	Bidder to refer Corrigendum-4



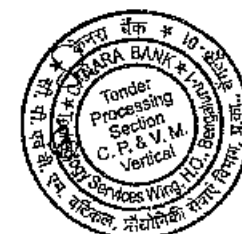
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52	85	Annexure-8 Scope of Work	E.Onsite Resources	2.Bidder should provide minimum 5 number of skilled onsite resources, with mandatory OEM certification in the proposed SD-WAN solution, from the warranty start date to the end of contracted period.	Does Bank expect 5 resources to cover 24x7 operation in 3 shifts at Bangalore DC location?	Bidder to refer Corrigendum-4
53	85	Annexure-8 Scope of Work	E.Onsite Resources	4. Onsite resources should have minimum educational qualification of S.E., B.Tech., B.Sc., or MCA., and 2 years of work experience in IT networking.	The asked resource seems to be of L1 resources as per defined responsibilities, what is the plan for L2 & L3 support for the SDWAN solution. Please clarify.	Bank clarify that, it is the bidder discretion, but provided onsite resources should be efficient to configure and manage the solution end to end, and comply the scope of work as described in the bid.
54	85	Annexure-8 Scope of Work	E.Onsite Resources	2. Bidder should provide minimum 5 number of skilled onsite resources, with mandatory OEM certification in the proposed SD-WAN solution, from the warranty start date to the end of contracted period.	Is there an existing NOC with L2, L3 support which will support the requested Onsite resources. Please clarify.	Bank clarify that, if any issues are unable to resolve by the onsite resources, it should be taken up with OEM by the onsite resources and get it resolved within the SLA. Bidder to refer Corrigendum-4
55	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.Project Timelines 1.3. Detailed Project timelines	1.3.1. The selected bidder has to Supply, Install and Integrate Software Defined - Wide Area Network (SD-WAN) Solution and go-live of the SD-WAN Concentrator Solution and Management Console and devices for Branches/ Offices should be completed within twenty five (25) weeks from the date of acceptance of the Purchase Order or twenty six (26) weeks from the date of issuance of the order whichever is earlier	Request Bank to consider 35 weeks from the date of acceptance of the purchase order and 36 weeks from the date of issuance of the order which ever is earlier.	Bidder to comply with RFP/ GeM Bid terms and Conditions.



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
56	NA	Additional Clause		Applicable for Eligibility and Technical Evaluation Criteria	<p>We request for inclusion of following clause for meeting eligibility / technical scoring criteria by the bidder.</p> <p>In case of corporate restructuring involving Business Transfer, all the Qualifying Criteria / Technical Scoring Criteria (or any other criteria pertaining to bidder's credentials) can be met by the bidding entity itself, or by the bidding entity's parent company (if the bidding entity is 100% owned subsidiary of the parent company) or by fellow subsidiary company (which is 100% owned by the parent company). Supporting documents of the parent company's / fellow subsidiary company's credentials shall also be acceptable for all the Eligibility Criteria/Technical Scoring and any other criteria requiring bidder's credentials to qualify."</p>	Bidder to comply with RFP/ GeM Bid terms and Conditions.
57	67	Annexure-2 Pre-Qualification Criteria	Qualification Criteria 5.No.2	<p>The Bidder should be Class-I local supplier Minimum Local Content (MLC) requirement of 60 % as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 19/07/2024 and Department of Telecommunications under Ministry Of Communications vide the Gazette notification no CG-DL-E-22102024-258138 dated 22/10/2024.</p>	<p>As per Public Procurement (Preference to Make in India) Revised Order (English) dated 19/07/2024 and Department of Telecommunications under Ministry Of Communications vide the Gazette notification no CG-DL-E-22102024-258138 dated 22/10/2024, it's the SDWAN OEM who needs to meet the minimum 60% local content requirement.</p> <p>As per MII guidelines, any bidder meeting local content requirement of more than 50% is classified as Class I local supplier.</p> <p>We request to modify the clause accordingly.</p>	Bidder to comply with RFP/ GeM Bid terms and Conditions.



Consolidated Pre bid queries replies for GeM Bid Ref.No.GEM/2025/B/6092426 dated 29/03/2025 for Selection of Service Provider for Supply, Installation, Integration and Maintenance of Software Defined - Wide Area Network (SD-WAN) Solution for a Period of Five (05) Years in Canara Bank.

Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
58	69	Annexure-2 Pre-Qualification Criteria	Qualification Criteria S.No.9	The bidder should have implemented and maintained SD-WAN (Software Defined -Wide Area Network) solution in atleast One (01) Scheduled Commercial Banks/ PSU/ BFSI in India for minimum 500 discrete locations for each organisation in Single Order to build a Single Solution during last five years as on the date of submission of bid.	We request to modify the clause as: The bidder should have implemented and maintained SD-WAN (Software Defined -Wide Area Network) solution in at least One (01) Scheduled Commercial Banks/ PSU/ BFSI in India for minimum 500 discrete locations for each organisation in Single Order to build a Single Solution during last SEVEN (7) years as on the date of submission of bid.	Bidder to refer Corrigendum-4
59	69	Annexure-2 Pre-Qualification Criteria	Qualification Criteria S.No.9	The bidder should have implemented and maintained SD-WAN (Software Defined -Wide Area Network) solution in atleast One (01) Scheduled Commercial Banks/ PSU/ BFSI in India for minimum 500 discrete locations for each organisation in Single Order to build a Single Solution during last five years as on the date of submission of bid.	Kindly clarify what is the definition of a single solution.	Bank clarify that, single solution is "a solution built with Control plane and Data Plane devices to configure and manage the live 500 discrete locations".
60	69	Annexure-2 Pre-Qualification Criteria	Qualification Criteria S.No.9	The bidder should have implemented and maintained SD-WAN (Software Defined -Wide Area Network) solution in atleast One (01) Scheduled Commercial Banks/ PSU/ BFSI in India for minimum 500 discrete locations for each organisation in Single Order to build a Single Solution during last five years as on the date of submission of bid.	We understand that If the customer has placed 2 separate purchase orders for SDWAN hardware (routers) and SDWAN software, the same will be acceptable. Please confirm.	Bank clarify that it is acceptable, if the supplied hardware and software under separate purchase orders, was to build a single solution.
61	69	Annexure-2 Pre-Qualification Criteria	Qualification Criteria S.No.10	The proposed OEM solution (not necessarily the same model) should have been implemented (not necessarily by the Bidder) in atleast One (01) Scheduled Commercial Bank/ PSU/ BFSI in India for minimum 1000 discrete locations for each organisation in Single Order to build a Single Solution during last five years as on as on the date of submission of bid.	We understand that the criteria has to be met by the OEM and all supporting documents to be provided by them. Please confirm.	Bank clarify that, bidder has to submit the relevant documents required for the RFP process. Bidder to refer Corrigendum-4



Consolidated Pre bid queries replies for GeM Bid Ref.No.GEM/2025/B/6092426 dated 29/03/2025 for Selection of Service Provider for Supply, Installation, Integration and Maintenance of Software Defined - Wide Area Network (SD-WAN) Solution for a Period of Five (05) Years in Canara Bank.

Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
62	100	Annexure-10 Technical Evaluation Criteria	Sl.No.1.	The implementation (not necessarily by the Bidder) of the proposed OEM solution (not necessarily the same model) in Scheduled Commercial Bank/ PSU/ BFSI in India for minimum 1000 discrete locations in Single Order to build a Single Solution during last five years as on the date of submission of bid.	We understand that the criteria has to be met by the OEM and all supporting documents to be provided by them. Please confirm.	Bank clarify that, bidder has to submit the relevant documents required for the RFP process. Bidder to refer Corrigendum-4
63	100	Annexure-10 Technical Evaluation Criteria	Sl.No.2.	No. of locations deployed in India (not necessarily by the bidder) for the SD-WAN Solution of proposed OEM (not necessarily the same model) in Scheduled Commercial Bank/PSU/ BFSI in India in a Single/ Multiple purchase order during last five years as on the date of submission of bid.	We understand that the criteria has to be met by the OEM and all supporting documents to be provided by them. Please confirm.	Bank clarify that, bidder has to submit the relevant documents required for the RFP process. Bidder to refer Corrigendum-4
64	100	Annexure-10 Technical Evaluation Criteria	Sl.No.3.	The bidder should have should have implemented and maintained SD-WAN (Software Defined - Wide Area Network) solution in any Scheduled Commercial Bank/ PSU/ BFSI in India for Minimum 500 discrete locations in Single Order to build a Single Solution, during last five years as on the date of submission of bid.	We request to modify the clause as: The bidder should have should have implemented and maintained SD-WAN (Software Defined - Wide Area Network) solution in any Scheduled Commercial Bank/ PSU/ BFSI in India for Minimum 500 discrete locations in Single Order to build a Single Solution, during last SEVEN (7) years as on the date of submission of bid.	Bidder to refer Corrigendum-4



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
65	100	Annexure-10 Technical Evaluation Criteria	Annexure-10 Technical Evaluation Criteria Sl.No.3. The bidder should have should have implemented and maintained SD-WAN (Software Defined - Wide Area Network) solution in any Scheduled Commercial Bank/ PSU/ BFSI in India for Minimum 500 discrete locations in Single Order to build a Single Solution, during last five years as on the date of submission of bid.	Scoring Methodology: No. of Organisations: ≥5 organizations: 10 marks 4 organizations: 8 marks 3 organizations: 6 marks 2 organizations: 4 marks 1 organisation : 2 marks	We request to modify the scoring methodology as: No. of Organisations: ≥4 organisations: 10 marks 3 organisations: 8 marks 2 organisations: 6 marks 1 organisation : 2 marks	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4
66	100	Annexure-10 Technical Evaluation Criteria	S.No.4.	The bidder should have supplied, installed and provided AMC support for Minimum 1000 Nos. in discrete locations (Single/ Multiple orders) of the L2 Manageable Network Switches/ Routers/ SD-WAN to any Scheduled Commercial Bank/ PSU/ BFSI during last five years as on the date of submission of bid.	We request to modify the clause as: The bidder should have supplied, installed and provided AMC support for Minimum 1000 Nos. in discrete locations (Single/ Multiple orders) of the L2 Manageable Network Switches/ Routers/ SD-WAN to any Scheduled Commercial Bank/ PSU/ BFSI during last SEVEN (7) years as on the date of submission of bid.	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4
67	100	Annexure-10 Technical Evaluation Criteria	S.No.4.	The bidder should have supplied, installed and provided AMC support for Minimum 1000 Nos. in discrete locations (Single/ Multiple orders) of the L2 Manageable Network Switches/ Routers/ SD-WAN to any Scheduled Commercial Bank/ PSU/ BFSI during last five years as on the date of submission of bid.	We understand that bidder can submit multiple purchase order from customer to meet the criteria subject to each purchase order having minimum 1000 discrete locations. Please confirm.	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4



Consolidated Pre bid queries replies for GeM Bid Ref.No.GEM/2025/B/6092426 dated 29/03/2025 for Selection of Service Provider for Supply, Installation, Integration and Maintenance of Software Defined - Wide Area Network (SD-WAN) Solution for a Period of Five (05) Years in Canara Bank.

Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
68	101	Annexure-10 Technical Evaluation Criteria	S.No.5.	The Average Monthly Failure rate of edge devices of deployed solution in the Scheduled Commercial Bank/ PSU/ BFSI for the last 3 months as on the date of submission of bid. The failure rates reported must align with the evidence provided in both Sl. No. 1 and Sl. No. 4, ensuring consistency across these references.	Client reference being quoted for Technical Evaluation Criteria Sl. No 1 & 4 are by OEM and Bidder respectively. We request that this clause should be applicable only for the OEM.	Bidder to refer Corrigendum-4
69	100	Annexure-10 Technical Evaluation Criteria	Annexure-10 Technical Evaluation Criteria	General	Total marks for technical evaluation criteria is only 85 where as in ideal scenario all calculation is out of 100 Kindly clarify..	Bank clarify that the bidder should score minimum 75% marks of total maximum 85 marks in order to qualify in the Technical evaluation. Bidder to refer Corrigendum-4
70	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	2.Payment Terms Payment Stages S.No.1 Supply, Installation and Integration of Central SD- WAN Concentrator Solution and Management Console at DC and DRC	% of Payment: 90% of the Cost of SD-WAN Concentrator Solution and Management Console	We request that payment terms be modified as: 70% of the Cost of SD-WAN Concentrator Solution and Management Console on delivery acceptance 20% of the Cost of SD-WAN Concentrator Solution and Management Console post implementation	Bidder to refer Corrigendum-4
71	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	2.Payment Terms Payment Stages S.No.2 Warranty of the SD-WAN Concentrator Solution and Management Console at DC and DRC	% of Payment: 10% of the Cost of SD-WAN Concentrator Solution and Management Console	The bidder is already submitting PBG for the project, hence we request that no additional BG should be asked for the release of the balance 10% payment and it should be released post UAT / Go Live	Bidder to refer Corrigendum-4
72	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	2.Payment Terms Payment Stages S.No.3 Supply, Installation and Integration of SD-WAN devices at the branches/ Offices	% of Payment: 90% of the cost of SD-WAN devices	We request that payment terms be modified as: 70% of the cost of SD-WAN devices on delivery acceptance 20% of the cost of SD-WAN devices post implementation	Bidder to refer Corrigendum-4



Consolidated Pre bid queries replies for GeM Bid Ref.No.GEM/2025/B/6092426 dated 29/03/2025 for Selection of Service Provider for Supply, Installation, Integration and Maintenance of Software Defined - Wide Area Network (SD-WAN) Solution for a Period of Five (05) Years in Canara Bank.

Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
73	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	2.Payment Terms Payment Stages S.No.4 Warranty of the SD-WAN devices at the branches/ Offices	% of Payment: 10% of the cost of SD-WAN devices	The bidder is already submitting PBG for the project, hence we request that no additional BG should be asked for the release of the balance 10% payment and it should be released post UAT / Go Live	Bidder to refer Corrigendum-4
74	96	SECTION-II : OPTIONAL TECHNICAL REQUIREMENTS	Optional Technical & Functional Specifications - Point 8	The proposed SD-WAN solution must have IPv6 logo phase-2 certification	Request for Change: The proposed SD-WAN solution must have IPv6 Compliance / IPv6 logo certification by the year 2025 Justification: We have already applied for IPv6 certification which in progress. Hence request to consider changes.	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4
75	97	Annexure-9 Technical and Functional Requirements SECTION-II : OPTIONAL TECHNICAL REQUIREMENTS	Optional Technical & Functional Specifications - Point 9	The proposed SD-WAN solution must have TPM (Trusted Platform Module) in the hardware for secure key encryption.	Request for Change: The proposed SD-WAN solution must have TPM (Trusted Platform Module) in the hardware / software for secure key encryption. Justification: SDWAN is software based which is designed to work on any environment Cloud / VM / Hardware based.	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4
76	97	Annexure-9 Technical and Functional Requirements SECTION-II : OPTIONAL TECHNICAL REQUIREMENTS	Optional Technical & Functional Specifications - Point 15 C	c) Inbuilt Antivirus/AntiMalware to identify and block malicious files	Request for Removal Justification: All internet based traffic are via central breakout and secured via Bank's firewall. Further IDS/IPS prevents from network level threats. The PCs are already having AV/ATP enabled. Further Antivirus/Antimalware on SDWAN will have performance impact and resource intensive creating scalability impact.	Bidder to refer Corrigendum-4



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
77	100	Annexure-10 Technical Evaluation Criteria	S.No.1	<p>The implementation (not necessarily by the Bidder) of the proposed OEM solution (not necessarily the same model) in Scheduled Commercial Bank/ PSU/ BFSI in India for minimum 1000 discrete locations in Single Order to build a Single Solution during last five years as on the date of submission of bid.</p> <p>No. of Organisations:</p> <p>≥5 organizations: 10 marks 4 organizations: 8 marks 3 organizations: 6 marks 2 organizations: 4 marks 1 organisation : 2 marks</p>	<p>Request for Change: Justification: SD-WAN being a technology which is being adopted in the specified vertical, especially Canara Bank itself is in the process of implementing SD-WAN across all its branches. Hence we request Bank to extend a fair provision to OEMs by allowing at least one Enterprise customer with 2,000 branches to be used as a reference. Large Enterprises in this bracket typically include e-commerce giants, where business continuity is just as critical as it is in the banking sector. Given the Bank's emphasis on awarding the contract to OEMs that meet stringent criteria, considering an Enterprise of this scale as a valid reference would ensure a more balanced evaluation process.</p>	<p>Bidder to comply with RFP/ GeM Bid Terms and Conditions. Bidder to refer Corrigendum-4</p>
78	102	Annexure-10 Technical Evaluation Criteria	Sl.No.5	<p>The Average Monthly Failure rate of edge devices of deployed solution in the Scheduled Commercial Bank/ PSU/ BFSI for the last 3 months as on the date of submission of bid.</p> <p>The failure rates reported must align with the evidence provided in both Sl. No. 1 and Sl. No. 4, ensuring consistency across these references.</p> <p>Average Monthly failure rate:</p> <p>≥ 0.00% & ≤ 00.50% : 10 marks > 00.50% & ≤ 1.00% : 6 marks > 1.00% & ≤ 1.5 % : 2 marks</p>	<p>Request for Removal Justification: We appreciate Canara Bank's commitment to a resilient SD-WAN infrastructure. However, we request reconsideration of the failure rate criterion due to the following concerns:</p> <ol style="list-style-type: none"> Failures Are Influenced by External Factors : Downtime can result from power surges, environmental conditions, human errors, or network fluctuations, which are beyond an OEM's control. Penalizing vendors based on such occurrences may not be a fair assessment of solution reliability. Inconsistent Measurement & Reporting : Failure rate calculations vary across organizations due to differences in infrastructure, maintenance practices, and reporting methods. A uniform benchmark may not accurately reflect real-world performance. Unnecessary Dependency on Third-Party Certifications : Requiring failure rate certificates from multiple organizations creates unnecessary delays and dependencies, affecting the evaluation process without adding significant value. Modern Networks Focus on Resilience, Not Just 	<p>Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4</p>



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
79	96	Annexure-9 Technical and Functional Requirements SECTION-II : OPTIONAL TECHNICAL REQUIREMENTS	Optional Technical & Functional Specifications - Point 8	The proposed SD-WAN solution must have IPv6 logo phase-2 certification	Request for Change: The proposed SD-WAN solution must have IPv6 Compliance / IPv6 logo certification by the year 2025 Justification: We have already applied for IPv6 certification which in progress. Hence request to consider changes.	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4
80	96	Annexure-9 Technical and Functional Requirements SECTION-II : OPTIONAL TECHNICAL REQUIREMENTS	Optional Technical & Functional Specifications - Point 9	The proposed SD-WAN solution must have TPM (Trusted Platform Module) in the hardware for secure key encryption.	Request for Change: The proposed SD-WAN solution must have TPM (Trusted Platform Module) in the hardware / software for secure key encryption. Justification: SDWAN is software based which is designed to work on any environment Cloud / VM / Hardware based.	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4
81	97	Annexure-9 Technical and Functional Requirements SECTION-II : OPTIONAL TECHNICAL REQUIREMENTS	Optional Technical & Functional Specifications - Point 15 C	c) Inbuilt Antivirus/AntiMalware to identify and block malicious files	Request for Removal Justification: All internet based traffic are via central breakout and secured via Bank's firewall. Further IDS/IPS prevents from network level threats. The PCs are already having AV/ATP enabled. Further Antivirus/Antimalware on SDWAN will have performance impact and resource intensive creating scalability impact.	Bidder to refer Corrigendum-4



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
82	101	Annexure-10 Technical Evaluation Criteria	Technical Evaluation Criteria -- Point 1	<p>The implementation (not necessarily by the Bidder) of the proposed OEM solution (not necessarily the same model) in Scheduled Commercial Bank/ PSU/ BFSI in India for minimum 1000 discrete locations in Single Order to build a Single Solution during last five years as on the date of submission of bid.</p> <p>No. of Organisations: 5 organizations: 10 marks 4 organizations: 8 marks 3 organizations: 6 marks 2 organizations: 4 marks 1 organisation : 2 marks</p>	<p>Request for Change: Justification: SD-WAN being an technology which is being adopted in the specified vertical, especially Canara Bank itself is in the process of implementing SD-WAN across all its branches. Hence we request Bank to extend a fair provision to OEMs by allowing at least one Enterprise customer with 2,000 branches to be used as a reference. Large Enterprises in this bracket typically include e-commerce giants, where business continuity is just as critical as it is in the banking sector. Given the Bank's emphasis on awarding the contract to OEMs that meet stringent criteria, considering an Enterprise of this scale as a valid reference would ensure a more balanced evaluation process.</p>	<p>Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4</p>



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
83	102	Annexure-10 Technical Evaluation Criteria	Sl.No.5	<p>The Average Monthly Failure rate of edge devices of deployed solution in the Scheduled Commercial Bank/ PSU/ BFSI for the last 3 months as on the date of submission of bid.</p> <p>The failure rates reported must align with the evidence provided in both Sl. No. 1 and Sl. No. 4, ensuring consistency across these references.</p> <p>Average Monthly failure rates: $\geq 0.00\%$ & $\leq 00.50\%$: 10 marks $> 00.50\%$ & $\leq 1.00\%$: 6 marks $> 1.00\%$ & $\leq 1.5\%$: 2 marks</p>	<p>Request for Removal Justification:</p> <p>We appreciate Canara Bank's commitment to a resilient SD-WAN infrastructure. However, we request reconsideration of the failure rate criterion due to the following concerns:</p> <ol style="list-style-type: none"> 1. Failures Are Influenced by External Factors : Downtime can result from power surges, environmental conditions, human errors, or network fluctuations, which are beyond an OEM's control. Penalizing vendors based on such occurrences may not be a fair assessment of solution reliability. 2. Inconsistent Measurement & Reporting : Failure rate calculations vary across organizations due to differences in infrastructure, maintenance practices, and reporting methods. A uniform benchmark may not accurately reflect real-world performance. 3. Unnecessary Dependency on Third-Party Certifications : Requiring failure rate certificates from multiple organizations creates unnecessary delays and dependencies, affecting the evaluation process without adding significant value. 4. Modern Networks Focus on Resilience, Not Just 	<p>Bidder to comply with RFP/ GeM Bid terms and Conditions.</p> <p>Bidder to refer Corrigendum-4</p>
84	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	2.Payment Terms	<p>Payment Stages:</p> <p>5.No.1: Supply, installation and Integration of Central SD-WAN Concentrator Solution and Management Console at DC and DRC - 90% of the Cost of SD-WAN Concentrator Solution and Management Console</p>	<p>For better Cash Flow, we request you to revise this payment term as mentioned below.</p> <ol style="list-style-type: none"> 1) Supply & delivery of the Central SD-WAN Concentrator Solution and Management Console at DC and DRC - 80% of the Cost of SD-WAN Concentrator Solution and Management Console. 2) Installation & integration of the Central SD-WAN Concentrator Solution and Management Console at DC and DRC - 20% of the Cost of SD-WAN Concentrator Solution and Management Console 	<p>Bidder to refer Corrigendum-4</p>



