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PRE-BID CLARIFICATIONS

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1	5	1(8)	Earnest Money Deposit - Rs.17,50,000/- (Rupees Seventeen lakh fifty thousand only)	Rs.250,000/- (Rupees TWO lakh fifty thousand only) EMD amount in DD/ BG.	No Change
2				BSNL is a 100% Government of India owned entity, so being a Government entity, BSNL was exempted in RFP/Tender floated by Government Organization/ PSU. So, it is requested to provide exemption from EMD to BSNL. So, it is requested to provide exemption from EMD to BSNL.	**Change** CPSU's under GoI are exempted from payment of EMD and tender form cost.
3	8	3.1.1.	The purpose of RfP is to shortlist single service provider for providing COMPLETE MANAGED SD-WAN services with IP MPLS VPN connectivity at all locations of the Bank and setting up of on-site NOC.		• Bidder should set up the NOC at our Chennai Office in OPEX model. Providing / extending the NMS, ticketing software/tool, manpower and necessary software/ hardware, if any, required for monitoring and management of links is in the scope of the bidder. • Bank would be providing PCs/ display screen required for the purpose.
4	8	3.1.2	The bidder to note that, Bank's premises at all locations are on lease. The Bank does not have permission from landlord for installation of pole/mast above 6M at the location. Hence, bidders proposing last mile on wireless should implement the same over a pole of maximum height of 6M only.	Please allow exception wherein the tower height need to exceed above 6M.	**Change** a) For pole length upto 6Mtr, SIDBI would be providing permission, subject to availability of permission from landlord.
5				Permission at customer site need to arrange by customer. Pole height subject to feasibility study	

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					b) Pole length beyond 6 Mtr, the service provider should negotiate with the landlord and obtain necessary permissions. Any commercial impact for the activity should be borne by the service provider. However, such type of location should not be more than 5% of total number of Category B locations. The responsibility of SIDBI in this case would be limited to facilitate the discussions with the landlord.
6	13	4.2.13.2.b	The logs of all the network devices (supplied as part of the current RfP) should also be integrated with the CSOC for analysis, co relation etc. The proposed solution should support enterprise SIEM solutions like QRadar, ARCsight, Mcafee, RSA, LogRhythm, Splunk Enterprise Security, Trustwave SIEM etc.	Is the integration of security solution to CSOC part of this RFP?	The logs of SD-WAN devices deployed by the bidder as part of solution should be pushed to SIEM tool for integration, analysis and co-relation.
7	13	4.2.13.3.	Bank has shortlisted vendor for implementation of DMS and the implementation is in progress.	Is the DMS implementation done on the existing data center of SIDBI or it is at 3rd party data center and pole as service by DMS vendor?	DMS implementation would be done in the banks existing Data Center.
8	14	5.1.	The scope of work involves supply, installation, configuration, management, hardening, preventive maintenance, monitoring, software/firmware updation / up-gradation etc. under COMPLETE MANAGED SD-WAN services along with MPLS VPN links and setting up of onsite NOC.	As per this clause, Onsite NOC is to be setup at SIDBI's location while Point 3.1.3 mentions OPEX model which is on cloud based NOC. Requesting clarification of this point with regards to location of NOC & commercial model.	• Bidder should set up the NOC at the banks Chennai Office in OPEX model. Providing / extending the NMS, ticketing software/ tool, manpower and necessary software/ hardware, if any, required for monitoring and management of links is in the scope of the bidder.

RfP for Implementation of SD-WAN based MPLS VPN	RFP # 400/2019/1344/BYO/ITV	**Page: 2 of 43**
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					• Bank would be providing PCs/ display screen required for the purpose.
9 10	14	5.2.1	To build a transport independent overlay network to connect all the offices of Bank using all available transport options including MPLS, Internet (broadband, leased line etc.), Cellular (4G/3G) and LTE.	SD WAN is not aligned with 3G/4G solution. Will SIDBI use 3G/4G and LTE for connectivity? Is it immediate requirement?	Bank proposes to use 3G/4G and LTE as per feasibility at the location as a secondary link at the locations from day one.
11	14	5.2.2.	To provide a secure and encrypted overlay independent of the transport layer and have the ability to offload Internet destined traffic closer to the edge of the network.	Is there a plan for SIDBI to procure internet links at branches to offload internet traffic locally?	Internet link would be procured locally by the bank. The handoff would be on Ethernet. The bank intends to have local breakout over Internet for accessing O365. Further, the Internet links would be used as backup to primary MPLS VPN link for accessing the applications hosted at the Banks DC. The access to O365 and DC should be in secured manner.
12	14	5.2.8	Statutory Requirement: Management of Customer Edge (CE) device should be from the premises of bank i.e., service provider engineers to be deployed on-site for management of the network.	We understand the location of Engineer deployment is at Banks's HO. Please also mention the number of Engineers to be deployed. (Hope this relates to Chennai NOC engineers requirement)	• Engineer deployment should be at the banks Chennai Office. • Please refer to Section 5.10 of the RfP for further details.
13				Request to consider remote NOC for CE management. This will reduce the cost of project while providing similar experience on network management. Bidder can provide onsite resource for local contacts while SD-WAN control systems can be on service provider premises.	No Change
14	14	5.2.8	Management of Customer Edge (CE) device should be from the premises of bank i.e., service provider engineers to be	Please confirm RE is required at central locations or at each location. Also please provide the clarity in case captive NMS is	• Onsite engineers should be deployed at the banks Chennai Office for management of NOC.

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			deployed on-site for management of the network.	required or integration is required with the existing NMS of the bank.	• The bidder should propose suitable NMS for monitoring and management of all the links terminating on CPE devices at all the locations seamlessly, which will be accessed by onsite engineers as well as Bank's staff. Further, the bidder should provide suitable ticketing tool also.
15	14	5.2.9	IP Schema: migration to dual stack i.e., IPv4 and IPv6 due to statutory requirements.	IS SIDBI has IPv6 implemented in current network? Being it is MPLS, IPv6 required? When is this going to be implemented?	Currently IPv6 is not implemented at SIDBI. SIDBI may migrate to IPv6 during the tenure of the contract. However, the network, hardware and other ancillaries proposed as a part of solution in response to this RfP should be IPv6 ready from **day one**.
16	14	5.3.2.	The proposed solution should also provide self-service capabilities which gives configuration access to Bank and the on-site engineers deployed by the service providers at the site(s).	Hope SIDBI referring to self-service portal for the features mentioned in other section not complete Admin rights. Please confirm.	The resources deployed at the banks NOC should be able to change configurations as per requirements of the bank.
17	14	5.3.3	The proposed solution should support distributed cloud gateway architecture to facilitate the communications between sites on private WAN (MPLS) and public Internet.	Please elaborate on distributed cloud gateway architecture	Bank intends to breakout O365 traffic from the location locally and other internet traffic should be routed through our central internet gateway. In case the banks subscribes to NGFW, the internet browsing may also be carried out over local internet link.
18	15	5.3.4	The proposed SD-WAN solution should have the following minimum features: Application visibility and Analytics, Centralized Orchestration & Policy Management, Transport Independent	Please confirm, if path brown out relates to performance degradation. Request to elaborate the parameters.	**Yes** Refer to RfP for details of other parameters.

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			Overlay Solution, Application Aware Routing, Performance based App Aware Routing & Load Sharing, Segmentation & Dynamic Topologies, Application Based QoS, Local Internet Break out, Path Brownout, Security & Encryption, Managed service offering, Self Service Portal etc.		
19	15	5.4.1	Category A - CPE throughput with IMIX traffic including NGFW features should be 100Mbps.	Please elaborate what is IMIX traffic.	IMIX is Internet Mix traffic. i.e. the total traffic from the CPE devices over MPLS VPN, Internet/ any other connectivity subscribed by the Bank during the tenure of the contract.
20	15	5.4.1 (2)	Further, Internet link procured locally would also be terminated on the CPE.	With local link, SIDBI is refer to broadband connectivity or Internet lease link connectivity. Kindly confirm.	The bank would be procuring required internet bandwidth locally and the type of connectivity would be based on availability at the location.
21	15	5.4.1.	Category - A Locations	As per our understanding, Category-A locations will have dual CPEs with first CPE terminating first MPLS link and second CPE terminating second MPLS link or Internet. Please confirm	Understanding is correct.
22	15	5.4.1.	Category - B Locations	As per our understanding, Category-B locations will have Single CPE terminating MPLS link and local Internet. Please confirm	Understanding is correct.
23	15	5.4.1.	Category - C Locations	1. As per our understanding, Category-C locations will have dual CPEs with first CPE terminating first MPLS link and second CPE terminating second MPLS link & Internet. Please confirm. 2. Also requesting clarification on "dual IP MPLS links (active / passive)".	1. Category-C locations will have dual CPEs. Primary MPLS VPN and Internet link would be terminated on the first CPE and backup MPLS VPN and Internet link on second CPE. The CPEs will function in active / passive mode. 2. Dual IP MPLS VPN links implies, the bidder to provide two last miles

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					extended from two different POPs. The backup MPLS VPN link should be from alternate service provider. The links to be terminated on separate CPEs and configured in active / passive mode
24	15	5.4.2	During period of contract the bank would upgrade any of the location(s) for dual CPE and would also terminate multiple service provider MPLS/ Internet links.	Please confirm the number of ports are required per device with the future projection.	The number of ports considered include future projection.
25				Requesting bank to provide clarification on scale of bandwidth upgrade as this may require upgrade of licenses in the SD-WAN CPEs.	In case a location is upgraded to dual CPE, the maximum bandwidth to be supported at the location would be multiplication factor of the number of CPEs at the location and the bandwidth mentioned in clause No. 5.6.3 of the RfP
26	15	5.5.1	WAN Edge Device (CPE) – This is the device where WAN interfaces terminate. Edge device in each site make dynamic fully meshed encrypted overlay paths to every other edge device. This device forwards traffic to other branches over WAN including direct Internet access. The proposed SD-WAN solution should have NGFW security features.	We request SIDBI to kindly remove NGFW capability to be included in the WAN edge devices as NGFW feature availability is in road-map for major vendors providing solution.	**Change** The clause to be read as: "WAN Edge Device (CPE) – This is the device where WAN interfaces terminate. Edge device in each site make dynamic fully meshed encrypted overlay paths to every other edge device. This device forwards traffic to other branches over WAN including direct Internet access. The proposed SD-WAN solution should have Layer4 firewall security features to protect the banks network from security threats. Further, the CPE should be upgradable to support NGFW security features without any hardware upgrade.

