

**Replies to the Pre- Bid Queries for the RFP Ref: KaGB/Project Office/RFP/01/2024-25 dated 27.05.2024**

SL.No	Section & Page Number	RFP Clause	Sub Clause/Technical Specification (as per RFP)	Bidder's Query	Bank's Response
1	Annexure 2 - Technical Specifications & Scope Of Work - KGB Pg no 40	3. NCCM (Sl.No. 11)	The solution should have internal workflow management for approval process or should be capable of integration with ITSM Ticketing tool. In case of any fault of the network devices, links, servers etc. on the real time basis, the auto ticketing to be triggered to the respective OEM.	Kindly let us know existing ITSM tool available / using, please provide make and model. We understand that bank will provide SDK/REST API document for integration purpose.	SD-WAN, NMS, NetFlow and Log management solution should be brought under ITSM Tool for raising ticket with respective OEM/SI and it should be provided by the Bidder.
2	Annexure 2 - Technical Specifications & Scope Of Work - KGB Pg no 23	Minimum Specification 2. NMS & Netflow Management	General	In order to calculate the hardware sizing and license count, please provide following details <b>NMS</b> 1. No. of network devices to be monitored along with the bifurcation (routers, switches, firewalls, servers, UPS and any other SNMP devices)  <b>Log &amp; Flow management</b> 1.Total EPS (Event per second) for Log analysis 2.Total EPS (Event per second) for Flow analysis	Please refer technical specifications of RFP
3	Annexure 2 - Technical Specifications & Scope Of Work - KGB Pg no 23	Minimum Specification 2. NMS & Netflow Management	General	Adding the following clause in the RFP requiring ITIL alignment and ITIL4 certification for Monitoring and Event Management justifies the adoption of best practices, quality assurance, and standardized IT service management. It ensures improved efficiency and vendor expertise while setting clear expectations and demonstrating a commitment to continuous improvement in IT practices.  The proposed NMS solution should be aligned with ITIL framework principles and certified with ITIL4 for Monitoring and Event Management process.	The Bidder should follow ISO International Standard/ ITIL4/ equivalent or more for Monitoring and Event Management process.
4	Annexure 2 - Technical Specifications & Scope Of Work - KGB Pg no 23	Minimum Specification 2. NMS & Netflow Management	General	ISO and CIS standards are a set of security guidelines and best In order to select OEMs following international standards such as ISO for adhering to quality, information & application security, we recommend the authority to add the below clause:  "The OEM of the proposed solution should possess Quality certifications ISO 9001, Information security certificate ISO 27001, Application security certificate ISO 27034 and CIS benchmark certificate. Documentary proof must be provided at the time of submission."	The Bidder should follow ISO International Standard/ ITIL4 /equivalent or more for Monitoring and Event Management process.
5	Annexure 2 - Technical Specifications & Scope Of Work - KGB Pg no 23	Minimum Specification 2. NMS & Netflow Management	General	In order to provide complete visibility of IT infrastructure including servers with micro level monitoring (on need basis) through which granular level details can be captured along with flexibility of monitoring through agent and agentless approach. Hence, we request the authority to add the following clause in the NMS specification:  "The proposed NMS solution must provide agentless as well as agent based monitoring for server infrastructure. The agents should be able to set polling interval as low as 1 second with low overhead on target server infrastructure."	The Bidder should follow ISO International Standards required for functioning entire solutions.
6	Annexure 2: General Scope of Work; Page no. 60	Clause 2	Bidder has to plan, design, integrate, implement, roll out, manage and migrate the all solutions for the contracted period.	Kindly provide the details of existing infrastructure to be integrated	Bidder has to provide the solutions as per Technical specifications of RFP
7	Annexure 2: General Scope of Work; Page no. 60	Clause 4	Bidder has to own the responsibility of making the solution run as desired by the bank	Solution as per RFP	Bidder has to provide the solutions as per Technical specifications of RFP
8	Annexure 2: General Scope of Work; Page no. 61	Clause 17	Bidder has to provide hands on OEM training to 10 people in 2 batches of identified bank officials which should cover in depth operational and troubleshooting features of the solutions. The training should be held in Bengaluru. Bidder has to provide user manual and technical documentation both in hard copy and soft copy to bank.	Concerned Bank official should have basic knowledge of networking and	The bidder has to comply with RFP terms and conditions

9	Annexure 2: General Scope of Work; Page no. 62	Clause 23	Selected Bidder (SB) has to provide substitute support personnel in case posted support personnel remains absent or on leave. Holidays of support personnel shall be governed as per Bank's holidays. In case no substitute provided for the absent period or report not provided for any working day then a penalty of 200% of the proportionate per day rate will be levied. It is the responsibility of the SB to monitor the actions/performances of the onsite support personnel. The penalty shall be deducted from any of the amount payable to the successful bidder.	request to reduce it by 100%	The bidder has to comply with RFP terms and conditions
10	Annexure - 1 Eligibility Criteria Declaration Page no. 1	7. The OEM must have successfully Supplied Installed, Implemented And Maintained SD-WAN solution and any two of the other solutions viz.. NMS, NCCM, Log Management and Netflow management with minimum of 2000 edge devices for SDWAN & 800 servers for other solutions in at least one PSU/ Government Organizations / Scheduled Banks/ Insurance Companies/ BFSI in India, during last three financial years.	Clause	As a Make in India OEM of Cyber Security Solution, we have offered our NMS solution to multiple location in banking, Government and Banking sector. We request bank to modify this clause as OEM must have successfully Supplied Installed, Implemented And Maintained SD-WAN solution / NMS /NCCM /Log Management and Netflow management with minimum of 10000 devices for solutions in at least one PSU/ Government Organizations / Scheduled Banks/ Insurance Companies/ BFSI /Telecommunication in India, during last three financial years.	The bidder has to comply with RFP terms and conditions
11	Annexure - 1 Eligibility Criteria Declaration Page no. 1	15. The HCI OEM should have deployed their solution in at least three central/state government organizations /PSU/Bank in India within last 5 years.	Clause	Required clarification on this clause for HCI OEM ?	Please refer technical specifications of RFP
12	Annexure - 2 : Technical Specifications & Scope of work A. SD-WAN, Page 2	10	The control plane element should not use classical routing protocols to make the traffic forwarding decisions at the branch office locations.	This is a generic statement. Many SD-WAN vendors use routing protocols for routing updates along with advanced SD-WAN policies for traffic steering. Using dynamic routing protocols provide faster convergence.  Kindly request the Bank to include dynamic routing protocols like OSPF, BGP, RIP for IPv4 and IPv6 along with BFD and sub-second failure detection and convergence.	The control plane element should use dynamic routing protocols or classical routing protocols to make the traffic forwarding/steering decisions and faster convergence at the branch office locations.
13	Annexure - 2 : Technical Specifications & Scope of work A. SD-WAN, Page 3	19	The software architecture of the solution should allow for running on multiple processor architectures without needing virtualization.	Mandating support for multiple processor architectures complicates development and maintenance. Instead, standardizing on a single architecture ensures optimal performance, reduced complexity, and lower costs.  Request Bank to remove this point.	The software architecture of the solution should allow for running either single or multiple processor architectures without needing virtualization ensures optimal performance, reduced complexity.
14	Annexure - 2 : Technical Specifications & Scope of work C. Virtual Private Network, Page 4	1	The system should allow creation of multiple virtual private networks as a collection of local area networks present at each branch location and DC HUB location.	Request more clarity on this point.	The system should allow multiple VPN connections between branch and central location
15	Annexure - 2 : Technical Specifications & Scope of work C. Virtual Private Network, Page 5,	12	The system should be able to retrieve the network information without any peering protocols like BGP, OSPF or any other routing protocol over WAN.	To establish overlay communication, at least a static or dynamic routing protocol must be used. Dynamic routing protocols provide faster convergence.  Request Bank to remove this point or provide more clarity.	The system should be able to retrieve the network information by using dynamic routing protocols like BGP, OSPF or any other routing protocol over WAN.
16	Annexure - 2 : Technical Specifications & Scope of work C. Virtual Private Network, Page 6	15	The system must be able to make virtual private network paths dynamically on power on without using of any routing protocols on the WAN side.	To establish overlay communication, at least a static or dynamic routing protocol must be used. Dynamic routing protocols provide faster convergence. Does "any routing protocol" refer to static as well as dynamic routing protocols?  Request Bank to remove this point or provide more clarity.	The system must be able to make virtual private network paths dynamically on power on by using any dynamic routing protocols on the WAN side.
17	Annexure - 2 : Technical Specifications & Scope of work D. Network Performance, Traffic Management and Path Steering, Page 7	6	The system should be able to select the optimum path based on the network parameters like Latency, Jitter, PLR and network capacity.	Please clarify if this is 'network capacity' or 'link capacity'	The system should be able to select the optimum path based on the network parameters like Latency, Jitter, PLR and link capacity along with variable network load.

