

Annexure – I: Bid Forwarding Letter

(To be submitted on Bidder's letter head)

Date:

The Deputy General Manager (Systems)
Small Industries Development Bank of India,
3rd Floor, MSME Development Centre,
Plot No. C-11, G Block
Bandra Kurla Complex (BKC), Bandra (E)
Mumbai - 400 051

Dear Sir,

Implementation of SD-WAN based MPLS VPN

We, the undersigned, offer to submit our bid in response and accordance with your tender No. 400/2019/1344/BYO/ITV dated June 12, 2018. Having examined the tender document including all Annexures carefully, we are hereby submitting our proposal along with all the requisite EMD and other documents as desired by the Bank.

We understand that:

1. We agree to abide by all the terms and conditions as mentioned herein the tender document.
2. We undertake to provide Services for the solution supplied as per the above referred RFP, during the period of contract.
3. The Bank is not bound to accept the lowest or any bid received and may reject all or any bid without assigning any reason thereof.
4. If our Bid for this RFP/tender is accepted, we undertake to enter into and execute at our cost, when called upon by the Bank to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.
5. We agree that, the rates quoted by us would serve as a rate contract for future up-gradations / down-gradations of services. The rates would also be applicable for annexing of any new location/office.
6. If our bid is accepted, we are to be jointly and severally responsible for the due performance of the contract.

We remain,

Yours sincerely,

Date
Place

Signature of Authorized Signatory
Name of the Authorized Signatory
Designation
Phone & E-mail:
Name of the Organization
Seal of Organisation

Annexure –II: Minimum Eligibility Criteria

1. Details of Bidder

S. N	Description	Documents to be Submitted	Bidders Response
1	Name of the bidder company		
2	Year of establishment		
3	Ownership of Company.		
4	Registration number and date of registration.	<i>Copy of Registration Certificate.</i>	
5	Registered Office Address.		
6	GST Number	<i>Copy of GST Registration certificate</i>	
7	PAN No.	<i>Copy of PAN number.</i>	
8	<i>Promoter / Director Details</i>		
a	Name		
b	Designation (Promoter / Director)		
c	Mobile No.		
d	Mail Id		
9	<i>Address of bidder Office at Mumbai with contact numbers</i>		
a	<i>Address</i>		
b	<i>Land Line No.</i>		
c	<i>Fax No.</i>		
d	<i>Mail Id.</i>		
10	<i>Address of bidder Office at Chennai with contact numbers</i>		
a	<i>Address</i>		
b	<i>Land Line No.</i>		
c	<i>Fax No.</i>		
d	<i>Mail Id.</i>		
11	<i>Contact Details of Bidders authorized Representative (on whose behalf Power of Attorney issued)</i>		
a	Name		
b	Designation		
c	Mobile No.		
d	Mail id		

2. Financials

Amount in Lakhs

S.N.	Parameter → / FY↓	Annual Turnover	Cash Profit	Networth
1	2014-15			
2	2015-16			
3	2016-17			
Audited annual reports for FY2014-15, FY 2015-16 and FY2016-17 submitted (if available). (Yes / No).				
CA certificate for FY2014-15, FY 2015-16 and FY2016-17 submitted. (Yes / No).				

3. Eligibility Criteria

S.N.	Criteria	Bidders Response	Proof to be Submitted
1	The bidder should be a Company Registered under Company act and should be in business for at least FIVE (5) years as on March 31, 2017.		Copy of registration certificate to be submitted.
2	The bidder should be a Telecom Service Provider and should have a valid Indian Government License to provide and operate MPLS-VPN connectivity to customers		Attested copy of the appropriate certificate / license to be submitted.
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.		a) Copies of the purchase order issued by the institutions OR b) A certificate/ letter from the Bank/ Financial Institutions.
4	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.		a) Certification / Undertaking on company's letter head with details of customers to be submitted. b) <u>The details of customer should include:</u> Name of the company, Order No. and date, No of locations, no of links, Period of contract, contact details of customer (Name, mailed and