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					The performance of CPE should not degrade on upgradation of NGFW features. In case of any degradation, the bidder to replace the same with higher end CPE without any additional cost to the bank."
27	15	5.5.1	The controller, Director, Analytics should be deployed at service provider Data Center with geographical redundancy in India only. The interfaces of the same should be extended to the on-site engineers for configuration / change management/ monitoring / reporting etc.	We request SIDBI to modify the clause of deployment of redundant controller in India only and as part of global business strategy ISP should be allowed to host redundant controller outside India. Please note the traffic of customer is not traversed via controller and primary controller will be hosted in India only.	**Change** 1. In case bidder does not have redundancy to controller, Director and Analytics in their DC in India, the same needs to be provided within **six months** from the date of placing the order. 2. To this effect, the bidder as part of technical response should provide declaration on their letterhead duly signed by CEO/CTO/Company secretary. The declaration should clearly indicate the date by which the redundancy would be setup. 3. If the bidder fails to setup the redundancy in India within the specified period, the bank has the right to **terminate the contract by giving 3 months' notice**.
28	16	5.5.1 (5)	NOC – The bidder to setup on-site NOC at SIDBI Chennai Office. L1 and L2 resources for managing the SD-WAN and MPLS VPN links (current and future links) along with necessary software for managing has to be deployed by the bidder. Monitoring, management, troubleshooting etc. are to be carried out by the resources.	NOC setup required at Chennai customer location with NMS or web portal	The bidder should propose suitable NMS for monitoring and management of all the links terminating on CPE devices at all the locations seamlessly, which will be accessed by onsite engineers as well as Bank's staff.
29				Please confirm the manpower sizing to	Refer RfP for resource details for

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				locate at SIDBI Chennai location to setup the NOC. Also please provide the clarity if desktop and monitoring screens will be provided by bidder or customer.	NOC. Desktop for NOC engineers and monitoring screen will be provided by the bank.
30				As ask is cloud based SDWAN service, Bidder will extend monitoring to onsite resources. Onsite resources will co-ordinate with Bidder NoC for L3 support for management and troubleshooting. Hope bank is expecting the same.	The basic operations, policy changes, management, troubleshooting has to be carried out by the onsite resource. Advanced troubleshooting, configuration changes and management has to be carried out by L3 support in coordination with L2 onsite engineers.
31				Request to consider remote NOC for CE management. This will reduce the cost of project while providing similar experience on network management. Bidder can provide onsite L1 resource for local contacts while SD-WAN control systems can be on service provider premises.	No Change
32	16	5.5.1 (6)	The controller, Director, Analytics should be deployed at service provider Data Center with geographical redundancy in India only. The interfaces of the same should be extended to the on-site engineers for configuration / change management/ monitoring / reporting etc.	DC location need to be different location. On-site engineer can only fetch data and create report. Any changes need to make from SP NOC end	The basic operations, policy changes, management, troubleshooting has to be carried out by the onsite resource for all the links terminating on the CPE at the locations.
33				In hosted/cloud model, onsite engineers are given with self-service portal with limited functionalities. However our L3 support from NoC will have full control	Advanced troubleshooting, configuration changes and management has to be carried out by L3 support in coordination with L2 onsite engineers.
34	16	5.5.1 (7)	In the above architecture the CPE for NNI integration and the MPLS link will be procured / provided by the Bank after finalization of alternative service provider for MPLS links.	The NNI CPE are to be proposed & deployed now or at a later stage. If this is a now please include in pricing format	NNI CPE and the setup will be applicable only once bank introduces alternative MPLS VPN service provider in the network. The setup will be carried out by the bank at later

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35	16	5.5.1.7.a	Architecture Diagram	Requesting bank to provide clarification on "NNI CPE" in the architecture diagram	stage.
36	17	5.5.2 (1) (f)	During the period of contract bank may add additional local Internet links at the locations and the bidder has to configure for backup to existing local Internet link for Office 365. No additional cost whatsoever would be paid.	Please confirm if minimum CPE capacity proposed in point 5.6.3 on page 20 considered the maximum number of links that would be installed at that location.	Yes
37	17	5.5.2 (2) (b)	Edge devices must be able to identify and classify applications, including application encrypted traffic. Identification and classification of at least the following classes of application types must be supported by the solution:	Please elaborate on Application Encrypted traffic. We interpret that encryption would be done by Edge devices only, so is this any specific application related requirement.	Refer to RfP.
38	17	5.5.2. (1) (a)	Each edge device must dynamically establish fully meshed encrypted overlay paths to every other edge device, across multiple different WAN services: L3VPN MPLS, Internet and Cellular Data connectivity (3G/4G), LTE etc.	Will SIDBI use 3G/4G and LTE immediately?	Bank proposes to use 3G/4G and LTE as per feasibility at the location as a second link at the locations from day one.
39	17	5.5.2. (1) (c)	The overlay paths established amongst the edge devices must support: (i) Transport of unicast, multicast, and broadcast traffic (ii) The ability to run routing protocols: OSPF v2 and v3, BGP; for IPv4 and IPv6	1. Is SIDBI using OSPF in network or planning to use OSPF in network? 2. Is SIDBI has any multicast application or multicast traffic currently?	1. OSPF would be used by the bank based on its requirement during the period of contract. 2. Bank proposes to use unicast, multicast and broadcast traffic for its real time applications as and when required during the period of contract. The bidder should have the features in their roadmap and should be able to provide the same within 1 year from the date of PO.
40	17	5.5.2. (1) (e)	The locations must be able to access Office 365 over Internet directly (local breakout) without going through the centralized Internet Gateway of Bank at	Sites with local internet breakout will it be used only for O365 and remaining internet used from central DC	1. Bank intends to have local Internet breakout for O365 traffic and other internet traffic from the location should be routed through

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			DC and DR. However, in case of failure of local Internet, the failover should be configured to access Office 365 over centralized Internet Gateway at Banks DC and DR.		the banks central internet gateway over MPLS VPN links. Further, in the event of failure of MPLS VPN link, the local Internet should act as backup to access all the services hosted at DC. 2. The bidder may note that, during the tenure of the contract, Bank may use the local internet connection for local breakout of other cloud based services and internet browsing.
41	17	5.5.2.1.c.i	Transport of unicast, multicast, and broadcast traffic	Is there any multicast application in use in existing SIDBI's WAN network? If yes, requesting bank to provide details of the same.	Bank proposes to use unicast, multicast and Broadcast traffic for its real time applications.
42	18	5.5.2 (3) (d)	The proposed SD-WAN solution should have stateful security features (L3/L4 filtering, Zone-Protection for network, DoS Protection) for network isolation in the CPE along with SD-WAN features.	We request SIDBI to remove Stateful security feature as ZBF is feature available on CPE without statefullness. NGFW is in roadmap with stateful feature.	During the period of contract i.e. within 6 months from the date of placing order, the bank may opt for NGFW security features. The bidders should be able to upgrade the same as per the contracted rate. The bidder should have clear roadmap from OEM for availability of NGFW and should be made available latest by December' 2018. The bidder should submit the following declarations indicating when the feature would be made available to the bank: 1.OEM duly signed by authorised signatory.
43	18	5.5.2 (3) (e)	The solution should have Next Generation Firewall features (L7 Application level filtering, URL-filtering, SSL Inspection/decryption etc). All the features should be able to be enabled on the same CPE device without addition of any other separate hardware.	We Request SIDBI to kindly remove the point of NGFW to be included in the same CPE as this feature is in roadmap for major OEM and under testing.	