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S1. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
85	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	2.Payment Terms	Payment Stages: S.No.2: Warranty of the SD-WAN Concentrator Solution and Management Console at DC and DRC - 10% of the Cost of SD-WAN Concentrator Solution and Management Console	Since Performance Bank Guarantee is already there as Security Deposit, we request you to remove this payment milestone.	Bidder to refer Corrigendum-4
86	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	2.Payment Terms	Payment Stages: S.No.3: Supply, Installation and Integration of SD-WAN devices at the branches/ Offices - 90% of the cost of SD-WAN devices	For better Cash Flow, we request you to revise this payment term as mentioned below. 1) Supply & delivery of the SD-WAN devices at the branches/Offices - 80% of the cost of SD-WAN devices 2) Installation & integration of the SD-WAN devices at the branches/ Offices - 20% of the cost of SD-WAN devices	Bidder to refer Corrigendum-4
87	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	2.Payment Terms	Payment Stages: S.No.4:Warranty of the SD-WAN devices at the branches/ Offices - 10% of the cost of SD-WAN devices	Since Performance Bank Guarantee is already there as Security Deposit, we request you to remove this payment milestone.	Bidder to refer Corrigendum-4
88	100	Annexure-10	Technical Evaluation Criteria	S.No.1. The implementation (not necessarily by the Bidder) of the proposed OEM solution (not necessarily the same model) in Scheduled Commercial Bank/ PSU/ BFSI in India for minimum 1000 discrete locations in Single Order to build a Single Solution during last five years as on the date of submission of bid.	The implementation (not necessarily by the Bidder) of the proposed OEM solution (not necessarily the same model) in Scheduled Commercial Bank/ PSU/ BFSI / Government (State & Central) in India for minimum 1000 discrete locations in Single Order to build a Single Solution during last five years as on the date of submission of bid.	Bidder to refer Corrigendum-4
89	101	Annexure-10	Technical Evaluation Criteria	S.No.3. The bidder should have should have implemented and maintained SD-WAN (Software Defined - Wide Area Network) solution in any Scheduled Commercial Bank/ PSU/ BFSI in India for Minimum 500 discrete locations in Single Order to build a Single Solution, during last five years as on the date of submission of bid.	The bidder should have should have implemented and maintained SD-WAN (Software Defined - Wide Area Network) solution in any Scheduled Commercial Bank/ PSU/ BFSI / Government (State & Central) in India for Minimum 500 discrete locations in Single Order to build a Single Solution, during last five years as on the date of submission of bid.	Bidder to refer Corrigendum-4
90	90	Annexure-9 Technical and Functional Requirements	B.Control Plane Devices and Log/ Reporting Server S.No.2	a)The control plane devices and log server of the proposed SDWAN solution should be implemented with HA (Active-Passive) geographically between DC & DRC.	Request the bank to not enforce Active-Passive or Active-Active HA as this is based on OEM High-Availability architecture.	Bidder to refer Corrigendum-4



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
91	91	Annexure-9 Technical and Functional Requirements	C. Headend/Data Plane device S.No.1	a)The headend devices of the proposed SDWAN solution should have minimum 10 x 10G/10G SFP+ fiber ports with Multimode LC type. All the ports should be populated with SFP+ modules along with equivalent SFP+ modules to be provided for the bank's switch side, from day one.	Since the headend throughput requirement is 10 Gbps (Bi-directional), asking for a 10 x 1/10G SFP+ interface would be higher. Since these devices will be deployed in HA, the site would have sufficient ports. Request the bank to change this to 8 x 1/10G SFP+ ports.	Bidder to refer Corrigendum-4
92	91	Annexure-9 Technical and Functional Requirements	D. SD-WAN device -Category 1 S.No.1	b)The SD-WAN devices should have Minimum 4 x 10/100/1000 Ethernet auto sensing ports (RJ45 Type), and 4 x SFP ports , which should be configurable as both WAN and LAN ports	Request the bank to mention the port speed for SFP ports. Since this is Category 1 we recommend 4 x 10/100/1000 RJ45 and 4 x 1/10G SFP ports. Recommend to consider deploying Category-1 sites in HA.	Bidder to refer Corrigendum-4
93	91	Annexure-9 Technical and Functional Requirements	E. SD-WAN device -Category 2 S.No.1	a)The SD-WAN devices must be delivered by a physical hardware platform of size 1U branches/offices, with dual power supply in single box for ease of management. Bidder should provide Console Cable, Power Cable (Indian Standard 3 pin plug) and Rack Mount kit, necessary accessories and mount the device in the network rack. b)The SD-WAN devices should have Minimum 4 x 10/100/1000 Ethernet auto sensing ports (RJ45 Type), which should be configurable as both WAN and LAN ports.	Recommend to consider deploying Category-2 sites in HA and remove the clause for dual power supply. These devices can be deployed in the Active/Active or Active/Standby model based on the Bank's requirement to provide higher uptime at these locations.	Bidder to refer Corrigendum-4
94	96	Annexure-9 Technical and Functional Requirements	SECTION-II : OPTIONAL TECHNICAL REQUIREMENTS Optional Technical & Functional Specifications S.No.4	SD-WAN devices should not forward data plane traffic without manual intervention, if link/power failure happens for the specified time period. Time period should be customizable as per bank's requirements. It should be configurable device wise.	Please confirm that the 'link failure' refers to failures keeps the device unreachable for an extended period from the orchestrator.	Bidder to refer Corrigendum-4



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
95	96	Annexure-9 Technical and Functional Requirements	SECTION-II : OPTIONAL TECHNICAL REQUIREMENTS Optional Technical & Functional Specifications S.No.5	The proposed SD-WAN solution should support approval based process for all configuration changes Solution should have the option to select the Type of Configuration Changes, which requires approval process For example, Configuration changes done by a user, need to be approved by any other user in the same role, for that configuration changes to get committed in the system	This is the task of the Change Management tool. The bank can have a team that would configure the policies (Level 1) and another team to verify and apply the policies (Level 2). Request the Bank to remove this point.	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4
96	97	Annexure-9 Technical and Functional Requirements	SECTION-II : OPTIONAL TECHNICAL REQUIREMENTS Optional Technical & Functional Specifications S.No.11	The proposed SDWAN solution should support API calls.Solution should be able to integrate all available API within the solution at no extra cost to the Bank .i.e. a)As responder to the API calls, solution should expose monitoring and dashboard related information to the third-party monitoring tool or dashboard. b)As requestor of the API calls, solution should be capable of communicating with third party tools like ticketing and alerting tools.	Each solution can communicate to the ticketing and alerting tools in various ways using Webhook, Syslog and API query from those tools. SD-WAN orchestrator may not need to request information from third-party tools. Request the bank to remove the API calls for integration with ticketing tools as a requestor.	Bidder to refer Corrigendum-4
97	97	Annexure-9 Technical and Functional Requirements	SECTION-II : OPTIONAL TECHNICAL REQUIREMENTS Optional Technical & Functional Specifications S.No.9	The proposed SD-WAN solution must have TPM (Trusted Platform Module) in the hardware for secure key encryption.	Should be mandatory criteria included to each Branch specification.. This is required to ensure any breach of sensitive data over SDWAN overlay resulting from comprise of the encryption keys	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4
98	96	Annexure-9 Technical and Functional Requirements	SECTION-II : OPTIONAL TECHNICAL REQUIREMENTS Optional Technical & Functional Specifications S.No.8	The proposed SD-WAN solution must have IPv6 logo phase-2 certification	Should be mandatory criteria. This provides an assurance to customer that the solution can support IPv6 for networking and security features.	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
99	97	Annexure-9 Technical and Functional Requirements	SECTION-II : OPTIONAL TECHNICAL REQUIREMENTS Optional Technical & Functional Specifications S.No.15	The SD-WAN should have following Next Generation Firewall; a) Inbuilt IDS & IPS for Monitoring and Preventing Malicious activities such as security threat, policy violation etc., with the ability to update the IPS signature database centrally from the controller/orchestrator on a need basis or on a periodic basis b) Web/URL filtering capability to allow or deny access to certain class of web sites according to predefined policies. c) Inbuilt Antivirus/AntiMalware to identify and block malicious files	Security feature must be mandatory at every Branch to prevent any insider attacks & safeguard all data communications & inspect the traffic towards banking applications	Bidder to refer Corrigendum-4
100	98	Annexure-9 Technical and Functional Requirements	SECTION-II : OPTIONAL TECHNICAL REQUIREMENTS Optional Technical & Functional Specifications S.No.20	The proposed SD-WAN solution should be provisioned such that if the primary control plane devices is completely down, the branch device should automatically register itself with the next available control plane devices without any manual intervention, considering controllers placed in DC and DRC each one, having different IP addresses.	In our solution, the branches are connected to multiple controllers at all times. Selecting the controller for control plane traffic will be decided based on policy. Request the bank to consider changing the specification accordingly: "The proposed SD-WAN solution should be provisioned such that if any control plane device fails in DC, the branch devices should automatically exchange the control plane information through the control plane devices in DR without any manual intervention."	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4
101	NA	New Specification		The proposed SD-WAN solution must support inbound traffic shaping.	Should be a mandatory requirement. This is required to prioritize incoming application traffic during congestion ensuring critical applications receive adequate bandwidth for optimal performance.	Bidder to comply with RFP/ GeM Bid terms and Conditions.
102	NA	New Specification		The proposed solution should be able to identify users based on username by integrating with the Bank's AD and apply Security and SD-WAN policies based on users.	Should be included as a mandatory requirement across every Branch to enforce user to application access based on user authentication instead of IP-based policies. This is a basic feature supported by major SDWAN OEMs.	Bidder to comply with RFP/ GeM Bid terms and Conditions.



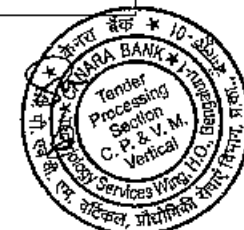
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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
103	NA	New Specification		The SD-WAN solution must optimize tunnel header overhead to improve performance on low-bandwidth connections (VSAT, satellite, etc.)	Should be a mandatory requirement. This is required for ATMs running at remote locations over VSAT connection handling critical banking transactions to boost the throughput over Satellite links.	Bidder to comply with RFP/ GeM Bid terms and Conditions.
104	NA	New Specification		The proposed SD-WAN solution must be able to intercept DNS requests and must be able to forward to internal or external DNS servers depending on the domain name.	Should be a mandatory requirement. This is required to selectively forward DNS requests towards public domains to be resolved by public DNS servers.	Bidder to comply with RFP/ GeM Bid terms and Conditions.
105	NA	New Specification		The proposed SD-WAN solution must support web proxy functionality	Should be a mandatory requirement. This will eliminate the need for a separate proxy solution for local internet breakout	Bidder to comply with RFP/ GeM Bid terms and Conditions.
106	100	Annexure-1D	Technical Evaluation Criteria	<p>5.No.1. The implementation (not necessarily by the Bidder) of the proposed OEM solution (not necessarily the same model) in Scheduled Commercial Bank/ PSU/ BFSI in India for minimum 1000 discrete locations in Single Order to build a Single Solution during last five years as on the date of submission of bid.</p> <p>No. of Organisations: a) 5 organizations: 10 marks 4 organisations: 8 marks 3 organisations: 6 marks 2 organisations: 4 marks 1 organisation : 2 marks</p>	<p>To allow us to participate and for maximum participation we request bank to ammend the clause as below</p> <p>"The implementation or under implementation (not necessarily by the Bidder) of the proposed OEM solution (not necessarily the same model) in Scheduled Commercial Bank/ PSU/ BFSI/MSPs for BFSI/Telecom in India for minimum 1000 discrete locations in Single Order to build a Single Solution during last five years as on the date of submission of bid."</p>	Bidder to refer Corrigendum-4



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
107	100	Annexure-10	Technical Evaluation Criteria	<p>S.No.2. No. of locations deployed in India (not necessarily by the bidder) for the SD-WAN Solution of proposed OEM (not necessarily the same model) in Scheduled Commercial Bank/PSU/ BFSI in India in a Single/ Multiple purchase order during last five years as on the date of submission of bid.</p> <p>No. of Locations: > 5000 locations: 10 marks >2500 locations & ≤ 5000 locations : 6 marks 2000 locations & ≤ 2500 locations: 2 marks >1000 locations & ≤ 2000 locations : 1 marks</p>	<p>To allow us/OEM to participate and for maximum participation we request bank to ammend the clause as below</p> <p>"No. of locations deployed/under deployment in India (not necessarily by the bidder) for the SD-WAN Solution of proposed OEM (not necessarily the same model) in Scheduled Commercial Bank/PSU/ BFSI/MSPs for BFSI/Telecom in India in a Single/ Multiple purchase order during last five years as on the date of submission of bid."No. of Locations: > 3000 locations: 10 marks >1500 locations & ≤ 2000 locations : 6 marks 1000 locations & ≤ 1500 locations: 2 marks >500 locations & ≤ 1000 locations : 1 marks</p>	Bidder to refer Corrigendum-4
108	100	Annexure-10	Technical Evaluation Criteria	<p>S.No.2. No. of locations deployed in India (not necessarily by the bidder) for the SD-WAN Solution of proposed OEM (not necessarily the same model) in Scheduled Commercial Bank/PSU/ BFSI in India in a Single/ Multiple purchase order during last five years as on the date of submission of bid.</p> <p>No. of Locations: > 5000 locations: 10 marks >2500 locations & ≤ 5000 locations : 6 marks 2000 locations & ≤ 2500 locations: 2 marks >1000 locations & ≤ 2000 locations : 1 marks</p>	<p>To allow us/OEM to participate and for maximum participation we request bank to ammend the clause as below</p> <p>"No. of locations deployed/under deployment in India (not necessarily by the bidder) for the SD-WAN Solution of proposed OEM (not necessarily the same model) in Scheduled Commercial Bank/PSU/ BFSI/MSPs for BFSI/Telecom in India in a Single/ Multiple purchase order during last five years as on the date of submission of bid."</p>	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
109	100	Annexure-10	Technical Evaluation Criteria	<p>S.No.2. No. of locations deployed In India (not necessarily by the bidder) for the SD-WAN Solution of proposed OEM (not necessarily the same model) in Scheduled Commercial Bank/PSU/ BFSI in India in a Single/ Multiple purchase order during last five years as on the date of submission of bid.</p> <p>No. of Locations: > 5000 locations: 10 marks >2500 locations & ≤ 5000 locations : 6 marks 2000 locations & ≤ 2500 locations: 2 marks >1000 locations & ≤ 2000 locations : 1 marks</p>	<p>To allow us/OEM to participate and for maximum participation we request bank to ammend the clause as below</p> <p>No. of Locations: >= 4000 locations: 10 marks >2500 locations & < 4000 locations : 6 marks 2000 locations & ≤ 2500 locations: 2 marks >1000 locations & ≤ 2000 locations : 1 marks</p>	<p>Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4</p>
110	101	Annexure-10	Technical Evaluation Criteria	<p>S.No.3. The bidder should have should have implemented and maintained SD-WAN (Software Defined - Wide Area Network) solution in any Scheduled Commercial Bank/ PSU/ BFSI in India for Minimum 500 discrete locations in Single Order to build a Single Solution, during last five years as on the date of submission of bid.</p> <p>No. of Organisations: ≥5 organizations: 10 marks 4 organizations: 8 marks 3 organizations: 6 marks 2 organizations: 4 marks 1 organisation : 2 marks</p>	<p>To allow us to participate and for maximum participation we request bank to ammend the clause as below</p> <p>"The bidder should have should have implemented or under implementation and maintained SD-WAN (Software Defined - Wide Area Network) solution in any Scheduled Commercial Bank/ PSU/ BFSI in India for Minimum 500 discrete locations in Single Order to build a Single Solution, during last five years as on the date of submission of bid."</p>	<p>Bidder to refer Corrigendum-4</p>



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
111	102	Annexure-10	Technical Evaluation Criteria	<p>S.No.5. The Average Monthly Failure rate of edge devices of deployed solution in the Scheduled Commercial Bank/ PSU/ BFSI for the last 3 months as on the date of submission of bid. The failure rates reported must align with the evidence provided in both Sl. No. 1 and Sl. No. 4, ensuring consistency across these references.</p> <p>Average Monthly failure rate: $\geq 0.00\%$ & $\leq 00.50\%$: 10 marks $> 00.50\%$ & $\leq 1.00\%$: 6 marks $> 1.00\%$ & $\leq 1.5\%$: 2 marks</p>	<p>Bidder has to submit Certificate of Failure rate from all the organizations which are given as reference as per Sl.No.1.</p> <p>Organizations referred in Sl.No 1 and Sl.No.4 should be identical.</p>	<p>Bidder to comply with RFP/ GeM Bid terms and Conditions.</p> <p>Bidder to refer Corrigendum-4</p>
112	102	Annexure-10	Technical Evaluation Criteria	<p>S.No.5. The Average Monthly Failure rate of edge devices of deployed solution in the Scheduled Commercial Bank/ PSU/ BFSI for the last 3 months as on the date of submission of bid. The failure rates reported must align with the evidence provided in both Sl. No. 1 and Sl. No. 4, ensuring consistency across these references.</p> <p>Average Monthly failure rate: $\geq 0.00\%$ & $\leq 00.50\%$: 10 marks $> 00.50\%$ & $\leq 1.00\%$: 6 marks $> 1.00\%$ & $\leq 1.5\%$: 2 marks</p> <p>Bidder has to submit Certificate of Failure rate from all the organizations which are given as reference as per Sl.No.1.</p> <p>Organizations referred in Sl.No 1 and Sl.No.4 should be identical.</p>	<p>We request bank to remove "Organizations referred in Sl.No 1 and Sl.No.4 should be identical." Please see that the bidder maintained SDWAN solution cannot be same as that of the OEM. Also clause 4 of Technical criteria if for bidder eligibility, but not for specific OEM.</p> <p>This clause is favouring some specific bidder and OEM combination only.</p>	<p>Bidder to comply with RFP/ GeM Bid terms and Conditions.</p> <p>Bidder to refer Corrigendum-4</p>



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
113	90.	Annexure-9 Technical and Functional Requirements	A.General Specifications Mandatory Technical Requirements S.NO.19 a) High Mean Time Between Failure values should be minimum 08 years to ensure long life of hardware. b) The proposed SD-WAN solution should have separate management port 1G (out of band management) for all the devices placed in DC & DRC. c) The proposed SD-WAN solution must not send bank's data outside the bank's network/cloud for any reasons.	a) High Mean Time Between Failure values should be minimum 08 years to ensure long life of hardware. b) The proposed SD-WAN solution should have separate management port 1G (out of band management) for all the devices placed in DC & DRC. c) The proposed SD-WAN solution must not send bank's data outside the bank's network/cloud for any reasons.	The MTBF is different for every Product/Model based on its criticality in the network. We recommend to remove the specification generalizing the same and to focus on performance-based reliability thresholds as well as warranty and support.	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4
114	91.	Annexure-9 Technical and Functional Requirements	C.Headend/Data Plane device Mandatory Technical Requirements S.NO.1 a) The headend devices of the proposed SDWAN solution should have minimum 10 x 1G/10G SFP+ fiber ports with Multimode LC type. All the ports should be populated with SFP+ modules along with equivalent SFP+ modules to be provided for the bank's switch side, from day one. b) The headend devices of the proposed SDWAN solution must be in the form of OEM's physical appliance/industry standard hardware with dual power supply and should be rack mountable. Bidder should provide console cable, power cable (industry standard 3 pin Indian type plug), rack mount kit and necessary accessories. c) The headend devices of the proposed SDWAN solution should support HA Active-Active / Active-Passive in DC & DRC, and HA Active-Active / Active-Passive geographically between DC & DRC.	a) The headend devices of the proposed SDWAN solution should have minimum 4 x 1G RJ45, 8 x 1G/10G SFP+ fiber ports with Multimode LC type. All the ports should be populated with SFP+ modules along with equivalent SFP+ modules to be provided for the bank's switch side, from day one. b) The headend devices of the proposed SDWAN solution must be in the form of OEM's physical appliance/industry standard hardware with dual power supply and should be rack mountable. Bidder should provide console cable, power cable (industry standard 3 pin Indian type plug), rack mount kit and necessary accessories, and mount the headend devices in the bank's network rack in DC & DRC. c) The headend devices of the proposed SDWAN solution should support HA Active-Active / Active-Passive in DC & DRC, and HA Active-Active / Active-Passive geographically between DC & DRC.	The current SD-WAN specification requires 10 Gbps throughput, but the proposed 10 x 10GSE (SFP+) ports in TQ clause over exceed this need. Please revise the specifications to align port requirements with the actual throughput and scalability needs. Request you to change the clause.	Bidder to refer Corrigendum-4



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
115	91.	Annexure-9 Technical and Functional Requirements	D.SD-WAN device -Category 1 Mandatory Technical Requirements S.NO.1 a) The SD-WAN devices must be delivered by a physical hardware platform of size 1U branches/offices, with dual power supply in single box for ease of management. Bidder should provide Console Cable, Power Cable (Indian Standard 3 pin plug) and Rack Mount kit, necessary accessories and mount the device in the network rack. b) The SD-WAN devices should have Minimum 4 x 10/100/1000 Ethernet auto sensing ports (RJ45 Type), which should be configurable as both WAN and LAN ports. c) The SD-WAN devices should support ethernet hand off (RJ45) from any fiber to ethernet converter and wireless device with	a) The SD-WAN devices must be delivered by a physical hardware platform of size 1U branches/offices, with single/dual power supply in single box for ease of management. Bidder should provide Console Cable, Power Cable (Indian Standard 3 pin plug) and Rack Mount kit, necessary accessories and mount the device in the network rack. b) The SD-WAN devices should have Minimum 4 x 10/100/1000 Ethernet auto sensing ports (RJ45 Type), which should be configurable as both WAN and LAN ports. c) The SD-WAN devices should support ethernet hand off (RJ45) from any fiber to ethernet converter and wireless device with ethernet port.	The current requirement for a dual power supply for a branch device seems to be some OEM Specific. Request to kindly consider it as Single Power Supply as SLA on field will be in place.	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4
116	96.	Annexure-9 Technical and Functional Requirements	SECTION-II : OPTIONAL TECHNICAL REQUIREMENTS 8.The proposed SD-WAN solution must have IPv6 logo phase- 2 certification	The proposed SD-WAN solution must have IPv6 logo phase- 2 / MTCTE certification	The IPv6 Ready Logo program, which demonstrates IPv6 readiness, is already covered under the TEC/MTCTE Certificate issued by the DOT, Government of India. We request the removal of this clause as it is redundant and may unfairly favor specific vendors, blocking other eligible vendors who already possess the TEC/MTCTE certificate. We request the bank to kindly consider the same as "must have IPv6 logo phase- 2 / MTCTE certification"	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4



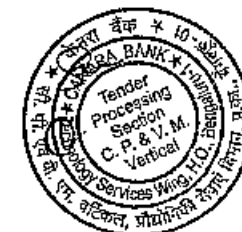
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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
117	17	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3.Penalties/Liquidated Damages	3.1.1. Non-compliance of the Supply, Installation and Integration of Central SD-WAN Concentrator Solution and Management Console at DC and DRC as per clause 1.3. will result in imposing penalty of 0.50% of the total cost mentioned in Table-A of Annexure-17 on delay in delivery per week or part thereof by the Bank. 3.1.2. However, total penalty to restrict to 10% of the total cost mentioned in Table-A of Annexure 17.	Very Important: (i) Hughes Business to assess commercial feasibility of penalty of 0.50 % of the total cost in Table A of Annexure 17 for delayed delivery per week Hughes Business to assess. (ii) Hughes Business to assess all the LDs and Penalties in this RFP. All the LDs and Penalties in this RFP to be cumulatively capped at 10% of the delayed/ undelivered services or 5% of the total contract value. (iii) Hughes Business to carefully assess the entire Penalty/ LDs clause - Clause 3 from Pg. 17 to 20.	Bidder to comply with RFP/ GeM Bid terms and Conditions.
118	25	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	15.Defect Liability	In case any of the supplies and equipment delivered under the Contract are found to be defective as to material and workmanship and / or not in accordance with the requirement, and/or do not achieve the guaranteed performance as specified herein, within the contract period, the selected Bidder shall forthwith replace/make good such defective supplies at no extra cost to the bank without prejudice to other remedies as may be available to the bank as per RFP terms.	Hughes Business to assess commercially.	Bidder to comply with RFP/ GeM Bid terms and Conditions.
119	25	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	17.Right to Audit	17.3. The VENDOR shall, whenever required by the PURCHASER, furnish all relevant information, records/data to the PURCHASER and/or auditors and/or inspecting officials of the PURCHASER/Reserve Bank of India and or any regulatory authority. The PURCHASER reserves the right to call and/or retain for any relevant material information/reports including auditor review reports undertaken by the VENDOR (e.g., financial, internal control and security reviews) and findings made on VENDOR in conjunction with the services provided to the PURCHASER.	Hughes Finance to note and assess.	Bidder to comply with RFP/ GeM Bid terms and Conditions.