S.N.	Criteria	Bidders Response	Proof to be Submitted
5	<p>The Service Provider should have at least 50,000 Kilometers of underground OFC laid across the country:</p> <p>(i) Of its OWN OR</p> <p>(ii) Have the same on lease and the lease not expiring during the period of service sought for by the bank.</p>		<p>phone no.)</p> <p>a) Certification / Undertaking on company's letter head from the bidder signed by the authorized signatory with company seal.</p> <p>b) Certification / Undertaking on company's letter head from the bidder with details duly signed by authorized signatory with Company seal indicating availability of lease for the period of 6 years from the date of RfP.</p>
6	<p>The bidder should be able to provide pre-defined Traffic transport QoS Parameters which provide throughput, latency, packet loss, jitter commitments and application traffic prioritization.</p>		<p>Certification / Undertaking on company's letter head from the bidder duly signed by authorized signatory with Company seal.</p>
7	<p>All the POPs from where the MPLS bandwidth shall be provided should have redundancy of equipments, links, power, backhaul connectivity etc.</p>		<p>Certification / Undertaking on company's letter head from the bidder signed by the authorized signatory with company seal.</p>
8	<p>The bidder should have dual stack (IPv4 and IPv6) network deployed.</p>		<p>Certification / Undertaking on letter head from the bidder with details duly signed by authorized signatory with Company seal.</p>
9	<p>The bidder should have deployed SD-WAN core components in their datacenter.</p>		<p>Certification / Undertaking on letter head from the bidder with complete details of the core SD-WAN components deployed in their datacenter, duly signed by authorized signatory with Company seal.</p>

S.N.	Criteria	Bidders Response	Proof to be Submitted
10	The bidder should be able to provide MANAGED SD-WAN services for a period of 5 years and extended thereof for further 1 year or part thereof.		Certification / Undertaking on letter head from the bidder duly signed by authorized signatory with Company seal.
11	The SD-WAN services deployed by the bidder should support dual stack (IPv4 and IPv6) from day one.		Certification / Undertaking on letter head from the bidder duly signed by authorized signatory with Company seal.
12	The bidder must have back to back support arrangement with the SD-WAN OEM whose platform is proposed for providing services to the Bank.		Certification / Undertaking on letter head of OEM with complete of details arrangement duly signed by authorized signatory with Company seal.
13	The bidder should have a minimum average annual turnover of at least Rs.200 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
14	The bidder should have positive Networth during last two FYs (2015-16 and 2016-17).		b) CA certificate
15	The bidder should have cash profit (i.e., no cash loss) in 2 years out of last 3 years (FY 2015, 2016, 2017).		(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.
16	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.		a) Certification / Undertaking on company's letter head from the bidder duly signed by authorized signatory with Company seal. b) The certificate / undertaking should also indicate the location of the NOC, address along with

S.N.	Criteria	Bidders Response	Proof to be Submitted
			PIN code. c) Further, the bidder needs to certify that, they have at least 50 certified network engineers working in the NOC for 24X7 monitoring.
17	Bidder should have OWN/franchise/partner service support centers in all the Bank office locations for providing on-site support for SD-WAN and IP MPLS VPN connectivity.		The list of support centers containing Office Address, Telephone nos., contact person etc. shall be submitted as per Annexure -XVIII.
18	The bidder should have a clear Disaster Recovery and Business Continuity Plan in place for support services		Undertaking from company secretary that bidder has clear Disaster Recovery and Business Continuity Plan in place for support services to be submitted
19	The bidder company should not be owned or controlled by any Director, employee (or relatives) of SIDBI.		Self-declaration to this effect on company's letter head signed by company's authorized signatory with Company seal.
20	The bidder should not have been black-listed by any Public Financial Institutions, Public Sector Bank, RBI or IBA or any other Government agencies as on the last date of tender submission.		Self-declaration to this effect on company's letter head signed by company's authorized signatory as per Annexure-VII.

I certify that the above mentioned information and the relevant annexure and enclosures are true and correct

Date _____ Signature of Authorized Signatory ...
 Place _____ Name of the Authorized Signatory ...
 Designation ...
 Name of the Organization ...
 Seal ...

Note

1. *Bidder response should be complete with all relevant documents attached.*
2. *Documentary proof, sealed and signed by authorized signatory, must be submitted*
3. *Details of clients and relevant contact details are mandatory. Bidders may take necessary approval of the clients in advance before submission of related information. SIDBI will not make any separate request for submission of such information.*
4. *SIDBI will contact the bidder referenced customer for verifications of facts, the bidder to ensure that the customer is intimated. Further in case SIDBI feels to visit the site, the bidder to take necessary approvals for the same. SIDBI will not make any separate request to the bidder's customers.*
5. *Proposal of the bidders are liable to be rejected in case of incomplete information or non-submission of documentary proof.*