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					2. CEO/CTO/Finance head of the bidder duly signed. The bidder to note that, the above two declarations should be part of technical bid. In the event, the bank places order for the features and the same are not available, the bank may **terminate the contract by giving 3 months' notice**.
44	18	5.5.2 (3) (f)	The logs of devices should be able to be integrated with C-SOC (to be setup by Bank) for co-relation and analysis.	Please detail bidder's role in integration of devices logs with C-SOC.	Bidder should configure the CPEs for log handover to the C-SOC. Bidder should handle any compatibility and integration issues during the process.
45				Please specify the SIEM tools deployed at SIDBI so as to confirm the compatibility and integration should be facilitated by SOC team.	SIEM tools will be deployed in near future. Details of the same would be shared with the shortlisted bidder. Bidder should configure the CPEs for log handover to the C-SOC. Bidder should handle any compatibility and integration issues during the process.
46	18	5.5.2 (4) (c)	The solution must support zero-touch provisioning/plug-n-play for new branches, which entails on-site branch personnel having to make physical (i.e., cabling) changes only and administrators not having to make configuration changes to bring new branches online.	Basic configurations must require to enable the new link in the network. Required template and initial configuration will be done by L3 support in bidder's NoC. Hope this approach is fine with Bank	Initial configuration required for ZTP may be done at bidder's NOC and CPE shipped to respective location.
47	18	5.5.2 (4) (h)	The centralized management solution shall have NMS capabilities and must support network wide device and network visibility for all the devices in the scope of the solution. The NMS should be configured to	The monitoring capability will only be limited to SD-WAN components and will not be complete NMS suite. We request SIDBI to acknowledge this point.	The bidder should propose suitable NMS for monitoring and management of all the links terminating on CPE devices at all the locations seamlessly, which will be accessed

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			monitor all the links terminated on the devices irrespective of the type of link (MPLS, broadband, LTE, Internet etc).		by onsite engineers as well as Bank's staff. All necessary hardware/ software/ ancillary components for NMS to form a part of solution provided by the bidder.
48	20	5.5.2 (8)	During the contract period, Bank may add/ delete/ replace more number of applications, security policies etc. Accordingly, the selected service provider shall carry out necessary configuration changes (if required) in their network, as advised by the Bank from time to time at no extra cost to the Bank.	Please share the projection of the BW upgrade required during the contract period. This is required to calculate and consider the licensing per device per port.	The projected bandwidth upgrade for the CPE is the maximum throughput of the device.
49	20	5.6.3.	6 Interfaces for 100Mbps	Shall you please clarify why 6 interfaces required for 100Mbps locations? Hope it can be managed with 4 interface too.	**Change** The CPE supporting 100Mbps should have 4 interfaces
50	21	5.6.15	It shall be the responsibility of the selected service provider to provide replacement for damaged equipment (or any of its components) in order to minimize the time required to make such sites operational within the SLA, the selected bidder should keep adequate number of spare equipment and components at suitable places so that same may be provided as per the timelines mentioned in the RfP. Bank will not provide any space at any of its locations for storing the same.	NO SLA penalty will be applicable on bidder in-case the location is down due to: 1) Power issue at customer end. 2) Improper earthing at site. 3) Equipment damaged due to water seepage or stolen from the location. 4) Access not available at site for the bidder engineer to check the issue. 5) LC not available at site. 6) Any condition which is beyond the control of bidder.	1. Bidder to insure the equipment deployed at the locations against all risks. Refer clause No. 11.11 of the RfP. 2. Please refer to clause No. 9.2 of the RfP for LD exclusions.
51	21	5.6.17	The ownership, maintenance and upkeep of CPEs and links (supplied by service provider) is the service provider responsibility. Bank will not be responsible for any damage to the service provider equipment due to voltage fluctuations,	Request you to change this clause as any fault due to site conditions cannot be taken care by service provider.	1. Bidder to insure the equipment deployed at the locations against all risks. Refer clause No. 11.11 of the RfP. 2. Please refer to clause No. 9.2 of

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			surge, earthing issues etc. The service provider has to arrange for necessary insurance for all the equipment installed at Bank's premises.		the RfP for LD exclusions. 3. Bidder should arrange for replacement of the devices at the location. No additional cost whatsoever would be paid by the Bank.
52				No downtime will be attributed to the bidder and no penalty will be applicable on bidder. Bidder should be allowed to put some spears at central location and it would be SIDBI responsibility to pick the spare from central location and deliver at location where hardware replacement is required.	The bidder to provide the services as per the SLA. The bank would not own any responsibility of storing of spares and shifting.
53	21	5.6.17.	The ownership, maintenance and upkeep of CPEs and links (supplied by service provider) is the service provider responsibility. Bank will not be responsible for any damage to the service provider equipment due to voltage fluctuations, surge, earthing issues etc. The service provider has to arrange for necessary insurance for all the equipment installed at Bank's premises.	SIDBI to provide UPS power at each location. CPE damage due to power issues is Bank responsibility	Bidder to insure the equipment adequately, as mentioned in clause No. 11.11 of the RfP. The bank would not own any responsibility for CPE damage due to power issues.
54	21	5.6.18	The bidders to note that supply of Internet links is not in the scope of current RfP. Bank would procure Internet of required bandwidth with one public IP locally at the locations. However, monitoring, configuration management, troubleshooting etc of links is under the scope of the service provider.	In case the third party connectivity is down then bidder will not be liable for the downtime caused due to the media issue of local vendor. Bidder will not follow up with the local service provider for the restoration.	Please refer to clause No. 5.9.14 of the RfP for Internet links management.
55	22	5.7.1 (2) (c) (i)	The maximum height of pole should not be MORE THAN 6M above the roof top, which will be at the bidder's cost.	we request SIDBI to remove 6M clause from the RFP . In case the location is not feasible on 6 M RTT then bidder will declare the site	**Change** a) For pole length upto 6Mtr, SIDBI

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56				technically not feasible (TNF) and no penalty will be applicable on bidder.	would be providing permission, subject to availability of permission from landlord.
				There will be locations having mast height more than 6 mtr, need clarity from Bank on these locations. Bank may has to revisit this clause	
57	22	5.7.1 (2) (c) (i)	c) In case last mile on WIRELESS last mile: (i) The maximum height of pole should not be MORE THAN 6M above the roof top, which will be at the bidder's cost.	What if no service provider feasible with 6M pole as per bidder feasibility.	b) Pole length beyond 6 Mtr, the service provider should negotiate with the landlord and obtain necessary permissions. Any commercial impact for the activity should be borne by the service provider. However, such type of location should not be more than 5% of total number of Category B locations. The responsibility of SIDBI in this case would be limited to facilitate the discussions with the landlord.
58	22	5.7.1 (2) (c) (ii)	The frequency should be restricted / licensed frequency band / secured to prevent intrusion / data loss / spoofing / sniffing and protection against interference from other wireless devices. The bidder has to ensure that no other Radio equipment causes interference and should not be able to trap the wireless signals used for Banks network.	We request SIDBI to remove the licensed frequency band from the clause and allow ISP to used unlicensed band. Bidder must be allowed to deliver the connectivity on RF media unlicensed band.	Bidder to provide secured connectivity and ensure that the confidentiality of the data is maintained. Further, the bidder to ensure no interference issues and SLAs of the locations are met throughout the contract period. In case of any interference issues, security breaches etc., the bidder has to migrate the location to wired connectivity within 3 months from intimation at no additional cost to the bank.
59				No Service Provider provides license band RF, hence needs to relax this clause. Licensed band is not available in market now. Request SIDBI to accept unlicensed band	
60	22	5.7.1 (2) (c) (iii)	The bidder should ensure that each location is within a radius of 5 kilometres from any of their BTS/Repeater Towers and should have clear line of sight.	There will be locations which can be connected from BTS with distance > 5 KM and service provider will provide services as per agreed SLAs	**Change** The bidder should ensure that the BTS/Repeater towers are very close to the bank location and should have

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					clear line of sight. There should not be any signal loss.
61	22	5.7.1 (2) (c) (iv)	All clearances including WPC clearance, wherever required, in respect to the pole/antenna from any Government/Local/Statutory bodies etc. like Municipal Corporations, Airport authorities etc are the responsibility of the bidder	Bidder will not be liable to arrange permission from anybody to put the pole, mast, tower at customer locations. All the in building/in campus permissions will arrange and managed by the customer during deployment as well as throughout the contract period.	SIDBI would provide landlord permission for erection of pole of maximum 6M and in-building permissions for laying of cables at its location. Any additional permissions from any other authorities would be responsibility of the bidder at their cost.
62	23	5.7.1 (10)	Any deviation with respect to feasibility report submitted such as wired to wireless; increase in pole height, declared as non-feasible, etc., during implementation of the project will not be accepted. The selected bidder shall be penalized for the deviation.	Request you for deviation in exceptional cases since feasibility is dynamic in nature and has dependency on parameters like any civil activities near customer site, augmentation of BW during time of implementation.	Deviations with respect to wired media upto 5% of total number of locations in Category 'B', the bank would not impose any LD and the bidder can provide connectivity on alternate media, subject to conditions as stated in the RfP and clarifications given above for RF media. In case the deviation is more than 5% of total number of Category B locations, LD of 25% of the total contract value for the location (5 years cost) would be charged. Further, the acceptance of alternate media would be based on the discretion of the bank.
63				We request SIDBI to confirm the Penalties for the same. In 5% case such issue can occur, bidder should not be penalize for such cases. Bidder will deliver the connectivity as per the shared feasibility but in-case of any concern beyond the bidder control will happen then bidder should be allowed to provide the connectivity on alternate media.	
64	23	5.7.1 (11)	The service provider should ensure that major security features against attacks as mentioned below are implemented in their network: a) Protection against all kinds of attacks including DOS attacks, SYN attacks, smurf attacks etc.	The mentioned threats are part of internet. Hence request you to remove this clause for this tender since tender talks about MPLS connectivity.	No Change