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
120	41	SECTION F - OWNERSHIP & AWARDDING OF CONTRACT	9.Performance Security	9.7. The Bank shall invoke the Bank guarantee before the expiry of claim period, If work is not completed and the guarantee is not extended, or If the selected bidder fails to complete his obligations under the contract. In such case Bank reserves the right to invoke the Bank Guarantee/Security Deposit at its entirety and not based on proportion. The Bank shall notify the selected bidder in writing before invoking the Bank guarantee.	Important: Suggest a cure period of at least 30 days to rectify the breach.	Bidder to comply with RFP/ GeM Bid terms and Conditions.
121	42	SECTION F - OWNERSHIP & AWARDDING OF CONTRACT	12.Order Cancellation/ Termination of Contract	12.1. The Bank reserves its right to terminate this CONTRACT at any time without assigning any reasons, by giving a 30 days' notice.	Very Important: Termination for Convenience not acceptable if rental component in the Agreement, otherwise Termination with at least 60 to 90 days' notice. Hughes Business to assess.	Bidder to comply with RFP/ GeM Bid terms and Conditions.
122	42	SECTION F - OWNERSHIP & AWARDDING OF CONTRACT	12.Order Cancellation/ Termination of Contract	12.2. The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions: ...The progress made by the Vendor/Service Provider is found to be unsatisfactory.	Very Important: (i) "unsatisfactory"- too vague and open-ended. There has to be actual breach or other objective level criteria set out in the standard contract. (ii) Suggest a cure period of at least 30 days before cancellation/ termination. (iii) Hughes Business to assess all the LDs and Penalties in this RFP. All the LDs and Penalties in this RFP to be cumulatively capped at 10% of the delayed/ undelivered services or 5% of the total contract value.	Bidder to comply with RFP/ GeM Bid terms and Conditions.



Consolidated Pre bid queries replies for GeM Bid Ref.No.GEM/2025/B/6092426 dated 29/03/2025 for Selection of Service Provider for Supply, Installation, Integration and Maintenance of Software Defined - Wide Area Network (SD-WAN) Solution for a Period of Five (05) Years in Canara Bank.

Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
123	42	SECTION F - OWNERSHIP & AWARDED OF CONTRACT	12. Order Cancellation/ Termination of Contract	<p>5.No.12.3 to 12.6. In case the selected bidder fails to conduct an event as per stipulated schedule, the Bank reserves the right to get it conducted by alternate sources at the risk, cost and responsibility of the selected bidder by giving 7 days' prior notice to the bidder.</p> <p>After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one-month notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled.</p> <p>The Bank reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and security deposit, if any, under this contract.</p> <p>In addition to the cancellation of purchase order, the Bank reserves its right to invoke the Bank</p>	<p>Very Important: (i) "satisfactorily"- too vague and open-ended. There has to be actual breach or other objective level criteria set out in the standard contract.</p> <p>(ii) Hughes business to suggest a commercially viable threshold for potential risk purchase costs. Currently there is open-ended liability for risk purchase and if invoked it may result in significant costs/ liability on Hughes after the termination of contract with the Bank. Further, Hughes to not be liable for any additional or incremental costs.</p> <p>(iii) There's an element of Setting-off amount- We suggest deletion of setting-off against any other amounts. What if Hughes disagrees with the payments due to the Bank? There should be an opportunity for Hughes to discuss and represent submissions to the Bank before any such deductions or set-off is made. Hughes Finance to assess.</p> <p>(iv) Suggest a cure period of at least 30 days before invoking BG or foreclosing Security Deposit- if the breach is cured then no foreclosing of Security deposit.</p>	Bidder to comply with RFP/ GeM Bid terms and Conditions.
124	47	SECTION G - GENERAL CONDITIONS	7. Inspection of Records	<p>Bank at its discretion may verify the accounts and records or appoint third party for verification including an auditor for audit of accounts and records including Hardware, Software & other items provided to the Bank under this RFP and the selected bidder shall extend all cooperation in this regard.</p>	Hughes Finance to note and assess	Bidder to comply with RFP/ GeM Bid terms and Conditions.



Consolidated Pre bid queries replies for GeM Bid Ref.No.GEM/2025/B/6092426 dated 29/03/2025 for Selection of Service Provider for Supply, Installation, Integration and Maintenance of Software Defined - Wide Area Network (SD-WAN).Solution for a Period of Five (05) Years in Canara Bank.

Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
125	47	SECTION G - GENERAL CONDITIONS	8.Negligence	In connection with the work or contravenes the provisions of General Terms, if the selected bidder neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Bank, in such eventuality, the Bank may after giving notice in writing to the selected bidder calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the selected bidder liable for the damages that the Bank may sustain in this behalf. Thereafter, the Bank may make good the failure at the risk and cost of the selected bidder.	Important: Suggest a cure period of at least 30 days to rectify the breach.	Bidder to comply with RFP/ GeM Bid terms and Conditions.
126	48	SECTION G - GENERAL CONDITIONS	14. Confidentiality and Non-Disclosure	14.6.THESE CONFIDENTIALITY OBLIGATIONS SHALL SURVIVE THE TERMINATION OF THIS CONTRACT AND THE VENDOR/ SERVICE PROVIDER SHALL BE BOUND BY THE SAID OBLIGATIONS.	Important: Suggest the survival of the confidentiality obligations be for 2 to 3 years. Survival for perpetuity is slightly unreasonable as the Information may become outdated or lose its competitive advantage over time.	Bidder to comply with RFP/ GeM Bid terms and Conditions.



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
127	49	SECTION G - GENERAL CONDITIONS	15.Exit Management Plan	<p>15.4.At the end of the contract period or during the contract period, if any other Service Provider is identified or selected for providing services related to Vendor/Service Provider scope of work, they shall ensure that a proper and satisfactory handover is made to the replacement Service Provider. This transition process shall be managed to ensure minimal disruption to the bank's operations and continuity of services. The transition & exit management period will start minimum six (6) months before the expiration of the contract or as decided by Canara Bank.</p> <p>Vendor/Service Provider will provide shadow support for a minimum of 90 days or as decided by the Bank before the end of termination of notice period or expiry of the contract as applicable at no additional cost to the Bank</p>	<p>Important: (i) Hughes Business to Note and Assess carefully.</p> <p>(ii) Hughes can cooperate for transition and handing over subject to Hughes being paid for the entire srvcies rendered by Hughes during such transition period as well.</p>	Bidder to comply with RFP/ GeM Bid terms and Conditions.
128	50	SECTION G - GENERAL CONDITIONS	16.Training and Handholding	<p>During Reverse Transition Bank will not pay any additional cost to the Vendor/Service Provider for doing reverse transition.</p>	<p>Important: (i) Hughes Business to Note and Assess carefully.</p> <p>(ii) Hughes can cooperate for transition and handing over subject to Hughes being paid for the entire srvcies rendered by Hughes during such transition period as well.</p>	Bidder to comply with RFP/ GeM Bid terms and Conditions. /



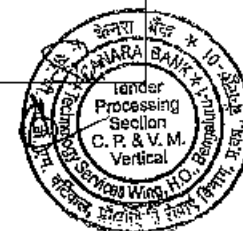
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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
129	53	SECTION G - GENERAL CONDITIONS	23.Indemnity	<p>VENDOR/ SERVICE PROVIDER shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of:</p> <p>23.1.1.The breach, default or non-performance of undertakings, warranties, covenants or obligations by VENDOR/ SERVICE PROVIDER;</p> <p>23.1.3.Fines, penalties, or punitive damages levied on Bank resulting from supervisory actions due to breach, default or non-performance of undertakings, warranties, covenants, or obligations by the Vendor/Service Provider</p> <p>VENDOR/ SERVICE PROVIDER shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of Solution supplied by them.</p>	<p>Very Important: (i) Hughes does not undertake third party actions. Hughes to be liable for damages directly attributable to Hughes.</p> <p>(ii) Breach, default or non-performance of any terms of obligations, warranties, undertakings are not warranted for an Indemnity. Hughes must not indemnify for ordinary breach of obligations. There are already other remedies such as cancellation/ termination/ LDs and penalties to redress ordinary breaches of the contract. Suggest deletion of "breach, default or non-performance... Service Provider"</p> <p>(iii) Hughes to first defend and if unable to defend then indemnify for losses/ damages due to infringement of IPR.</p>	Bidder to comply with RFP/ GeM Bid terms and Conditions.



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
130	53	SECTION G - GENERAL CONDITIONS	23.Indemnity	23.2.2. The limits specified in above clauses shall not apply to claims made by the Bank/third parties in case of infringement of Intellectual property rights or loss caused due to breach of confidential obligations or applicable data protection laws or commission of any fraud by the bidder or its employees or agents or for claims relating to the loss or damage to real property and tangible personal property and for bodily injury or death and in these cases the liability will be restricted to actual claims.	Very Important: (i) Special carve out of claims relating to loss or damage to real property and tangible property- Hughes cannot undertake no fault liability. What if the loss or damage is due to no fault of Hughes? Suggest such carve out from limitation of liability. (ii) Suggest to insert that neither party be liable for any Indirect, special, punitive, incidental, or consequential damages arising out of or in connection with this agreement or any breach hereof (including for loss of data or profits, or cost of cover).	Bidder to comply with RFP/ GeM Bid terms and Conditions.
131	54	SECTION G - GENERAL CONDITIONS	25.General Conditions of Contract	The VENDOR/ SERVICE PROVIDER shall during the validity of this contract, provide access to all data, books, records, information, logs, alerts and business premises relevant to the service provided under this agreement to the Bank.	Important: Hughes Finance to note and assess.	Bidder to comply with RFP/ GeM Bid terms and Conditions.
132	56	SECTION G - GENERAL CONDITIONS	26.Force Majeure	For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the VENDOR/ SERVICE PROVIDER, due to or as a result of or caused by acts of God, wars, insurrections, riots, earth quake and fire, Government policies or events not foreseeable but does not include any fault or negligence or carelessness on the part of the VENDOR/ SERVICE PROVIDER, resulting in such a situation. Notwithstanding above, the decision of the BANK shall be final and binding on the VENDOR/ SERVICE PROVIDER.	(i) In case Hughes is providing network services in this RFP- Pandemic or Satellite/ transponder failure to be added as Force Majeure event. (ii) Important- Suggest deletion of "final and binding"- Bidder should also be given a chance to represent/provide submissions. Bank cannot have sole discretion especially during the Force majeure event.	Bidder to comply with RFP/ GeM Bid terms and Conditions.
133	59	SECTION G - GENERAL CONDITIONS	32.Modification/ Cancellation of RFP	The bank reserves the right to modify/cancel/re-tender without assigning any reasons whatsoever. The bank shall not incur any liability to the affected bidder(s) on account of such rejection. Bank shall not be obliged to inform the affected bidder(s) of the grounds for the Bank's rejection/cancellation	Very Important: Termination for Convenience not acceptable if rental component in the Agreement, otherwise Termination with at least 60 to 90 days' notice. Hughes Business to assess. (ii) Hughes must be paid for service rendered or for the damages caused to Hughes since its a termination due to no fault of Hughes.	Bidder to comply with RFP/ GeM Bid terms and Conditions.



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
134	59	SECTION G - GENERAL CONDITIONS	34.Resolution of Disputes	Place of Arbitration shall be Bengaluru, INDIA	Suggest place of arbitration as New Delhi.	Bidder to comply with RFP/ GeM Bid terms and Conditions.
135	60	SECTION G - GENERAL CONDITIONS	35.Legal Dispute and Jurisdiction	All disputes and controversies between Bank and bidder shall be subject to the exclusive jurisdiction of the courts in Bengaluru and the parties agree to submit themselves to the jurisdiction of such court as this RFP/Contract agreement shall be governed by the laws of India	Suggest Jurisdiction of New Delhi courts.	Bidder to comply with RFP/ GeM Bid terms and Conditions.
136	NA			Additional Clause	Termination by Bidder for Non-Payment- The Seller/ Bidder should have the right to terminate this Agreement in case of non-payment of dues by the Buyer within 60 days of the due date.	Bidder to comply with RFP/ GeM Bid terms and Conditions.
137	NA			Additional Clause	Site Not Ready- No Liquidated Damages/Penalty shall be charged if the installation/commissioning of the VSAT link is not possible due to "site is not ready" for reasons not attributable to the Bidder. Hughes Business to note and include if this is applicable.	Bidder to comply with RFP/ GeM Bid terms and Conditions.
138	NA			Additional Clause	Acceptance Criteria- Suggest Acceptance must be provided if stores are in line with objective acceptance criteria. Suggest If site is not ready/ accessible due to reasons not attributable to Hughes - the equipment shall be deemed accepted and shall be invoiced accordingly.	Bidder to comply with RFP/ GeM Bid terms and Conditions.
139	NA			Additional Clause	Interest on Late Payment- Hughes Business please assess the clause if it is applicable and the feasible interest rate- Any amount which is unpaid by BEL, when due shall accrue from the due date and shall bear interest at an annual rate equal to 5% from the date such payment is due until such time, the payment is made.	Bidder to comply with RFP/ GeM Bid terms and Conditions.



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
140	NA			Additional Clause	Rental Component- Hughes Business to Note- If the Contract is on rental basis, suggest to include the following points- (i)The equipment is provided on rental basis and title does not pass to the customer (ii) The equipment to be returned at end of contract/ on termination subject to reasonable wear and tear (iii) the customer shall not create any charge/ encumbrance on the equipment (iv) No termination for convenience (v) the customer must notify Hughes if any equipment is lost or damaged and provide necessary documents/ access to facilitate insurance claim by Hughes and (vi) Hughes is authorized to repossess the equipment from various locations upon termination of the contract.	Bidder to comply with RFP/ GeM Bid terms and Conditions.
141	12	SECTION B - INTRODUCTION	5.Requirement Details	5.2.The term of contract will be for a period of Five (05) years [one (01) year warranty and four (04) years AMC].	Request Canara bank to please confirm when the contract officially begins? Generally, it should commence from the date of delivery of equipment's.	RFP is self explanatory, bidder to comply with RFP terms and condition.
142	29	SECTION D - BID PROCESS	6.Earnest Money Deposit (EMD)/Bank Guarantee in lieu of EMD	EMD Value- 5,700,000/- 6.2.In case the EMD is submitted in the form of Bank Guarantee the same should be valid for bid offer validity with additional claim period of 3 months from the last date for submission of offer. Bank at its discretion can demand for extension for the validity of EMD. The format for submission of EMD in the form of Bank Guarantee is as per Appendix-D.	The EMD mentioned on the gem document seems very higher side, We request the bank to kindly reduce to the Industry Standard for EMD value is equivalent to 2-3% of the Bid value. Additionally request Canara bank to allow bidders to submit Earnest Money Deposit (EMD) through either a Bank Guarantee or an Insurance Surety Bond.	Bidder to comply with RFP/ GeM Bid terms and Conditions.



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
143	40	SECTION F - OWNERSHIP & AWARDING OF CONTRACT	9. Performance Security	<p>9.1. The successful bidder should submit a Performance Security equivalent to 5% of the Total Cost of Ownership (TCO) within 30 days from the date of acceptance of the Purchase Order with the validity period of 60 months from the acceptance of PO and shall be retained till the completion of Contract period. The guarantee should also contain an additional claim period of 2 months from the last date of validity.</p> <p>9.2. If the Performance Security is not submitted within the time stipulated above, penalty at 0.50% for each completed calendar week of delay or part thereof on the total value of the order will be deducted from the delivery payment or from any other payments for the delay in submission of Bank Guarantee/Performance Security. The total penalty under this clause shall be restricted to 2.5% of the TCO.</p> <p>9.7. The Bank shall invoke the Bank guarantee before the expiry of claim period, if work is not completed and the guarantee is not extended, or if the selected bidder fails to complete his obligations under the contract. In such case Bank reserves the right to invoke the Bank Guarantee/Security Deposit at its entirety and not based on proportion. The Bank shall notify the selected bidder in writing before invoking</p>	<p>Bidders to be allowed to submit performance security initially for a one-year validity period, with the option for year-over-year extensions up to the full contractual duration.</p> <p>(ii) Request to provide at least 30 days cure period before the Bank Guarantee is invoked.</p>	Bidder to comply with RFP/ GeM Bid terms and Conditions.



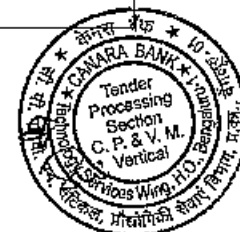
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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
144	22	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	8.Warranty/Support	<p>8.1The vendor warrants that the Hardware & Software will be free of defects in workmanship and materials for a period of time consistent with industry standards and the nature of the Hardware & Software ("Warranty Period").</p> <p>8.2The comprehensive On-site warranty of One (01) year for Hardware, Software, OS, licenses etc., will start from the date of acceptance of the solution.</p> <p>8.6If any defect in the Solution is not rectified by the selected bidder before the end of the Warranty Period, the Warranty Period shall be extended until, in the opinion of the Bank: a) the defect has been corrected; and b) the Solution functions in accordance with the Contract for a reasonable period of time.</p> <p>8.7Despite any other provision, the Bank, may return a defective Hardware/ Software to the selected bidder within Ninety (90) days of delivery of the Hardware/ Software and the selected bidder shall immediately provide full exchange or refund. For the purpose of this section, "Defective Solution" includes, but is not limited to: a) broken seals; b) missing items; and c) Software that are not the most current version at the time of shipping.</p>	<p>We request Bank to consider that the warranty obligation period will commence from the date of delivery of the equipment at the first site instead of from the date of acceptance of solution.</p> <p>Notes to bid and seek a back-to-back OEM commitment over the RFP warranty obligations. Also, factor in an appropriate contingency in the pricing to account for this.</p>	Bidder to comply with RFP/ GeM Bid terms and Conditions.



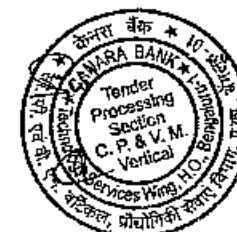
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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
145	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.Project Timelines	<p>1.3.1The selected bidder has to Supply, Install and Integrate Software Defined - Wide Area Network (SD-WAN) Solution and go-live of the SD-WAN Concentrator Solution and Management Console and devices for Branches/ Offices should be completed within twenty five (25) weeks from the date of acceptance of the Purchase Order or twenty six (26) weeks from the date of issuance of the order whichever is earlier.</p> <p>1.3.2In case, if any of the location where items are delivered but not installed within Installation timeline as per clause 1.3.1, for the reasons 'Site Not Ready', Bank will pay the Installation and commissioning amount to the selected bidder on the production of 'Site Not Ready' report with reason from the particular locations duly signed by our Bank Officials and bidder representatives. For those locations, installation/Acceptance sign-off will be provided by bank on successful installation & Testing of those equipments at respective location of the Bank by the selected bidder. The Bank shall communicate to the selected bidder whenever readiness of site/s for hardware installation, commissioning of devices as per scope of work, the selected bidder shall make visit/s without any cost to the bank till the scope of work is completed.</p>	<p>(i) Request Canara Bank to provide the location details of the branches to assess timelines.</p> <p>(ii) In the event of "site not ready" for installation, the Bank will provide an alternate site for installation within 15 days otherwise If the equipment cannot be installed at the original site within 30 days from the date of delivery to the original site, the bidder will be allowed to claim the Installation Payment for the said site.</p> <p>Also, Notes to bid and seek SCM/Ops to check the RFP timeline. If more time is required, seek an extension accordingly,</p>	The The details will be shared with selected Bidder. Bidder to comply with RFP/ GeM Bid terms and Conditions.
146	17	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	<p>3.Penalties/Liquidated Damagos</p> <p>SD-WAN Concentrator Solution, Management Console at DC and DRC are as under</p>	<p>3.1.1Non-compliance of the Supply, Installation and Integration of Central SD-WAN Concentrator Solution and Management Console at DC and DRC as per clause 1.3. will result in imposing penalty of 0.50% of the total cost mentioned in Table-A of Annexure-17 on delay in delivery per week or part thereof by the Bank.</p> <p>3.1.2However, the total Penalty/LD to be recovered under clause 3.1.1 shall be restricted to 10% of the total cost mentioned in Table-A of Annexure -17</p>	Request Canara Bank that Liquidated Damages to be capped at 10% of the delayed or undelivered portion of Table-A of Annexure-17.	Bidder to comply with RFP/ GeM Bid terms and Conditions.