Annexure –III: Technical Bid

1. TECHNICAL REQUIREMENTS

S.N.	Specification	Bidder Response	Deviations, if any
A.	SD -WAN		
1	Transport Independent Overlay Network		
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.		
b.	The solution must support dynamic optimal direct site-to-site remote routing (spoke- to-spoke model) and/or any-to-any		
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		
d.	The design shall be such that only the WAN IP addresses of the edge devices at each branch locations need to be known for establishing the overlay network.		
e.	The locations must be able to access Office 365 over local Internet directly (local breakout) without going through the centralized Internet Gateway of Bank at 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.		
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.		
2	Dynamic Load Sharing of Traffic Based on Business and/or application policies		
a.	Edge devices must be able to load balance traffic across multiple WAN paths based on load balancing algorithms efficiently using all available WAN bandwidth.		
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:		

S.N.	Specification	Bidder Response	Deviations, if any
	a) ERP b) O365 full suite c) VoIP d) H.323 & SIP e) Web based applications f) Web traffic g) Databases h) Client server based i) DMS j) AV and O/w and client patching solutions k) Security solutions etc		
c.	The solution must be able to dynamically control data packet forwarding decisions by looking at application type, performance, policies, and path status.		
d.	The solution must be able to monitor the network performance – jitter, packet loss, bandwidth and delay and make decisions to forward critical applications over the best performing path based on the defined application policy.		
e.	The solution must respond to measured performance changes (degradation) in addition to link and node state changes (up/down) and adjust application forwarding accordingly.		
f.	The solution must be able to prioritize real time traffic over other traffic.		
g.	The solution must have application awareness with capability of deep packet inspection of traffic in order to identify and monitor applications' performance to determine what traffic is running across the network in order to tune the network for business critical services, resolve network problems and to help ensure that critical applications are properly prioritized across the network.		
3	Security and Encryption		
a.	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.		
b.	The encryption must be done as per IPsec standards using AES with 128bit keys or higher coupled with Internet Key Exchange Version 2 (IKEv2) or higher.		
c.	The use of encryption should not limit the performance or availability of remote site applications and should be transparent to end users.		
d.	The proposed SD-WAN solution should have stateful security features (L3/L4 filtering, Zone-Protection for network, DoS Protection) for		

S.N.	Specification	Bidder Response	Deviations, if any
	network isolation in the CPE along with SD-WAN features.		
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.		
f.	The logs of devices should be able to be integrated with C-SOC (setup by Bank) for co-relation and analysis.		
4 Centralized Management, Monitoring and Configuration of WAN.			
a.	The Centralized management solution extended by the Service Provider must provide a single, unified platform for network service provisioning, monitoring and assurance, change and compliance management etc.		
b.	The centralized management solution must have web-based GUI.		
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.		
d.	The solution must provide guided workflows for deployment and management of SD-WAN infrastructure.		
e.	The solution must support end-to-end real-time flow visualization for the application paths for identifying issues and taking corrective actions.		
f.	All network-wide configurations shall be from the centralized management appliance.		
g.	All application forwarding policies shall be configured from the centralized management appliance.		
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 monitor all the links terminated on the devices irrespective of the type of link (MPLS, broadband, LTE, Internet etc).		
i.	The solution must be able to collect and aggregate traffic statistics for all WAN paths. Traffic statistics include path utilization, application specific utilization and path performance.		
j.	The solution must support device health monitoring for all the devices within the solution		

S.N.	Specification	Bidder Response	Deviations, if any
	scope.		
k.	The solution must store historical traffic and performance information for at least one year to assist with trouble analysis, traffic forecasting and SLA compliance		
l.	The solution must support email based alarm to notify the administrators when any device/link fault or network performance degradation happens		
5	Reports & Analytics		
a.	Real & historical time series log event reporting		
b.	Traffic usage/protocol anomaly detection		
c.	Ad-hoc and scheduled reports		
d.	Predefined and custom report templates		
e.	Report export formats: csv, pdf, xls, email notification. Should also have provision to integrate with SMS gateway.		
f.	Traffic reports per site: availability, bandwidth usage per access circuit, bandwidth usage per application, latency, packet loss, QoS per access circuit etc.		
g.	Firewall reports: top rules, zones, source, destination by IP/domain name/geo location, ports, protocols, session duration, QoS, DDoS, NAT events, pool utilization and Flood detection		
h.	Application reports: Top Applications usages, Top URLs, Top Bandwidth Consuming Applications, Top Sources, Top Destinations, Site based Application usage analysis report, Top sites, Top Sites over time, Site availability over time, Total Availability etc.		
6	User Interface		
a.	The solution should provide detailed dashboard & reports on network performance parameters like utilization, packet loss, jitter, latency, availability etc., and security of all the transport media terminated (including media proposed to be terminated during the period of contract) on the CPE. The dashboard should support at least 10 concurrent users of the bank, including service provider engineers		
b.	Dashboard views for SD-WAN, security, CPE functionality etc.		
c.	Visualization using charts, real-time views, maps, grids		
d.	Drilldown support to analyze data instantly for a given time range, detect trends and anomalies		
e.	HTTP/HTTPS Web-based interface		
6	Any other hardware / software required to complete the solution / achieve functionality to be provided by the bidder, without any		