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			b) Protection against all kinds of spoofing like VPN spoofing/IP spoofing etc.		
65	24	5.7.3.	Bidders network should support access control list (ACL) Support, SNMP & v2 support Network Time Protocol Version 4 (NTPv4), Syslog, Ping, Trivial File Transfer Protocol (TFTP), Secure Shell version 2 (SSHv2) and Internet Protocol version 6 (IPv6) support.	It is end to end managed service for SDWAN. Would like to know reason for SNMP support etc.	In case the bank wants to have additional monitoring or integration with other solutions during the period of contract.
66	24	5.7.4	Bidder has to replace/repair faulty/damaged equipment at the bidders own cost, irrespective of the reason of fault/damage within the SLA time limit, during the contract period. However, the "force majeure" clauses will apply. In any case, the bidder will have to arrange for replacement of the faulty/defective equipment at the earliest. External antennas should have proper lightning conductors, wherever necessary.	NO SLA penalty will be applicable on bidder in-case the location is down due to: a) Improper earthing at site. b) Equipment damaged due to water seepage or stolen from the location. c) Access not available at site for the bidder engineer to check the issue. d) LC not available at site. e) Any condition which is beyond the control of bidder. Bank will be responsible for any damage/losses to the equipment and services supplied due to fire, theft /mishandling/ burnt /Power Issues and physical damage. For the replacing those equipment's cost shall be borne by bank. Rates for the connectivity equipment's provided by bidder shall be discovered and will be submitted to department. Hardware replacement will be done within 24 to 48 hours depending upon the location.	No Change
67	24	5.7.8	Bidder should do all internal cabling till CPE for successful commissioning of the required MPLS link without any additional	In case cable need to be route via POP wall or false celling or other sensitive area then bank should arrange electrician available at	Bank would assist the bidder in providing details of ducts / raceways for drawing the cables. However,

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			cost to the Bank. Bidder should provide all required cables for connecting to the CPE at no extra cost to the Bank.	site to route the cable.	drawing of cables to be carried out by the bidder.
68	24	5.7.9	The network equipment shall support Packet Filtering, TCP spoofing, IPv4 & IPv6 both, QoS on both inbound and outbound traffic and other industry standard protocol.	Is SIDBI has IPv6 implemented currently?	Currently IPv6 is not implemented at SIDBI. SIDBI may migrate to IPv6 during the tenure of the contract. However, the network, hardware and other ancillaries proposed as a part of solution in response to this RfP should be IPv6 ready from day one.
69	25	5.8.2.	In case the proposed SD-WAN solution by the bidder does not offer NMS functionality, the bidder should provide NMS (hardware and software) tool and configure the same to monitor and manage ALL the transport media terminated on the CPE. This includes the transport media which the Bank proposes to procure from alternative service providers (MPLS, Internet links, LTE etc. during the entire period of contract.	Request to remove this clause as this overrides the main functionality & feature of SD-WAN. SD-WAN platform should have in-built monitoring & management feature for links & routers to enable SD-WAN technology to function.	The bidder should propose suitable NMS for monitoring and management of all the links terminating on CPE devices at all the locations seamlessly, which will be accessed by onsite engineers as well as Bank's staff.
70	25	5.8.3.	The tool should have capability to monitor / manage 300 links (MPLS/Internet etc) during the period of contract.	This is managed service from Bidder and there no NMS tool deployed at Bank premise. Onsite resources will be extended with monitoring portal. Hope band is fine with this	
71	25	5.9.1.	The on-site engineer should carry out configuration / policy / AppQoS policy / tuning as per Banks operational requirements.	AppQoS is OEM proprietary. Request to remove AppQoS.	The on-site engineer should carry out configuration / policy changes/tuning etc as per the banks operational requirements as and when required.
72	25	5.9.3.	The on-site engineers would be required to ensure that logs are pushed to CSOC for monitoring/analysis.	Please confirm the integration of CSOC tools to SD-WAN.	Bidder should configure the CPEs for handover of logs to the C-SOC. Bidder should handle any compatibility and integration issues during the process.

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73	25	5.9.4	SIDBI is subject to various IS audits, the on-site engineers should ensure the closure of observations pertaining to SD-WAN & connectivity. In case of connectivity from other service providers, coordinate with them for closure.	Bidder engineer will be responsible to do the FLT along with the LC at site and provide the required critical input to other service provider to restore the connectivity but not be responsible to maintain the SLA with the other service provider.	Maintenance of SLA of other service provider is not under the scope of bidder. However, management, monitoring, troubleshooting etc. of other service provider network is in the scope of bidder.
74	25	5.9.5.	Contact branches/offices/end users for identifying the issue and troubleshooting.	Request to remove end users as FMS support is already provided to SIDBI by a FMS vendor.	Co-ordinating with the end users for FLT and troubleshooting the issues will be under the scope of the Bidder.
75	26	5.9.12.	SLA management of links from all service providers.	Bidder will not own third party link SLAs	Maintenance of SLA of third party service providers will not be under the scope of the bidder. However, management, trouble ticketing, trouble shooting, follow-up for resolution with alternate service provider will be under the scope of the bidder.
76	26	5.9.13	First level troubleshooting LAN & WAN connectivity issues at the locations.	Only WAN side not LAN side	The bidder should troubleshoot the issues till the LAN port of the CPE devices.
77	26	5.9.14	In the event of failure of Internet link, the engineer has to intimate the designated Official in the branch. The follow-up with Internet service provider would be undertaken by the branch officials.	In case of any performance degrade due to traffic failover from Internet link to available MPLS links should not be considered as SLA miss from service provider. Request SIDBI to acknowledge.	No Change
78	26	5.9.20	Bank may due to business requirement require shifting of the engineers from one location to other permanently, which would be within or outside the current location. The service provider has to arrange to provide / shift the resources to the new location.	In case the engineer is not willing to relocate then bidder should be allowed to provide replacement.	The replacement should be as per the clause No. 5.13 of the RfP.
79	27	5.10.1. (3)	The minimum number of resource required, and service window would be as follows: Project Manager	Is project manager required for all 5 years contract period?	Please refer to clause No. 5.20.6 of the RfP.

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80	27	5.10.4	During Saturdays skeletal support to be provided i.e. at least 1 resource from each level (excluding PM).	Duration is not mentioned on Saturdays, please specify.	The duration on Saturdays would be Morning shift.
81	27	5.10.4.	During Saturdays skeletal support to be provided i.e. at least 1 resource from each level (excluding PM).	Request you elaborate this	Please refer to clause No. 5.10.4 of the RfP.
82	27	5.10.7	In addition to providing services as per the above mentioned service window, the bidder is required to provide services on Sundays /Holidays in case of urgent requirement of the bank without any extra cost.	Is it related to onsite Chennai NOC engineer support or SP NOC support?	1. The clause refers to onsite resources deployed at Chennai NOC. 2. The SP NOC support should be 24X7
83	29	5.1.8	Site Survey, "Installation Certificate" and "Acceptance report for successful commissioning" must be maintained by the selected bidder for future references.	Bidder will share the scanned/softcopy of the delivery and installation report with the customer basis which acceptance should be released by the bank. Bidder will not be liable to provide or maintain the original copy of delivery and installation report.	All reports to be submitted in Original only.
84	29	5.14.1	The service provider to perform site inspection to verify the appropriateness of the sites before installation / commissioning of the network. Site preparation includes checking the availability of rack space, UPS power, earthing etc and submit detailed report.	Prerequisites will be shared with the bank and bank has to ensure that the site readiness before engineer visit at site for the feasibility, installation and delivery.	No Change
85 86	29	5.14.2	In case RF connectivity if proposed and accepted by the Bank, the service provider should provide detailed diagram along with weight, pole size, any civil work to be carried out etc. The service provider to depute engineer to the site to explain all the details to the landlord to seek permissions, if required.	Bank to provide necessary clearance at site All the required details will be shared with the customer spoc, all inbuliding/in campus permissions for RF pole/ tower will be made available and maintained by the bank throughout the contract period.	Bank will provide permissions for installation of pole of 6Mts on roof top in-building permissions for laying of cables.
87	29	5.14.3	All cabling should be neat and structured with PVC conduit / casing / flexi-pipe with	This will be one time activity, maintenance will remain under the scope of bank. No	No Change

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			proper clamping. It is the responsibility of the service provider to lay the cable till the location of the CPE in the premises and maintain.	downtime penalty/ LD will be applicable on bidder incase cables are get damaged at customer locations.	
88	29	5.14.4	The service provider to note that currently all locations/offices are connected over MPLS VPN, hence the same cannot be disturbed till the new SD-WAN is implemented and commissioned. Once new SD-WAN setup is ready and service provider links are commissioned and locations are made live, the SD-WAN service provider engineer to assist Bank staff / Facility Manager in removal of old hardware from the rack and mount the new hardware (CPEs).	Site wise migration activity will be planned after the delivery of DC & DR locations. Customer has to manage the existing setup and bidder will extend the support to migrate the locations where the new SD WAN setup wan setup is made active. Customer has to make available rack space, UPS power, earthing available for the new setup. Bidder will not be responsible to remove the old setup. Customer is suggested to remove the old setup only after the successful migration of NW on SD-WAN network.	No Change
89	29	5.14.7	The bank would not pay any additional cost whatsoever for aborted visits by the engineer.	Request to provision for payment of aborted visit incase if the visit has been scheduled in co-ordination and confirmation from SIDBI but the visit is aborted after engineer reaching at site by SIDBI.	No Change
90	31	5.17.2 (2) (d)	In case the existing service provider is not feasible at the new location or any permission issues (in case of RF), Bank will terminate the contract for the link by issuing ONE month notice. Further, bank may shift the location to alternate service provider. In such cases, the service provider has to configure the CPE for access to controller / director / Analytic over Internet.	The bidder will not liable to maintine the SLA and uptime for such links and bank has to coordinate incase any configuration changes are required to be done at other service provide end.	SLA of third party service providers will not be under the scope of the bidder. However, trouble ticketing, follow-up for resolution of issues, configuration change requirement etc. with alternate service provider will be under the scope of the bidder.
91	32	5.20.1	The service provider should deploy full time project manager at the Bank office in Mumbai within FOUR weeks from the date of placing order.	RE will be deploy at customer location for the day to day activities and coordination to deploy the solution. Bidder project manager will operate from the bidder location.	No Change