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
147	17	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3.Penalties/Liquidated Damages	3.2.1Non-compliance of the Supply, Installation and Integration of SD-WAN devices at Branches/Offices as per clause 1.3. will result in imposing penalty of 0.50% of the total cost mentioned Table-B of Annexure-17 on delay in delivery per week or part thereof by the Bank. 3.2.2However, the total Penalty/LD to be recovered under clause 3.2.1 shall be restricted to 10% of the total cost mentioned in Table-B of Annexure -17, Bill of Material.	Request Canara Bank that Liquidated Damages to be capped at 10% of the delayed or undelivered portion of Table-B of Annexure-17.	Bidder to comply with RFP/ GeM Bid terms and Conditions.
148	18	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Penalties/liquidated damages for Onsite resources:	In case the resource goes on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the selected bidder to ensure that regular functioning of the solution does not hamper and number of resources mentioned in Table-D Annexure-17 should be available on all the days. In case replacements are not arranged with equivalent or higher qualified alternate onsite, Bank will pay the proportionate amount for the deployment of the of the qualified resident resources only during the said quarter. The Bank shall also impose a penalty of 0.5% of the monthly resource cost for the respective Resident resource for each week and part thereof of absence. However, total penalty under this clause will be limited to 20% on the monthly Resident resource charges payable to the selected bidder.	The On site resource penalties are capped @ 20% on monthly. It is quite very higher side, request bank to capped it @10% of quarterly resident resource charges.	Bidder to comply with RFP/ GeM Bid terms and Conditions.



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
149	18	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Penalties/Liquidated damages for not maintaining uptime:	Level of Site availability calculated on monthly basis for DC and DR Concentrator / Head End Devices Penalty 99.95% to 100% No penalty Up to 99.85% and less than 99.95% 0.5% of warranty claim value during warranty period/ Quarterly AMC charges during AMC Period Up to 99.75% and less than 99.85% 1.0% of warranty claim value during warranty period/ Quarterly AMC charges during AMC Period Up to 99.65% and less than 99.75% 1.5% of warranty claim value during warranty period/ Quarterly AMC charges during AMC Period Up to 99.55% and less than 99.65% 2.0% of warranty claim value during warranty period/ Quarterly AMC charges during AMC Period Less than 99.55 % 2.5% deduction for each 0.5% additional downtime of warranty claim value during warranty period/ Quarterly AMC charges during AMC Period.	This Penalties to be capped @10% of the warranty amount or 10% of the Quarterly AMC charges of the respective site.	Bidder to comply with RFP/ GeM Bid terms and Conditions.
150	19	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Penalties/Liquidated damages for not maintaining uptime:	3.4.2For branches/offices, the Bank will initiate a support ticket with the selected bidder. The selected bidder has to provide resolution by Next Business Day. Non-compliance will result in Bank imposing penalty of Rs. 2,000.00 per day for delay in resolution per day if the resolution exceeds the Next Business Day (NBD) timeframe. This penalty will apply until the issue is resolved and normal operations are restored.	The Penalty to be capped @10,000/-	Bidder to comply with RFP/ GeM Bid terms and Conditions.
151	19	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Penalties/Liquidated damages for not maintaining uptime:	3.4.3However, the total Penalty/LD to be recovered under clause 3.4.1 and 3.4.2 shall be restricted to 10% of the Warranty payment (as per the Sl. No. 2 of Payment schedule) during warranty period and 25% of the quarterly AMC charges during AMC period.	This Penalties to be capped @10% of the warranty amount or 10% of the Quarterly AMC charges of the respective site.	Bidder to comply with RFP/ GeM Bid terms and Conditions.



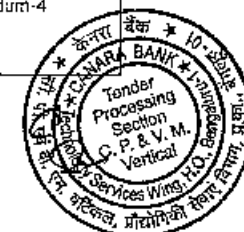
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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
152	19	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Penalties/Liquidated damages for not maintaining uptime:	3.4.3If in any month during the contract period, the uptime is less than 99.55% for DC & DR devices the Bank shall levy penalty as above and shall have full right to terminate the contract under this RFP and invoke Performance security. The right of termination shall be in addition to the penalty. The above penalty shall be deducted from any payments due to the selected bidder during contract period.	Request bank, a cure period of at least 30 days to be provided before the termination of the Contract or invocation of the Bank Guarantee	Bidder to comply with RFP/ GeM Bid terms and Conditions.
153	19	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Penalties/Liquidated damages for not maintaining uptime:	Penalties/Liquidated Damages for non-performance; 3.9The overall penalty for the above shall be restricted to 10% of the total cost of ownership. However this is not applicable to penalty imposed by third parties.	Suggest LD be capped at 10% of the individual deliverable price as outlined in the PO instead of being calculated on the total Cost of Ownership.	Bidder to comply with RFP/ GeM Bid terms and Conditions.
154	47	SECTION G - GENERAL CONDITIONS	Insurance	The Hardware to be supplied will be insured by the bidder against all risks of loss or damages from the date of shipment till such time, the same is delivered and installed at site and handed over to the Bank/Office. The Bidder has to obtain transit insurance cover for the items to be delivered from their factory/godown to the location and such insurance cover should be available till installation of the Solution. If there is any delay in the installation which could be attributed to Bank, in such an event the insurance must be available for minimum 30 days from the date of delivery of Solution.	Bidder shall be responsible for insurance of material till delivery at first site. After delivery of material all risk to be transferred in buyer account(safe custody, thief, man tempered. Etc..)	Bidder to comply with RFP/ GeM Bid terms and Conditions.



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SL No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
155	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Payment Terms	<p>1. Supply, Installation and Integration of Central SD-WAN Concentrator Solution and Management Console at DC and DRC 90% of the Cost of SD-WAN Concentrator Solution and Management Console On delivery, installation and integration of Hardware and required Software items for the setup of Central SD-WAN Concentrator Solution and Management Console at DC and DRC for the proposed solution and on submission of Invoice and Acceptance/Sign off by the Bank and after deducting Liquidated Damages (if Any) and on production of relevant documents.</p> <p>2. Warranty of the SD-WAN Concentrator Solution and Management Console at DC and DRC 10% of the Cost of SD-WAN Concentrator Solution and Management Console On completion of warranty or on submission of BG for the equivalent amount and after deducting Liquidated Damages (if Any).</p> <p>3. Supply, Installation and Integration of SD-WAN devices at the branches/ Offices 90% of the cost of SD-WAN devices On delivery, installation and integration of the SD-WAN devices at the branches /offices and after deducting applicable penalties and Liquidated</p>	<p>We request Canara bank to consider below payment milestones for DC and DRC & SD-WAN Devices at the branches/offices.</p> <ol style="list-style-type: none"> 1. 60% against delivery of material at site on pro-rata basis. 2. 30% against installation and commissioning of material at site on pro-rata basis. 3. 10 % against Warranty of the SD-WAN by Bank or submission of an Insurance surety Bond / Bank guarantee of equivalent amount validity till warranty obligation. <p>Deemed delivery clause :-If equipment is not accepted within 30 days after delivery of material due to delay at purchaser end. It shall be considered deemed accepted and bidder shall be entitled to claim due payments.</p> <p>The GST should be paid in full along with the delivery payment milestone</p> <p>In the event of any delay in payment from bank's side, the bidder shall be entitled to charge a delay interest @ SBIPLR+3%.</p>	Bidder to refer Corrigendum-4
156	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Payment Terms	<p>Payment will be Quarterly in arrears after deducting applicable penalties and Liquidated damages (if Any).</p>	<p>Request Canara Bank to consider Onsite manpower payment will be "Monthly in Arrear or Quarterly in advance"</p> <p>In the event of any delay in payment from bank's side, the bidder shall be entitled to charge a delay interest @ SBIPLR+3%.</p>	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4
157	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Payment Terms	<p>Payment will be made Quarterly in arrears after deducting applicable penalties and Liquidated damages and on submission of Downtime Reports for claimed period duly signed by Bank officials.</p>	<p>Request Canara Bank to consider AMC payment will be "Monthly in Arrear or Quarterly in advance"</p> <p>In the event of any delay in payment from bank's side, the bidder shall be entitled to charge a delay interest @ SBIPLR+3%.</p>	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
158	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Payment Terms	100% payment will be released after Successful completion of training and on production of relevant documents.	In the event of any delay in payment from bank's side, the bidder shall be entitled to charge a delay interest @ SBIPLR+3%.	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4
159	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Payment Terms	<p>2.2 Payment of Supply, Installation and Integration of SD-WAN devices at the branches/offices should be claimed in lot of 100 branches/offices.</p> <p>2.3 Bank will release the payment on completion of activity and on production of relevant documents/invoices. Please note that Originals of invoices (plus One Copy) reflecting GST, GSTIN, State Code, MSN Code, State Name, Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.</p> <p>2.4 The selected bidder has to submit installation report/Sign off report duly signed by the Bank officials of the respective Branch/offices in originals while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.</p> <p>2.6 Payment shall be released within 30 days from the date of submission of relevant documents as per RFP terms.</p>	<p>In case, original installation report/Sign off report duly signed by Bank officials is misplaced or lost, a photocopy of the same should be accepted by Bank for release of bidder Payment.</p> <p>Additionally, product serial number would be mentioned on the installation report only.</p>	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
160	42	SECTION F - OWNERSHIP & AWARDING OF CONTRACT	Order Cancellation/Termination of Contract	<p>12.2.The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions:</p> <p>12.2.1.Delay in delivery beyond the specified period for delivery.</p> <p>12.2.2.Serious discrepancies noted in the items delivered.</p> <p>12.2.3.Breaches in the terms and conditions of the Order.</p> <p>12.2.4.Non submission of acceptance of order within 7 days of order.</p> <p>12.2.5.Excessive delay in execution of order placed by the Bank.</p> <p>12.2.6.The Vendor/Service Provider commits a breach of any of the terms and conditions of the bid.</p> <p>12.2.7.The Vendor/Service Provider goes in to liquidation voluntarily or otherwise.</p> <p>12.2.8.An attachment is levied or continues to be levied for a period of 7 days upon the effects of the bid.</p> <p>12.2.9.The progress made by the Vendor/Service Provider is found to be</p>	<p>(i) Request Bank provide at least 30-day cure period before the termination of the Contract.</p> <p>(ii) Strake through text should be remove from "The reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions:"</p> <p>(iii) The Risk Purchase of faulty unit/service shall be limited to 100% of value of such equipment/service as on the PO.</p>	Bidder to comply with RFP/ GeM Bid terms and Conditions.
161	56	SECTION G - GENERAL CONDITIONS	Force Majeure	1. Force Majeure	We request to include pandemics, quarantine restriction, Lockdown, Landslide, Flood, Earthing issue, Network issue, theft, Failure or fluctuation of electric power, Accident, misuse or third party action causing disturbance/damage of equipment's, plan downtime under force majeure.	Bidder to comply with RFP/ GeM Bid terms and Conditions.
162	42	SECTION F - OWNERSHIP & AWARDING OF CONTRACT	Order Cancellation/Termination of Contract	12.1.The Bank reserves its right to terminate this CONTRACT at any time without assigning any reasons, by giving a 30 days' notice.	In the event of termination for convenience, a minimum of 90 days' advance notice should be provided. Additionally, the service provider shall be entitled to receive payment for all services delivered and invoiced, including those not yet delivered up to the effective date of termination.	Bidder to comply with RFP/ GeM Bid terms and Conditions.



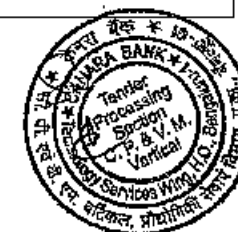
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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
163	13	SECTION B - INTRODUCTION	Scope of Work	<p>8.2.Bank reserves the right to modify the scope due to change in regulatory instructions, market scenario and internal requirement within the overall objective of RFP. Any guidelines on changes/ modifications/ enhancements given by RBI/ regulatory body's with regard to SD-WAN solution will be added to the existing scope of work.</p> <p>8.3.During the course of the project, there might be related areas which Bank would like the selected Bidder to undertake which may not have envisaged earlier.</p>	If bidder incurs additional costs due to changes in scope after contract is awarded, these costs shall be charged to Bank separately based on a mutually agreed price.	Bidder to comply with RFP/ GeM Bid terms and Conditions.
164	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Project Timelines	<p>1.4Bank reserves the right to change/modify locations for supply of the items. In the event of any change/modification in the locations where the hardware items are to be delivered, the bidder in such cases shall deliver, install and commission at the modified locations at no extra cost to the Bank. However, if the hardware items are already delivered, and if the modifications in locations are made after delivery, the bidder shall carry out installation and commissioning at the modified locations and the Bank in such cases shall bear the shifting charges/arrange shifting as mutually agreed. The Warranty/AMC and all RFP terms should be applicable to the altered locations also.</p>	If the bidder incurs additional costs due to a change or modification in the location after award of the Contract, where hardware items are to be delivered, these costs shall also be decided upon mutually agreement.	Bidder to comply with RFP/ GeM Bid terms and Conditions.
165	40	SECTION F - OWNERSHIP & AWARDING OF CONTRACT	Fixed Price	The prices quoted in the tender response will be fixed for the period of the contract.	Notes to bid and factor appropriate contingency in the pricing to mitigate impact of inflation, since prices shall remain fixed for duration of the Contract.	Bidder to comply with RFP/ GeM Bid terms and Conditions.



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
166	41	SECTION F - OWNERSHIP & AWARDING OF CONTRACT	Execution of Agreement	<p>10.1. Within 21 days from the date of acceptance of the Purchase Order/LOI or within 30 days from the date of issue of Purchase Order/LOI whichever is earlier, the selected bidder shall sign a stamped "Agreement" with the Bank at Bengaluru as per Appendix-G. Failure to execute the Agreement makes the EMD liable for forfeiture at the discretion of the Bank and also rejection of the selected bidder.</p> <p>10.2. The Agreement shall include all terms, conditions and specifications of RFP and also the Bill of Material and Price, as agreed finally after bid evaluation. The Agreement shall be executed in English language in one original, the Bank receiving the duly signed original and the selected bidder receiving the photocopy. The Agreement shall be valid till all contractual obligations are fulfilled.</p>	In the event of any delay in the signing of the Agreement from Bank's side, this delay shall be excluded from bidder's timelines and bidder's timelines shall commence upon the signing of the Agreement..	Bidder to comply with RFP/ GeM Bid terms and Conditions.
167	41	SECTION F - OWNERSHIP & AWARDING OF CONTRACT	Pricing & Payments	11.2. From the date of placing the order till the delivery of the systems, if any changes are brought in the duties such as excise/customs etc., by the Government resulting in reduction of the cost of the systems, the benefit arising out of such reduction shall be passed on to the Bank	Bidder shall be entitled to charge Bank in case of any increase in duties.	Bidder to comply with RFP/ GeM Bid terms and Conditions.
168	47	SECTION G GENERAL CONDITIONS	Inspection of Records	Bank at its discretion may verify the accounts and records or appoint third party for verification including an auditor for audit of accounts and records including Hardware, Software & other items provided to the Bank under this RFP and the selected bidder shall extend all cooperation in this regard	An advance notice of 30 days should be given to bidder for any audit and inspection of records shall be limited to aspects permitted by law.	Bidder to comply with RFP/ GeM Bid terms and Conditions.



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
169	49	SECTION G - GENERAL CONDITIONS	Exit Management Plan:	<p>15.1.Vendor/Service Provider shall submit a structured & detailed Exit Management plan along with Training and Knowledge transfer for its exit initiated by the Bank.</p> <p>15.4.At the end of the contract period or during the contract period, If any other Service Provider is identified or selected for providing services related to Vendor/Service Provider scope of work, they shall ensure that a proper and satisfactory handover is made to the replacement Service Provider. This transition process shall be managed to ensure minimal disruption to the bank's operations and continuity of services.</p> <p>15.5.All risk during transition stage shall be properly documented by Vendor/Service</p> <p>15.6.The transition & exit management period will start minimum six (6) months before the expiration of the contract or as decided by Canara Bank.</p> <p>15.7.Vendor/Service Provider will provide shadow support for a minimum of 90 days or as decided by the Bank before the end of termination of notice period or expiry of the contract as applicable at no additional cost to the Bank.</p> <p>15.9.Vendor/Service Provider must ensure closing off all critical open issues, any audit</p>	The bidder should be paid for the transition duration/Shadow support provided without any deduction.	Bidder to comply with RFP/ GeM Bid terms and Conditions.



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
170	54	SECTION G - GENERAL CONDITIONS	General Conditions to Contract:	<p>25.1.The VENDOR/ SERVICE PROVIDER shall during the validity of this contract, provide access to all data, books, records, information, logs, alerts and business premises relevant to the service provided under this agreement to the Bank.</p> <p>25.2.The VENDOR/ SERVICE PROVIDER shall adhere to RBI guidelines for storage of data in India as per regulatory requirements, also to provide complete details of data captured, processed and stored, maintain confidentiality of the bank's and its customer's data and report same to the bank, Vendor/Service Provider shall be liable to bank for any event for security breach and leakage of data/information</p> <p>25.7.If any provision of Contract or the application thereof to any person or Party [BANK/ VENDOR/ SERVICE PROVIDER] is or becomes invalid or unenforceable or prohibited by law to any extent, this Contract shall be considered divisible as to such provision, and such provision along shall be inoperative to such extent and the remainder of the Contract shall be valid and binding as though such provision had not been included. Further, the Parties [BANK and VENDOR/ SERVICE PROVIDER] shall endeavour to replace such invalid, unenforceable or illegal</p>	An advance notice of 30 days should be given to bidder for any audit and the inspection of records shall be limited to aspects permitted by law.	Bidder to comply with RFP/ GeM Bid terms and Conditions.
171	NA	-	-	Additional Clause	GST shall be paid extra at the prevailing rate, as and when claimed by the seller on the invoice.	RFP is self explanatory, bidder to comply with RFP terms and condition.
172	NA	-	-	Additional Clause	The maximum aggregate liability of the service provider shall be up to 100% of the issued purchase order/Agreement.	Bidder to comply with RFP/ GeM Bid terms and Conditions.
173	NA	-	-	Additional Clause	In the event of non-payment of dues within sixty (60) days of raising the invoice, the Contractor shall have the right to suspend the services	Bidder to comply with RFP/ GeM Bid terms and Conditions.
174	90	Annexure-9 Technical and Functional Requirements	B.Control Plane Devices and Log/ Reporting Server S.No.2	a)The control plane devices and log server of the proposed SDWAN solution should be implemented with HA (Active-Passive) geographically between DC & DRC.	Request the bank to not enforce Active-Passive or Active-Active HA as this is based on OEM High-Availability architecture.	Bidder to refer Corrigendum.