S.N.	Specification	Bidder Response	Deviations, if any
	additional cost to the bank.		
7	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		
8	SD WAN CPE		
a.	All the hardware supplied should be appliance based, RACK mountable and should be from the same OEM and must be supplied with all related accessories, power cables, mounting kit etc.		
b.	The bank would terminate multiple transport media viz., MPLS VPN links (from multiple service providers), Internet link (broadband, 4G etc), LTE etc on the CPE(s).		
c.	All the software and licenses required to meet the tender specifications must be provided from day-one.		
d.	SD-WAN subscription/license would be based on the current bandwidth terminating on the devices and not on the CPE capacity. As and when Bank upgrades the bandwidth, the SD-WAN subscriptions/license would also be upgraded as per the contracted rate		
e.	The CPE(s) should have inbuilt NEXT GENERATION FIREWALL SECURITY FEATURES from day ONE (1) .		
f.	In case of failover of any transport media or CPE, the connectivity should be automatically established with the alternate transport media or CPE without any delay/latency. Resolution of transport media and CPE should be as per SLA.		
g.	Bank should be able to aggregate / use bandwidth from all the transport media terminating on single CPE or multiple CPEs at the location.		
h.	Wherever Internet is terminated locally on the CPE, the bidder to configure for local breakout to access Microsoft Office 365 or any other cloud services which Bank would subscribe during the period of contract.		
i.	The local Internet link also needs to be configured as backup to the MPLS link at the location to access Bank's DC and DR in the event of failure of MPLS link(s). The shifting should be established automatically without any delay/latency.		
j.	The locations should also be configured to		

S.N.	Specification	Bidder Response	Deviations, if any
	access centralized Internet DC and DR for browsing etc.		
k.	All the hardware specifications and quantity to be supplied are minimum tender requirement only. If the bidder's proposed solution requires additional/ higher specifications and/or higher quantity and/or any additional software/ license/ hardware to complete the solution, the bidder may include them in the proposed solution and specify under "ANY OTHER ITEMS".		
l.	<p>The Bank may during the period of contract:</p> <p>(i) Upgrade the location(s) from single CPE to dual CPE (Change Category of location) for which separate order will be placed on the contracted rate. The service provider has to delivery, install, configure CPEs in active/active, distribute the transport media between the devices, integrate, commission, monitor and carry out management.</p> <p>(ii) Procure MPLS VPN links separately and/or Internet links, from different service provider(s) at any of the locations. The bidder to coordinate with the link service provider for installation, configuration and integration of the link. Further, the bidder has to carry out complete management of the links.</p> <p>(iii) Subscribe to any of the cloud services, the scope includes configuration of the CPE for local breakout to enable the location(s) to access the subscribed services</p>		
m.	The service provider should ensure that all the supplied hardware and software for the solution must not be End of Support / End of service and spares/upgrades should be available. In case of any equipment goes End of life from OEM, the service provider has to replace it without any extra cost to the Bank to keep the solution working.		
n.	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		

S.N.	Specification	Bidder Response	Deviations, if any
	locations for storing the same.		
o.	The CPE provided at the locations should be new and service provider shall provide and install software Updates/Patches/Versions during all the Stages for all software components including operating systems (that of Network Equipment's), firmware, management software, security software, or any other software, which would be part of the supplies.		
p.	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.		
B.	MPLS VPN CONNECTIVITY		
1	Data Center and DR Site		
a.	The last mile to be provided at DC and DR should be on FIBER with redundancy. The primary and backup should be extended from two different PoPs and the backup link should be from different service provider		
b.	The primary and backup should be in active/passive mode and switching in case of failure of any link should be automatic (without manual intervention).		
2	Other Locations		
a.	The last mile to be provided at following ROs and HO should be on WIRED media. (i) Ahmadabad (ii) Chandigarh (iii) Jaipur (iv) New Delhi (Videocon Tower) (v) Lucknow (vi) Mumbai (MSME Development Center) (vii) Hyderabad (viii) Pune and (ix) Chennai		
b.	In case last mile is on wireless:		
(i)	The maximum height of pole should not be MORE THAN 6M above the roof top, which will be at the bidder's cost.		
(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		