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92	32	5.20.6.	The minimum period of service of project manager would be six months from the date of order or till the acceptance of solution at all locations.	Is this dedicated resource required at bank premise or shared resource ok? Is it separate requirement from the PM resource requirement in other section?	Project manager would be a dedicated resource. Please refer to clause No. 5.20.6 of the RfP.
93	32	5.21.1	The PMC would meet on daily basis to review the progress of project till acceptance of solution at all locations is completed.	Project progress meeting will be done once in week at customer location however bidder will submit the project status report twice a week to respective stake holder to customer.	No Change
94	32	5.22.1.	Immediately after placing order, the service provider should provide training on the SD-WAN technology (all components) to a batch of six. The training should be for a period of at least 3 days and full time and should cover the technical and security aspects of SD-WAN including core devices (controller, director, analytics, NGFW etc.).	What will be the mode of training? Can this be web-based or virtual classroom training?	Training will be physical classroom.
95	33	5.23.	Alternative Service Provider(s)	Though connecting alternate service providers to the existing SD-WAN CPEs is ok, any changes to the bandwidth with regards to the throughput licenses shall be paid extra by the Bank. Please confirm. For e.g., if the current throughput licenses provided on the SD-WAN CPEs is 20Mbps and by adding alternate service provider with bandwidth upgrade which aggregates the throughput to 30Mbps on SD-WAN CPEs, then bank has to pay the additional throughput license cost for differential 10Mbps along with 20Mbps license cost which has been subscribed earlier.	Please refer to clause No. 5.6.5 of the RfP.
96	33	5.23.4	The monitoring, SLA management of the alternate service provider link(s) is under the scope of the bidder.	SLA ownership will not be with Bidder for third party links	SLA of third party service providers will not be under the scope of the bidder. However, management, trouble ticketing, follow-up for resolution with alternate service
97				SLA management of the alternate service provider should remain out of the scope of the bidder.	

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98				SLA management will be only limited to coordination with the service provider to handle any failures as future is unknown. Please confirm.	provider will be under the scope of the bidder.
99	34	6 3	6. Minimum Eligibility Criteria 3. The Bidder should have at least five years' experience in supplying, installing, commissioning and maintenance of MPLS VPN in scheduled commercial bank or financial institution.	Request SIDBI to change the clause as "The Bidder should have at least two (2) years' experience in supplying, installing, commissioning and maintenance of MPLS VPN in scheduled commercial bank or financial institution.	No Change
100	34	6 3	6. Minimum Eligibility Criteria 5. The Bidder should have delivered MPLS VPN connectivity at least to 500 sites across India, out of which at least 75 sites should be of single customer during last FIVE years from the date of current RfP	Request SIDBI to change the clause as "The Bidder should have delivered MPLS VPN connectivity at least to 500 sites across India, out of which at least 75 sites should be of single customer during last Two (2) years from the date of current RfP	The clause is self-explanatory
101	34	6 6 a 6 b	6. Minimum Eligibility Criteria 6. The Service Provider should have at least 50,000 Kilometres of underground OFC laid across the country: a) Of its OWN OR b) Have the same on lease and the lease not expiring during the period of service sought for by the bank.	Request SIDBI to change the clause as "Service Provider shall have at-least 50k Km of underground OFC laid across the country :- A) Of its OWN or Though its Telecom partner Network"	No Change
102	34	6.1 (3) (a)	a) Copies of the purchase order issued by the institutions	Bidder would submit self-declaration showing implementation of services for at least last 3 years.	Agreed.
103	34	6.1 (7)	The bidder should be able to provide predefined Traffic transport QoS Parameters which provide throughput, latency, packet loss, jitter commitments and application traffic prioritization.	Need Clarity over the QoS percentage bifurcation for traffic prioritization	Will be intimated to shortlisted bidder.
104	34	6.1(4)	The bidder must possess following certification: a) TL 9000 and	Request to consider if the certification renewal is in process. Else please change the clause to TL 9000 or b) ISO 27001 or	**Change** Clause deleted and included as part of technical evaluation. Refer

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			b) ISO 27001	similar certification like TL9001	**Annexure –I** of the pre-bid clarifications for the revised technical parameters and weightages.
				As per CVC guidelines, no such clause included to restrict bidder to participate in bid. So, BSNL may give relaxation being CPSU.	
105	35	6 17	6. Minimum Eligibility Criteria 17. The bidder should have their own Network Operating Center (NOC) existence in India for at least three years, with a centralized call logging facility to provide 24X7X365 customer support. The NOC should be managed by at least 50 certified network engineers.	Request SIDBI to change the clause as "The NOC should be managed by at least 50 certified network engineers."	No Change
106	35	6.1 (10)	The bidder should have deployed SD-WAN core components in their datacenter.	Need clarity over managed partner to be used for SD-WAN datacenter	1. The SD-WAN core components (Director, Analytics and controller) to be deployed at the **datacentre of the bidder** in India with geographical redundancy. 2. Managed partnership/ Consortium is not allowed.
107	35	6.1 (10)	The bidder should have deployed SD-WAN core components in their datacenter.	We request SIDBI to remove this clause and allow ISP to host the controller at DC providers.	No Change
108	35	6.1 (13)	The bidder must have back to back support arrangement with the SD-WAN OEM whose platform is proposed for providing services to the Bank.	1. Need Clarity for the consortium with SD-WAN OEM and over tri-parti agreement b/w service provide and OEM. 2. Can system integrator will be the prime bidder in this tender	1. The SD-WAN core components (Director, Analytics and controller) to be deployed at the **datacentre of the bidder** in India with geographical redundancy within the country. 2. To be prime bidder has to qualify the minimum eligibility criteria specified in the RfP.
109	35	6.1(14)	The bidder should have a minimum average annual turnover of at least Rs.200	Please Remove the CA certificate requirement. Bidder will share the latest	No Change

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			Crore over the last three (3) years i.e. FY 2015, 2016 and 2017. Supporting the fact the bidder should furnish: a) Annual Reports Audited annual reports for FY2014- 15, FY 2015-16 and FY2016-17 and b) CA certificate (i) For FY2014-15, FY 2015-16 and FY2016-17. (ii) The certificate should provide the details of Networth, cash profit and turnover for last three years.	audited financial statement which is published on Govt. Sites also.	
110	35	6.1(15)	The bidder should have positive Networth during last two FYs (2015-16 and 2016-17).	Please Remove the CA certificate requirement. Bidder will share the latest audited financial statement which is published on Govt .Sites also.	No Change
111	35	6.1(16)	The bidder should have cash profit (i.e., no cash loss) in 2 years out of last 3 years (FY 2015, 2016, 2017).	Please remove this clause.	No Change
112	36	6 18	6. Minimum Eligibility Criteria 18. Bidder should have OWN/franchise service support centers in all the Bank office locations for providing on-site support for SD-WAN and IP MPLS VPN connectivity	"Bidder shall have OWN or Partner support centre Location in all bank offices for Onsite support for SDWAN and IP MPLS VPN connectivity"	**Change** The support can be own/franchise or partner support. However, the bidder should meet the SLA.
113	36	6.1 (21)	21. The bidder should not have been blacklisted by any Public Financial Institutions, Public Sector Bank, RBI or IBA or any other Government agencies as on the last date of tender submission.	Bidder would submit self-declaration that it has not been blacklisted by any other government agencies.	No Change
114	36	6.1. Minimum Eligibility Criteria for	The bidder should have a clear Disaster Recovery and Business Continuity Plan in place for support services	Request to accept an Undertaking from Company secretary to adher to have clear Disaster Recovery and Business Continuity Plan in place for support services.	Agreed.

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		First Service Provider			
115	36	Eligibility Criteria 18	Bidder should have OWN/franchise service support centers in all the Bank office locations for providing on-site support for SD-WAN and IP MPLS VPN connectivity.	Please rephrase the clause, "Bidder should have their presence in major locations in India for providing on-site support for SD-WAN and IP MPLS connectivity.	No Change
116	46	8.4.11	Technical bids would be evaluated based on the following parameters:	The scoring criteria in point no 2 and 3, related to OEM limits bidder to go with restricted number of OEMs. Kindly remove the OEM related scoring.	No Change
117	46	8.4.11 (1)	For every one customer 05 points subject to a maximum of 25 points	SDWAN is a new technology and not many case reference are available in India for the same, this clause give edge to only one service provider, and also none of the enterprise/ BFSI client have moved to SDWAN solution, hence request for deletion for the same.	**Change** Refer to revised technical parameters and weightages given in **Annexure –I**
118	46	8.4.11 (5)	Total No. of customers to whom complete managed MPLS VPN services connecting at least 50 sites are provided during last three years	Since SIDBI is looking for Managed Services we request SIDBI to consider Multiple PO's of Similar customers for example MPLS PO will be different and Manpower and Hardware PO may be different.	The clause refers to managed MPLS VPN services.
119	46	8.4.11. Technical bids would be evaluated based on the following parameters:	No of Bank locations in which the service provider can provide MPLS VPN connectivity on wired media (Excluding Category 'A' and Category 'C' locations). --Total Weightage is 33 points for 63 locations.	How would 33 points be divided to 63 locations?	The scoring will be distributed proportionately.
120	46	8.4.11. Technical bids would	No of customers to whom Managed / Captive SD-WAN services are offered by the bidder as on date.	Kindly Modify the clause as: No of customers to whom Managed / Captive SD-WAN services are offered by the	**Change** Refer to revised technical parameters and weightages given in **Annexure –I**