18	Annexure - 2 : Technical Specifications & Scope of work F. Security, Page 9	4	The system should be able to integrate with 3rd Party Cloud Security Providers for end to end branch office security.	Integrated security in SD-WAN is crucial as it provides comprehensive protection against cyber threats directly within the network infrastructure. This approach simplifies security management, reduces latency by eliminating the need for separate security appliances, and ensures consistent enforcement of security policies across all branch locations, enhancing overall network resilience and reliability.  Request the Bank to include integrated security features which includes DNS Security, IPS, Anti-Virus capabilities on the edge appliance.	The system should be able to integrate with 3rd Party Cloud Security Providers for end to end branch office security features like DNS Security, IPS, Anti-Virus capabilities on the edge appliance.
19	Annexure - 2 : Technical Specifications & Scope of work H. Management & Orchestration, Page 12	5	The system should provide a dashboard that provides state of new appliances (Online, Offline, Not connected).	We understand that the orchestrator must provide the reachability status to the appliance and represent on the dashboard.  Request Bank to modify this point to "The system should provide a dashboard that provides reachability state of appliances"	The system should provide a dashboard that provides reachability state of new appliances (Online, Offline, Not connected).
20	Annexure - 2 : Technical Specifications & Scope of work H. Management & Orchestration, Page 12	8	The system should enable a DevOps approach for network operations for the following: a. Rapid site provisioning. Rapid deployment of new applications in a way that is secure and offers high performance. Policies that follow the users, things, and workloads. Change management with ability to verify proper application of policies.	Change Management tools can be integrated with SD-WAN orchestrator. Integrated Change Management tool favours one OEM.	The bidder has to comply with RFP terms and conditions
21	Annexure - 2 : Technical Specifications & Scope of work 10. Provisioning and Deployment, Page 15	3	The system should allow for modular upgrade of the software running on the branch devices from the centralized software defined network controller in order conservatively use the bandwidth at the remote branch locations for software upgrades.	Modular software upgrades apply to high-end routing platforms. However, the security upgrades can be incremental  Request Bank to remove this point.	The bidder has to comply with RFP terms and conditions
22	Annexure - 2 : Technical Specifications & Scope of work N. Scalability, Page 19	1	Minimum number of branch locations supported by a single instance of software defined network controller should be at least 5000.	Does this refer to a single headend complex (which can include multiple headend components) should be able to cater to 5000 sites. Please provide clarity.	The bidder has to comply with RFP terms and conditions
23	Annexure - 2 : Technical Specifications & Scope of work O. Hardware Specification Location Type A - For Branch locations / Regional Offices, Page 19	5	SDWAN solution must have in build SIM slot capability.	Point 4 in this section mentions support for dongle based connectivity. While this point refers to in built SIM. Please clarify if both are required.	It should support both Dongle and SIM but anyone should be active at any point of time.
24	Annexure - 2 : Technical Specifications & Scope of work O. Hardware Specification Location Type A - For Branch locations / Regional Offices, Page 20	10	Device must be able to support 2000 tunnels minimum and device must be able to support more number by increasing physical resources.	Branches are generally Hub and Spoke and may not require such a high number of tunnels. Unlike other solutions, which require a per WAN IPSec tunnel, Versa creates a tunnel per organization irrespective of the number of transports. Hence, we request that the Bank modify this point to reflect the number of sites a branch/RO must connect to instead of the tunnel number.	The Bank may change the network architecture Mesh, Hub-Spoke, Spoke-Spoke in future based on need. Hence The bidder has to comply with RFP terms and conditions
25	Annexure - 2 : Technical Specifications & Scope of work O. Hardware Specification Location Type B - For the Internet Routers/Head Office/Central Monitoring offices/Project office, Page 21	9	Device must be able to support 15000 tunnels minimum and device must be able to support more number by increasing physical resources.	Unlike other solutions, which require a per WAN IPSec tunnel, Versa creates a tunnel per organization irrespective of the number of transports. Hence, we request that the Bank modify this point to reflect the number of sites a branch/RO must connect to instead of the tunnel number.	The Bank may change the network architecture Mesh, Hub-Spoke, Spoke-Spoke in future based on need. Hence The bidder has to comply with RFP terms and conditions
26	Annexure - 2 : Technical Specifications & Scope of work O. Hardware Specification Location type C - For DC/DRC, Page 22	7	Device must be able to support 30000 tunnels minimum and device must be able to support more number by increasing physical resources.	Unlike other solutions, which require a per WAN IPSec tunnel, Versa creates a tunnel per organization irrespective of the number of transports. Hence, we request that the Bank modify this point to reflect the number of sites a branch/RO must connect to instead of the tunnel number.	The Bank may change the network architecture Mesh, Hub-Spoke, Spoke-Spoke in future based on need. Hence The bidder has to comply with RFP terms and conditions
27				For enhanced security, request the bank to include TPM in the hardware for secure key encryption.	The bidder may provide this as an extra feature
28				For better efficiency, request the bank to include a built-in crypto accelerator for IPSec and SSL/TLS.	The bidder may provide this as an extra feature
29				SD-WAN branch appliances should ensure traffic convergence to the alternate path should be within sub-second (<1 sec failover time) in case of a transit path failure.	Please refer technical specifications of RFP

30				Request the Bank to include support for 802.1x on SD-WAN appliances to integrate with NAC.	Bank is already having NAC solution. The bidder has to comply with RFP terms and conditions
31				Request the Bank to provide the bandwidth requirement for all the locations for sizing the right hardware appliances	Please refer technical specifications of RFP
32	Section -C Deliverables & Service Level Agreements (SLAs) 17	2. Integration & Interfaces:	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.	Please provide list of existing solution. Please provide exact details of integrations. What will be use case for integration? This is with respect to NMS appliation.	The bidder should integrate and provide interface required for bringing all the network devices, Links, Servers of the bank under full functioning of Log Managemnt and NMS solutions and work with Bank's Vendors.
33	Annexure 2 - Technical Specifications & Scope Of Work - KGB Pg no 40	3. NCCM	The solution should have internal workflow management for approval process or should be capable of integration with ITSM Ticketing tool. In case of any fault of the network devices, links, servers etc. on the real time basis, the auto ticketing to be triggered to the respective OEM.	Kindly let us know existing ITSM tool available / using, please provide make and model. We understand that bank will provide SDK/REST API document for integration purpose.	SD-WAN, NMS, NetFlow and Log managemet solution should be brought under ITSM Tool for raising ticket with respective OEM/SI and it should be provided by the Bidder.
34	Annexure 2 - Technical Specifications & Scope Of Work - KGB Pg no 23	Minimum Specification 2. NMS & Netflow Management	General	In order to calculate the hardware sizing and license count, please provide following details <b>NMS</b> 1. No of network devices to be monitored along with the bifurcation (routers, switches, firewalls, servers, UPS and any other SNMP devices) <b>Log &amp; Flow management</b> 1.Total EPS (Event per second) for Log analysis 2.Total EPS (Event per second) for Flow analysis	Please refer technical specifications of RFP
35	Annexure 2 - Technical Specifications & Scope Of Work - KGB Pg no 23	Minimum Specification 2. NMS & Netflow Management	Additional clause for 2. NMS & Netflow Management	Adding the following clause in the RFP requiring ITIL alignment and ITIL4 certification for Monitoring and Event Management justifies the adoption of best practices, quality assurance, and standardized IT service management. It ensures improved efficiency and vendor expertise while setting clear expectations and demonstrating a commitment to continuous improvement in IT practices.  The proposed NMS solution should be aligned with ITIL framework principles and certified with ITIL4 for Monitoring and Event Management process.	The Bidder should follow ISO International Standard/ ITIL4 equallent or more for Monitoring and Event Management process.
36	Annexure 2 - Technical Specifications & Scope Of Work - KGB Pg no 23	Minimum Specification 2. NMS & Netflow Management	Additional clause for 2. NMS & Netflow Management	ISO and CIS standards are a set of security guidelines and best In order to select OEMs following international standards such as ISO for adhering to quality, information & application security, we recommend the authority to add the below clause:  "The OEM of the proposed solution should possess Quality certifications ISO 9001, Information security certificate ISO 27001, Application security certificate ISO 27034 and CIS benchmark certificate. Documentary proof must be provided at the time of submission."	The Bidder should follow ISO International Standard/ ITIL4 equallent or more for Monitoring and Event Management process.
37	Annexure 2 - Technical Specifications & Scope Of Work - KGB Pg no 23	Minimum Specification 2. NMS & Netflow Management	Additional clause for 2. NMS & Netflow Management	In order to provide complete visibility of IT infrastructure including servers with micro level monitoring (on need basis) through which granular level details can be captured along with flexibility of monitoring through agent and agentless approach. Hence, we request the authority to add the following clause in the NMS specification:  "The proposed NMS solution must provide agentless as well as agent based monitoring for server infrastructure. The agents should be able to set polling interval as low as 1 second with low overhead on target server infrastructure."	The bidder has to comply with RFP terms and conditions

38	Annexure 2 - Technical Specifications & Scope Of Work - KGB Pg no 23	Minimum Specification 2. NMS & Netflow Management	Additional clause for 2. NMS & Netflow Management	In order to select established NMS OEM with strong financial background in the industry, we request the authority to incorporate the below clause:  "NMS OEM must have average annual turnover of atleast INR 20 Cr. or above in last 3 financial years Excluding the current financial year with positive net worth and presence of min. 12 years in the market having the experience of deployment . CA certificate need to be submitted at time of bid submission."	The bidder has to comply with RFP terms and conditions
39	Pg No: 5, Annexure-2	Section C -Point No: 8	The system should only allow dynamic tunnels to be created without any static overlays between branch devices and the hub device.	It is ideal to create a static tunnel with the hub location from all the spokes as the communication between the branches and the hub would be very frequent. If dynamic tunnel needs to be established only at the time of traffic, then it can increase the overhead and delay in initiating the session. Dynamic tunnels are recommended for spoke to spoke communication but not for hub to spoke communication.	The Bank may change the network architecture Mesh, Hub-Spoke, Spoke-Spoke in future based on need. Hence The bidder has to comply with RFP terms and conditions
40	Pg No: 6, Annexure-2	Section C -Point No: 17	The system should be able to automatically pick the tunnel encapsulation type based on the application and based on the policy specified in the software defined network controller.	The VPN tunnel is created between two sites for all type of traffic. VPN tunnels are not created application wise like in SSL. Hence kindly delete this requirement	The Bank may change the network architecture Mesh, Hub-Spoke, Spoke-Spoke in future based on need. Hence The bidder has to comply with RFP terms and conditions
41	Pg No: 10, Annexure-2	Section F -Point No: 9	The System should have capability to white-list devices (i.e. PC, NW Switch.) MAC IDs available in the LAN at Branch and SDWAN device should not allow access to any unrecognized/unknown MAC ID(s). The control/management of MAC-ID white-listing and MAC-ID repository should be at central controller.	This is a function of a centerlised authentication server. Hence requesting to keep it separate away from SD-WAN requirement and omit this technical compliance requirement	The bidder has to comply with RFP terms and conditions
42	Pg No: 20, Annexure-2	Section O -Point No: 10	Device must be able to support 2000 tunnels minimum and device must be able to support more number by increasing physical resources	There is no use case for 2000 tunnels at the branches. Requesting to kindly keep it to a minimum like 100 for the solution right sizing.	The bidder has to comply with RFP terms and conditions
43	Pg No: 21, Annexure-2	Section O -Point No: 9	Device must be able to support 15000 tunnels minimum and device must be able to support more number by increasing physical resources.	There is no use case for 15000 tunnels at the branches. Requesting to kindly keep it to a minimum like 200 for the solution right sizing.	The bidder has to comply with RFP terms and conditions
44	Pg No: 22, Annexure-2	Section O -Point No: 7	Device must be able to support 30000 tunnels minimum and device must be able to support more number by increasing physical resources.	There is no use case for 4000 tunnels at the branches. Requesting to kindly keep it to a minimum like 200 for the solution right sizing.	The bidder has to comply with RFP terms and conditions
45	Pg No: 3, Annexure-1	Point No: 7	The OEM must have successfully Supplied Installed, Implemented And Maintained SD-WAN solution and any two of the other solutions viz.. NMS, NCCM, Log Management and Netflow management with minimum of 2000 edge devices for SD-WAN & 800 servers for other solutions in at least one PSU/ Government Organizations / Scheduled Banks/Insurance Companies/BFSI in India, during last three financial years.	This PQ requirement will be a restrictive clause for Indian SD-WAN OEM. Requesting to kindly reduce the requirement to 200 edge device and restrict the experience to only SD-WAN as there are several Indian SD-WAN OEMs who are specialised only on SD-WAN and not the other mentioned technologies.	The bidder has to comply with RFP terms and conditions