S.N.	Specification	Bidder Response	Deviations, if any
	causes interference and should not be able to trap the wireless signals used for Banks network.		
	(iii) The bidder should ensure that each location is within a radius of 5 kilometers from any of their BTS/Repeater Towers and should have clear line of sight.		
c.	Bidder should ensure all required wireless certificates or licenses from competent and government authority should be available before deploying such solutions in project. Any issues related to wireless licenses to be taken care by the bidder. External antennas should have proper lightening conductors. 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.		
3.	In case of last mile on fiber / copper, no aerial pulling of cable is permissible from bidders PoP to the location of the Bank. Only terrestrial digged fiber is to be laid end-to-end.		
4	The last mile at all locations should be scalable to support higher bandwidth during the period of contract.		
5	The hand-off at all locations should be on Ethernet which should be compatible to be terminated directly on SD-WAN CPE equipment.		
6	Selected bidder should provide connectivity with minimum number of "hop" for all links.		
7	The service provider should run industry standard QoS/CoS and Traffic Engineering services in the MPLS backbone and the service provider should configure QoS/CoS as per Bank's requirement in their network. The connectivity should be capable of providing end to end Quality of Service (QoS) for critical applications, video conferencing, VoIP and other non critical applications. The details of applications will be provided to shortlisted vendor.		
8	All the POPs from where the MPLS bandwidth is provided to Bank should have redundancy of equipments, links, power, backhaul connectivity etc.		
9	The link of bidder should be fully isolated from Internet traffic even if running on the same core/backbone. It is desired that same PE Router does not run both customer MPLS VPN traffic and Internet traffic. The MPLS-VPN network offered to the Bank should not carry		

S.N.	Specification	Bidder Response	Deviations, if any
	any internet routes. The bidder has to provide network topology showing how internet traffic is segregated from proposed MPLS cloud.		
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.		
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.		
	b) Protection against all kinds of spoofing like VPN spoofing/IP spoofing etc.		
12	The solution should provide end to end transparent data reachability, voice, video etc. (no filter of traffic from SP).		
13	Bidder must ensure that it will use products that are intrinsically safe and are approved for use in these locations. It must adhere to Government of India safety regulation and should use earthing for all its masts.		
14	In order to deliver more links on wire media, the bidder can avail third party network infrastructure at last mile network. However, the ownership, SLA maintenance, data security & confidentiality of the network links have to be ensured by the bidder. The total responsibility of Liaising, commissioning, maintaining the link including all the commercials involved should be taken care by the bidder.		
15	The MPLS VPN should support any to any connectivity and should be a closed user group for Bank and should not have any physical and logical interference with other customers of the Internet route/traffic.		
16	A separate IPSEC VPN is to be created only for Bank network and in no way the VPN should be shared with other customers sharing the MPLS backbone. Bank MPLS Network must be accessible to Bank nodes only. Further, there should not be any dependency on the service provider if Bank decides to implement other VPN variants like GETVPN, DMVPN or any other such technology.		
17	The proposed bandwidth for SIDBI must be dedicated (1: 1) at each site and on dedicated ports. The MPLS VPN links should be available in full duplex mode (for e.g. - On a 512 Kbps		

S.N.	Specification	Bidder Response	Deviations, if any
	<i>circuit, 512 Kbps sending and 512 Kbps receiving should be possible simultaneously), which must be demonstrated to SIDBI as part of acceptance.</i>		
18	The selected bidder shall provide committed bandwidth at each location and make it available continuously. Bidder should ensure that committed bandwidth subscribed by Bank is always available for use. Bank may test the load on the links on time to time. In case of bandwidth subscribed by the branch is not available at any time, the duration of non-availability of committed bandwidth will be treated as downtime of the link. LD on downtime will be enforced accordingly.		
19	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.		
20	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		
21	The bidders are expected to do a site survey for feasibility and for positioning of the terminating equipment. They should clearly inform about the equipment that will be deployed with its physical, electrical and any other related information.		
22	Bidder should do all internal cabling till CPE for successful commissioning of the required MPLS link without any additional cost to the Bank. Bidder should provide all required cables for connecting to the CPE at no extra cost to the Bank.		
23	The network equipment shall support Packet Filtering, TCP spoofing, IPv4 & IPv6 both, QoS on both inbound and outbound traffic and other industry standard protocol.		
24	The MTU (maximum transmission unit) size should be 1500 bytes.		
25	Any other equipment which are not mentioned in this RfP but are required for making the link operational on the network via wired/wireless shall be provided and maintained (all		