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		be evaluated based on the following parameters:	For every one customer 05 points subject to a maximum of 25 points	bidder as on date. For every one customer 05 points subject to a maximum of 15 points	
121	46	8.4.11. Technical bids would be evaluated based on the following parameters:	No of customers where OEM has implemented proposed SD-WAN solution. For every one customer 03 points subject to a maximum of 15 points.	Kindly Modify the clause as: No of customers where OEM has implemented proposed SD-WAN solution. For every one customer 05 points subject to a maximum of 25 points.	No Change
122	46	8.4.6	QCBS - Evaluation criteria proposed to be adopted will be Quality and Cost Based System (QCBS) where Technical Bid Score will get a weightage of 75% and Commercial Bid Score a weightage of 25%.	We request for deletion of this clause and propose to include a technical scoring criteria and commercial to be done clearly on L1 parameters only. Also since SIDBI is already added the clause of inspection in case of the goods/hardware to be supplied and also have incorporated clauses like Inspection, breakdown, SLA, LD, Penalties, non-performance etc, In case of any bidder mis-represents the facts to get higher technical score and claim found is untenable during the contract execution stage, it will become very difficult to justify the clause pertaining decision based on QCBS, Hence we request for the deletion of the same.	No Change
123	47	8.5.5	RSCom = CLow / C X 100	We request for deletion of the said clause, instead request SIDBI to consider L1 criteria only.	No Change
124	47	8.6.1	RS = RSTech X 0.75 + RSCom X 0.25	We request deletion of this clause and	No Change

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				request SIDBI to consider only L1 criteria as final evaluation criteria	
125	49	9.1 (11)	Average end to end packet loss should not be more than 1 in 1,000 with IMIX packets measured for a minimum of 1000 packets.	This is 99.999% packet delivery which is not a standard expectation. Request you to make it 99%	No Change
126	49	9.1 (8)	Latency for switch over to alternate link / CPE in case of failure of any link /CPE.	Failover can't happen in 10 msec. Please make it like 5 to 6 packet drops	**Change** The clause may be read as: "Latency for switch over to alternate link / CPE in case of failure of any link /CPE for all Categories should be within 05 to 06 packet drops."
127	51	10.2.6	In case of requirement of intermediate bandwidth or SD-WAN subscription / license rate the formulae adopted would be as follows: a) Rate per Mb for intermediate service (M) = (Rate of higher service – Rate of Lower service) / (Higher service – Lower service) b) Rate for intermediate service = (Rate of Lower Service) + (M x N) c) Where: · 'N' is an integer value = (Intermediate service capacity – Lower service capacity) · Service implies bandwidth or SD-WAN subscription / license	We request SIDBI to remove this clause and ask for Multiple Bandwidth option in the commercial Bid	No Change
128	52	10.3	Terms of Payment	Please amend the payment structure and make it monthly in advance.	No Change
129	53	10.3.13	The Bank shall have the right to withhold any payment due to the Bidder, in case of delays or defaults on the part of the Bidder. Such withholding of payment shall not amount to a default on the part of the Bank.	Instead of withholding of Bidders payments by Bank, we request Bank to incorporate following clause: In the event Bank disputes in good faith any portion of Bidder's invoice, Bank must pay the undisputed portion of the invoice and submit a written claim for the disputed	No Change

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				amount, together with all information relevant to the dispute, including the reason for the dispute. All disputes must be submitted to the Bidder within forty-five (45) days of receipt of the first invoice for the applicable charges. Bank acknowledges that it is reasonable for the Bidder to require Bank to dispute charges within that time, and Bank therefore waives the right to dispute any charges not disputed within the time frame set forth above.	
130				Payment will not be put on hold in any case and bank must release the payment for all the delivered locations.	
131	53	10.4.1	The Bidder should deliver and commission the services within SIX WEEKS FROM THE DATE OF PURCHASE ORDER / LOI.	Request to dilute the clause as: 10.4.1. The Bidder should deliver and commission the services within SIXTEEN WEEKS FROM THE DATE OF PURCHASE ORDER / LOI.	**Change** The clause may be read as "The Bidder should deliver and commission the services within SIXTEEN WEEKS FROM THE DATE OF PURCHASE ORDER / LOI."
132				Considering internal process and procurement and delivery of hardware at all location, request delivery timelines to be 12-16 weeks.	
133				The Bidder should deliver and commission the services within EIGHTEEN WEEKS FROM THE DATE OF PURCHASE ORDER / LOI.	
134	53	10.5. Liquidity Damages	a) 1% of the order value (five years cost towards link and SD-WAN services) for the location for every week's delay subject to maximum of 10% of the order value (five years cost) for the location.	The clause penalty should be charged on the cost of delayed links of particular locations and not on TCO value of the project. a) 1% on the delayed link value (five years cost towards link and SD-WAN services) for the location for every week's delay subject to	No Change

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				maximum of 10% of the link value (five years cost) for the location.	
135	53	10.5.1 (1)	Delay in Implementation and Commissioning of the services. a) 1% of the order value (five years cost towards link and SD-WAN services) for the location for every week's delay subject to maximum of 10% of the order value (five years cost) for the location.	Please consider the penalty as "1% of the ARC (towards link and SD-WAN services) for the location for every week's delay subject to maximum of 5% of ARC for the location.	No Change
136	53	10.5.1 (1)	a) 1% of the order value (five years cost towards link and SD-WAN services) for the location for every week's delay subject to maximum of 10% of the order value (five years cost) for the location. b) In case delay exceeds 10 weeks bank has right to cancel the complete order.	a) 1% of the order value (five years cost towards link and SD-WAN services) for the location for every week's delay subject to maximum of 10% of the Annual order value (One years cost) for the location and of the Impacted Site. b) In case delay exceeds 25 weeks bank has right to cancel the complete order.	No Change
137	53	10.5.1 (1)	1% of the order value (five years cost towards link and SD-WAN services) for the location for every week's delay subject to maximum of 10% of the order value (five years cost) for the location.	LD must be applicable on the annual value of the pending locations to deliver.	No Change
138	53	10.5.1 (2)	MPLS Link – Shortfall in achieving uptime. a) 1% of monthly link charges for every 0.1% or part thereof shortfall in uptime, subject to a maximum of 10% of the quarterly charges towards the service for the location.	Please cap the max to 5% of monthly charges.	No Change
139	53	10.5.1 (2)	a) 1% of monthly link charges for every 0.1% or part thereof shortfall in uptime, subject to a maximum of 10% of the quarterly charges towards the service for the location. b) In case aggregation link is down, LD as specified above would be calculated for all	We request SIDBI to consider following. a) 1% of monthly link charges for every 0.1% or part thereof shortfall in uptime, subject to a maximum of 5% of the quarterly charges towards the service for the location. b) if connectivity is via Back up link or via primary link or via DC and DR than LD must	No Change

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			the locations, including aggregation points.	not be calculated. Please clarify	
140	53	10.5.1 (3)	SD-WAN Services – shortfall in achieving SLA (availability/uptime) a) 1% of monthly charges for every 0.1% or part thereof shortfall in uptime, subject to a maximum of 10% of the quarterly charges towards the service for the location.	Please cap the max to 5% of monthly charges.	No Change
141	53	10.5.1 (3)	a) 1% of monthly charges for every 0.1% or part thereof shortfall in uptime, subject to a maximum of 10% of the quarterly charges towards the service for the location.	a) 1% of monthly charges for every 0.1% or part thereof shortfall in uptime, subject to a maximum of 5% of the quarterly charges towards the service for the location.	No Change
142	53	Annexure - XVII: Proposed Last Mile at the Locations FOR Category A	Last Mile proposed should be on wired Media	we request SIDBI to create exception for Late Delivery in case the ROW is not available due to Rainy reason or any reason for which bidder is not directly responsible for like permission or any municipality issue.	No Change
143	54	10.5.1 (3)	b) Since, location would be isolated, when SD-WAN services are down. LD towards "MPLS link" would also be applicable.	Suggest not to put dual penalty for both SD-WAN and MPLS services.	No Change
144	54	10.5.1 (4)	Multiple Penalties in 4B and 4 C	we request SIDBI to apply single Penalties, rather than Multiple Penalties	No Change
145	54	10.5.1 (4)	The bidder should upgrade the bandwidth and / or SD-WAN services for the location within FOUR WEEKS from the date of purchase order.	Bandwidth upgrade timelines will be subject to the feasibility outcome.	No Change
146	54	10.5.1 (5) (2)	Down-gradation a) The bidder should downgrade the bandwidth / SD-WAN subscription for the location within TWO WEEKS from the date of intimation.	Please remove the clause for downgradation since capex is already incurred for installation of required bandwidth	No Change
147	54	10.5.1 (6)	In case packet loss/drop is greater than the committed parameter (refer SLA) for more	MTTR as per the standard is 4-6 hours in case of media issue, penalty should be	No Change