46	1. SD-WAN A. Architecture Page1	Technical Specification and SOW	The network should be implemented as true software defined network architecture with a centralized control plane residing in the software defined network controller also the data plane and control plane should be separate.	Kindly modify the clause to " <b>The network should be implemented as true software defined network architecture with a centralized control/management plane residing in the software defined network controller/manager also the data plane and control/management plane should be separate</b> "	The network should be implemented as true software defined network architecture with a centralized control plane residing in the software defined network controller also the data plane and control plane should be separate or The network should be implemented as true software defined network architecture with a centralized control/management plane residing in the software defined network controller/manager also the data plane and control/management plane should be separate
47	Hardware Specification Page 20	Technical Specification and SOW	Proposed Solution must be of desktop form factor with fixed 4 10/100/1000 RJ-45 Ports, minimum of 4GB RAM, 16GB storage and USB2.0/3.0 Ports with a minimum MTBF 70000 hours.	Kindly modify the clause to " <b>Proposed Solution must be of desktop form factor with fixed 4 x 10/100/1000 RJ-45 Ports, minimum of 2GB RAM and USB2.0/3.0 Ports with a minimum MTBF 100,000 hours</b> "	Proposed Solution must be of desktop form factor with fixed 4 10/100/1000 RJ-45 Ports, minimum of 4GB RAM, 16GB storage and USB2.0/3.0 Ports with a Minimum MTBF of 70,000 hours OR Minimum throughput of 100Mbps after enabling all features and policies
48	Hardware Specification Page 21	Technical Specification and SOW	Proposed Solution must be of desktop form factor with fixed 6 10/100/1000 RJ-45 Ports, minimum of 8GB RAM, 32GB storage and USB2.0/3.0 Ports	Kindly modify the clause to " <b>Proposed Solution must be of desktop form factor with fixed 6 10/100/1000 RJ-45 Ports, minimum of 4GB RAM and USB2.0/3.0 Ports with a minimum MTBF 200,000 hours</b> "	Proposed Solution must be of desktop form factor with fixed 4 10/100/1000 RJ-45 Ports, minimum of 8GB RAM, 32GB storage and USB2.0/3.0 Ports with a Minimum MTBF of 70,000 hours OR Minimum throughput of 1Gbps after enabling all features and policies
49	Virtual Private Network Page 5	Technical Specification and SOW	The system should ensure that the virtual private network specific configuration is not be attached to physical or logical WAN or LAN Links or IP addresses or physical interfaces on the branch device.	Kindly remove this clause.	As bank is already having primary and secondary links on ethernet form and 4G/5G will be provided to the branches in future as Dongle/SIM form to effective utilisation of ethernet ports. Hence The system should ensure that virtual private network should be established at Branch or any location for seamless transition.
50	Hardware Specification Page 20	Technical Specification and SOW	Device must be able to support 2000 tunnels minimum and device must be able to support more number by increasing physical resources.	Kindly modify the clause to " <b>Device must be able to support 200 tunnels minimum</b> " And kindly remove clause mentioning "device must be able to support more number by increasing physical resources."	The bidder has to comply with RFP terms and conditions
51	Hardware Specification Page 21	Technical Specification and SOW	Device must be able to support 15000 tunnels minimum and device must be able to support more number by increasing physical resources.	Kindly modify the clause to " <b>Device must be able to support 500 tunnels minimum</b> " And kindly remove clause mentioning "device must be able to support more number by increasing physical resources."	The bidder has to comply with RFP terms and conditions
52	Scalability Page 19	Technical Specification and SOW	Minimum number of branch locations supported by a single instance of software defined network controller should be at least 5000.	Kindly modify the clause to " <b>Minimum number of branch locations supported by a single instance of software defined network controller should be at least 10000</b> "	The bidder has to comply with RFP terms and conditions
53	Hardware Specification Location type C - For DC/DRC Page 22	Technical Specification and SOW	Device must have Fixed - 2x1G RJ45 Pluggable-4x1G RJ45/SFP ports. It must be able to change the role of these ports using system configurations and without re-imaging software.	Kindly modify the clause " <b>Device must have Fixed - 10x1G RJ45 Pluggable-8x1G RJ45/SFP ports and 4x 10GE / 25GE (SFP+/ SFP28)</b> "	Device must have Fixed - 10x1G RJ45 Pluggable-8x1G RJ45/SFP ports and 4x 10GE / 25GE (SFP+/ SFP28) It must be able to change the role of these ports using system configurations and without re-imaging software.
54	High Availability Page 18	Technical Specification and SOW	The system should allow the SD-WAN Gateway Appliance in the Data Center to be deployed in Active/Active redundant configuration for high availability	Kindly modify the clause to " <b>The system should allow the SD-WAN Gateway Appliance in the Data Center to be deployed in Active/Active or Active/Passive with Active-Active Links redundant configuration for high availability</b> "	The system should allow the SD-WAN Gateway Appliance in the Data Center to be deployed in Active/Active or Active/Passive with Active-Active Links redundant configuration for high availability

55	High Availability Page 18	Technical Specification and SOW	The system should allow the SD-WAN Gateway Appliance in the remote branch offices to be deployed in Active/Active redundant configuration for high availability.	Kindly modify the clause to "The system should allow the SD-WAN Gateway Appliance in the remote branch offices to be deployed in Active/Active or Active/Passive with Active-Active Links redundant configuration for high availability."	The system should allow the SD-WAN Gateway Appliance in the remote branch offices to be deployed in Active/Active or Active/Passive with Active-Active Links redundant configuration for high availability.
56	High Availability Page 19	Technical Specification and SOW	The software defined controller should be architecturally highly available with a redundant active/active deployment in both data center and in cloud.	Kindly modify the clause to "The software defined controller should be architecturally highly available with a redundant active/active or active/passive deployment in both data center and in cloud."	The software defined controller should be architecturally highly available with a redundant active/active or active/passive deployment in both data center and in cloud
57	Software Defined Network (SDN) Controller	Technical Specification and SOW	The notifications, events and alerts generated by the controller should be forwarded as SMS alerts to registered mobile numbers. The controller must allow specification of a SMS gateway for this purpose.	Kindly remove this clause.	The bidder has to comply with RFP terms and conditions
58	Management & Orchestration Page 12	Technical Specification and SOW	The system must be able to send e-mail and SMS notification for events and alerts. The valid email addresses and numbers for receiving the SMS notifications should be configurable centrally.	Kindly modify the clause to "The system must be able to send e-mail notification for events and alerts. The valid email addresses for receiving the email notifications should be configurable centrally."	The bidder has to comply with RFP terms and conditions
59	Section C; Pg-16	1.6	Acceptance shall be after 30 days of successful working from the date of successful installation and commissioning of SD-WAN in all the sites. Acceptance shall be carried out by the Bank.	Request to change the Acceptance to 7 days after successful Installation and commissioning	The bidder has to comply with RFP terms and conditions
60	Section C; Pg-17	1.9	Acceptance payment shall be paid against completion of Acceptance test of all the ordered materials at the ordered locations duly certified by Bank's officials in the Acceptance Test report along with Acceptance payment claim letter	Please amend to "Acceptance payment shall be paid against completion of Acceptance test of individual device duly certified by Bank's officials in the Acceptance Test report along with Acceptance payment claim letter."	The bidder has to comply with RFP terms and conditions
61	Section C; Pg-22	5.1c	Delivery-6 weeks From the date of acceptance of PO	Please amend to "Delivery-15 weeks From the date of acceptance of PO"	Supply of all the deliverables under every solution i.e SD-WAN NMS, NCCM, Net Flow and Log Management solution, the supply of devices, Hardware items, OS, application/solution, DB, storage and licenses - Within Eight (8) weeks from the date of acceptance of Purchase Order
62	Section C; Pg-22	5.1c	Installation- 2 weeks from the date of delivery	Please amend to "10 weeks from the date of delivery"	The bidder has to comply with RFP terms and conditions
63	Section C; Pg-23	5.2.1	Uptime	Please explicitly state and clarify "No downtime will be imposed on the SI for Non-Bank hours, Bank / Public Holidays & Natural Calamity"	The bidder has to comply with RFP terms and conditions
64	Section C; Pg-23	5.2.2	Penalty	Request to amend to "Rs. 1000/- every 24 hours. Not for every 4 hours"	The bidder has to comply with RFP terms and conditions
65	Section C; Pg-25	7a	Penalty Amount	Request to amend to "% on respective devicer value for every hour or part thereof."	The bidder has to comply with RFP terms and conditions
66	Section 5.3 Page No. 24	Mean Time to Restore (MTTR)	DC and DR Response Time : 5 mins MTTR : 20 mins	Our interpretation of this point is that if an issue is reported, the onsite engineer must respond within 5 minutes and the Mean Time to Restore (MTTR) of 20 minutes refers to the time required to restore services.	The bidder has to comply with RFP terms and conditions
67	Section 14.4 Page No. 31	Scope Involved During Warranty and AMC Period (if contracted)	The system spare parts/services should be available as and when required by the Bank. Complete maintenance of the Hardware, Software and other Items during warranty period and AMC (if contracted), shall be supported for a period to be specified by the bank.	Our understanding is that the support period totals 5 years (3 years plus an additional 2 years). Please let us know if support for the HCl hardware is expected to extend beyond this period.	Please refer as per Bill Of Metrial
68	Commercial Bid Format Annexure - 15 Table II S. No. 1	Cost of NMS, NCCM, Net flow and Log Management Components	<b>Cost of NMS Solution</b> (Application Software, Hardware, OS & DB) Cost of NMS Solution with adequate Hardware/Appliance, Operating system Licenses, Database Licenses with High Availability, including supply, implementation and integration and 3-year warranty as per technical specifications for NMS. The sizing should be as per the requirements mentioned in the "Note after this table, with single management console.		

69	Commercial Bid Format Annexure - 15 Table II S. No. 2	Cost of NMS, NCCM, Net flow and Log Management Components	<p><b>Cost of NCCM Solution</b> (Application Software, Hardware, OS &amp; DB) Cost of NCCM Solution with adequate Hardware/Appliance, Operating system Licenses, Database Licenses with High Availability, including supply, implementation and integration and 3-year warranty as per technical specifications for NMS. The sizing should be as per the requirements mentioned below with single management console. The sizing should be as per the requirements mentioned in the *Note after this table, with single management console.</p>	The current table indicates that separate HCI clusters are required for NMS, NCCM, Net Flow and Log Management. Can we consolidate the hardware for all these applications into a single cluster, with one HCI cluster for the DC and another for the DRC? We request the removal of "Hardware/Appliance" listed in Table II (S. Nos. 1, 2, 3, & 4) and a separate commercial table to be provided for HCI.	The Bidder is free to size single HCI cluster or individual HCI clusters for NMS, NCCM, Net Flow and Log Management. The bidder should provide HCI solution as per technical specifications of RFP and to comply all the HCI parameters mentioned in the RFP.
70	Commercial Bid Format Annexure - 15 Table II S. No. 3	Cost of NMS, NCCM, Net flow and Log Management Components	<p><b>Cost of Net Flow Management Solution</b> (Application Software, Hardware, OS &amp; DB) Cost of Net Flow Management Solution with adequate Hardware/Appliance, Operating system Licenses, Database Licenses with High Availability, including supply, implementation and integration and 3-year warranty as per technical specifications for NMS. The sizing should be as per the requirements mentioned in the *Note after this table, with single management console.</p>		
71	Commercial Bid Format Annexure - 15 Table II S. No. 4	Cost of NMS, NCCM, Net flow and Log Management Components	<p><b>Cost of Log Management Solution</b> (Application Software, Hardware, OS &amp; DB) Cost of Net Flow Management Solution with adequate Hardware/Appliance, Operating system Licenses, Database Licenses with High Availability, including supply, implementation and integration and 3-year warranty as per technical specifications for NMS. The sizing should be as per the requirements mentioned in the *Note after this table, with One Management console at DC and another management console at DRC.</p>		
72	Commercial Bid Format Annexure - 15 Table IV S. No. 2,3,4,5	AMC/ATS Support Charges (for 4th & 5th Year)	<p>AMC/ATS for NMS Solution -2 (One Setup at DC with HA and Another setup at DRC) AMC/ATS for NCCM Solution -2 (One Setup at DC with HA and Another setup at DRC) AMC/ATS for Net Flow Management Solution - 2 (One Setup at DC with HA and Another setup at DRC) AMC/ATS for Log Management Solution -2 (One Setup at DC with HA and Another setup at DRC)</p>	The AMC/ATS charges for HCI are currently combined with those for NMS, NCCM, Net Flow and Log Management. We request that the AMC/ATS charges for HCI be listed as a separate line item.	The Bidder is free to size and arrange the hardware separately for separate solutions or together for one or more solutions as a cluster. HCI technology itself is not insisted. The technology can be HCI, its equivalent or higher. However, while quoting AMC charges, appropriate amount should be mentioned against the respective solution, so as to get a picture of charges for each solution for comparison purpose.
73	NA	Uplink ports for HCI	NA	The HCI solution includes two switches per cluster to interconnect the HCI nodes. What type of uplink ports are needed (RJ45 or SFP+)? How many uplink ports are required from each switch?	As a technology HCI is not insisted. The technology can be HCI, its equivalent or higher. However Each switch should have minimum 2 or more 10G RJ45 & SFP+ ports & modules for uplinks.
74	NA	HA for NMS, NCCM, Net Flow and Log Management	NA	To achieve the highest level of availability for your NMS, NCCM, Net Flow and Log Management deployments in the DC, would you prefer active-active mode for maximum uptime, or do you think infrastructure-level HA would be sufficient.	Infrastructure-level HA required to meet the uptime as mentioned in the Technical specifications of RFP
75	NA	Archival Storage	NA	Should we consider a separate archival storage outside the production environment. How many days of archival data to be considered? Frequency of backup? Can we consider it for both DC & DRC?	Archival storage should be inside the system by logically segregating and archival data should be considered for 5 years. Backup frequency will be 10 days and it should be considered for both DC and DRC. It should be treated as a part of the overall solution.
76	RFP 01-24.25 Selection of Vendor for Implementation of NMS, NCCM, SD WAN, Log Management & Net-flow Management  Page No:- 18	2. Integration & Interfaces: Point :- 2.6	2.6. Support for Remote Authentication Dial-In User Service (RADIUS), TACACS and TACACS+ for AAA (Authentication, authorization, and accounting) should be available. Device must be able to configure at least 5 AAA servers. If the first AAA server is not reachable, device should be able to fallback and send request to next available AAA server. If any of the AAA servers is reachable, the local login to the device should be configurable.	Does KGB already have the existing 5 AAA in place, or are they planning to implement them in the future? Please provide the details regarding this.	At present Bank is having 2 remote authentication system which may be increased to 5 in future. However solution should support the same.