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
175	91	Annexure-9 Technical and Functional Requirements	C. Headend/Data Plane device S.No.1	a)The headend devices of the proposed SDWAN solution should have minimum 10 x 1G/10G SFP+ fiber ports with Multimode LC type. All the ports should be populated with SFP+ modules along with equivalent SFP+ modules to be provided for the bank's switch side, from day one.	Since the headend throughput requirement is 10 Gbps (Bi-directional), asking for a 10 x 1/10G SFP+ interface would be higher. Since these devices will be deployed in HA, the site would have sufficient ports. Request the bank to change this to 8 x 1/10G SFP+ ports.	Bidder to refer Corrigendum-4
176	91	Annexure-9 Technical and Functional Requirements	D. SD-WAN device -Category 1 S.No.1	b)The SD-WAN devices should have Minimum 4 x 10/100/1000 Ethernet auto sensing ports (RJ45 Type), and 4 x SFP ports , which should be configurable as both WAN and LAN ports	Request the bank to mention the port speed for SFP ports. Since this is Category 1 we recommend 4 x 10/100/1000 RJ45 and 4 x 1/10G SFP ports. Recommend to consider deploying Category-1 sites in HA.	Bidder to refer Corrigendum-4
177	91	Annexure-9 Technical and Functional Requirements	E. SD-WAN device -Category 2 S.No.1	a)The SD-WAN devices must be delivered by a physical hardware platform of size 1U branches/offices, with dual power supply in single box for ease of management. Bidder should provide Console Cable, Power Cable (Indian Standard 3 pin plug) and Rack Mount kit, necessary accessories and mount the device in the network rack. b)The SD-WAN devices should have Minimum 4 x 10/100/1000 Ethernet auto sensing ports (RJ45 Type), which should be configurable as both WAN and LAN ports.	Recommend to consider deploying Category-2 sites in HA and remove the clause for dual power supply. These devices can be deployed in the Active/Active or Active/Standby model based on the Bank's requirement to provide higher uptime at these locations.	Bidder to refer Corrigendum-4
178	96	Annexure-9 Technical and Functional Requirements	Optional Technical & Functional Specifications S.No. 4	SD-WAN devices should not forward data plane traffic without manual intervention. If link/power failure happens for the specified time period. Time period should be customizable as per bank's requirements. It should be configurable device wise.	Please confirm that the 'link failure' refers to failures keeps the device unreachable for an extended period from the orchestrator.	Bidder to refer Corrigendum-4



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
179	96	Annexure-9 Technical and Functional Requirements	Optional Technical & Functional Specifications S.No.5	The proposed SD-WAN solution should support approval based process for all configuration changes Solution should have the option to select the Type of Configuration Changes, which requires approval process For example, Configuration changes done by a user, need to be approved by any other user in the same role, for that configuration changes to get committed in the system.	This is the task of the Change Management tool. The bank can have a team that would configure the policies (Level 1) and another team to verify and apply the policies (Level 2). Request the Bank to remove this point.	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4
180	97	Annexure-9 Technical and Functional Requirements	Optional Technical & Functional Specifications S.No.11	The proposed SDWAN solution should support API calls.Solution should be able to integrate all available API within the solution at no extra cost to the Bank i.e. a)As responder to the API calls, solution should expose monitoring and dashboard related information to the third-party monitoring tool or dashboard. b)As requestor of the API calls, solution should be capable of communicating with third party tools like ticketing and alerting tools.	Each solution can communicate to the ticketing and alerting tools in various ways using Webhook, Syslog and API query from these tools. SD-WAN orchestrator may not need to request information from third-party tools. Request the bank to remove the API calls for integration with ticketing tools as a requestor.	Bidder to refer Corrigendum-4
181	97	Annexure-9 Technical and Functional Requirements	Optional Technical & Functional Specifications S.No.9	The proposed SD-WAN solution must have TPM (Trusted Platform Module) in the hardware for secure key encryption.	Should be mandatory criteria included to each Branch specification. This is required to ensure any breach of sensitive data over SDWAN overlay resulting from compromise of the encryption keys	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4
182	96	Annexure-9 Technical and Functional Requirements	Optional Technical & Functional Specifications S.No.8	The proposed SD-WAN solution must have IPv6 logo phase-2 certification	Should be mandatory criteria. This provides an assurance to customer that the solution can support IPv6 for networking and security features.	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
183	97	Annexure-9 Technical and Functional Requirements	Optional Technical & Functional Specifications S.No.15	The SD-WAN should have following Next Generation Firewall: a) Inbuilt IDS & IPS for Monitoring and Preventing Malicious activities such as security threat, policy violation etc., with the ability to update the IPS signature database centrally from the controller/orchestrator on a need basis or on a periodic basis b) Web/URL filtering capability to allow or deny access to certain class of web sites according to predefined policies. c) Inbuilt Antivirus/AntiMalware to identify and block malicious files	Security feature must be mandatory at every Branch to prevent any insider attacks & safeguard all data communications & inspect the traffic towards banking applications	Bidder to refer Corrigendum-4
184	98	Annexure-9 Technical and Functional Requirements	Optional Technical & Functional Specifications S.No.20	The proposed SD-WAN solution should be provisioned such that if the primary control plane devices is completely down, the branch device should automatically register itself with the next available control plane devices without any manual intervention, considering controllers placed in DC and DRC each one, having different IP addresses.	In our solution, the branches are connected to multiple controllers at all times. Selecting the controller for control plane traffic will be decided based on policy. Request the bank to consider changing the specification accordingly: "The proposed SD-WAN solution should be provisioned such that if any control plane device fails in DC, the branch devices should automatically exchange the control plane information through the control plane devices in DR without any manual intervention."	Bidder to comply with RFP/ GeM Bid terms and Conditions.
185	NA	New Specification		The proposed SD-WAN solution must support inbound traffic shaping.	Should be a mandatory requirement. This is required to prioritize Incoming application traffic during congestion ensuring critical applications receive adequate bandwidth for optimal performance.	Bidder to comply with RFP/ GeM Bid terms and Conditions.
186	NA	New Specification		The proposed solution should be able to identify users based on username by integrating with the Bank's AD and apply Security and SD-WAN policies based on users.	Should be included as a mandatory requirement across every Branch to enforce user to application access based on user authentication instead of IP-based policies. This is a basic feature supported by major SDWAN OEMs.	Bidder to comply with RFP/ GeM Bid terms and Conditions.



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
187	NA	New Specification		The SD-WAN solution must optimize tunnel header overhead to improve performance on low-bandwidth connections (VSAT, satellite, etc.)	Should be a mandatory requirement. This is required for ATMs running at remote locations over VSAT connection handling critical banking transactions to boost the throughput over Satellite links.	Bidder to comply with RFP/ GeM Bid terms and Conditions.
188	NA	New Specification		The proposed SD-WAN solution must be able to intercept DNS requests and must be able to forward to internal or external DNS servers depending on the domain name.	Should be a mandatory requirement. This is required to selectively forward DNS requests towards public domains to be resolved by public DNS servers.	Bidder to comply with RFP/ GeM Bid terms and Conditions.
189	NA	New Specification		The proposed SD-WAN solution must support web proxy functionality	Should be a mandatory requirement. This will eliminate the need for a separate proxy solution for local internet breakout	Bidder to comply with RFP/ GeM Bid terms and Conditions.
190	101	Annexure-10	Technical Evaluation Criteria	<p>The bidder should have implemented and maintained SD-WAN (Software Defined - Wide Area Network) solution in any Scheduled Commercial Bank/ PSU/ BFSI in India for Minimum 500 discrete locations in Single Order to build a Single Solution, during last five years as on the date of submission of bid.</p> <p>No. of Organisations: ≥5 organizations: 10 marks 4 organisations: 8 marks 3 organisations: 6 marks 2 organisations: 4 marks 1 organisation : 2 marks</p>	<p>Request to modify the clause as below</p> <p>The bidder should have implemented and maintained SD-WAN (Software Defined - Wide Area Network) solution in any Scheduled Commercial Bank/ PSU/ BFSI/Government in India for Minimum 100 discrete locations in Single Order to build a Single Solution, during last Seven years as on the date of submission of bid.</p> <p>No. of Organisations: ≥5 organizations: 10 marks 4 organisations: 8 marks 3 organisations: 6 marks 2 organisations: 4 marks 1 organisation : 2 marks</p>	Bidder to refer Corrigendum-4



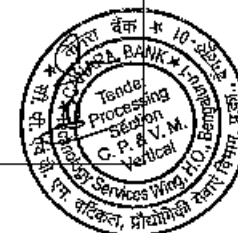
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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
191	101	Annexure-10	Technical Evaluation Criteria	<p>The bidder should have supplied, installed and provided AMC support for Minimum 1000 Nos. in discrete locations (Single/ Multiple orders) of the L2 Manageable Network Switches/ Routers/ SD-WAN to any Scheduled Commercial Bank/ PSU/ BFSI during last five years as on the date of submission of bid.</p> <p>No. of Locations: > 2500 locations: 10 marks >1500 locations & ≤ 2000 locations : 6 marks 1000 locations & ≤ 1500 locations: 2 marks</p>	<p>The bidder should have supplied, installed and provided AMC support for Minimum 1000 Nos. in discrete locations (Single/ Multiple orders) of the L2 Manageable Network Switches/ Routers/ SD-WAN to any Scheduled Commercial Bank/ PSU/ BFSI during last Seven (7) years as on the date of submission of bid.</p> <p>No. of Locations: > 2500 locations: 10 marks >1500 locations & ≤ 2000 locations : 6 marks 1000 locations & ≤ 1500 locations: 2 marks</p>	<p>Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4</p>
192	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	2.Payment Terms	<p>Supply, Installation and Integration of Central SD-WAN Concentrator Solution and Management Console at DC and DRC: 90% of the Cost of SD-WAN Concentrator Solution and Management Console</p> <p>Warranty of the SD-WAN Concentrator Solution and Management Console at DC and DRC : 10% of the Cost of SD-WAN Concentrator Solution and Management Console</p> <p>Supply, Installation and Integration of SD-WAN devices at the branches/ Offices: 90% of the cost of SD-WAN devices</p> <p>Warranty of the SD-WAN devices at the branches/ Offices: 10% of the cost of SD-WAN devices</p>	<p>We request to modify the clause as</p> <p>Against delivery of Central SD-WAN Concentrator Solution and Management Console at DC and DRC: 80% of the Cost of SD-WAN Concentrator Solution and Management Console</p> <p>Against Installation and Integration of the SD-WAN Concentrator Solution and Management Console at DC and DRC : 20% of the Cost of SD-WAN Concentrator Solution and Management Console</p> <p>Against delivery of SD-WAN devices at the branches/ Offices: 80% of the cost of SD-WAN devices</p> <p>Against Installation and Integration of the SD-WAN devices at the branches/ Offices: 20% of the cost of SD-WAN devices</p>	<p>Bidder to refer Corrigendum-4</p>



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
193	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	2.Payment Terms	5.AMC Charges - Payment will be made Quarterly in arrears after deducting applicable penalties and Liquidated damages and on submission of Downtime Reports for claimed period duly signed by Bank officials.	We request to amend the clause as below, as OEM do not accept the quarterly payment AMC/ATS - Payment will be made yearly in advance after deducting applicable penalties and Liquidated damages.	Bidder to refer Corrigendum-4
194	17	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3.Penalties/Liquidated Damages	3.1Penalties/Liquidated damages for delay in Supply, Installation and Integration of Central SD-WAN Concentrator Solution, Management Console at DC and DRC are as under: 3.1.1Non-compliance of the Supply, Installation and Integration of Central SD-WAN Concentrator Solution and Management Console at DC and DRC as per clause 1.3. will result in imposing penalty of 0.50% of the total cost mentioned in Table-A of Annexure-17 on delay in delivery per week or part thereof by the Bank. 3.1.2However, the total Penalty/LD to be recovered under clause 3.1.1 shall be restricted to 10% of the total cost mentioned in Table-A of Annexure -17, Bill of Material.	We request to consider the LD 0.5% per week and restricted to 5% of the value of undelivered portion of Delivery, Installation, Integration, configuration,of hardware	Bidder to comply with RFP/ GeM Bid terms and Conditions.
195	17	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3.Penalties/Liquidated Damages	3.2Penalties/Liquidated damages for delay in Supply, Installation and Integration of SD-WAN devices at Branches/Offices are as under: 3.2.1Non-compliance of the Supply, Installation and Integration of SD-WAN devices at Branches/Offices as per clause 1.3. will result in imposing penalty of 0.50% of the total cost mentioned Table-B of Annexure-17 on delay in delivery per week or part thereof by the Bank. 3.2.2However, the total Penalty/LD to be recovered under clause 3.2.1 shall be restricted to 10% of the total cost mentioned in Table-B of Annexure -17, Bill of Material.	We request to consider the LD 0.5% per week and restricted to 5% of the value of undelivered portion of Delivery, implementation of SDWAN Solution	Bidder to comply with RFP/ GeM Bid terms and Conditions.



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
196	96	Annexure-9 Technical and Functional Requirements SECTION-II : OPTIONAL TECHNICAL REQUIREMENTS	Optional Technical & Functional Specifications - Point 8	The proposed SD-WAN solution must have IPv6 logo phase-2 certification	Request for Change: The proposed SD-WAN solution must have IPv6 Compliance / IPv6 logo certification by the year 2025 Justification: We have already applied for IPv6 certification which in progress. Hence request to consider changes.	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4
197	96	Annexure-9 Technical and Functional Requirements SECTION-II : OPTIONAL TECHNICAL REQUIREMENTS	Optional Technical & Functional Specifications - Point 9	The proposed SD-WAN solution must have TPM (Trusted Platform Module) in the hardware for secure key encryption.	Request for Change: The proposed SD-WAN solution must have TPM (Trusted Platform Module) in the hardware / software for secure key encryption. Justification: SDWAN is software based which is designed to work on any environment Cloud / VM / Hardware based.	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4
198	97	Annexure-9 Technical and Functional Requirements SECTION-II : OPTIONAL TECHNICAL REQUIREMENTS	Optional Technical & Functional Specifications - Point 15 C	c) Inbuilt Antivirus/AntiMalware to identify and block malicious files	Request for Removal Justification: All internet based traffic are via central breakout and secured via Bank's firewall. Further IDS/IPS prevents from network level threats. The PCs are already having AV/ATP enabled. Further Antivirus/Antimalware on SDWAN will have performance impact and resource intensive creating scalability impact.	Bidder to refer Corrigendum-4



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
199	101	Annexure-10 Technical Evaluation Criteria	Technical Evaluation Criteria -- Point 1	<p>The implementation (not necessarily by the Bidder) of the proposed OEM solution (not necessarily the same model) in Scheduled Commercial Bank/ PSU/ BFSI in India for minimum 1000 discrete locations in Single Order to build a Single Solution during last five years as on the date of submission of bid.</p> <p>No. of Organisations: ≥5 organizations: 10 marks 4 organisations: 8 marks 3 organisations: 6 marks 2 organisations: 4 marks 1 organisation : 2 marks</p>	<p>Request for Change: Justification: SD-WAN being an technology which is being adopted in the specified vertical, especially Canara Bank itself is in the process of implementing SD-WAN across all its branches. Hence we request Bank to extend a fair provision to OEMs by allowing at least one Enterprise customer with 2,000 branches to be used as a reference. Large Enterprises in this bracket typically include e-commerce giants, where business continuity is just as critical as it is in the banking sector. Given the Bank's emphasis on awarding the contract to OEMs that meet stringent criteria, considering an Enterprise of this scale as a valid reference would ensure a more balanced evaluation process.</p>	<p>Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-1</p>



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
200	102	Annexure-10 Technical Evaluation Criteria	Technical Evaluation Criteria -- Point 5	<p>The Average Monthly Failure rate of edge devices of deployed solution in the Scheduled Commercial Bank/ PSU/ DFSI for the last 3 months as on the date of submission of bid.</p> <p>The failure rates reported must align with the evidence provided in both Sl. No.1 and Sl.No. 4, ensuring consistency across these references.</p> <p>Average Monthly failure rate: $\geq 0.00\% \& \leq 00.50\%$: 10 marks $> 00.50\% \& \leq 1.00\%$: 6 marks $> 1.00\% \& \leq 1.5\%$: 2 marks</p>	<p>Request for Removal</p> <p>Justification: We appreciate Canara Bank's commitment to a resilient SD-WAN infrastructure. However, we request reconsideration of the failure rate criterion due to the following concerns:</p> <ol style="list-style-type: none"> 1. Failures Are Influenced by External Factors : Downtime can result from power surges, environmental conditions, human errors, or network fluctuations, which are beyond an OEM's control. Penalizing vendors based on such occurrences may not be a fair assessment of solution reliability. 2. Inconsistent Measurement & Reporting : Failure rate calculations vary across organizations due to differences in infrastructure, maintenance practices, and reporting methods. A uniform benchmark may not accurately reflect real-world performance. 3. Unnecessary Dependency on Third-Party Certifications : Requiring failure rate certificates from multiple organizations creates unnecessary delays and dependencies, affecting the evaluation process without adding significant value. 4. Modern Networks Focus on Resilience, Not Just 	<p>Bidder to comply with RFP/ GeM Bid terms and Conditions.</p> <p>Bidder to refer Corrigendum-4</p>
201	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Project Timelines	<p>The selected bidder has to Supply, Install and Integrate Software Defined - Wide Area Network (SD-WAN) Solution and go-live of the SD-WAN Concentrator Solution and Management Console and devices for Branches/ Offices should be completed within twenty five (25) weeks from the date of acceptance of the Purchase Order or twenty six (26) weeks from the date of issuance of the order whichever is earlier.</p>	<p>The selected bidder has to Supply, Install and Integrate Software Defined - Wide Area Network (SD-WAN) Solution and go-live of the SD-WAN Concentrator Solution and Management Console and devices for Branches/ Offices should be completed within thirty five (35) weeks from the date of acceptance of the Purchase Order or Thirty six (36) weeks from the date of issuance of the order whichever is earlier.</p>	<p>Bidder to comply with RFP/ GeM Bid terms and Conditions.</p>



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
202	80	Annexure 8	Scope of Work	5.Bidder should size a SD-WAN solution where utilization of hardware resources like CPU, Memory, HDD/SSD, Storage, etc., should not exceed above 60%, with all the features and licenses enabled, on violation of which the bidder should provide the required additional resources without any additional cost to the bank at any point of time during the contracted period.	SD-WAN solutions operate with varying resource allocation models, where some platforms pre-allocate CPU and memory (often exceeding 60%) to ensure high performance, fast convergence, and seamless failover. The requirement to cap hardware resource utilization at 60% may not align with industry best practices, as SD-WAN dynamically manages resources based on traffic patterns and security processing needs. We request Canara Bank to reconsider this clause and instead define performance benchmarks that ensure optimal efficiency without imposing a rigid utilization limit. Kindly confirm if a performance-driven approach would be acceptable	Bidder to refer Corrigendum-4
203	81	Annexure 8	Scope of Work	8,Bidder should implement the control plane of SD-WAN solution with HA active-passive mode between DC & DRC and data plane of SD-WAN solution with HA active-passive mode within DC, HA active-passive mode within DRC & HA active-active mode between DC & DRC with auto-failover functionality to passive device from day one. In case of DC/DRC location failure the entire load should be handled by the active location	The RFP mandates an active-passive control plane between DC & DRC and a combination of active-passive and active-active data plane modes. Typically, SD-WAN solutions ensure dynamic path selection and seamless failover between DC & DRC without requiring a strict active-active mode at all times. Kindly confirm if the bank is open to an SD-WAN solution that achieves the same HA objectives through intelligent failover, load balancing, and dynamic traffic steering rather than a rigid active-active setup. Additionally, please clarify the specific expectations for auto-failover mechanisms and load-handling responsibilities during a DC/DRC failure.	Bidder to refer Corrigendum-4



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
204	81	Annexure 8	Scope of Work	11.Bidder should provide SFPs for all the DC & DRC devices along with equivalent number of SFPs for the switch side and any other network equipments, components required for the solution.	* The RFP mandates that the bidder provide SFPs for all DC & DRC devices, along with an equivalent number of SFPs for the switch side and any other required network components. Additionally, there is no mention of SFP requirements for branch sites. Kindly clarify the following: 1. Does the bank require SFPs for branch site SD-WAN devices, or is this requirement limited to DC & DRC only?	Bank clarify that the bidder has to supply SFP modules wherever required at the time of implementation at DC & DRC. Hence the requirement is limited to DC & DRC only.
205	81	Annexure 8	Scope of Work	11.Bidder should provide SFPs for all the DC & DRC devices along with equivalent number of SFPs for the switch side and any other network equipments, components required for the solution.	2. Does the bank have any specific compatibility requirements for SFPs (OEM-specific or universal compatible third-party SFPs)?	The details will be shared with the successful bidder
206	81	Annexure 8	Scope of Work	11.Bidder should provide SFPs for all the DC & DRC devices along with equivalent number of SFPs for the switch side and any other network equipments, components required for the solution.	3. What are the expected interface types and speeds (e.g., 1G, 10G, 25G, 40G, 100G) for the SFPs on both SD-WAN and switch-side devices across DC, DRC, and branch sites?	Bidder to refer amended Annexure-9 - Technical and Functional Requirements Section-I Clause B.1 & C.1 in RFP document. Bidder to refer Corrigendum-4
207	81	Annexure 8	Scope of Work	11.Bidder should provide SFPs for all the DC & DRC devices along with equivalent number of SFPs for the switch side and any other network equipments, components required for the solution.	4. Should the bidder account for only the initial deployment, or is there a requirement to provide additional spare SFPs for future scalability?	Bank clarify that the bidder should supply required SFPs in DC & DRC throughout the contracted period.
208	81	Annexure 8	Scope of Work	11.Bidder should provide SFPs for all the DC & DRC devices along with equivalent number of SFPs for the switch side and any other network equipments, components required for the solution.	5. Are the switch-side and network equipment SFPs expected to be provided by the SD-WAN bidder, even if the switching infrastructure is not part of the bidder's scope?	Bidder to comply with RFP/ GeM Bid terms and Conditions.



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
209	81	Annexure 8	Scope of Work	12.Bidder has to arrange necessary equipments, accessories and mount the devices in the existing network rack at DC, DRC, branches, and offices.	<p>The RFP states that the bidder must arrange necessary equipment, accessories, and mount the devices in the existing network racks at DC, DRC, branches, and offices. Kindly clarify the following:</p> <p>1. Does the bank have any specific requirements for mounting accessories (e.g., rack rails, power cords, PDUs, cable managers), or should the bidder propose standard accessories based on the SD-WAN solution?</p>	Bidder to comply with RFP/ GeM Bid terms and Conditions.
210	81	Annexure 8	Scope of Work	12.Bidder has to arrange necessary equipments, accessories and mount the devices in the existing network rack at DC, DRC, branches, and offices.	<p>2. Are all existing network racks at DC, DRC, branches, and offices adequately sized and compatible with the proposed SD-WAN devices, or should the bidder account for any rack modifications if required?</p>	Bank clarify that bank has industry standard racks in DC & DRC, the successful bidder has to check the compatibility of their proposed SD-WAN devices with bank's network racks and account for any modifications required in the device to mount it in the bank's existing network racks.
211	81	Annexure 8	Scope of Work	12.Bidder has to arrange necessary equipments, accessories and mount the devices in the existing network rack at DC, DRC, branches, and offices.	<p>3. If existing racks are at full capacity, will the bank provide additional racks, or is the bidder expected to include them in the proposal?</p>	Bank clarify that, bank will provide the additional racks if required.
212	81	Annexure 8	Scope of Work	12.Bidder has to arrange necessary equipments, accessories and mount the devices in the existing network rack at DC, DRC, branches, and offices.	<p>4. Does the bidder need to account for any structured cabling work (e.g., patch cords, fiber runs) beyond basic mounting?</p>	Bank clarify that, it is the bank's responsibility to arrange required cabling infrastructure.



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
213	80	Annexure 8	Scope of Work	4.Bidder should size the devices of SD-WAN solution in DC and DRC, to support minimum 1250 edge devices and the solution should be scalable horizontally to support 2000 edge devices at any point of time during the contracted period.	<p>The RFP aims to expand the SD-WAN solution to 1,250 additional sites while the incumbent vendor has already deployed the existing SD-WAN solution. Since the eligibility criteria do not restrict the incumbent, they gain a significant advantage by avoiding costs such as headend infrastructure, Day-1 Integration, and Day-2 onsite resources--making their bid inherently more competitive.</p> <p>To ensure a level-playing field, we request the bank to either:</p> <ol style="list-style-type: none"> 1. Restrict the incumbent from participating to prevent unfair pricing advantages. OR 2. Mandate that the incumbent factors in the same costs as new bidders. <p>This will promote transparency, fair competition, and ensure the best solution is selected at a competitive price.</p>	RFP is self explanatory, bidder to comply with RFP terms and condition.
214	81	Annexure 8	Scope of Work	6.Bidder has to engage their own resources along with Project Manager during all the phases of implementation of the solution in DC, DRC, Branches and Offices. Sub-contracting of resources is not permitted during the contracted period.	<p>The RFP states that the bidder must engage their own resources, including a Project Manager, across all phases of implementation at DC, DRC, branches, and offices, and that sub-contracting of resources is not permitted.</p> <p>We seek clarification on the following:</p> <ol style="list-style-type: none"> 1. Can the bidder engage third-party OEM-certified professionals for specialized tasks (e.g., SD-WAN configuration, security hardening), or does the restriction apply only to generic manpower deployment? 	Bidder to comply with RFP/ GeM Bid terms and Conditions.