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			than 30minutes for the location, Bank shall impose LD at the rate of 0.5% of monthly link charges for every hour or part thereof.	applicable only in-case the bidder is not able to meet the committed SLA.	
148	54	10.5.1 (7)	Latency If latency is more than 100ms continuously for more than 30minutes,	Kindly consider the latency parameter as more than 120ms in this clause. Please revise the latency to 120 ms and packer drop<=1% and jitter -/+ 20ms.	**Change** 1. **Clause No. 9.1 (9) may be read as under:** Latency for Category 'A', 'B' and 'C' should be <120 ms **Clause No 10.5.1 (7) may be read as:** "If latency is more than 120ms continuously for more than 30minutes, 0.5% of monthly link charges for every hour or part thereof (excluding the first 30 minutes)". 2. **No change for packet drop.** 3. **No change for Jitter.**
149	55	10.6	Termination	What would be the defect cure period notice available to the Bidder to cure breach if any committed during delivery of services?	Please refer to clause No. 10.6.1(1)The Selected bidder breaches its obligations under the scope document or the subsequent agreement and if the breach is not cured within 30 days from the date of notice
150	55	10.5.1 (8)	Jitter If jitter is more than 10ms continuously for more than 30minutes, 0.5% of monthly link charges for every hour or part thereof (excluding the first 30 minutes).	Jitter to be considered only for high priority queueing on MPLS	No Change
151	56	10.6.1 (3)	The bank may, at any point during the currency of this contract may terminate the contract by giving 30 days advance notice	We request SIDBI that in case of termination for convenience by SIDBI, SIDBI shall pay the service fees in respect of the services	No Change

S.N.	Page Number	Clause No.	Clarification Points as stated in the tender document	Comment / Suggestion / Deviation	SIDBI Response
			to the bidders without assigning whatsoever reason. In this event, termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Bank.	delivered up to the effective date of termination and the following amounts: (i) an amount equal to the total of any and all waived installation charges as reflected on the terminated order(s), (ii) an amount equal to one hundred percent (100%) of the service fees payable for the unexpired remainder of the order period plus (iii) any documented third party expenses not covered by (i) and (ii) above that are incurred by bidder in respect of the terminated order (including any local loop charges).	
152	56	10.6.1 (3)	The bank may, at any point during the currency of this contract may terminate the contract by giving 30 days advance notice to the bidders without assigning whatsoever reason. In this event, termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Bank.	We request Bank to reconsider the said clause as Bidder will be making huge investment for procuring routers at the Branch level, we request SIDBI to remove termination of convenience clause from the tender.	No Change
153	57	10.8	**Re-Negotiation** The Bank will reserve a right to re-negotiate the price and terms of the entire contract	Please initiate renegotiation after the end of contract period (ie 5 years) for the extension of 1 year.	No Change
154			during the end of third year with the Selected Bidder at more favourable terms in case such terms are offered in the industry at that time for projects of similar and comparable size, scope and quality. The revised price and terms will be applicable from fourth year till the end of contract, including extension period, if any.	We request for deletion of this clause	**Change** The clause to be read as: "The Bank will reserve a right to re-negotiate the price and terms of the entire contract at the end of third year with the Selected Bidder at more favorable terms in case such terms are offered in the industry at that time

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					for projects of similar and comparable size, scope and quality. The revised price and terms will be applicable from beginning of fourth year till the end of contract, including extension period, if any."
155	57	Clarification	Downtime of secondary link	We request SIDBI to clarify in case of Managed services of the secondary link, in case the link if the secondary service provider is down, the penalties applicable will be to secondary service provider and not bidder, the scope of the bidder will be restricted to follow up with secondary vendor and update SIDBI on the same.	SLA of third party service providers will not be under the scope of the bidder. However, trouble ticketing, follow-up for resolution with alternate service provider will be under the scope of the bidder.
156	59	11.4.1	The acceptance / performance test will be performed after completion of installation and commissioning of all the services at respective location. Complete hardware and Software as specified in the tender must have been supplied & installed properly by the Bidder prior to acceptance of the same.	Sitewise testing will be done by the bidder and reports will be shared on mail with the bank spoc. Bank has to complete the testing and observation within 24 ot 48 hours of link delivery confirmation and provide the acceptance to bidder. Bidder must be allowed to activate the billing immediately from the date of acceptance after getting customer acceptance confirmation.	No Change
157	59	11.4.2	The acceptance test will be conducted by the Bank, their consultant or other such person nominated by the Bank at its option. The Bidder will be responsible for setting up and running the acceptance test without any extra cost to the Bank.	Customer must not delay the acceptance if any delay happen at the end of consultant or other nominated person. For testing bidder engineer will be aligned after the availability confirmation of bank SPOC but this should not be delayed more than 24 hours of link delivery confirmation.	No Change
158	59	11.4.3	The Installation will be deemed as incomplete if any component of the hardware / software / links are not delivered or are delivered but not installed and / or not operational or not acceptable to the	The customer has to highlight the observations within 24 to 48 hours of link delivery confirmation, beyond that the links will considered as deemed accepted and bidder will be allowed to activate the billing	No Change

S.N.	Page Number	Clause No.	Clarification Points as stated in the tender document	Comment / Suggestion / Deviation	SIDBI Response
			Bank after acceptance testing/ examination. In such an event, the supply and installation will be termed as incomplete and system(s) will not be accepted and the warranty period will not commence. The installation will be accepted only after complete commissioning of hardware.	from third day of the link delivery.	
159	59	11.4.5	Successful conduct and conclusion of the acceptance tests for the installed components shall also be the sole responsibility and at the cost of the Bidder. During acceptance testing the bidder has to demonstrate all the features of the respective hardware items.	Bidder will conduct the acceptance test as mutually discussed, once the testing criteria is decided bidder will not go beyond the scope of work defined under the testing criteria. In case the alternative service provider link is down/not stable and acceptance testing is reschedule more than two attempts then acceptance must not be put on hold and should be released to bidder. However bidder will extend all remote support to test the solution after the link stability confirmation by the customer.	No Change
160	60	11.7	The Bidder shall undertake to observe, adhere to, abide by, comply with and notify the Bank about all laws in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this Tender and shall indemnify, keep indemnified, hold harmless, defend and protect the Bank and its employees/ officers/ staff/ personnel/ representatives/ agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other	Bidder could not take the responsibility to notify Bank regarding the laws which could be applicable on the Bank while using the services. Bank has to conduct due diligence in order to find out the laws that are applicable on Bank while use of services or for conducting its business.	No Change

S.N.	Page Number	Clause No.	Clarification Points as stated in the tender document	Comment / Suggestion / Deviation	SIDBI Response
			statutory obligations arising therefrom.		
161	60	11.4.7 (3) (i)	After successful working of the solution for a period of ONE (1) week from the date of signing the installation certificate, Bank will carry out acceptance testing.	Acceptance must be release within 24 to 48 hours of link delivery, this is suggested so that link can be handed over to support well in time so that timely support can be extended to customer. In-case the acceptance is not release the support will be extend on best effort basis only.	No Change
162	61	11.11.	Insurance 11.11.1. The Bidder is responsible for acquiring insurance for all components, equipment and software. The goods supplied under the Contract shall be fully insured. 11.11.2. The insurance shall cover "All Risks" (fire, burglary, natural calamities such as Earth quake, floods, power fluctuations etc.) till the end of contract period. If the vendor fails to obtain insurance cover and any loss or damage occur, the vendor will have to replace the items with new ones without any cost to the Bank.	We request SIDBI for ease of operational issue Insurance should be procured by SIDBI or it must be on SIDBI's Account. Also any concerns with respect to power fluctuations will be on account of SIDBI and not bidder.	No Change
163	61	11.12.1	Bank reserves the right to change/modify locations for supply of the items. In the event of any change/modification in the locations where the hardware items are to be delivered, the bidder in such cases shall deliver, install and commission at the modified locations at no extra cost to the Bank.	In such case delivery time line will be revised because bidder has to re-log the order in system. No penalty/LD will be applicable on bidder in-case delay in delivery is caused due to this.	The timelines will applicable from the date of intimation of change/ modification to the shortlisted bidder.
164	62	11.13.	The bank reserves the right to: 1. Alter the requirement (increase / decrease) specified in the RfP. 2. Delete one or more items from scope of	Bidder will price the same as per the scope mentioned in the document, any change that leads to cost escalation for the bidder will be managed through the change management	No Change

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			work specified in the RfP.	request and appropriate commercials must be allowed to be charged by the bidder	
165	65	11.24	As part of this project, bidder / service provider will deliver different software, if the use of any such software by / for SIDBI, infringes the intellectual property rights of any third person, Service provider shall be primarily liable to indemnify SIDBI to the extent of direct damages against all claims, demands, costs, charges, expenses, award, compensations etc. arising out of the proceedings initiated by third party for such infringement, subject to the condition that the claim relates to Software provided/used by Bidder/Service provider under this project.	Bidder request SIDBI that the Bidder's liability for infringement of intellectual property rights (IPR) should be limited. As for the deliverables created by Bidder, Bidders indemnity should be capped to the immediately preceding 12 months of charges collected by Bidder under the order in which the liability has arisen.	No Change
166	65	11.25	Save and except the liability under Section of 'IPR Infringement' and/or indemnity provision (Clause 11.25 and / or clause 11.33), in no event shall either party be liable with respect to its obligations for indirect, consequential, exemplary, punitive, special, or incidental damages, including, but not limited to, loss of data / programs or lost profits, loss of goodwill, work stoppage, computer failure, loss of work product or any and all other commercial damages or losses whether directly or indirectly caused, even if such party has been advised of the possibility of such damages. The aggregate liability of the Service Provider, arising at any time under this Agreement shall not exceed the total contract value.	The exceptions mentioned herein would result into claim of indirect or consequential damages for claims related to IPR or for general indemnity. This is not acceptable. Bidder request to cap its overall liability to the aggregate of 12 month of the charges, with exclusion of indirect or consequential damages, collected by Bidder under the order in which such liability has arisen.\n\nBidders sole liability and Bank's sole remedy for damages relating to services is limited to any applicable credit allowances/ penalties due.	No Change
167	66	11.28	The vendor shall allow the Bank, its authorized personnel, its auditors (internal	We request SIDBI to kindly delete the Audit clause and restrict the scope of Audit only	No Change