77	Annexure 2 - Technical Specifications & Scope Of Work PageNo :- 61	GENERAL SCOPE OF WORK Point :- 17	17 Bidder has to provide hands on OEM training to 10 people in 2 batches of identified bank officials which should cover in depth operational and troubleshooting features of the solutions. The training should be held in Bengaluru. Bidder has to provide user manual and technical documentation both in hard copy and soft copy to bank.	As per Commercial Formate ask is for 1 batch with 10 People, Request to Clarify the same.	The no of days in one batch of training will be 3 (three), which includes 1 (one) day for SD-WAN and 2 (two) days for all other solutions together. Bank may request for conducting more number of training after a duration of one or more years. In Commercial format, bidders have to quote the rate for 2 such batches. Charges for subsequent trainings during the contract period will be at the same rate.
78	General Scope of Work	Pg 60; Point 1	Implementation will be done for all necessary Hardware Software License and Cabling	Please clarify on the cabling scope expected here	During installation of devices/systems, In case of need of WAN cabling or LAN cabling or patch cords or any kind of cabling, it should be provided by the bidder at free of cost.
79	General Scope of Work	Pg 60; Point 2	Bidder has to plan, design, integrate, implement, roll out, manage and migrate the all solutions for the contracted period.	What is the scope for migration. Migration of links from MPLS CPE to SDWAN CPE?	Migration of links from MPLS CPE to SD WAN CPE
80	General Scope of Work	Pg 60; Point 4	Bidder has to own the responsibility of making the solution run as desired by the bank	The solution can be run as per the technical compliance being asked for in the RFP. Any changes during implementation which falls outside of the capability should be removed. Hence Bank should mandate a POC before finalization	The bidder has to comply with RFP terms and conditions
81	General Scope of Work	Pg 60; Point 6	If some components are missed out or not properly sized, onus is on the bidder to supply and replace it without any cost to bank however appropriate penalty will be levied by the bank	Request to remove this point. While bidder will make all efforts to avoid mistakes, in case of any pre-requisites from bank is missing, same should be provided by bank at no cost.	The bidder has to comply with RFP terms and conditions
82	General Scope of Work	Pg 60; Point 12	(If needed onsite for OEM)	Kindly clarify the requirement of "onsite for OEM	OEM Engineer may be requested to visit Banks' location if needed for finalization of solution architecture or during implementation/ installation
83	General Scope of Work	Pg 60; Point 13	All product updates upgrades & patches should be provided by the selected bidder free of cost during the warranty period and it should be updated then and there to enforce the security compliance.	Please amend Warranty period to contract period	All product updates upgrades & patches should be provided by the selected bidder free of cost during the warranty period till contract period expires.
84	General Scope of Work	Pg 60; Point 21	The successful bidder (SB) will ensure onsite availability of experience engineers in case of any urgent requirement of bank in addition to the existing onsite resident engineer without any extra cost to the bank, till the time the issue is resolved or the bank feels so	Request to consider "Any expert level support will be made available remotely"	The bidder has to comply with RFP terms and conditions
85	General Scope of Work	Pg 60; Point 26.5	"preventive and breakdown maintenance every quarter"	Request to remove. Remote monitoring/health check can be performed by LZ engineer.	The bidder has to comply with RFP terms and conditions
86	General Scope of Work	Pg 60; Point 27.10	"or any security threat and initiate necessary action "	Security incident monitoring will not be part of the scope for sDWAN, NMS and NCCM. It should be done by Bank's SOC. In case of any finding from Bank's SOC regarding vulnerability in SDWAN, NMS, NCCM, same shall be taken up by bidder/LZ engineer	Bank will take care of security incident monitoring, however incase of any IT security threat/breach observed in the proposed solution/devices, such threat should be mitigated by the bidder by taking appropriate remedial measures
87	General Scope of Work	Pg 60; Point 27.14	Engineer should take back up for all network and security devices on daily basis	Kindly confirm if this is referring to NCCM solution	Resident engineer should take backup of configuration of Network and security devices, Mandatory logs for forensic, etc for maintaining all the solutions and entire network management.
88	General Scope of Work	Pg 60; Point 27.18	Engineer should monitor the solution intimate banks on any compliance breach & rectify based on bank team request as and when required.	This should be scope of Bank's SOC team	Bank will take care of security incident monitoring, however incase of any IT security threat/breach observed in the proposed solution/devices, such threat should be mitigated by the bidder by taking appropriate remedial measures
89	Annexure1	Page1; Point 6	800 network devices	Please amend to 400 network devices	The bidder has to comply with RFP terms and conditions
90	1. SD-WAN A. Architecture Page1	Technical Specification and SOW	The network should be implemented as true software defined network architecture with a centralized control plane residing in the software defined network controller also the data plane and control plane should be separate.	Kindly modify the clause to "The network should be implemented as true software defined network architecture with a centralized control/management plane residing in the software defined network controller/manager also the data plane and control/management plane should be separate"	The network should be implemented as true software defined network architecture with a centralized control plane residing in the software defined network controller also the data plane and control plane should be separate OR The network should be implemented as true software defined network architecture with a centralized control/management plane residing in the software defined network controller/manager also the data plane and control/management plane should be separate

91	Hardware Specification Page 20	Technical Specification and SOW	Proposed Solution must be of desktop form factor with fixed 4 10/100/1000 RJ-45 Ports, minimum of 4GB RAM, 16GB storage and USB2.0/3.0 Ports with a minimum MTBF 70000 hours.	Kindly modify the clause to "Proposed Solution must be of desktop form factor with fixed 4 x 10/100/1000 RJ-45 Ports, minimum of 2GB RAM and USB2.0/3.0 Ports with a minimum MTBF 100,000 hours"	Proposed Solution must be of desktop form factor with fixed 4 10/100/1000 RJ-45 Ports, minimum of 4GB RAM, 16GB storage and USB2.0/3.0 Ports with a Minimum MTBF of 70,000 hours OR Proposed solution must have Minimum throughput of 100Mbps after enabling all features and policies including interfaces required for each location.
92	Hardware Specification Page 21	Technical Specification and SOW	Proposed Solution must be of desktop form factor with fixed 6 10/100/1000 RJ-45 Ports, minimum of 8GB RAM, 32GB storage and USB2.0/3.0 Ports	Kindly modify the clause to "Proposed Solution must be of desktop form factor with fixed 6 10/100/1000 RJ-45 Ports, minimum of 4GB RAM and USB2.0/3.0 Ports with a minimum MTBF 200,000 hours"	Proposed Solution must be of desktop form factor with fixed 4 10/100/1000 RJ-45 Ports, minimum of 4GB RAM, 16GB storage and USB2.0/3.0 Ports with a Minimum MTBF of 70,000 hours or minimum throughput of 100Mbps after enabling all features and policies
93	Hardware Specification Page 20	Technical Specification and SOW	Device must be able to support 2000 tunnels minimum and device must be able to support more number by increasing physical resources.	Kindly modify the clause to "Device must be able to support 200 tunnels minimum" And kindly remove clause mentioning "device must be able to support more number by increasing physical resources."	The bidder has to comply with RFP terms and conditions
94	Hardware Specification Page 21	Technical Specification and SOW	Device must be able to support 15000 tunnels minimum and device must be able to support more number by increasing physical resources.	Kindly modify the clause to "Device must be able to support 500 tunnels minimum" And kindly remove clause mentioning "device must be able to support more number by increasing physical resources."	The bidder has to comply with RFP terms and conditions
95	Scalability Page 19	Technical Specification and SOW	Minimum number of branch locations supported by a single instance of software defined network controller should be at least 5000.	Kindly modify the clause to "Minimum number of branch locations supported by a single instance of software defined network controller should be at least 10000"	The bidder has to comply with RFP terms and conditions
96	Hardware Specification Location type C - For DC/DRC Page 22	Technical Specification and SOW	Device must have Fixed - 2x1G RJ45 Pluggable-4x1G RJ45/SFP ports. It must be able to change the role of these ports using system configurations and without re-imaging software.	Kindly modify the clause "Device must have Fixed - 10x1G RJ45 Pluggable-8x1G RJ45/SFP ports and 4x 10GE / 25GE (SFP+/ SFP28)"	Device must have Fixed - 10x1G RJ45 Pluggable-8x1G RJ45/SFP ports and 4x 10GE / 25GE (SFP+/ SFP28)" It must be able to change the role of these ports using system configurations and without re-imaging software.
97	High Availability Page 18	Technical Specification and SOW	The system should allow the SD-WAN Gateway Appliance in the Data Center to be deployed in Active/Active redundant configuration for high availability	Kindly modify the clause to "The system should allow the SD-WAN Gateway Appliance in the Data Center to be deployed in Active/Active or Active/Passive with Active-Active Links redundant configuration for high availability"	The system should allow the SD-WAN Gateway Appliance in the Data Center to be deployed in Active/Active or Active/Passive with Active-Active Links redundant configuration for high availability
98	High Availability Page 18	Technical Specification and SOW	The system should allow the SD-WAN Gateway Appliance in the remote branch offices to be deployed in Active/Active redundant configuration for high availability.	Kindly modify the clause to "The system should allow the SD-WAN Gateway Appliance in the remote branch offices to be deployed in Active/Active or Active/Passive with Active-Active Links redundant configuration for high availability."	The system should allow the SD-WAN Gateway Appliance in the remote branch offices to be deployed in Active/Active or Active/Passive with Active-Active Links redundant configuration for high availability.
99	High Availability Page 19	Technical Specification and SOW	The software defined controller should be architecturally highly available with a redundant active/active deployment in both data center and in cloud.	Kindly modify the clause to "The software defined controller should be architecturally highly available with a redundant active/active or active/passive deployment in both data center and in cloud."	The software defined controller should be architecturally highly available with a redundant active/active or active/passive deployment in both data center and in cloud
100	Software Defined Network (SDN) Controller	Technical Specification and SOW	The notifications, events and alerts generated by the controller should be forwarded as SMS alerts to registered mobile numbers. The controller must allow specification of a SMS gateway for this purpose.	Kindly remove this clause.	The bidder has to comply with RFP terms and conditions
101	Management & Orchestration Page 12	Technical Specification and SOW	The system must be able to send e-mail and SMS notification for events and alerts. The valid email addresses and numbers for receiving the SMS notifications should be configurable centrally.	Kindly modify the clause to "The system must be able to send e-mail notification for events and alerts. The valid email addresses for receiving the email notifications should be configurable centrally."	The bidder has to comply with RFP terms and conditions