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
215	81	Annexure 8	Scope of Work	6.Bidder has to engage their own resources along with Project Manager during all the phases of implementation of the solution in DC, DRC, Branches and Offices. Sub-contracting of resources is not permitted during the contracted period.	2. Will the bank allow augmentation of resources through partner organizations if they meet certification and experience criteria?	Bidder to comply with RFP/ GeM Bid terms and Conditions.
216	81	Annexure 8	Scope of Work	6.Bidder has to engage their own resources along with Project Manager during all the phases of implementation of the solution in DC, DRC, Branches and Offices. Sub-contracting of resources is not permitted during the contracted period.	3. Does this restriction apply only to operational resources or also to implementation specialists required for Day-1 deployment?	Bidder to comply with RFP/ GeM Bid terms and Conditions.
217	81	Annexure 8	Scope of Work	8.Bidder has to integrate the SD-WAN solution with AD, NTP Server, TACACS, TACACS+,SIEM,NMS,ITAM,PIM,ITSM,etc.	<p>The RFP mandates SD-WAN integration with multiple systems, including AD, NTP Server, TACACS, TACACS+, SIEM, NMS, ITAM, PIM, and ITSM.</p> <p>We request clarification on the following:</p> <p>1. Are all these integrations required from Day 1, or can they be phased based on project milestones? Will the bank provide necessary APIs, access credentials, and configuration details for seamless integration?</p>	Bidder to comply with RFP/ GeM Bid terms and Conditions.
218	81	Annexure 8	Scope of Work	8.Bidder has to integrate the SD-WAN solution with AD, NTP Server, TACACS, TACACS+,SIEM,NMS,ITAM,PIM,ITSM,etc.	2. Are there any preferred OEMs or versions for these platforms to ensure compatibility?	The details will be shared with the successful bidder.
219	19	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Penalties/Liquidated damages for not maintaining uptime:	3.4.2. For branches/offices, the Bank will initiate a support ticket with the selected bidder. The selected bidder has to provide resolution by Next Business Day. Non-compliance will result in Bank imposing penalty of Rs. 2,000.00 per day for delay in resolution per day if the resolution exceeds the Next Business Day (NBD) timeframe. This penalty will apply until the issue is resolved and normal operations are restored.	f. Does the NBD resolution apply to all types of incidents (major/minor)?	Bidder to comply with RFP/ GeM Bid terms and Conditions.



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
220	19	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Penalties/Liquidated damages for not maintaining uptime:	3.4.2.For branches/offices,the Bank will initiate a support ticket with the selected bidder. The selected bidder has to provide resolution by Next Business Day. Non-compliance will result in Bank imposing penalty of Rs. 2,000.00 per day for delay in resolution per day if the resolution exceeds the Next Business Day (NBD) timeframe. This penalty will apply until the issue is resolved and normal operations are restored.	2. What are the Bank's defined business hours for NBD resolution—only working days, or does it include weekends/public holidays?	Bidder to comply with RFP/ GeM Bid terms and Conditions. Refer SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS-Clause 11
221	19	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Penalties/Liquidated damages for not maintaining uptime:	3.4.2.For branches/offices,the Bank will initiate a support ticket with the selected bidder. The selected bidder has to provide resolution by Next Business Day. Non-compliance will result in Bank imposing penalty of Rs. 2,000.00 per day for delay in resolution per day if the resolution exceeds the Next Business Day (NBD) timeframe. This penalty will apply until the issue is resolved and normal operations are restored.	3. If an issue remains unresolved due to dependencies on the Bank's internal teams (e.g., site access, power issues), will the penalty still apply?	Bidder to refer clause SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS- 3.Penalties/Liquidated Damages in RFP document.
222	21	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	7. Uptime	7.3.The selected bidder should consider high-availability (active-active) at DC & DR with maximum RPO of Near Zero and maximum RTO of 60 minutes.	Since DC-DR connectivity is under the Bank's scope, we seek clarification on the bidder's responsibility for meeting the RPO (Near Zero) and RTO (60 minutes) requirements. Specifically: 1. Does the bidder's role cover only device-level high availability and failover mechanisms, or are there additional expectations?	Bidder to comply with RFP/ GeM Bid terms and Conditions.
223	21	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	7. Uptime	7.3.The selected bidder should consider high-availability (active-active) at DC & DR with maximum RPO of Near Zero and maximum RTO of 60 minutes.	Since DC-DR connectivity is under the Bank's scope, we seek clarification on the bidder's responsibility for meeting the RPO (Near Zero) and RTO (60 minutes) requirements. Specifically: 2. If an RPO/RTO breach occurs due to connectivity failure (Bank's scope), will the bidder still be held accountable for SLA non-compliance?	Bidder to refer clause SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS-Clause 3.Penalties/Liquidated Damages in RFP document.



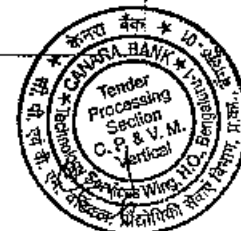
Consolidated Pre bid queries replies for GeM Bid Ref.No.GEM/2025/B/6092426 dated 29/03/2025 for Selection of Service Provider for Supply, Installation, Integration and Maintenance of Software Defined - Wide Area Network (SD-WAN) Solution for a Period of Five (05) Years in Canara Bank.

Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
224	21	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	7. Uptime	7.3.The selected bidder should consider high-availability (active-active) at DC & DR with maximum RPO of Near Zero and maximum RTO of 60 minutes.	3. How will RPO/RTO be measured, and will there be a distinction between failures caused by connectivity issues vs. SD-WAN device issues?	Bidder to refer clause SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS- 3.Penalties/Liquidated Damages in RFP document.
225	21	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	7. Uptime	7.3.The selected bidder should consider high-availability (active-active) at DC & DR with maximum RPO of Near Zero and maximum RTO of 60 minutes.	As per the RFP, the selected bidder must ensure high availability (active-active) at DC & DR. However, typically, SD-WAN architectures at DC-DR are designed in an active-passive mode to ensure seamless failover while optimizing resource utilization. Please confirm whether the expectation is truly active-active, or if the intent is an active-passive setup with automated failover? This clarification will help us align the design accordingly.	Bidder to refer Corrigendum-4 Amended Annexure-9: Technical and Functional Requirements.
226	26	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	9. Annual Maintenance Contract (AMC)	9.6.Preventive maintenance shall be done annually once (as and when required basis on receiving request from Circle office/Head office) during the contract period.	1. Will preventive maintenance require downtime? If so, should the bidder account for planned downtime exclusions in the 99.95% (DC/DR) and 99.50% (Branches) SLA calculations?	Bidder to refer clause SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS- 3.Penalties/Liquidated Damages in RFP document.
227	26	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	9. Annual Maintenance Contract (AMC)	9.6.Preventive maintenance shall be done annually once (as and when required basis on receiving request from Circle office/Head office) during the contract period.	2. How will penalties be handled if preventive maintenance affects uptime?	Bidder to refer clause SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS- 3.Penalties/Liquidated Damages in RFP document.
228	26	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	9. Annual Maintenance Contract (AMC)	9.6.Preventive maintenance shall be done annually once (as and when required basis on receiving request from Circle office/Head office) during the contract period.	3. Will the Bank request preventive maintenance as needed, or is the bidder expected to propose and execute a schedule?	Bidder to comply with RFP/ GeM Bid terms and Conditions.
229	26	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	18. Training	18.3.Training: The selected bidder has to arrange the onsite-classroom training with workstations and required necessary amenities to facilitate the training. The bidder has to quote the training charges in the Bill of Material.	Will the Bank provide the required workstations at the designated training locations (Bangalore/Mumbai), or is the bidder responsible for arranging and provisioning them?	Bidder to comply with RFP/ GeM Bid terms and Conditions.



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
230	90	Annexure 9 Technical & Functional Requirement	Section-1 / Sl. No B /1(b)	b)The control plane devices and log server of the proposed SDWAN solution must be in the form of OEM's physical/virtual appliance/industry standard hardware with dual power supply and should be rack mountable. Bidder should provide console cable, power cable (industry standard 3 pin Indian type plug), rack mount kit and necessary accessories, and mount the control plane devices and log server in the bank's network rack in DC & DRC.	The RFP states that the control plane devices and log server can be in the form of an OEM's physical/virtual appliance or industry-standard hardware. 1. Does this imply that the Versa SD-WAN Headend can be deployed as a virtual appliance, with the required compute resources (CPU, memory, and storage) provided by the Bank, while the bidder specifies the appliance requirements?	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4
231	90	Annexure 9 Technical & Functional Requirement	Section-1 / Sl. No B /1(b)	c)The control plane devices of the proposed SDWAN solution in DC & DRC should be able to cater individually, all the headend devices and 2000 branch end devices from day one.	The RFP specifies that the control plane devices at DC & DRC should support up to 2000 branch end devices from day one. Does this mean that the licenses for the control plane should be provisioned for 2000 branch devices upfront, even though the current requirement is for 1250 branch sites?	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4
232	91	Annexure 9 Technical & Functional Requirement	Section-1 / Sl. No C (a)	a)The headend devices of the proposed SDWAN solution should have minimum 10 x 1G/10G SFP+ fiber ports with Multimode LC type. All the ports should be populated with SFP+ modules along with equivalent SFP+ modules to be provided for the bank's switch side, from day one.	Please clarify whether the minimum requirement of 10 x 1G/10G SFP+ fiber ports with Multimode LC type applies to the SD-WAN Edge devices or the Headend control plane devices and log server? If this requirement is meant for the Headend devices, it seems to contradict the previously mentioned (6 x 1G/10G SFP+ fiber ports with Multimode LC type) specifications for the Control plane devices and log server, which already define their minimum connectivity requirements. Kindly confirm to avoid any ambiguity.	Bidder to refer Corrigendum-4 Bidder to refer amended Annexure-9 Technical and Functional Requirements - Section C, Headend/Data Plane device and Section B.Control Plane Devices and Log/ Reporting Server in RFP document.



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
233	92	Annexure 9 Technical & Functional Requirement	Section-1 / Sl. No G (4)	The SD-WAN should support DDoS mitigation functionality and protect DDOS attack like UDP Flood, Ping of Death etc.	1. Can the proposed SD-WAN solution integrate with an external cloud-based DDoS detection and mitigation service, or is there a preference for on-premises DDoS protection?	Bank clarify that the DDoS mitigation functionality should be available in all the SD-WAN devices proposed for the solution. Bidder to refer Corrigendum-4
234	92	Annexure 9 Technical & Functional Requirement	Section-1 / Sl. No G (4)	The SD-WAN should support DDoS mitigation functionality and protect DDOS attack like UDP Flood, Ping of Death etc.	2. Can the DDoS mitigation be implemented as a pooled model covering all 1,250 sites, or is per-site mitigation required?	Bank clarify that DDoS mitigation functionality should be enabled in SD-WAN devices as per the bank's requirement. Bidder to refer Corrigendum-4
235	92	Annexure 9 Technical & Functional Requirement	Section-1 / Sl. No G (4)	The SD-WAN should support DDoS mitigation functionality and protect DDOS attack like UDP Flood, Ping of Death etc.	3. Customer should have their own public AS number and their own set of IP address as third party AS# advertisement leads to BGP Hijacking.	Bank clarify that DDoS mitigation functionality is required at SD-WAN device. Bidder to refer Corrigendum-4
236	92	Annexure 9 Technical & Functional Requirement	Section-1 / Sl. No G (4)	The SD-WAN should support DDoS mitigation functionality and protect DDOS attack like UDP Flood, Ping of Death etc.	4. For Cloud DDoS Detection and Mitigation, Bank should have subnet for mitigation not less than /24 as less than /24 prefix will not be accepted over internet	Bank clarify that DDoS mitigation functionality is required at SD-WAN device. Bidder to refer Corrigendum-4
237	17	SECTION C', Point 2.1 Payment term	Point 2.1	Dedicated Onsite Resources - Payment will be Quarterly in arrears after deducting applicable penalties and Liquidated damages (if Any).	Bidder suggest to charge this to monthly advance basis as the payment to be released to the resources on monthly basis.	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4
238	12	SECTION B - INTRODUCTION/5.Req uirement Details	5.3.	Bank reserves the right to increase or decrease the quantity of purchase by 25% in respect to the devices quantity specified in this RFP at the same rate arrived at on the Terms and Conditions of this RFP.	Though as per RFP ask ,solution should scalable horizontally to support 2000 edge devices ,however appx 300+ devices at the same rate arrived at on the Terms and Conditions of this RFP.Requesting bank to share the duration or time line of such addition.	Bidder to refer Corrigendum-4



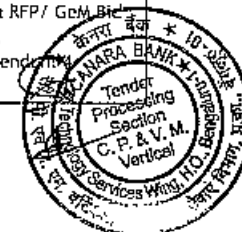
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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
239	15	SECTION C - /DELIVERABLE AND SERVICE LEVEL AGREEMENTS/Project Timelines	1.1	Bank shall provide the address and contact details for delivery of required hardware/software items for implementation of the SD-WAN Solution and devices while placing the order.	Bank to provide SPOC for overall project from bank side , also requesting bank to arrange SPOC from existing partners mentioned in section "SECTION-I : MANDATORY TECHNICAL REQUIREMENTS" point no 5 "Cisco, HP, Aruba, Juniper, Checkpoint, Lavelle Networks, Tejas Networks, Fortinet, Palo-alto, etc." as and support required.	Bidder to comply with RFP/ GeM Bid terms and Conditions.
240	20	SECTION C - /DELIVERABLE AND SERVICE LEVEL AGREEMENTS/Integration & Interfaces	4.1	The selected bidder has to work with different application vendors in order to integrate new solution to the existing workload or new workloads during contract period.	Bank to provide SPOC for overall project from bank side , also requesting bank to arrange SPOC from existing partners mentioned in section "SECTION-I : MANDATORY TECHNICAL REQUIREMENTS" point no 5 "Cisco, HP, Aruba, Juniper, Checkpoint, Lavelle Networks, Tejas Networks, Fortinet, Palo-alto, etc." as and when support required with SOW.	Bidder to comply with RFP/ GeM Bid terms and Conditions.
241	20	SECTION C - /DELIVERABLE AND SERVICE LEVEL AGREEMENTS/Security	5.1	The selected bidder has to use standard procedures like hardening, dedicated configuration in order to comply security standards including cyber security.	Requesting bank to specify the ask in the section "comply security standards including cyber security"	Bidder to comply with RFP/ GeM Bid terms and Conditions.
242	20	SECTION C - /DELIVERABLE AND SERVICE LEVEL AGREEMENTS/Security	5.7	Any kind of change like update, upgrades etc. in the system after complete installation will not lead into any commercial during contract period.	Bank to provide the required internet access for downloading the required patches from the OEM trusted repository as per the industry best practice. please confirm	Bidder to comply with RFP/ GeM Bid terms and Conditions.
243	22	SECTION C - /DELIVERABLE AND SERVICE LEVEL AGREEMENTS/Warranty /Support	8.3	The hardware deployed for this project shall be under Comprehensive Onsite Warranty covering update of software, maintenance or support for its proper operation, performance and output as specified in the tender technical specifications for a period of one year from the date of acceptance of the Solution.	Bank to clarify mention statement.	Bidder to comply with RFP/ GeM Bid terms and Conditions.



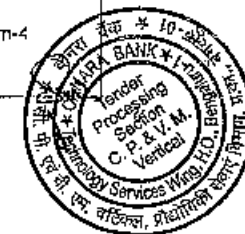
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244	24	SECTION C - /DELIVERABLE AND SERVICE LEVEL AGREEMENTS/Scope involved during Contract period	10.8	The selected bidder shall provide centralized complaint booking/lodging facility to the bank and the dash board shall be provided to the Bank. The method of booking complaints shall be on line portal, included in the proposed solution etc.	Requesting to share the existing centralized complaint booking/lodging facility.	Bidder to comply with RFP/ GeM Bid terms and Conditions.
245	81	Section A/Annexure-8/General	12	Bidder has to arrange necessary equipments, accessories and mount the devices in the existing network rack at DC, DRC, branches, and offices.	Bank has to ensure the necessary space should be available in the existing rack.	Bidder to comply with RFP/ GeM Bid terms and Conditions.
246	82	Section B /Annexure-8/Implementation.	8	Bidder has to integrate the SD-WAN solution with AD, NTP Server, TACACS, TACACS+, SIEM, NMS, ITAM, PIM, ITSM, etc.	Bank to share the details of the existing tools as mentioned in the clause.	The details will be shared with the successful bidder. Bidder to comply with RFP/ GeM Bid terms and Conditions.
247	82	Section B /Annexure-8/Implementation	10	The bidder should coordinate with all existing System and Network Integrators/Telecom Service Providers, other vendors and Bank's Officials during the course of Project Implementation, Warranty, AMC period for delivery, installation, configuration and completion of any other scope of work defined in this GeM bid.	As there are existing System and Network Integrators/Telecom Service Providers etc, bank need to share the SOW and SPOC during workshop	Bidder to comply with RFP/ GeM Bid terms and Conditions.
248	84	Section D /Annexure-8/Warranty and AMC	9	Bidder should arrange field support to configure and mount the device in network rack whenever bank shifts SD-WAN from one location to another, during the contracted period.	Bank has to ensure the necessary space should be available in the existing rack.how ever this be during life cycle management, and as per shared service shedule.	Bidder to comply with RFP/ GeM Bid terms and Conditions.
249	88	Section A/Annexure-9/SECTION-I : MANDATORY TECHNICAL REQUIREMENTS	5-b	The proposed SD-WAN solution should be able to communicate with the existing products of different vendors (eg: - Cisco, HP, Aruba, Juniper, Checkpoint, Laveile Networks, Tefas Networks, Fortinet, Palo-alto, etc.) Routers, Switches, Firewall and SD-WAN.	Does bank require any communication to be established with the existing deployed lavelle network or it shall be solely separated SDWAN solution for these site.	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4
250	88	Section A/Annexure-9/SECTION-I : MANDATORY TECHNICAL REQUIREMENTS	5-d	The proposed SD-WAN solution should support local breakout to communicate with traditional routers and other OEMs SD-WAN solution	Requesting bank to clarify this statement and the use case of suport local break out to communicate with traditional routers and the other oem solution.	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4



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SL No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
251	90	Section B/Annexure-9/SECTION-I :Control Plane Devices and Log/ Reporting Server	1-b	The control plane devices and log server of the proposed SDWAN solution must be in the form of OEM's physical/virtual appliance/industry standard hardware with dual power supply and should be rack mountable. Bidder should provide console cable, power cable (industry standard 3 pin Indian type plug), rack mount kit and necessary accessories, and mount the control plane devices and log server in the bank's network rack in DC & DRC.	Do bidder can consider other industry standard OEM based hardware to deploy other necessary sdwan components like log server , analytics , orchestrator etc.. in the form of virtualized environment or it should be proposed SDWAN OEM only. Please confirm	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4
252	93	Section I/Annexure-9/SECTION-I :Management and Integration	3	The proposed SD-WAN solution should be able to integrate with bank's SIEM, PIM, SMTP and ITSM ticketing tool. b). The proposed SD-WAN solution should support discovery of all the devices in Bank's ITAM solution using SNMP v3	Requesting bank to share the existing PIM / SIEM solution	The details will be shared with the Successful bidder. Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4
253	94	Section J/Annexure-9/SECTION-I :Reporting and Logs	2	The proposed SD-WAN solution should support granular Real-Time Monitoring of below parameters (but not limited to) in all the devices dashboard and to generate reports: a)Link wise Packet loss, Jitter, Latency and Errors b)Link wise, application wise (both standard and custom) and user wise bandwidth utilisation (all with respective source IP, destination IP and port number) c)Traffic statistics of all the included path d)Specific application utilization e)Path performance f)based on DP code, State wise, Circle wise, Region wise, Branch wise, ISP wise, Bandwidth wise, LAN IP wise, Asset wise, etc.,	Bank to clarify what is the frequency required for the Granular real time monitoring and generate report. And parameters required for "Specific application utilization"	Bank clarify that the reports are to be generated as per the bank's requirement. Bidder to refer Corrigendum-4
254	95	Section K/Annexure-9/SECTION-I :License and SLA	2	All the functionality and feature licenses should be pre-installed and it should be usable from day one of operation.	Bank to specify whether the desired technical security feature as mentioned in " SECTION-II : OPTIONAL TECHNICAL REQUIREMENTS--Point no 15 " should also be considered from day one.	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
255	95	Section K/Annexure-9/SECTION-I :License and SLA	4-a	During the contract period, average CPU utilization and average Memory utilization of the proposed physical hardware/appliances at DC, DRC & branches must not exceed 75% at any point of time, with no degradation in performance. Average can be calculated by considering values in hours (1 to 24) /Business hours/Peak hours.	Need more clarity on this statement as the utilization depend on the number of sessions generated on the devices which consist the number of users pertaining to the location /site/the user behavior.	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4
256	21	SECTION C - /DELIVERABLE AND SERVICE LEVEL AGREEMENTS/Security	5.1	The selected bidder will have to establish all the necessary procedures/ infrastructure/ technology/ personnel to ensure the Information System Security as per the guidelines prescribed by RBI and the policies of the Bank.	Requesting bank to clarify and share more detail about existing setup wrt the mentioned comment.	Bidder to comply with RFP/ GeM Bid terms and Conditions.
257	35	SECTION E - SELECTION OF BIDDER/Bidders Presentation /Site Visits / Product Demonstration/POC	3.6.2	The Bank at its discretion call for providing of Proof of Concept (PoC) of proposed solution at the location which is identified by the Bank. Hence, Bidder is required to arrange the required Hardware,software etc., in prior and need to submit the pre-requisites document in order to complete the POC within 30 Days.	Bank to specify the Site count to be considered for POC , so that device arrangement can be performed.Also bank need to ensure such sites have necessary ready infra .	Bank clarify that PoC to be conducted with all the proposed devices at DC, one number of Category 1 branch/office with HA, one number of Category 2 branch/office, and 2 number of Category 3 branch/office. All the devices to be demonstrated in PoC, should be the exact same model of OEM, which is proposed for the solution.
258	36	SECTION E - SELECTION OF BIDDER/Bidders Presentation /Site Visits / Product Demonstration/POC	3.6.5	Bidder has to complete the Proof of Concept (POC) of the proposed Solution/Services within the time limit which is defined by Bank.	Bank to specify the Site count to be considered for POC , so that device arrangement can be performed.Also bank need to ensure such sites have necessary ready infra .	Bank clarify that PoC to be conducted with all the proposed devices at DC, one number of Category 1 branch/office with HA, one number of Category 2 branch/office, and 2 number of Category 3 branch/office. All the devices to be demonstrated in PoC, should be the exact same model of OEM, which is proposed for the solution.