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			and external), authorized personnel from RBI / other regulatory & statutory authorities, and grant unrestricted right to inspect and audit its books and accounts, to provide copies of any audit or review reports and findings made on the service provider, directly related to the services. In case any of the services are further outsourced /assigned/ subcontracted to other vendors, it will be the responsibility of the vendor to ensure that the authorities / officials as mentioned above are allowed access to all the related places, for inspection and verification.	and upto the contract/ Project Scope and documentation related to the project.	
168	66	11.33	Indemnity	Indemnity claimed by Bank is very broad. Bidder would like to propose the following for consideration of Bank: Bidder shall indemnify and keep indemnified Bank from third party claims arising from damage to tangible property, loss of life or personal injury caused due to Bidder's gross negligence or willful misconduct.	No Change
169	81	12.3.1 ©	The overlay paths established amongst the edge devices must support: (i) Transport of unicast, multicast, and **broadcast traffic** (ii) The ability to run routing protocols: OSPF v2 and v3, BGP; for IPv4 and IPv6	Please elaborate the need of broadcast traffic over MPLS/Internet	Bank proposes to use unicast, multicast and Broadcast traffic for its real time applications.
170	82	Annexure – III: Technical Bid (3)	All remote site traffic must be encrypted when transported over WAN transport links: MPLS, LTE, Internet and 3G/4G network protecting Data Confidentiality and Integrity.	Encryption will have good amount of overheads. Hope bank is fine with it.	No Change
171	104	12.4. Annexure –	CPE Hardware	Need Clarity over the quantity for CPE's	Refer commercial bid format for quantity.

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		IV: Commercial Bid (1)			
172	105	12.4. Annexure – IV: Commercial Bid (3)	Number of resource deployment structuring	Resource structuring clarity	Please refer to clause No. 5.10.1 of the RfP.
173	110	12.6 Annexure - VI	Power of Attorney	The is a pre-defined Power of Attorney made by an organization on a non-judicial stamp paper signed by Company Secretory on behalf of Board of Directors. This is used to submit for Government tender/bids. Request to accept true copy of the PoA format of the bidder as Annexure -VI.	No Change
174	119	Annexure – X: Pre-Contract Integrity Pact (7)	The BIDDER undertakes that it has not supplied/is not supplying similar products /systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India or PSU and if it is found at any stage that similar product/systems or sub systems was supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.	Benchmarking of prices is not acceptable. Bidder request to omit such process since the prices have been well negotiated between the parties and will continue to remain firm during the terms of the Contract keeping in view the current market situation.	No Change
175	129	12.18. Annexure - XVIII	Details of Bidder Support at the Locations	The process for fault booking and thereby deputation of engineers/re-source allocation at customer site happens from central NOC. This keeps a tight control on movement of	No Change

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				engineers and resources for customers at the time of crises. Hence to avoid any operational challenges there could be no contact details for Support centers where end customer can directly call for support. Please allow sharing of addresses of such locations.	
176	34 & 77	6.1. Minimum Eligibility Criteria for First Service Provider	The Service Provider should have at least 50,000 Kilometers of underground OFC laid across the country: a) Of its OWN OR b) Have the same on lease and the lease not expiring during the period of service sought for by the bank.	We take OFC network on lease for project to project basis and not pre-leased agreement. Hence there will not be any Lease agreement signed at the time of bidding. Kindly dilute the clause as: The Service Provider should have at least 50,000 Kilometers of underground OFC available across the country: a) Of its OWN OR b) If the same is on lease and the bidder to submit an undertaking to ensure seamless networking service from the leased partner during the period of service sought for by the bank.	No Change
177	62 and 65	11.18.1	11.18.1/11.65 In the event of any claim asserted by a third party of infringement of copyright, patent, trademark, industrial design rights, etc. arising from the use of the Goods or any part thereof in India or abroad, the Supplier shall act expeditiously to extinguish such claim. If the Supplier fails to comply and the Bank is required to pay compensation to a third party resulting from such infringement, the Supplier shall be responsible for the compensation including all expenses, court costs and lawyer fees. The Bank will give notice to the Supplier of such claim, if it is made, without delay.	We request the Bank that Bank should not commit itself to pay any amount claimed by third parties on account for any IPR infringement claims and should discuss and provide rights to the Bidder to handle or manage such third party claims. Any settlement amount paid by the Bank on any such account does not hold Bidder liable to compensate the Bank. The overall liability of Bidder for third party IPR infringement claims shall remain limited to the most recent 12 months of the charges collected by the Bidder under the affected order.	No Change

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178	NA	Additional	NA	Central spoke from customer is required to: a) Address and resolve all customer end issues. b) Provide link delivery acceptance c) weekly/monthly project review d) Invoice submission and clearance.	Will be intimated to shortlisted bidder.
179	NA	Additional	NA	Bidder should be allowed to declare the site technically not feasible basis the technical reasons and no associated penalty should be levied on the same by the bank. No penalty must be applicable on bidder in such cases.	No Change
180	NA	Additional	NA	WAN IP's and loopback IP's will be provided by the bidder to enable the proactive monitoring whereas customer can share the LAN IP's along with the QOS details.	Agreed.
181	NA	Additional	NA	Please revise the SLA as below: Fiber LM:: 99.5% Copper LM:: 99.0% RF LM:: 98.5% SLA will be best effort basis for 3G/4G media.	No Change All SLA terms are as per RfP.
182	NA	Additional	NA	Need clarity over submitted EMD at the time of EOI submission; Tender No. 400/2018/1270/BYO/ITV dated September 19, 2017.	The same is being returned.
183	15	Critical Information	Last date for bid submission	Last date for submission of the bid may be extended by 03 weeks.	**Change** Last date for submission of bid may be read as July 18, 2018, 1600hrs. The date and time of opening of eligibility and technical bid is July 18, 2018, 1630 hrs.
184	NA	NA	NA	NA	**Revised Annexures** incorporating

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					the changes after prebid are attached.
185	35	6.1. Minimum Eligibility Criteria	The bidder should have positive Networth during last two FYs (2015-16 and 2016-17).	BSNL may be exempted from this clause, being CPSU.	**Change** CPSU's under GoI are exempted from the clause.
186	35	6.1. Minimum Eligibility Criteria	The bidder should have cash profit (i.e., no cash loss) in 2 years out of last 3 years (FY 2015, 2016, 2017).	BSNL may be exempted from this clause, being CPSU.	**Change** CPSU's under GoI are exempted from the clause.
187	NA	NA	NA	NA	**Revised Annexures** incorporating pre-bid clarifications attached. Bidder to submit the revised annexures only.
188	5	1(6)	Address for Bid Submission and opening of bids.	NA	Bids may be submitted at SIDBI, Mumbai OR SIDBI Chennai as per details provided. **Address: SIDBI Chennai** SIDBI, **Deputy General Manager** (System) Overseas Towers, 756-L, Anna Salai, **Chennai – 600002**

NOTE: ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.

Annexure

Parameters for evaluation of Technical Bid for QCBS

S.N.	Parameter	Weigh-tage	Documents to be Submitted
1	**No of customers to whom Managed / Captive SD-WAN services are offered by the bidder as on date.**		
	For every one customer 03 points subject to a maximum of 15 points	15.00	*(i) Certificate / undertaking as per format given in **Annexure –XIII** of RFP to be submitted and* (ii) Copies of PO or certificate from the customer.
2	**No of customers where OEM has implemented proposed SD-WAN solution.**		
	For every one customer 03 points subject to a maximum of 15 points.	15.00	*Certificate / undertaking on letter head of OEM with details of customers as per **Annexure -XIV** of RFP, duly signed by authorized signatory and stamped to be submitted.*
3	**No of Years of experience of OEM, on the proposed SD-WAN solution to the Bank.**		
	For every year of experience 03 points subject to a maximum of 15 points.	15.00	*Certificate / undertaking on letter head of OEM as per **Annexure - XV** of RFP duly signed by the authorized signatory.*
4	**No of Bank locations in which the service provider can provide MPLS VPN connectivity on wired media (Excluding Category 'A' and Category 'C' locations).**		
	Total Weightage is 38 points for 63 locations.	38.00	***Annexure -XVII** of RFP, duly filled to be submitted.*
5	**Total No. of customers to whom complete <u>managed</u> MPLS VPN services connecting at least 50 sites are provided during last three years.**		
	For every one customer 03 points, subject to maximum of 12 points.	12.00	*Copies of PO / customer letter to be submitted. The no of sites should be clearly indicated.*
6	ISO 27001 Certification for bidder	2.50	*Copy of valid/inforce ISO 27001 certificate to be submitted.*

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S.N.	Parameter	Weig-htage	Documents to be Submitted
	DataCenter where core SD-WAN components are to be hosted.		
7	TL9000 certificate	2.50	*Copy of valid/inforce TL9000 certificate to be submitted.*
8	**Total Weightage**	**100.00**	