102	Main RFP Document - Page 15	1.4.1.	Supply of Hardware, Software, Appliance/s: a. Supply of all the deliverables under every solution i.e SD-WAN NMS, NCCM, Net Flow and Log Management solution, the supply of devices, Hardware items, OS, application/solution, DB, storage and licenses - Within Six weeks from the date of acceptance of Purchase Order.	Typically 6 weeks is very less for this volume of Hardware delivery. Ideal to keep it minimum 12 weeks. However, this is for the partner to confirm. Fortinet delivers the hard ware to the authorized distributor in Taiwan.	Supply of all the deliverables under every solution i.e SD-WAN, NMS, NCCM, Net Flow and Log Management solution, the supply of devices, Hardware items, OS, application/solution, DB, storage and licenses - Within <b>Eight (8) weeks</b> from the date of acceptance of Purchase Order
103	Main RFP Document - Page 22	Point C	0.5 % of the consolidated value of the respective item in the BOM, in the respective location per week or part thereof, subject to Clause 5.1.c of the RFP.	This is for partner to confirm. However we request you to remove this point as there are multiple factors which are beyond our control. Kindly consider.	The bidder has to comply with RFP terms and conditions
104	Main RFP Document - Page 30	12.4.	The effective date for starting of warranty support will be after completion of 30 days from date of acceptance of all the solutions and appropriate project acceptance & Signoff will be provided by the bank after due testing.	Our service contract activation is subject to following link. <a href="https://www.fortinet.com/corporate/about-us/legal/service-contract-activation-grace-period-policy">https://www.fortinet.com/corporate/about-us/legal/service-contract-activation-grace-period-policy</a>	The bidder has to comply with RFP terms and conditions
105	Annexures of RFP - Page 19 - 21	Annexure 11	Annexure 11	Pl consider the attached MAF along with this email.	The bidder has to comply with RFP terms and conditions
106	Annexures of RFP - Page 19 - 21	Annexure 12	Annexure 12	Pl consider the 5 Years support letter attached along with this mail.	The bidder has to comply with RFP terms and conditions
107	A. BID SCHEDULE & ABBREVIATIONS, Page No 2	Performance Bank Guarantee/Contract Security	10 % of Total Order Value	As per the General Financial Rules,2017- Rule 171(i) Performance. Performance security should be for an amount of 3 to 10% of total value. We kindly request to consider and amend Performance security to 5%	The bidder has to comply with RFP terms and conditions
108	4., Page No 21	Payment terms	Delivery of hardware and software/licenses - 50 % of the Cost of Hardware and Software license Installation and Commissioning - 20% of the Cost of Hardware and Software Acceptance of the solution - 20% of the Cost of Hardware and Software On Completion of the Warranty period or on submission of WBG for equal amount - 10% of the Total Cost of Hardware and Software	We request to modify the clause as below:  Delivery of hardware and software/licenses - 70 % of the Cost of Hardware and Software license Installation and Acceptance- 20% of the Cost of Hardware and Software On Completion of the Warranty period or on submission of WBG for equal amount - 10% of the Total Cost of Hardware and Software	The bidder has to comply with RFP terms and conditions
109	4., Page No 21	Payment terms	AMC/ATS - Quarterly in arrears from the end of Warranty period	We request to modify the clause as below:  AMC/ATS - Yearly in advance	The bidder has to comply with RFP terms and conditions
110	5, Page No 22	Penalties/Liquidated Damages:	Non-compliance of the Supply/Delivery and Installation, Configuration Implementation, and Integration clause will result in the Bank imposing penalty of 0.50% on delay in delivery per week or part thereof, as per clause 1.4.1 of this Schedule,	We request to consider the LD 0.5% per week and restricted to 5% of the value of undelivered portion of Supply/Delivery, Installation, configuration, implementation and integration.	The bidder has to comply with RFP terms and conditions
111	5, Page No 22	Penalties/Liquidated Damages:	Delivery - 6 weeks From the date of acceptance of PO Installation - 2 weeks from the date of delivery	We request to modify as below  Delivery - 8 to 10 weeks From the date of acceptance of PO Installation - 4 to 6 weeks from the date of delivery	Supply of all the deliverables under every solution i.e SD-WAN, NMS, NCCM, Net Flow and Log Management solution, the supply of devices, Hardware items, OS, application/solution, DB, storage and licenses - Within <b>Eight (8) weeks</b> from the date of acceptance of Purchase Order
112	12, Page No 29	Warranty	The Bidder has to provide comprehensive on-site replacement warranty for a period of 3 years from the date of acceptance of the Solution and Sign Off by the Bank	We request to modify the clause as below:  The Bidder has to provide comprehensive on-site replacement warranty for a period of 3 years from the date of acceptance of the Solution <b>location wise</b> and Sign Off by the Bank	The bidder has to comply with RFP terms and conditions

113	Annexures, Page No 2	Eligibility Criteria Declaration	<p>The Bidder must have successfully Supplied Installed, Implemented And Maintained, SD-WAN solution and any of the other solutions viz.. NMS, NCCM, Log Management and Netflow management with minimum of 2000 edge devices for SD- WAN &amp; 800 network devices for other solutions in at least one PSU/ Government Organizations / Scheduled Banks/Insurance Companies/BFSI in India, during last three financial years.</p> <p>The bidder should have successfully implemented the proposed SD-WAN solution in at least one PSU/ Government Organizations / Scheduled Banks/Insurance Companies/BFSI in India, during last three financial years.</p>	<p>We request to modify the clause as below:</p> <p>The Bidder must have successfully Supplied Installed, Implemented And Maintained, SD-WAN solution and any of the other solutions viz.. NMS, NCCM, Log Management and Netflow management with minimum of 2000 edge devices for SD- WAN &amp; 800 network devices for other solutions in at least one PSU/ Government Organizations / Scheduled Banks/Insurance Companies/BFSI in India, during last Five financial years.</p> <p>The bidder should have successfully implemented the proposed SD-WAN solution in at least one PSU/ Government Organizations / Scheduled Banks/Insurance Companies/BFSI in India, during last Five financial years.</p>	<p>The Bidder must have successfully Supplied Installed, Implemented And Maintained, SD-WAN solution and any of the other solutions viz.. NMS, NCCM, Log Management and Netflow management with minimum of 2000 edge devices for SD- WAN &amp; 800 network devices for other solutions in at least one PSU/ Government Organizations / Scheduled Banks/Insurance Companies/BFSI in India, during last Five financial years.</p> <p>The bidder should have successfully implemented the proposed SD-WAN solution in at least one PSU/ Government Organizations / Scheduled Banks/Insurance Companies/BFSI in India, during last Five financial years.</p>
114	Annexure 2 - Technical Specifications & Scope Of Work PageNo : - 61	GENERAL SCOPE OF WORK Point :- 17	Bidder has to provide hands on OEM training to 10 people in 2 batches of identified bank officials which should cover in depth operational and troubleshooting features of the solutions. The training should be held in Bengaluru. Bidder has to provide user manual and technical documentation both in hard copy and soft copy to bank.	As per Commercial Formate ask is for 1 batch with 10 People, Request to Clarify the same.	The no of days in one batch of training will be 3 (three), which includes 1 (one) day for SD-WAN and 2 (two) days for all other solutions together. Bank may request for conducting more number of training after a duration of one or more years. In Commercial format, bidders have to quote the rate for 2 such batches. Charges for subsequent trainings during the contract period will be at the same rate.
115	Section 5.3 Page No. 24	Mean Time to Restore (MTTR)	DC and DR Response Time : 5 mins MTTR : 20 mins	Our interpretation of this point is that if an issue is reported, the onsite engineer must respond within 5 minutes and the Mean Time to Restore (MTTR) of 20 minutes refers to the time required to restore services.	The bidder has to comply with RFP terms and conditions
116	Section 14.4 Page No. 31	Scope Involved During Warranty and AMC Period (if contracted)	The system spare parts/services should be available as and when required by the Bank. Complete maintenance of the Hardware, Software and other Items during warranty period and AMC (if contracted), shall be supported for a period to be specified by the bank.	Our understanding is that the support period totals 5 years (3 years plus an additional 2 years). Please let us know if support for the HCI hardware is expected to extend beyond this period.	Please refer Bill Of Material
117	Commercial Bid Format Annexure - 15 Table II S. No. 1	Cost of NMS, NCCM, Net flow and Log Management Components	<p><b>Cost of NMS Solution</b> (Application Software, Hardware, OS &amp; DB) Cost of NMS Solution with adequate Hardware/Appliance, Operating system Licenses, Database Licenses with High Availability, including supply, implementation and integration and 3-year warranty as per technical specifications for NMS. The sizing should be as per the requirements mentioned in the *Note after this table, with single management console.</p>		
118	Commercial Bid Format Annexure - 15 Table II S. No. 2	Cost of NMS, NCCM, Net flow and Log Management Components	<p><b>Cost of NCCM Solution</b> (Application Software, Hardware, OS &amp; DB) Cost of NCCM Solution with adequate Hardware/Appliance, Operating system Licenses, Database Licenses with High Availability, including supply, implementation and integration and 3-year warranty as per technical specifications for NMS. The sizing should be as per the requirements mentioned below with single management console. The sizing should be as per the requirements mentioned in the *Note after this table, with single management console.</p>	The current table indicates that separate HCI clusters are required for NMS, NCCM, Net Flow and Log Management. Can we consolidate the hardware for all these applications into a single cluster, with one HCI cluster for the DC and another for the DRC? We request the removal of "Hardware/Appliance" listed in Table II (S. Nos. 1, 2, 3, & 4) and a separate commercial table to be provided for HCI.	The Bidder is free to size single HCI cluster or individual HCI clusters for NMS, NCCM, Net Flow and Log Management. The bidder should provide HCI solution as per technical specifications of RFP and to comply all the HCI parameters mentioned in the RFP.
119	Commercial Bid Format Annexure - 15 Table II S. No. 3	Cost of NMS, NCCM, Net flow and Log Management Components	<p><b>Cost of Net Flow Management Solution</b> (Application Software, Hardware, OS &amp; DB) Cost of Net Flow Management Solution with adequate Hardware/Appliance, Operating system Licenses, Database Licenses with High Availability, including supply, implementation and integration and 3-year warranty as per technical specifications for NMS. The sizing should be as per the requirements mentioned in the *Note after this table, with single management console.</p>		