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
259	93	Section I/Annexure-9/SECTION-I :Management and Integration	2.c	All the components of the SD-WAN solution should be able to integrate with TACACS, TACACS+ for AAA. If not feasible, it should be integrated with PIM for device access. No direct access to any devices, with admin, local credentials are allowed	Requesting Bank to clarify on the type of integration expected.	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4
260	93	Section H/Annexure-9/SECTION-I/MANDATORY TECHNICAL REQUIREMENTS/Device Security	1	SD-WAN devices should have the authentication and authorization only with the preconfigured control plane devices/Management server which is placed in DC & DRC. Data should flow only after authorising the device manually through the control plane devices, when the device is added for the first time	Requesting bank to brief this clause "authorising the device manually through the control plane devices"	Bank clarify that onsite resource has to authorise the headend and branches/offices devices manually through the controller/manager placed at DC/DRC, for the devices to be operational. Bidder to refer Corrigendum-4
261	94	Section J/Annexure-9/SECTION-I/MANDATORY TECHNICAL REQUIREMENTS/Reporting and Logs	1-b	The proposed SD-WAN solution should have automated, real-time event alert mechanism	Requesting bank to provide more clarity on this clause	Bank clarify that solution should be able to generate and send alerts over mail, SMS automatically in case of configured events. Bidder to refer Corrigendum-4
262	97	Annexure-9 Technical and Functional Requirements SECTION-II : OPTIONAL TECHNICAL REQUIREMENTS	16	The proposed SD-WAN solution must provide application performance monitoring reporting the following characteristics: • Number of applications • Top applications • Application Quality • Application Usage • Application Usage per Transport	SD-WAN solution have report functionality ,Requesting bank to provide more clarity on the asked Characteristics.	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4



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263	94	Section J/Annexure-9/SECTION-I/MANDATORY TECHNICAL REQUIREMENTS/Reporting and Logs	3	The proposed SD-WAN solution should display traffic flows with all the below information for a period of 1 Hour, 1 Day, 1 Week, 1 Month and upto 3 Months with custom range: a) Source IP b) Destination IP c) Protocol d) Source port e) Destination port f) Application name g) Application category h) Throughput (Upload/Download) i) Forward and Reverse path and any other parameters as required by bank.	Requesting bank to provide more clarity on this clause wrt the traffic flow display	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4
264	98	Annexure-9 Technical and Functional Requirements SECTION-II : OPTIONAL TECHNICAL REQUIREMENTS	22	The proposed SD-WAN solution should automatically backup configuration, audit logs of all the devices to bank's server on daily basis through SFTP	Bank to share the usecase and provide brief about the automatically backup configuration and logs audit.	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4
265	NA		General Query		Kindly confirm that Bidder along with its affiliate including its subsidiaries shall participate in the bid. The contracting and invoicing for proposed services/goods specified in this RFP will be managed by bidder or its wholly owned subsidiary.	Bidder to comply with RFP/ GeM Bid terms and Conditions.



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
266	1	Annexure-10	Technical Evaluation Criteria	1. The implementation (not necessarily by the Bidder) of the proposed OEM solution (not necessarily the same model) in Scheduled Commercial Bank/ PSU/ BFSI in India for minimum 1000 discrete locations in Single Order to build a Single Solution during last five years as on the date of submission of bid.	We suggest the following clarification, we are interpreting the clause as follows - The Bidder/ OEM should have implemented similar proposed solution (not necessarily the same model) in Scheduled Commercial Bank/ PSU/ BFSI in India for minimum 1000 discrete locations in Single Order to build a Single Solution during last five years as on the date of submission of bid.	Bidder to refer Corrigendum-4
267	101	Annexure-10	Technical Evaluation Criteria	Section 2: No. of locations deployed in India (not necessarily by the date of submission of bid the bidder) for the SD WAN Solution of proposed OEM (not necessarily the same model) in Scheduled Commercial Bank/PSU/ BFSI in India in a Single/Multiple purchase order during last five years as on the date of submission of bid.	We suggest the following Verbatim for best suited OEM solution for the bank - Section 2: No. of locations deployed in India (not necessarily by the date of submission of bid the bidder) for large scale SD WAN Solution (not necessarily the same model) in Scheduled Commercial Bank/PSU/ BFSI in India in a Single/Multiple purchase order during last five years as on the date of submission of bid.	Bidder to refer Corrigendum-4



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SL No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
268	102	Annexure-10	Technical Evaluation Criteria	<p>Section 3:</p> <p>The bidder should have should have implemented and maintained SD-WAN (Software Defined - Wide Area Network) solution in any Scheduled Commercial Bank/ PSU/ BFSI in India for Minimum 500 discrete locations in Single Order to build a Single Solution, during last five years as on the date of submission of bid.</p>	<p>Most Customers prefer BU wise POs/ Orders or Phased Approach to plan budgets we suggest the following change to select the most experienced projects for tech. evaluation -</p> <p>Section 3:</p> <p>The bidder should have should have implemented and maintained SD-WAN (Software Defined - Wide Area Network) solution in any Scheduled Commercial Bank/ PSU/ BFSI in India for Minimum 500 discrete locations in Single Order/ Phased Orders to build a Single Solution, during last five years as on the date of submission of bid.</p>	<p>Bidder to comply with RFP/ GeM Bid terms and Conditions.</p> <p>Bidder to refer Corrigendum-4</p>
269	102	Annexure-10	Technical Evaluation Criteria	<p>Section 4:</p> <p>The bidder should have supplied, Installed and provided AMC support for Minimum 1000 Nos. in discrete locations (Single/ Multiple orders) of the L2 Manageable Network Switches/ Routers/ SD WAN to any Scheduled Commercial Bank/ PSU/BFSI during last five years as on the date of submission of bid.</p>	<p>We suggest a stronger scoring for this clause as follows</p> <p>No. of Locations:</p> <p>> 5000 locations: 10 marks</p> <p>>1500 locations & ≤ 4500 locations : 6 marks</p> <p>1000 locations & ≤ 1500 locations: 2 marks</p>	<p>Bidder to comply with RFP/ GeM Bid terms and Conditions.</p> <p>Bidder to refer Corrigendum-4</p>
270	118-119	Appendix - 19 Due Diligence Report		DUE DILIGENCE REPORT	Please specify the inputs to be provided by the bidder for this Appendix as the requirement is not clearly stated.	<p>Bidder to refer Annexure-14 Undertaking Letter.</p> <p>Bidder to comply with RFP/ GeM Bid terms and Conditions.</p>
271	30	15	Extension of Delivery Period and Liquidated Damages		iv. Force Majeure Conditions - We propose extension of the force majeure condition period from 10 days to 60 days before terminating the contract by either parties	Bidder to comply with RFP/ GeM Bid terms and Conditions.



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
272	33	18	Limitation of Liability		<p>We propose the following clause to replace the current clause "notwithstanding any other provision hereof, neither party shall be liable for</p> <p>(a) any indirect, incidental, special, consequential, exemplary or punitive damages or</p> <p>(b) any damages for lost profits, lost revenues, loss of goodwill, loss of anticipated savings, loss of customers, loss of data, interference with business or cost of purchasing replacement services, arising out of the performance or failure to perform under this agreement, whether or not caused by the acts or omissions or negligence (including gross negligence or willful misconduct) of its employees or agents, and regardless of whether such party has been informed of the possibility or likelihood of such damages. In no event bidder shall be liable in an amount that exceeds, in the aggregate for all such liabilities, the most recent twelve (12) months of charges collected by bidder from the customer pursuant to the applicable purchase order giving rise to the liability."</p>	Bidder to comply with RFP/ GeM Bid terms and Conditions.
273	34	19	Termination for Default		<p>Customer may terminate only in case of material breach by the Bidder and in case Bidder fails to rectify the breach within 60 days of written notice from the Customer. Further, Bidder proposes to have mutual right for terminating the contract for material breach or default of Customer such as non-payment as per the contract terms etc.</p>	Bidder to comply with RFP/ GeM Bid terms and Conditions.



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
274	38	SECTION G - GENERAL CONDITIONS	23. Indemnity	The Seller shall at all time indemnify Buyer against all suits and claims which may be made in respect of the goods/ services for infringement of any right protected by patent, registration of designs or trade mark. Provided always that in the event of any claim and suit in respect of alleged breach of patent, registered designs or trade-mark being made against the Buyer, the Buyer shall notify the Seller/ Service Provider of the same who shall at its own expense either settle any such dispute or conduct and litigation that may arise there from.	This section shall be subject to the Limitation of Liability section mentioned above.	Bidder to comply with RFP/ GeM Bid terms and Conditions.
275	38	SECTION G - GENERAL CONDITIONS	23. Indemnity	Buyers and Sellers agree to indemnify, defend and hold harmless GeM: 23.2.1- Breach of the contract 23.2.2- 3rd party third party claims due use of the Website 23.2.3- claims made by 3rd party regarding content/ information or materials provided by Seller cause any damage to a third party; 23.2.4- Violation of any IP rights	Bidder requests to restrict this section only to claims arising from damage to tangible property, personal injury or death caused by such party's negligence or wilful misconduct. Bidder further suggests addition of the following clause: With respect to all claims including those for intellectual property claims, Bidder shall in no event be liable in an amount that exceeds, in the aggregate for all such liabilities, the most recent twelve (12) months of charges collected by Bidder pursuant to the applicable PO/Order giving rise to the liability	Bidder to comply with RFP/ GeM Bid terms and Conditions.
276	90	Annexure-9 Technical and Functional Requirements	B.Control Plane Devices and Log/ Reporting Server S.No.2	a) The control plane devices and log server of the proposed SDWAN solution should be implemented with HA (Active-Passive) geographically between DC & DRC.	Request the bank to not enforce Active-Passive or Active-Active HA as this is based on OEM High-Availability architecture.	Bidder to refer Corrigendum-4
277	91	Annexure-9 Technical and Functional Requirements	C. Headend/Data Plane device S.No.1	a) The headend devices of the proposed SDWAN solution should have minimum 10 x 1G/10G SFP+ fiber ports with Multimode LC type. All the ports should be populated with SFP+ modules along with equivalent SFP+ modules to be provided for the bank's switch side, from day one.	Since the headend throughput requirement is 10 Gbps (3-directional), asking for a 10 x 1/10G SFP+ interface would be higher. Since these devices will be deployed in HA, the site would have sufficient ports. Request the bank to change this to 8 x 1/10G SFP+ ports.	Bidder to refer Corrigendum-4



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
278	91	Annexure-9 Technical and Functional Requirements	D. SD-WAN device -Category 1 S.No.1	b) The SD-WAN devices should have Minimum 4 x 10/100/1000 Ethernet auto sensing ports (RJ45 Type), and 4 x SFP ports , which should be configurable as both WAN and LAN ports	Request the bank to mention the port speed for SFP ports. Since this is Category 1 we recommend 4 x 10/100/1000 RJ45 and 4 x 1/10G SFP ports. Recommend to consider deploying Category-1 sites in HA.	Bidder to refer Corrigendum-4
279	91	Annexure-9 Technical and Functional Requirements	E. SD-WAN device -Category 2 S.No.1	a) The SD-WAN devices must be delivered by a physical hardware platform of size 1U branches/offices, with dual power supply in single box for ease of management. Bidder should provide Console Cable, Power Cable (Indian Standard 3 pin plug) and Rack Mount kit, necessary accessories and mount the device in the network rack. b) The SD-WAN devices should have Minimum 4 x 10/100/1000 Ethernet auto sensing ports (RJ45 Type), which should be configurable as both WAN and LAN ports.	Recommend to consider deploying Category-2 sites in HA and remove the clause for dual power supply. These devices can be deployed in the Active/Active or Active/Standby model based on the Bank's requirement to provide higher uptime at these locations.	Bidder to refer Corrigendum-4
280	96	Annexure-9 Technical and Functional Requirements	Optional Technical & Functional Specifications S.No.4	SD-WAN devices should not forward data plane traffic without manual intervention, if link/power failure happens for the specified time period. Time period should be customizable as per bank's requirements. It should be configurable device wise.	Please confirm that the 'link failure' refers to failures keeps the device unreachable for an extended period from the orchestrator.	Bidder to refer Corrigendum-4
281	96	Annexure-9 Technical and Functional Requirements	Optional Technical & Functional Specifications S.No.5	The proposed SD-WAN solution should support approval based process for all configuration changes Solution should have the option to select the Type of Configuration Changes, which requires approval process For example, Configuration changes done by a user, need to be approved by any other user in the same role, for that configuration changes to get committed in the system	This is the task of the Change Management tool. The bank can have a team that would configure the policies (Level 1) and another team to verify and apply the policies (Level 2). Request the Bank to remove this point.	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
282	97	Annexure-9 Technical and Functional Requirements	Optional Technical & Functional Specifications S.No.11	The proposed SDWAN solution should support API calls.Solution should be able to integrate all available API within the solution at no extra cost to the Bank .i.e. a) As responder to the API calls, solution should expose monitoring and dashboard related information to the third-party monitoring tool or dashboard. b) As requestor of the API calls, solution should be capable of communicating with third party tools like ticketing and alerting tools.	Each solution can communicate to the ticketing and alerting tools in various ways using Webhook, Syslog and API query from these tools. SD-WAN orchestrator may not need to request information from third-party tools. Request the bank to remove the API calls for integration with ticketing tools as a requestor.	Bidder to refer Corrigendum-4
283	97	Annexure-9 Technical and Functional Requirements	Optional Technical & Functional Specifications S.No.9	The proposed SD-WAN solution must have TPM (Trusted Platform Module) in the hardware for secure key encryption.	Should be mandatory criteria included to each Branch specification. This is required to ensure any breach of sensitive data over SDWAN overlay resulting from compromise of the encryption keys	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4
284	96	Annexure-9 Technical and Functional Requirements	Optional Technical & Functional Specifications S.No.8	The proposed SD-WAN solution must have IPv6 logo phase-2 certification	Should be mandatory criteria. This provides an assurance to customer that the solution can support IPv6 for networking and security features.	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4
285	97	Annexure-9 Technical and Functional Requirements	Optional Technical & Functional Specifications S.No.15	The SD-WAN should have following Next Generation Firewall: a) Inbuilt IDS & IPS for Monitoring and Preventing Malicious activities such as security threat, policy violation etc., with the ability to update the IPS signature database centrally from the controller/orchestrator on a need basis or on a periodic basis b) Web/URL filtering capability to allow or deny access to certain class of web sites according to predefined policies. c) Inbuilt Antivirus/AntiMalware to identify and block malicious files	Security feature must be mandatory at every Branch to prevent any insider attacks & safeguard all data communications & inspect the traffic towards banking applications	Bidder to refer Corrigendum-4



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
286	98	Annexure-9 Technical and Functional Requirements	Optional Technical & Functional Specifications S.No.20	The proposed SD-WAN solution should be provisioned such that if the primary control plane devices is completely down, the branch device should automatically register itself with the next available control plane devices without any manual intervention, considering controllers placed in DC and DRC each one, having different IP addresses.	In our solution, the branches are connected to multiple controllers at all times. Selecting the controller for control plane traffic will be decided based on policy. Request the bank to consider changing the specification accordingly: "The proposed SD-WAN solution should be provisioned such that if any control plane device fails in DC, the branch devices should automatically exchange the control plane information through the control plane devices in DR without any manual intervention."	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4
287	NA	New Specification		The proposed SD-WAN solution must support inbound traffic shaping.	Should be a mandatory requirement. This is required to prioritize incoming application traffic during congestion ensuring critical applications receive adequate bandwidth for optimal performance.	Bidder to comply with RFP/ GeM Bid terms and Conditions.
288	NA	New Specification		The proposed solution should be able to identify users based on username by integrating with the Bank's AD and apply Security and SD-WAN policies based on users.	Should be included as a mandatory requirement across every Branch to enforce user to application access based on user authentication instead of IP-based policies. This is a basic feature supported by major SDWAN OEMs.	Bidder to comply with RFP/ GeM Bid terms and Conditions.
289	NA	New Specification		The SD-WAN solution must optimize tunnel header overhead to improve performance on low-bandwidth connections (VSAT, satellite, etc.)	Should be a mandatory requirement. This is required for ATMs running at remote locations over VSAT connection handling critical banking transactions to boost the throughput over Satellite links.	Bidder to comply with RFP/ GeM Bid terms and Conditions.
290	NA	New Specification		The proposed SD-WAN solution must be able to intercept DNS requests and must be able to forward to internal or external DNS servers depending on the domain name.	Should be a mandatory requirement. This is required to selectively forward DNS requests towards public domains to be resolved by public DNS servers.	Bidder to comply with RFP/ GeM Bid terms and Conditions.
291	NA	New Specification		The proposed SD-WAN solution must support web proxy functionality	Should be a mandatory requirement. This will eliminate the need for a separate proxy solution for local internet breakout	Bidder to comply with RFP/ GeM Bid terms and Conditions.



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
292	69	Annexure-2	Pre-Qualification Criteria	The bidder should have implemented and maintained SD-WAN (Software Defined -Wide Area Network) solution in atleast One (01) Scheduled Commercial Banks/ PSU/ BFSI in India for minimum 500 discrete locations for each organisation in Single Order to build a Single Solution during last five years as on the date of submission of bid.	Request to amend the clause as : The bidder should have implemented and maintained SD-WAN (Software Defined -Wide Area Network) / WAN solution in atleast One (01) Scheduled Commercial Banks/ PSU/ BFSI / Government in India for minimum 500 discrete locations for each organisation in Single Order to build a Single Solution during last five / Seven years as on the date of submission of bid.	Bidder to refer Corrigendum-4
293	69	Annexure-2	Pre-Qualification Criteria	The proposed OEM solution (not necessarily the same model) should have been implemented (not necessarily by the Bidder) in atleast One (01) Scheduled Commercial Bank/ PSU/ BFSI in India for minimum 1000 discrete locations for each organisation in Single Order to build a Single Solution during last five years as on as on the date of submission of bid.	we understand this criteria can be meet by either Bidder or OEM. Request you to please clarify.	Bank clarify that this clause pertains to OEM and reference should be submitted for the same. Bidder to refer Corrigendum-4
294	70	Annexure-2	Pre-Qualification Criteria	The bidder should support office for 24*7 support.	We understand this is required during the project execution stage. However for bidding purpose bidder shall provide the registered / support office address in the bid. Request you to please clarify.	Bidder to comply all the Pre Qualification criteria as on date of Bid submission.
295	100	Annexure-10	Technical Evaluation Criteria	The implementation (not necessarily by the Bidder) of the proposed OEM solution (not necessarily the same model) in Scheduled Commercial Bank/ PSU/ BFSI in India for minimum 1000 discrete locations in Single Order to build a Single Solution during last five years as on the date of submission of bid.	Request to amend the clause as : The implementation (not necessarily by the Bidder) of the proposed OEM solution (not necessarily the same model) by OEM in Scheduled Commercial Bank/ PSU/ BFSI/ Government in India for minimum 1000 discrete locations in Single Order to build a Single Solution during last five Seven years as on the date of submission of bid.	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4
296	100	Annexure-10	Technical Evaluation Criteria	No. of locations deployed in India (not necessarily by the bidder) for the SD-WAN Solution of proposed OEM (not necessarily the same model) in Scheduled Commercial Bank/PSU/ BFSI in India in a Single/ Multiple purchase order during last five years as on the date of submission of bid.	Request to amend the clause as : No. of locations deployed in India (not necessarily by the bidder) for the SD-WAN Solution of proposed OEM (not necessarily the same model) by OEM in Scheduled Commercial Bank/PSU/ BFSI/ Government in India in a Single/ Multiple purchase order during last five Seven Years as on the date of submission of bid.	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
297	101	Annexure-10	Technical Evaluation Criteria	The bidder should have should have implemented and maintained SD-WAN (Software Defined - Wide Area Network) solution in any Scheduled Commercial Bank/ PSU/ BFSI in India for Minimum 500 discrete locations in Single Order to build a Single Solution, during last five years as on the date of submission of bid.	Request to amend the clause as : The bidder should have should have implemented and maintained SD-WAN / WAN (Software Defined - Wide Area Network) solution in any Scheduled Commercial Bank/ PSU/ BFSI/Government in India for Minimum 500 discrete locations in Single Order to build a Single Solution, during last five / Seven years as on the date of submission of bid.	Bidder to refer Corrigendum-4
298	101	Annexure-10	Technical Evaluation Criteria	The bidder should have supplied, installed and provided AMC support for Minimum 1000 Nos. in discrete locations (Single/ Multiple orders) of the L2 Manageable Network Switches/ Routers/ SD-WAN to any Scheduled Commercial Bank/ PSU/ BFSI during last five years as on the date of submission of bid.	Request to amend the clause as : The bidder should have supplied, installed and provided AMC support for Minimum 1000 Nos. in discrete locations (Single/ Multiple orders) of the L2 Manageable Network Switches/ Routers/ SD-WAN to any Scheduled Commercial Bank/ PSU/ BFSI / Government during last five / Seven years as on the date of submission of bid.	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4
299	17 & 18	Section 3	Penalties/Liquidated Damages	Non-compliance of the Supply, Installation and Integration of Central SD-WAN Concentrator Solution and Management Console at DC and DRC as per clause 1.3. will result in imposing penalty of 0.50% of the total cost mentioned in Table-A of Annexure-17 on delay in delivery per week or part thereof by the Bank.	Request to amend the clause as : Non-compliance of the Supply, Installation and Integration of Central SD-WAN Concentrator Solution and Management Console at DC and DRC as per clause 1.3. will result in imposing penalty of 0.50% of the total cost 0.25% on undelivered portion mentioned in Table-A of Annexure-17 on delay in delivery per week or part thereof by the Bank.	Bidder to comply with RFP/ GeM Bid terms and Conditions.
300	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1. Project Timelines	1.3.1 The selected bidder has to Supply, Install and Integrate Software Defined - Wide Area Network (SD-WAN) Solution and go-live of the SD-WAN Concentrator Solution and Management Console and devices for Branches/ Offices should be completed within twenty five (25) weeks from the date of acceptance of the Purchase Order or twenty six (26) weeks from the date of issuance of the order whichever is earlier.	Request to amend the clause as : 1.3.1 The selected bidder has to Supply, Install and Integrate Software Defined - Wide Area Network (SD-WAN) Solution and go-live of the SD-WAN Concentrator Solution and Management Console and devices for Branches/ Offices should be completed within twenty five (25) forty (40) weeks from the date of acceptance of the Purchase Order or twenty-six (26) Forty one (41) weeks from the date of issuance of the order whichever is earlier.	Bidder to comply with RFP/ GeM Bid terms and Conditions.