120	Commercial Bid Format Annexure - 15 Table II S. No. 4	Cost of NMS, NCCM, Net flow and Log Management Components	<b>Cost of Log Management Solution</b> (Application Software, Hardware, OS & DB) Cost of Net Flow Management Solution with adequate Hardware/Appliance, Operating system Licenses, Database Licenses with High Availability, including supply, implementation and integration and 3-year warranty as per technical specifications for NMS. The sizing should be as per the requirements mentioned in the *Note after this table, with One Management console at DC and another management console at DRC.		
121	Commercial Bid Format Annexure - 15 Table IV S. No. 2,3,4,5	AMC/ATS Support Charges (for 4th & 5th Year)	AMC/ATS for NMS Solution -2 (One Setup at DC with HA and Another setup at DRC) AMC/ATS for NCCM Solution -2 (One Setup at DC with HA and Another setup at DRC) AMC/ATS for Net Flow Management Solution - 2 (One Setup at DC with HA and Another setup at DRC) AMC/ATS for Log Management Solution -2 (One Setup at DC with HA and Another setup at DRC)	The AMC/ATS charges for HCI are currently combined with those for NMS, NCCM, Net Flow and Log Management. We request that the AMC/ATS charges for HCI be listed as a separate line item.	The Bidder is free to size and arrange the hardware separately for separate solutions or together for one or more solutions as a cluster. HCI technology itself is not insisted. The technology can be HCI, its equivalent or higher. However, while quoting AMC charges, appropriate amount should be mentioned against the respective solution, so as to get a picture of charges for each solution for comparison purpose.
122	NA	Uplink ports for HCI	NA	The HCI solution includes two switches per cluster to interconnect the HCI nodes. What type of uplink ports are needed (RJ45 or SFP+)? How many uplink ports are required from each switch?	Each switch should have minimum 2 or more 10G RJ45 & SFP+ ports & modules for uplinks.
123	NA	HA for NMS, NCCM, Net Flow and Log Management	NA	To achieve the highest level of availability for your NMS, NCCM, Net Flow and Log Management deployments in the DC, would you prefer active-active mode for maximum uptime, or do you think infrastructure-level HA would be sufficient.	infrastructure-level HA required to meet the uptime as mentioned in the Technical specifications of RFP
124	RFP, Pg. No.52	Order Cancellation/Termination of Contract	New clause	<u>We propose to add this new clause to Termination</u> : (1) The selected bidder agrees that in case the Bank has materially breached any terms and conditions of this contract, it shall inform Bank of the same through a notice in writing giving thirty (30) days' time for remedying the breach. The Selected bidder may terminate this contract, if such breach is not remedied during such thirty (30) day period.	The bidder has to comply with RFP terms and conditions
125	Appendices of RFP, Pg. No. 33	Confidentiality and Non-disclosure	THESE CONFIDENTIALITY OBLIGATIONS SHALL SURVIVE THE TERMINATION OF THIS CONTRACT AND THE VENDOR/ SERVICE PROVIDER SHALL BE BOUND BY THE SAID OBLIGATIONS.	<u>We propose to modify this line to</u> "THESE CONFIDENTIALITY OBLIGATIONS SHALL SURVIVE THE TERMINATION OR EXPIRATION OF THIS CONTRACT FOR THE PERIOD OF TWO (2) YEARS AND THE VENDOR/ SERVICE PROVIDER SHALL BE BOUND BY THE SAID OBLIGATIONS.	The bidder has to comply with RFP terms and conditions
126	Annexure 2 - Technical Specifications & Scope Of Work - KGB Pg no 40	3. NCCM	The solution should have internal workflow management for approval process or should be capable of integration with ITSM Ticketing tool. In case of any fault of the network devices, links, servers etc. on the real time basis, the auto ticketing to be triggered to the respective OEM.	Kindly let us know existing ITSM tool available / using, please provide make and model. We understand that bank will provide SDK/REST API document for integration purpose.	SD-WAN, NMS, NetFlow and Log management solution should be brought under ITSM Tool for raising ticket with respective OEM/SI and it should be provided by the Bidder.
127	Annexure 2 - Technical Specifications & Scope Of Work - KGB Pg no 23	Minimum Specification 2. NMS & Netflow Management	General	In order to calculate the hardware sizing and license count, please provide following details <b>NMS</b> 1. No of network devices to be monitored along with the bifurcation (routers, switches, firewalls, servers, UPS and any other SNMP devices)  <b>Log &amp; Flow management</b> 1.Total EPS (Event per second) for Log analysis 2.Total EPS (Event per second) for Flow analysis	Please refer technical specifications of RFP

128	Annexure 2 - Technical Specifications & Scope Of Work - KGB Pg no 23	Minimum Specification 2. NMS & Netflow Management	Additional clause for 2. NMS & Netflow Management	<p>Adding the following clause in the RFP requiring ITIL alignment and ITIL4 certification for Monitoring and Event Management justifies the adoption of best practices, quality assurance, and standardized IT service management. It ensures improved efficiency and vendor expertise while setting clear expectations and demonstrating a commitment to continuous improvement in IT practices.</p> <p>The proposed NMS solution should be aligned with ITIL framework principles and certified with ITIL4 for Monitoring and Event Management process.</p>	The Bidder should follow ISO International Standard/ ITIL4/ equivalent or more for Monitoring and Event Management process.
129	Annexure 2 - Technical Specifications & Scope Of Work - KGB Pg no 23	Minimum Specification 2. NMS & Netflow Management	Additional clause for 2. NMS & Netflow Management	<p>ISO and CIS standards are a set of security guidelines and best In order to select OEMs following international standards such as ISO for adhering to quality, information &amp; application security, we recommend the authority to add the below clause:</p> <p>"The OEM of the proposed solution should possess Quality certifications ISO 9001, Information security certificate ISO 27001, Application security certificate ISO 27034 and CIS benchmark certificate. Documentary proof must be provided at the time of submission."</p>	The Bidder should follow ISO International Standard/ ITIL4/ equivalent or more for Monitoring and Event Management process.
130	Annexure 2 - Technical Specifications & Scope Of Work - KGB Pg no 23	Minimum Specification 2. NMS & Netflow Management	Additional clause for 2. NMS & Netflow Management	<p>In order to provide complete visibility of IT infrastructure including servers with micro level monitoring (on need basis) through which granular level details can be captured along with flexibility of monitoring through agent and agentless approach. Hence, we request the authority to add the following clause in the NMS specification:</p> <p>"The proposed NMS solution must provide agentless as well as agent based monitoring for server infrastructure. The agents should be able to set polling interval as low as 1 second with low overhead on target server infrastructure."</p>	The bidder has to comply with RFP terms and conditions
131	Annexure 2 - Technical Specifications & Scope Of Work - KGB Pg no 23	Minimum Specification 2. NMS & Netflow Management	Additional clause for 2. NMS & Netflow Management	<p>In order to select established NMS OEM with strong financial background in the industry, we request the authority to incorporate the below clause:</p> <p>"NMS OEM must have average annual turnover of atleast INR 20 Cr. or above in last 3 financial years Excluding the current financial year with positive net worth and presence of min. 12 years in the market having the experience of deployment . CA certificate need to be submitted at time of bid submission."</p>	The bidder has to comply with RFP terms and conditions
132	Section-B/4. Objective/4.2/Page. No.11	Bank expects all bidders, having proven experience in implementation and maintenance of SD-WAN, NMS, NCCM, Log Management and Net-Flow Management in Bank to respond to this RFP.	Bank expects all bidders, having proven experience in implementation and maintenance of SD-WAN, NMS, NCCM, Log Management and Net-Flow Management in Bank to respond to this RFP.	Is the scope limited to supply, installation, implementation, RMA, AMC and dedicated resources for solution components or it also includes Management (operations support) in scope for supplied components, please clarify.	The bidder has to comply with RFP terms and conditions
133	tion-B/Page-14	Thrid party coordination	C. Logging call and tickets, co-ordination, and follow-up with the service providers, OEM and vendors.	Is this clause applicable for the requested onsite L1 & L2 resources.	The onsite resident engineer should coordinate with Service providers, OEMS, and vendors

134	Section-C/Page NO. 15	Installation, Implementation, Commissioning and	<p>1.1 Bank intends to engage System Integrator for Supply, Installation, Implementation and Maintenance of SD-WAN, NMS, NCCM, Log Management and Net-Flow Management solutions. Hence, the bidder shall suggest/recommend and quote for all the required Hardware, OS, Application software, Database, Licenses of Servers and users/devices &amp; Appliance, Storage, Backup which includes Management Console/Server, Database License etc. for implementation of respective solutions to our bank based on their experience &amp; industry practice. The justification of sizing of HW &amp; Appliance etc. along with the requisite certificate/confirmation from the OEM to be furnished with the Technical Bid. It is to be noted that the L1 arrival will be based on the Total Cost of Ownership for the first 5 years (TCO) quoted by the bidder. The requirements suggested and quoted by bidder should be adequately sufficient during the entire contract period for smooth running of the solution and meet all RFP terms &amp; conditions including Uptime. If circumstances warrant for any additional requirements, it should be provided by the bidder during the contract period without any additional cost to the Bank.</p>	<p>Bank has Mentioned supply, installation, implementation and maintenance of SDWAN , NMS, NCCM, Log Management, Net Flow management solutions. By Maintenance is bank referring to Break-fix, Part replacement and warranty or Operational support (Day-2 management) of provided solutions. Please clarify.</p>	Please refer technical specifications of RFP
135	Section C/ Page no. 16	1. Supply of Hardware, Software, Appliance	<p>Supply of all the deliverables under every solution i.e SD-WAN NMS, NCCM, Net Flow and Log Management solution, the supply of devices, Hardware items, OS, application/solution, DB, storage and licenses - Within Six weeks from the date of acceptance of Purchase Order.</p>	<p>Request bank for amendment of supply of appliances/devices/components in 14 weeks from issued PO.</p>	The bidder has to comply with RFP terms and conditions
136	Section C/ Page no. 16	1.4.2. Installation & Implementation:	<p>a. Installation ,Implementation &amp; integration of all the deliverables under every solution i.e SD-WAN NMS, NCCM, Net Flow and Log Management solution, the supply of devices, Hardware items, OS, application/solution, DB, storage and licenses- within Two Weeks from the date of delivery.</p>	<p>Request bank for amendment of installation, implementation and integration by 14 weeks</p>	<p>Supply of all the deliverables under every solution i.e SD-WAN NMS, NCCM, Net Flow and Log Management solution, the supply of devices, Hardware items, OS, application/solution, DB, storage and licenses - Within Eight (8) weeks from the date of acceptance of Purchase Order</p>
137	Section-C/Page no.29	10. Onsite Resources:	<p>10.17 In case the resources goes on leave/absent or on holidays, replacements having equivalent or more experience and qualification has to be arranged by the Bidder to ensure that regular functioning of the branch/office does not hamper without any additional cost to the Banks. In case replacements are not arranged, bank shall deduct double the proportionate amount of Resident resource charges during the absence period. If the resource is not arranged for more than a week, apart from the deduction of double the proportionate amount, Bank may impose a penalty of 0.5% of total order value for every week subject to the maximum of 5%.</p>	<p>In case of medical emergency/leave can the support be extended from a remote NOC location for L2 engineer ?</p>	The bidder has to comply with RFP terms and conditions
138	Annexure-2 Technical Specifications & Scope of work// Page. 2	Technical Specifications:/SDWAN	<p>15. The system should have the capability to establish communication with a traditional WAN using routing protocols exclusively from the central location (Data Center) during the transition period, or as needed in the future.</p>	<p>What are the traditional network devices, please specify make, model , Qty and function.</p>	<p>At present bank is having Cisco routers, Cisco Switches, Aruba Switches at the branch location, DC and DRC location.</p>
139	Annexure-2 Technical Specifications & Scope of work/ Page no. 3	Technical Specifications:/SDWAN	<p>18. In the Proposed SDWAN Solution, all links deployed at the critical branches (branch with 2 routers) and normal branch (branch with single router) should be in active-active state.</p>	<p>How many locations will be critical branches and how many locations will be normal branches, please provide the bifurcation.</p>	<p>Please refer and supply as per Bill of material . A detail will be shared to the selected bidder</p>
140	Annexure-2 Technical Specifications & Scope of work/ Page no. 8	Performance, Traffic Management and Pa	<p>10. The system should be able to provide a centralized internet break out for all internet bound traffic.</p>	<p>As the centralized internet breakout is being considered, what are the security features to be considered at branch SDWAN edge devices.</p>	Please refer technical specifications of RFP
141	Annexure-2 Technical Specifications & Scope of work/ Page no. 8	Performance, Traffic Management and Pa	<p>The system should be able to integrate with the TACACS+ service and Active Directory to pull and display the access logs across the network. This should be sortable and filterable on a per location basis and on a per administrator basis. The default storage period of these logs should be at least 30 days.</p>	<p>Will bank provide the log server to store the respective authentication logs, or needs to be considered in the solution.</p>	<p>No. The bidder should provide the all the necessary hardware, OS, Software required to meet technical specification of RFP.</p>
142	Annexure-2 Technical Specifications & Scope of work/ Page no. 8	Software Defined Network (SDN) Controll	<p>10. The software defined controller must be able to scale more than 10K based upon customer requirements.</p>	<p>Please elaborate on 10K remark,</p>	<p>SD WAN controller should be scalable to handle up to 10000 network devices/links.</p>

143	Annexure-2 Technical Specifications & Scope of work/ Page no. 8	N. Scalability	1. Minimum number of branch locations supported by a single instance of software defined network controller should be at least 5000.	Request an amendment to support 2500 branches in single instance as number of locations are not more than 2000, the scalability can be increased with deploying additional resourc to existing SDWAN controller later.	The bidder has to comply with RFP terms and conditions
144	Annexure-2 Technical Specifications & Scope of work/ Page no. 23	O. Hardware Specification Location Type A - For Branch locations / Regional Offices	SDWAN solution must have in build SIM slot capability.	Request an amendment to SIM slot/support for USB dongle based SIM connectivity to be included.	It should support both Dongle and SIM but anyone should be active at any point of time.
145	Annexure-2 Technical Specifications & Scope of work/ Page no. 23	P. Support Requirements	4. Hardware Replacement for Hub-Data center location - On-site Spare	Does the bidder need to maintain the spare available all the time or 4 hrs. RMA could be leveraged.	The bidder should do necessary RAM arrangement for compliance of RFP clause
146	Annexure-2 Technical Specifications & Scope of work/ Page no. 23	P. Support Requirements	5. Managed Services should be available directly by OEM or from Partners.	What is expected of Managed services, is it operational and NOC support, please clarify and share more details.	The bidder should provide appropriate resoure to manage the entire solution.
147	Annexure-2 Technical Specifications & Scope of work/ Page no. 23	2. NMS & Netflow Management	3. The solution should be scalable to monitor & manage more than 5000 plus devices and 6000 links.	Please share the bifurcation of in-scope devices & links (Make, model & Qty)	Please refer and supply as per Bill of material . A detail will be shared to the selected bidder
148	Annexure-2 Technical Specifications & Scope of work/ Page no. 23	2. NMS & Netflow Management	103. The tool should support VM, Hypervisor and Cluster monitoring from different vendors like VMWare, Nutanix, KVM, Linux etc.	Does bidder need to include the required underlying infrastructure for NMS & Netflow or Bank will provide suitable underlying server/vm as per requirement, please clarify.	The bidder should provide all the necessary hardware, OS , Software, etc required for managing all the solutions
149	Annexure-2 Technical Specifications & Scope of work/ Page no. 3	B. Network Integration		Is there any coexistence with Bank's traditional WAN infrastructure such as WAN routers firewall etc, please elaborate on the scope.	Please refer technical specifications of RFP
150	Annexure-2 Technical Specifications & Scope of work/ Page no. 3	B. Network Integration		Will the WAN links directly terminate on the SDWN devices.	Yes. WAN links should be terminated in SD WAN devices
151	Annexure-2 Technical Specifications & Scope of work/ Page no. 1	A. Architecture		What is the MPLS/ILL/BB aggregated capacity to be considered on the Branch (Type C) SDWAN CPEs from throughput perspective.	Device must have Fixed - 10x1G RJ45 Pluggable-8x1G RJ45/SFP ports and 4x 10GE / 25GE (SFP+/ SFP28) It must be able to change the role of these ports using system configurations and without re-imaging software. OR Minimum MTBF of 70,000 hours or minimum throughput of 10Gbps after enabling all features and policies
152	Annexure-2 Technical Specifications & Scope of work/ Page no. 1	A. Architecture		What is the MPLS/ILL/BB aggregated capacity to be considered on the (Type B) SDWAN CPEs from throughput perspective.	Proposed Solution must be of desktop form factor with fixed 4 10/100/1000 RJ-45 Ports, minimum of 8GB RAM, 32GB storage and USB2.0/3.0 Ports with a Minimum MTBF of 70,000 hours OR Minimum throughput of 1Gbps after enabling all features and policies
153	Annexure-2 Technical Specifications & Scope of work/ Page no. 1	A. Architecture		What is the MPLS/ILL/BB aggregated capacity to be considered on the (Type A) SDWAN CPEs from throughput perspective.	Proposed Solution must be of desktop form factor with fixed 4 10/100/1000 RJ-45 Ports, minimum of 4GB RAM, 16GB storage and USB2.0/3.0 Ports with a Minimum MTBF of 70,000 hours OR Mnimum throughput of 100Mbps after enabling all features and policies
154		A. Architecture		Plese share the inventory with bifurcation of Type A, Type B abd Type C locations specified in the RFP.	Please refer Bill Of Material
155	Annexure-2 Technical Specifications & Scope of work/ Page no. 23	2. NMS & Netflow Management		Please share existing NMS, ITSM, CRM and other tools used by bank curruntly	It will be shared to the selected bidder.
156	Annexure-2 Technical Specifications & Scope of work/ Page no. 23	2. NMS & Netflow Management		Is there any integrtrion with proposed NMS to Bank's ITSM in scope of work, please spaecify which ITSM is being used and expectation for integratoin.	The bidder has to provided end to end ITSM solution to meet techncial specifications of RFP.
157	Annexure-2 Technical Specifications & Scope of work/ Page no. 23	2. NMS & Netflow Management		Server monitoring is mentioned as part of specification and responsibility, if any alert/fault is identified, does it need to be resolved by Bidder or to be forwarded to Bank's end server team. Please clarify	It should be handled in the ITSM ticketing solution the bidder should provide ITSM solution



158	Annexure - 15, Table-I - Cost of SD-WAN : Page -1	Bill of Material.Commercial format	a. SD-WAN Central Devices (Controllers and Mangers) (for Location Type C) & Data Hub for DC & DRC (HA mode at both the locations) including the charges of software, installation, other charges if any, inclusive of all IO pluggable and power modules (As per the Technical specifications & scope of work mentioned in RFP) with 3 years' warranty - Qty 6	Does this include the Spare central device (Z+1) at each DC & DR locations	Please refer BILL Of Material
159	Annexure - 15, Table-I - Cost of SD-WAN, Page-1	Bill of Material.Commercial format	a. SD-WAN Central Gateway Router (for Location Type B) 6 port (Controllers and Mangers) & Data Hub for DC & DRC (HA mode at both the locations) including the charges of software, installation, other charges if any, inclusive of all IO pluggable and power modules (As per the Technical specifications & scope of work mentioned in RFP) with 3 years' warranty - Qty-10	Please share the inventory of these locations (Type-B) with link details	Please refer technical specifications of RFP
160	Annexure - 15, Table-I - Cost of SD-WAN, Page-1	Bill of Material.Commercial format	a. SD-WAN Edge (4 port) Devices (for Location - Type A) including the charges of software, installation, other charges if any, inclusive of all IO pluggable and power modules (As per the Technical specifications & scope of work mentioned in RFP) with 3 years' warranty Qty-1900	Please share the inventory of these locations (Type-A) with link details	Please refer technical specifications of RFP
161	Annexure - 15, Table-I - Cost of SD-WAN, Page-1	Bill of Material.Commercial format	Interface converter - Either Serial to Ethernet or Fiber to Ethernet	What is the scope of this component, please specify.	It may be required during transition time based on connectivity of the repetitive locations
162	Annexure - 15, TABLE II - Cost of NMS, NCCM, Netflow and Log Management Components: Page-2	Bill of Material.Commercial format	The solution should be capable of handling 5000 network devices and 6000 links, 1000 servers, etc in the presence of around 2000 sites with additional buffer of 25%.	Please share detailed inventory with device type, location, type of device (Router, firewall, server, DC, OS etc)	It will be shared to the selected bidder.
163	Annexure - 15, TABLE III - Training & Resource Costs:- Page -4	Bill of Material.Commercial format	Resource Charges	L1 & L2 resources are factored for management and maintenance of provided solution components including SDWAN, NMS, NCCM, Netflow management and log management ; or any other banks existing solution to be supported	L1 & L2 resources are factored for management and maintenance of provided solution components including SDWAN, NMS, NCCM, Netflow management and log management only
164	Annexure - 15, TABLE III - Training & Resource Costs:- Page -4	Bill of Material.Commercial format	Resource Charges	Shall bidder take liberty to size appropriate required resources for managing the entire provided solution considering bank suggested count as minimum baseline, please clarify	The bidder may deploy appropriate resources required for maintaining uptime and solutions at no extra cost to the Bank other than the ones specified in the BOM
165	Annexure - 15, TABLE III - Training & Resource Costs:- Page -4	Bill of Material.Commercial format	Resource Charges	What is the timelines for resource onboarding please share details on it.	The bidder should provide onsite resources starting from Go-Live date onwards
166	RFP/Page 24	5.3 Mean Time to Restore (MTTR)	Table - DC and DR, Response time 5 min, MTTR 20 mins	Request Amendment : Table - DC and DR, Response time 15 min, MTTR 4 Hrs.	The bidder has to comply with RFP terms and conditions
167	RFP/Page 24	5.3 Mean Time to Restore (MTTR)	Table - Branch offices, Response time 1 Hr., MTTR 4 Hrs.	Request Amendment : Table - Branch offices, Response time 4 Hr., MTTR - Next business day.	The bidder has to comply with RFP terms and conditions
168	Annexure-2 Technical Specifications & Scope of work/ Page no. 64	ONSITE SUPPORT ENGINEER'S ROLE	Overall management and monitoring of the solution, including the H/W, S/W and application health and utilisations.	Do bidder need to only manage the supplied and implemented components or any other existing bank infrastructure such as Firewalls, servers, applications, OS, DB etc. Please clarify	It should be factored for the solution proposed under this RFP
169	RFP/Page 31	Involved During Warranty and AMC Period (if	Field support is not covered in the RFP, do bidders need to provide field support in the event of branch isolation, device failure, hardware failure	Field support is not covered in the RFP, do bidders need to provide field support in the event of branch isolation, device failure, hardware failure	All the support should be factored for comply technical specifications of RFP
170	Annexure-2 Technical Specifications & Scope of work/Page 53	5. Hardware Specifications:	HCI specification are relevant to only the in-scope SDWAN, NMS, NCCM, Log management and Netflow management solution or there is any other scope also involved.	HCI specification are relevant to only the in-scope SDWAN, NMS, NCCM, Log management and Netflow management solution or there is any other scope also involved.	It should be factored for the solution proposed under this RFP
171	Annexure-2 Technical Specifications & Scope of work/Page 53	5. Hardware Specifications:	6. The Proposed solution shall support future addition of nodes with different CPU models and memory capacity/configuration in the same cluster.	does it mean HCI OEM needs to support different model CPUs in single cluster, for example AMD and Intel CPU can not be in single cluster, please clarify	The bidder responsibility to maintain uniformity of the CPU models which required to meet our technical specifications. The bidder has to comply with RFP terms and conditions.
172	Annexure-2 Technical Specifications & Scope of work/Page 53	5. Hardware Specifications:	Query : How the HCI specification is arrived at specifications as	How the specifications are considered as different application vendors may have different consideration to deploy their solution, so please clarify if this just need to be considered as the reference specifications and we can amend the specifications according to application requirements.	It is indicative and minimum. The bidder may provide the equivalent or higher based on the solution proposed by the bidder to meet the technical specifications of RFP