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
301	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS 2.Payment Terms	1. Supply, Installation and Integration of Central SD-WAN Concentrator Solution and Management Console at DC and DRC	90% of the Cost of SD-WAN Concentrator Solution and Management Console	Request to amend the clause as : 90% of the Cost of SD-WAN Concentrator Solution and Management Console on Prorate Basis	Bidder to refer Corrigendum-4
302	16	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS 2.Payment Terms	3. Supply, Installation and Integration of SD-WAN devices at the branches/ Offices	90% of the cost of SD-WAN devices	Request to amend the clause as : 90% of the cost of SD-WAN devices on Prorate Basis	Bidder to refer Corrigendum-4,
303	69	Annexure-2	Pre-Qualification Criteria, Sr. No. 9	The bidder should have implemented and maintained SD-WAN (Software Defined -Wide Area Network) solution in atleast One (01) Scheduled Commercial Banks/ PSU/ BFSI in India for minimum 500 discrete locations for each organisation in Single Order to build a Single Solution during last five years as on the date of submission of bid.	We request bank to modify the clause as below: "The bidder should have implemented and maintained SD-WAN (Software Defined -Wide Area Network) solution in atleast One (01) Scheduled Commercial Banks/ PSU/ BFSI/ In India for minimum 500 discrete locations for each organisation in Single Order to build a Single Solution during last six years as on the date of submission of bid.	Bidder to refer Corrigendum-4
304	68	Annexure-2	Pre-Qualification Criteria, Sr. No. 10	The proposed OEM solution (not necessarily the same model) should have been implemented (not necessarily by the Bidder) in atleast One (01) Scheduled Commercial Bank/ PSU/ BFSI in India for minimum 1000 discrete locations for each organisation in Single Order to build a Single Solution during last five years as on as on the date of submission of bid.	We request bank to modify the clause as below: The proposed OEM solution (not necessarily the same model) should have been implemented (not necessarily by the Bidder) in atleast One (01) Scheduled Commercial Bank/ PSU/ BFSI in India for minimum 1000 discrete locations for each organisation in Single Order to build a Single Solution during last six years as on the date of submission of bid.	Bidder to refer Corrigendum-4



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
305	100	Annexure-10	Technical Evaluation Criteria, Sr. No. 1	The Implementation (not necessarily by the Bidder) of the proposed OEM solution (not necessarily the same model) in Scheduled Commercial Bank/ PSU/ BFSI in India for minimum 1000 discrete locations in Single Order to build a Single Solution during last five years as on the date of submission of bid.	We request bank to modify the clause as below: The Implementation (not necessarily by the Bidder) of the proposed OEM solution (not necessarily the same model) in Scheduled Commercial Bank/ PSU/ BFSI in India for minimum 1000 discrete locations in Single Order to build a Single Solution during last six years as on the date of submission of bid.	Bidder to refer Corrigendum-4
306	100	Annexure-10	Technical Evaluation Criteria, Sr. No. 2	No. of locations deployed in India (not necessarily by the bidder) for the SD-WAN Solution of proposed OEM (not necessarily the same model) in Scheduled Commercial Bank/PSU/ BFSI in India in a Single/ Multiple purchase order during last five years as on the date of submission of bid.	We request bank to modify the clause as below: No. of locations delivered in India (not necessarily by the bidder) for the SD-WAN Solution of proposed OEM (not necessarily the same model) in Scheduled Commercial Bank/PSU/ BFSI in India in a Single/ Multiple purchase order during last six years as on the date of submission of bid.	Bidder to refer Corrigendum-4
307	101	Annexure-10	Technical Evaluation Criteria, Sr. No. 3	The bidder should have should have implemented and maintained SD-WAN (Software Defined - Wide Area Network) solution in any Scheduled Commercial Bank/ PSU/ BFSI in India for Minimum 500 discrete locations in Single Order to build a Single Solution, during last five years as on the date of submission of bid.	We request bank to modify the clause as below: The bidder should have should have implemented and maintained SD-WAN (Software Defined - Wide Area Network) solution in any Scheduled Commercial Bank/ PSU/ BFSI in India for Minimum 500 discrete locations in Single Order to build a Single Solution, during last six years as on the date of submission of bid.	Bidder to refer Corrigendum-4



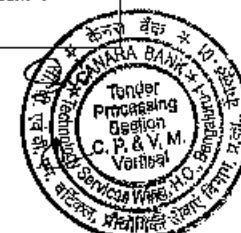
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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
308	101	Annexure-10	Technical Evaluation Criteria, Sr. No. 4	The bidder should have supplied, Installed and provided AMC support for Minimum 1000 Nos. in discrete locations (Single/ Multiple orders) of the L2 Manageable Network Switches/ Routers/ SD-WAN to any Scheduled Commercial Bank/ PSU/ BFSI during last five years as on the date of submission of bid.	We request bank to modify the clause as below: The bidder should have supplied, Installed and provided AMC support for Minimum 1000 Nos. in discrete locations (Single/ Multiple orders) of the L2 Manageable Network Switches/ Routers/ SD-WAN to any Scheduled Commercial Bank/ PSU/ BFSI/ during last six years as on the date of submission of bid.	Bidder to refer Corrigendum-4
309	102	Annexure-10	Technical Evaluation Criteria, Sr. No. 4	The Average Monthly Failure rate of edge devices of deployed solution in the Scheduled Commercial Bank/ PSU/ BFSI for the last 3 months as on the date of submission of bid. The failure rates reported must align with the evidence provided in both Sl. No. 1 and Sl. No. 4, ensuring consistency across these references.	We request bank to modify the clause as below: The Average Monthly Failure rate of edge devices of deployed solution in the Scheduled Commercial Bank/ PSU/ BFSI for the last 3 months as on the date of submission of bid. The failure rates reported must align with the evidence provided in both Sl. No. 1 and Sl. No. 5, ensuring consistency across these references. Maximum of 3 references/ organizations for proposed OEM deployment at >3 organizations as per Sl.No.1	Bidder to refer Corrigendum-4
310	102	Annexure-10 Technical Evaluation Criteria, Sr. No. 4	The Average Monthly Failure rate of edge devices of deployed solution in the Scheduled Commercial Bank/ PSU/ BFSI for the last 3 months as on the date of submission of bid. The failure rates reported must align with the evidence provided in both Sl. No. 1 and Sl. No. 4, ensuring consistency across these references.	Average Monthly failure rate: $\geq 0.00\%$ & $\leq 00.50\%$: 10 marks $> 00.50\%$ & $\leq 1.00\%$: 6 marks $> 1.00\%$ & $\leq 1.5\%$: 2 marks	We request bank to modify the clause as below: Average Monthly failure rate: $\geq 0.00\%$ & $\leq 00.50\%$: 10 marks $> 00.50\%$ & $\leq 1.00\%$: 8 marks $> 1.00\%$ & $\leq 1.5\%$: 6 marks $> 1.5\%$ & $\leq 2.00\%$: 4 marks $> 2.00\%$ & $\leq 2.50\%$: 2 marks	Bidder to refer Corrigendum-4



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
311	81	Annexure 8	Scope of Work	A.8.Bidder should provide SFPs for all the DC & DRC devices along with equivalent number of SFPs for the switch side and any other network equipments, components required for the solution.	Kindly share the make and model of the switch to check SFP type required on the switch side	The details will be shared with the successful bidder.
312	82	Annexure 8	Scope of Work	B.8.Bidder has to integrate the SD-WAN solution with AD, NTP Server, TACACS, TACACS+, SIEM, NMS, ITAM, PIM, ITSM, etc.	Kindly clarify that the configuration required on these mentioned devices will be done by respective team managing the same. Bidder's responsibility will be to configure SDWAN solution components to enable such integration	Bank clarify that bidder's responsibility is to configure only the SD-WAN solution and co-ordinate with all SIs of the respective tools for successful integration.
313	85	Annexure 8	Scope of Work	E.1.Bidder should provide 24x7x365 onsite support at Bengaluru (DC/IT Wing) and on-demand onsite support at DRC Mumbai, with the same resources, during any critical issues and major software, hardware upgrade, without affecting the 24x7x365 support at Bengaluru.	Kindly elaborate the meaning of this clause. What is meant by "with the same resources" in this context	Bidder to refer Corrigendum-4
314	85	Annexure 8	Scope of Work	E.2.Bidder should provide minimum 5 number of skilled onsite resources, with mandatory OEM certification in the proposed SD-WAN solution, from the warranty start date to the end of contracted period	Kindly clarify if resources are required in shifts. If yes, please clarify the shift wise count of resources required	Bank clarify that bidder should cover 24x7x365 onsite support at Bengaluru (DC/IT Wing) and 12x7x365 days (8am to 8pm) onsite support at DRC Mumbai, throughout the entire contracted period.
315	103	Annexure-10	Technical Evaluation Criteria	Total Maximum Marks= 85	Request bank to confirm that the total maximum marks will be 85 only and not 100	Bank clarify that the bidder should score minimum 75% marks of total maximum 85 marks in order to qualify in the Technical evaluation. Bidder to refer Corrigendum-4
316	NA	General			This RFP doesn't state anything on Response Time and MTTR; Is this by design or was it missed?	Bidder to refer Corrigendum-4
317	90	Annexure-9 Technical and Functional Requirements	B.Control Plane Devices and Log/ Reporting Server S.No.2	a)The control plane devices and log server of the proposed SDWAN solution should be implemented with HA (Active-Passive) geographically between DC & DRC.	Request the bank to not enforce Active-Passive or Active-Active HA as this is based on OEM High-availability architecture.	Bidder to refer Corrigendum-4



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
318	91	Annexure-9 Technical and Functional Requirements	C. Headend/Data Plane device S.No.1	a)The headend devices of the proposed SDWAN solution should have minimum 10 x 1G/10G SFP+ fiber ports with Multimode LC type. All the ports should be populated with SFP+ modules along with equivalent SFP+ modules to be provided for the bank's switch side, from day one.	Since the headend throughput requirement is 10 Gbps (Bi-directional), asking for a 10 x 1/10G SFP+ interface would be higher. Since these devices will be deployed in HA, the site would have sufficient ports. Request the bank to change this to 8 x 1/10G SFP+ ports.	Bidder to refer Corrigendum-4
319	91	Annexure-9 Technical and Functional Requirements	D. SD-WAN device -Category 1 S.No.1	b)The SD-WAN devices should have Minimum 4 x 10/100/1000 Ethernet auto sensing ports (RJ45 Type), and 4 x SFP ports , which should be configurable as both WAN and LAN ports	Request the bank to mention the port speed for SFP ports. Since this is Category 1 we recommend 4 x 10/100/1000 RJ45 and 4 x 1/10G SFP ports. Recommend to consider deploying Category-1 sites in HA.	Bidder to refer Corrigendum-4
320	91	Annexure-9 Technical and Functional Requirements	E. SD-WAN device -Category 2 S.No.1	a)The SD-WAN devices must be delivered by a physical hardware platform of size 1U branches/offices, with dual power supply in single box for ease of management. Bidder should provide Console Cable, Power Cable (Indian Standard 3 pin plug) and Rack Mount kit, necessary accessories and mount the device in the network rack. b)The SD-WAN devices should have Minimum 4 x 10/100/1000 Ethernet auto sensing ports (RJ45 Type), which should be configurable as both WAN and LAN ports.	Recommend to consider deploying Category-2 sites in HA and remove the clause for dual power supply. These devices can be deployed in the Active/Active or Active/Standby model based on the Bank's requirement to provide higher uptime at these locations.	Bidder to refer Corrigendum-4
321	96	Annexure-9 Technical and Functional Requirements	Optional Technical & Functional Specifications S.No.4	SD-WAN devices should not forward data plane traffic without manual intervention, if link/power failure happens for the specified time period. Time period should be customizable as per bank's requirements. It should be configurable device wise.	Please confirm that the 'link failure' refers to failures keeps the device unreachable for an extended period from the orchestrator.	Bidder to refer Corrigendum-4



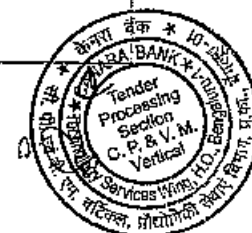
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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
322	96	Annexure-9 Technical and Functional Requirements	Optional Technical & Functional Specifications S.No.5	The proposed SD-WAN solution should support approval based process for all configuration changes Solution should have the option to select the Type of Configuration Changes, which requires approval process For example, Configuration changes done by a user, need to be approved by any other user in the same role, for that configuration changes to get committed in the system	This is the task of the Change Management tool. The bank can have a team that would configure the policies (Level 1) and another team to verify and apply the policies (Level 2). Request the Bank to remove this point.	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4
323	97	Annexure-9 Technical and Functional Requirements	Optional Technical & Functional Specifications S.No.11	The proposed SDWAN solution should support API calls.Solution should be able to integrate all available API within the solution at no extra cost to the Bank .i.e. a)As responder to the API calls, solution should expose monitoring and dashboard related information to the third-party monitoring tool or dashboard. b)As requestor of the API calls, solution should be capable of communicating with third party tools like ticketing and alerting tools.	Each solution can communicate to the ticketing and alerting tools in various ways using Webhook, Syslog and API query from these tools. SD-WAN orchestrator may not need to request information from third-party tools. Request the bank to remove the API calls for integration with ticketing tools as a requestor.	Bidder to refer Corrigendum-4
324	97	Annexure-9 Technical and Functional Requirements	Optional Technical & Functional Specifications S.No.9	The proposed SD-WAN solution must have TPM (Trusted Platform Module) in the hardware for secure key encryption.	Should be mandatory criteria included to each Branch specification. This is required to ensure any breach of sensitive data over SDWAN overlay resulting from compromise of the encryption keys	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4
325	96	Annexure-9 Technical and Functional Requirements	Optional Technical & Functional Specifications S.No.8	The proposed SD-WAN solution must have IPv6 logo phase-2 certification	Should be mandatory criteria. This provides an assurance to customer that the solution can support IPv6 for networking and security features.	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
326	97	Annexure-9 Technical and Functional Requirements	Optional Technical & Functional Specifications S.No.15	The SD-WAN should have following Next Generation Firewall: a) Inbuilt IDS & IPS for Monitoring and Preventing Malicious activities such as security threat, policy violation etc., with the ability to update the IPS signature database centrally from the controller/orchestrator on a need basis or on a periodic basis b) Web/URL filtering capability to allow or deny access to certain class of web sites according to predefined policies. c) Inbuilt Antivirus/AntiMalware to identify and block malicious files	Security feature must be mandatory at every Branch to prevent any insider attacks & safeguard all data communications & inspect the traffic towards banking applications	Bidder to refer corrigendum-4
327	98	Annexure-9 Technical and Functional Requirements	Optional Technical & Functional Specifications S.No.20	The proposed SD-WAN solution should be provisioned such that if the primary control plane devices is completely down, the branch device should automatically register itself with the next available control plane devices without any manual intervention, considering controllers placed in DC and DRC each one, having different IP addresses.	In our solution, the branches are connected to multiple controllers at all times. Selecting the controller for control plane traffic will be decided based on policy. Request the bank to consider changing the specification accordingly: "The proposed SD-WAN solution should be provisioned such that if any control plane device fails in DC, the branch devices should automatically exchange the control plane information through the control plane devices in DR without any manual intervention."	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4
328	NA	New Specification		The proposed SD-WAN solution must support Inbound traffic shaping.	Should be a mandatory requirement. This is required to prioritize incoming application traffic during congestion ensuring critical applications receive adequate bandwidth for optimal performance.	Bidder to comply with RFP/ GeM Bid terms and Conditions.
329	NA	New Specification		The proposed solution should be able to identify users based on username by integrating with the Bank's AD and apply Security and SD-WAN policies based on users.	Should be included as a mandatory requirement across every Branch to enforce user to application access based on user authentication instead of IP-based policies. This is a basic feature supported by major SDWAN OEMs.	Bidder to comply with RFP/ GeM Bid terms and Conditions.



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
330	NA	New Specification		The SD-WAN solution must optimize tunnel header overhead to improve performance on low-bandwidth connections (VSAT, satellite, etc.)	Should be a mandatory requirement. This is required for ATMs running at remote locations over VSAT connection handling critical banking transactions to boost the throughput over Satellite links.	Bidder to comply with RFP/ GeM Bid terms and Conditions.
331	NA	New Specification		The proposed SD-WAN solution must be able to intercept DNS requests and must be able to forward to internal or external DNS servers depending on the domain name.	Should be a mandatory requirement. This is required to selectively forward DNS requests towards public domains to be resolved by public DNS servers.	Bidder to comply with RFP/ GeM Bid terms and Conditions.
332	NA	New Specification		The proposed SD-WAN solution must support web proxy functionality	Should be a mandatory requirement. This will eliminate the need for a separate proxy solution for local internet breakout	Bidder to comply with RFP/ GeM Bid terms and Conditions.
333	NA	Sign off criteria	80	Need more clarity	Could you please provide more information on the sign off criteria? On what basis the sign off will be happen at all the segments	Bidder to refer SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS - 6.Acceptance in RFP document.
334	NA	Existing device information		Need more clarity	Hope these all the locations are new, which are to be migrated from the traditional Routers to SDWAN solution, please confirm?	The details will be shared with selected Bidder.
335	88	Annexure-9 Technical and Functional Requirements	S.No.5.	b)The proposed SD-WAN solution should be able to communicate with the existing products of different vendors (eg: - Cisco, HP, Aruba, Juniper, Checkpoint, Lavello Networks, Tejas Networks, Fortinet, Palo-alto, etc.) Routers, Switches, Firewall and SD-WAN. c)The proposed SD-WAN solution should coexist with existing bank's IP and routing (Static,Dynamic) infrastructure d)The proposed SD-WAN solution should support local breakout to communicate with traditional routers and other OEMs SD-WAN solution	Hope the changes in the existing SDWAN solution, Traditional WAN Solution, Security Solution and Switching Solution will be done by the existing vendors with out any hesitation and Bank will be supporting on this. Please confirm	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
336	91	Annexure-9 Technical and Functional Requirements	C.Headend/Data Plane device The headend devices of the proposed SDWAN solution should have a built-in hardware crypto accelerator for cryptographic functions like IPSec, SSL/TLS etc.	Request to change the clause as below The headend devices of the proposed SDWAN solution should have a built-in hardware/Software based crypto accelerator for cryptographic functions like IPSec, SSL/TLS etc.	This clause points to one OEM, in the current technology landscape, all SD-WAN solutions are equipped with built-in cryptographic accelerator functions, whether hardware-based or software-based, ensuring no compromise on performance	Bidder to comply with RFP/ GeM Bid terms and Conditions. Bidder to refer Corrigendum-4
337	16	S.No.3	Payment terms	90% of the Cost of SD-WAN Concentrator Solution and Management Console	please consider as 80% on delivery, 10% on installation.	Bidder to refer Corrigendum-4
338	85	Annexure-8	Scope of Work	E- Onsite Resources	Link monitoring for all the location also part of the scope? Please clarify	Bidder to comply with RFP/ GeM Bid terms and Conditions.
339	85	Annexure-8	Scope of Work	E- Onsite Resources	The bidder is also required to provide monitoring platform and tool for monitoring of 24x7x365 service support .?	Bidder to refer SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS Clause-10.Scope involved during Contract period In RFP document.
340	85	Annexure-8	Scope of Work	E- Onsite Resources	Which tool's used for inventory management	The details will be shared with selected Bidder.
341	85	Annexure-8	Scope of Work	E- Onsite Resources	Please share the details of the existing monitoring tool's that require integration.	The details will be shared with selected Bidder.
342	85	Annexure-8	Scope of Work	Locations	Please share the details for the 1200+ locations, urban/remote/metro wise. This will help to measure the efforts to upkeep the solution.	The details will be shared with selected Bidder.
343	15	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Project Timelines	1.3 (1.3.1)	Onsite Resources shall be available from the 27th week post go-live of the SD-WAN devices.	Bidder to refer SECTION G - GENERAL CONDITIONS - Clause 3 & Clause 5 in RFP document



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Sl. No.	RFP Page No.	RFP Section / Annexure / Appendix	RFP Clause	Sub-Clause / Technical Specification	Bidders Query	Bank's Response
344	85	Annexure-B	Scope of Work	E- Onsite Resources	Onsite support at Bengaluru (DC/IT Wing) and on-demand onsite support at DRC Mumbai, with the same resources.How will same resources provide DRC Mumbai support, if they are based out of Bangalore. From when till when these resources need to be deployed.	Bidder to refer Corrigendum-4
345	20	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Section - 5 Security	5.5.	As per our understanding Bank will conduct VAPT and bidder has to remediate only or has to conduct the entire VAPT process. Kindly confirm.	Bidder to refer Annexure-8 Scope of Work in RFP document.
346	85	Annexure-8	Scope of Work	Section - B Implementation	We understand Bank existing LAN Ip pool will remain same as designed, WAN for PE to CPE will be get change during Migration & New implementation. Is the understanding correct ?	Bank clarify that the solution should not require the change of existing IP schema of the bank
347	19	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3.4. Penalties/Liquidated damages for not maintaining uptime:	3.4.5	Please revise the SLA to 99.95 for central locations as 99.99 is very aggressive. It will help the bidder to manage the efforts and uptime.	Bidder to comply with RFP/ GeM Bid terms and Conditions.

Date: 09-03-2025
Place: Bengaluru

Deputy General Manager