173	Annexure - 2 : Technical Specifications & Scope of work A. SD-WAN, Page 2	10	The control plane element should not use classical routing protocols to make the traffic forwarding decisions at the branch office locations.	This is a generic statement. Many SD-WAN vendors use routing protocols for routing updates along with advanced SD-WAN policies for traffic steering. Using dynamic routing protocols provide faster convergence.  Kindly request the Bank to include dynamic routing protocols like OSPF, BGP, RIP for IPv4 and IPv6 along with BFD and sub-second failure detection and convergence.	The control plane element should use dynamic routing protocols or classical routing protocols to make the traffic forwarding/sterering decisions and faster convergence at the branch office locations.
174	Annexure - 2 : Technical Specifications & Scope of work A. SD-WAN, Page 3	19	The software architecture of the solution should allow for running on multiple processor architectures without needing virtualization.	Mandating support for multiple processor architectures complicates development and maintenance. Instead, standardizing on a single architecture ensures optimal performance, reduced complexity, and lower costs.  Request Bank to remove this point.	The software architecture of the solution should allow for running either single or multiple processor architectures without needing virtualization ensures optimal performance, reduced complexity.
175	Annexure - 2 : Technical Specifications & Scope of work B. Network Integration, Page 4	8	The system should support termination of asymmetric internet links the branch device.	Most broadband service providers provide modems that terminate ADSL connections and provide ethernet handoff.  Request Bank to modify this point as "The system should support termination of asymmetric internet links the branch device either directly or using external modem"	As bank is already having primary and secondary links on ethernet form and 4G/5G will be provided to the branches in future as Dongle/SIM form to effective utilisation of ethernet ports. HenceThe bidder has to comply with RFP terms and conditions.
176	Annexure - 2 : Technical Specifications & Scope of work C. Virtual Private Network, Page 4	1	The system should allow creation of multiple virtual private networks as a collection of local area networks present at each branch location and DC HUB location.	Request more clarity on this point.	The system should allow multiple VPN connections between branch and central location
177	Annexure - 2 : Technical Specifications & Scope of work C. Virtual Private Network, Page 5,	12	The system should be able to retrieve the network information without any peering protocols like BGP, OSPF or any other routing protocol over WAN.	To establish overlay communication, at least a static or dynamic routing protocol must be used. Dynamic routing protocols provide faster convergence.  Request Bank to remove this point or provide more clarity.	The system should be able to retrieve the network information by using dynamic routing protocols like BGP, OSPF or any other routing protocol over WAN.
178	Annexure - 2 : Technical Specifications & Scope of work C. Virtual Private Network, Page 6	15	The system must be able to make virtual private network paths dynamically on power on without using of any routing protocols on the WAN side.	To establish overlay communication, at least a static or dynamic routing protocol must be used. Dynamic routing protocols provide faster convergence. Does "any routing protocol" refer to static as well as dynamic routing protocols?  Request Bank to remove this point or provide more clarity.	The system must be able to make virtual private network paths dynamically on power on by using any dynamic routing protocols on the WAN side.
179	Annexure - 2 : Technical Specifications & Scope of work D. Network Performance, Traffic Management and Path Steering, Page 7	6	The system should be able to select the optimum path based on the network parameters like Latency, Jitter, PLR and network capacity.	Please clarify if this is 'network capacity' or 'link capacity'	The system should be able to select the optimum path based on the network parameters like Latency, Jitter, PLR and link capacity along with variable network load.
180	Annexure - 2 : Technical Specifications & Scope of work F. Security, Page 9	4	The system should be able to integrate with 3rd Party Cloud Security Providers for end to end branch office security.	Integrated security in SD-WAN is crucial as it provides comprehensive protection against cyber threats directly within the network infrastructure. This approach simplifies security management, reduces latency by eliminating the need for separate security appliances, and ensures consistent enforcement of security policies across all branch locations, enhancing overall network resilience and reliability.  Request the Bank to include integrated security features which includes DNS Security, IPS, Anti-Virus capabilities on the edge appliance.	The system should be able to integrate with 3rd Party Cloud Security Providers for end to end branch office security features like DNS Security, IPS, Anti-Virus capabilities on the edge appliance.
181	Annexure - 2 : Technical Specifications & Scope of work H. Management & Orchestration, Page 12	5	The system should provide a dashboard that provides state of new appliances (Online, Offline, Not connected).	We understand that the orchestrator must provide the reachability status to the appliance and represent on the dashboard.  Request Bank to modify this point to "The system should provide a dashboard that provides reachability state of appliances"	The system should provide a dashboard that provides reachability state of new appliances (Online, Offline, Not connected).
182	Annexure - 2 : Technical Specifications & Scope of work H. Management & Orchestration, Page 12	8	The system should enable a DevOps approach for network operations for the following: a. Rapid site provisioning. Rapid deployment of new applications in a way that is secure and offers high performance. Policies that follow the users, things, and workloads. Change management with ability to verify proper application of policies.	Change Management tools can be integrated with SD-WAN orchestrator. Integrated Change Management tool favours one OEM.	The bidder has to comply with RFP terms and conditions

183	Annexure - 2 : Technical Specifications & Scope of work 10. Provisioning and Deployment, Page 15	3	The system should allow for modular upgrade of the software running on the branch devices from the centralized software defined network controller in order conservatively use the bandwidth at the remote branch locations for software upgrades.	Modular software upgrades apply to high-end routing platforms. However, the security upgrades can be incremental  Request Bank to remove this point.	The bidder has to comply with RFP terms and conditions
184	Annexure - 2 : Technical Specifications & Scope of work N. Scalability, Page 19	1	Minimum number of branch locations supported by a single instance of software defined network controller should be at least 5000.	Does this refer to a single headend complex (which can include multiple headend components) should be able to cater to 5000 sites. Please provide clarity.	The bidder has to comply with RFP terms and conditions
185	Annexure - 2 : Technical Specifications & Scope of work O. Hardware Specification Location Type A - For Branch locations / Regional Offices, Page 19	5	SDWAN solution must have in build SIM slot capability.	Point 4 in this section mentions support for dongle based connectivity. While this point refers to in built SIM. Please clarify if both are required.	It should support both Dongle and SIM but anyone should be active at any point of time.
186	Annexure - 2 : Technical Specifications & Scope of work O. Hardware Specification Location Type A - For Branch locations / Regional Offices, Page 20	10	Device must be able to support 2000 tunnels minimum and device must be able to support more number by increasing physical resources.	Branches are generally Hub and Spoke and may not require such a high number of tunnels. Unlike other solutions, which require a per WAN IPSec tunnel, Versa creates a tunnel per organization irrespective of the number of transports. Hence, we request that the Bank modify this point to reflect the number of sites a branch/RO must connect to instead of the tunnel number.	The Bank may change the network architecture Mesh, Hub-Spoke, Spoke-Spoke in future based on need. Hence The bidder has to comply with RFP terms and conditions
187	Annexure - 2 : Technical Specifications & Scope of work O. Hardware Specification Location Type B - For the Internet Routers/Head Office/Central Monitoring offices/Project office, Page 21	9	Device must be able to support 15000 tunnels minimum and device must be able to support more number by increasing physical resources.	Unlike other solutions, which require a per WAN IPSec tunnel, Versa creates a tunnel per organization irrespective of the number of transports. Hence, we request that the Bank modify this point to reflect the number of sites a branch/RO must connect to instead of the tunnel number.	The Bank may change the network architecture Mesh, Hub-Spoke, Spoke-Spoke in future based on need. Hence The bidder has to comply with RFP terms and conditions
188	Annexure - 2 : Technical Specifications & Scope of work O. Hardware Specification Location type C - For DC/DRC, Page 22	7	Device must be able to support 30000 tunnels minimum and device must be able to support more number by increasing physical resources.	Unlike other solutions, which require a per WAN IPSec tunnel, Versa creates a tunnel per organization irrespective of the number of transports. Hence, we request that the Bank modify this point to reflect the number of sites a branch/RO must connect to instead of the tunnel number.	The Bank may change the network architecture Mesh, Hub-Spoke, Spoke-Spoke in future based on need. Hence The bidder has to comply with RFP terms and conditions
189	Annexure 15 - Commercial Bid Format - Page 3 - TABLE III - Training & Resource Costs:-				The third column heading (presently 'No. of batches') to be read as 'No. of batches/Resources'. For Training, No. of Batches is applicable and for Resource Support, the number of resources in each level are furnished.
190				For enhanced security, request the bank to include TPM in the hardware for secure key encryption.	The bidder may provide the solution to meet the requirements of technical specifications of RFP
191				For better efficiency, request the bank to include a built-in crypto accelerator for IPSec and SSL/TLS.	The bidder may provide the solution to meet the requirements of technical specifications of RFP
192				SD-WAN branch appliances should ensure traffic convergence to the alternate path should be within sub-second (<1 sec failover time) incase of a transit path failure.	SD-WAN solution should ensure traffic convergence to the alternate path should be within sub-second (<1 sec failover time) incase of a transit path failure.
193				Request the Bank to include support for 802.1x on SD-WAN appliances to integrate with NAC.	Bank is already having NAC solution. The bidder has to comply with RFP terms and conditions
194				Request the Bank to provide the bandwidth requirement for all the locations for sizing the right hardware appliances	Please refer technical specifications of RFP