S.N.	Specification	Bidder Response	Deviations, if any
	throughout the service period) by the selected bidder at no extra cost to the Bank and shall remain their property.		
26	All the equipments supplied by the Service Provider to provide connectivity should comply with the policies laid down by the Government of India, Department of Telecommunications and should not have any spyware or malware built into it and capable of tracking voice/video and data traffic from a location outside the country.		
27	The Bidder will be solely responsible for all liaisoning, regulatory and follow up jobs with the external agencies e.g. DoT, WPC etc, for submitting applications/papers seeking all necessary approvals to meet project requirements/submission of payments etc., during project planning, execution, and tenure of contract.		
28	In case of termination of contract for single location or all the locations, the bidder should dismantle and remove all the hardware deployed at the location, including outdoor unit, antenna, CPE etc., at no additional cost to the Bank.		
C. Resource			
1	The service provider should deploy on-site L2 resource for management, configuration, troubleshooting, SLA monitoring/management, call management etc of SD-WAN devices and all transport media(s) (MPLS, Internet links etc) of all the service providers terminating (or proposed to be terminated) on the CPEs during the entire period of the contract. This includes additional CPEs / links procured either from the bidder and/or alternate service provider during the entire period of the contract.		
2	The on-site engineer should carry out configuration / policy / AppQoS policy / tuning as per Banks operational requirements.		
3	The on-site engineer should create user defined application profiles, change encryption method etc as and when required by the Bank.		
4	The on-site engineers would be required to ensure that logs are pushed to C-SOC for monitoring/analysis. Further, the engineer should coordinate and close all the incidents raised by C-SOC team pertaining to SD-WAN and connectivity.		
5	SIDBI is subject to various IS audits, the on-site engineers should ensure the closure of observations pertaining to SD-WAN &		

S.N.	Specification	Bidder Response	Deviations, if any
	connectivity. In case of connectivity from other service providers, coordinate with them for closure.		
6	The on-site engineer should coordinate with all the MPLS service providers and local SIDBI officials / FMSupport during shifting / termination of office premises, troubleshooting etc.		
7	Contact branches/offices/end users to understand the problem while identifying fault.		
8	Responsible for all technical issues concerning the network. Point of contact for all technical queries and fault resolution.		
9	Shall have the primary responsibility for ensuring a smooth network functioning without congestion, downtime etc.		
10	Escalation and coordination with L3 and above engineers at the bidders NOC for resolving issues pertaining to SD-WAN and MPLS. Coordination with alternative service provider NOC for resolving issues pertaining to connectivity.		
11	Inventory Management		
	(i) The on-site engineers should maintain complete inventory of SD-WAN CPE, MPLS links, IP address schema, contact details, escalation matrix etc, of all the locations. Further, they are required to maintain low level and high level network diagram. The list has to be updated as and when changes happen and reviewed periodically (at least once half yearly).		
	(ii) The detailed inventory should be submitted to Bank and it should be updated/ reviewed, as and when any changes happen to the network or periodically at least once in half year.		
12	Monitoring of links (including third party and Internet links procured locally) at all the locations/offices. Call logging, followup and escalation for restoration of failed links with respective service providers.		
13	SLA management of links from all service providers.		
14	First level troubleshooting LAN & WAN connectivity issues at the locations.		
15	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		

S.N.	Specification	Bidder Response	Deviations, if any
16	L3 and above support for SD-WAN and MPLS VPN should be extended from service providers Datacenter / NOC.		
17	Onsite L2 engineer to coordinate with L3 and above resources for resolving issues pertaining to SD-WAN and MPLS.		
18	Any technical assistance required by other service provider(s) for MPLS / Internet links etc has to be extended by the engineers.		
19	Coordinate with field engineers at the locations during PM of CPE and links.		
20	The engineers deployed has to submit daily, weekly, monthly reports covering all the combinations as specified in Reports and analytic section of SD-WAN technical specifications and also on the uptime/downtime of all the links terminating on the CPEs at all the locations.		
21	During DR operations the engineers should ensure that all the locations/offices of the Bank access the DR site for carrying out operations. Any coordination required with other service providers (MPLS, Internet etc) has to be carried out by bidder's on-site engineers.		
22	In case of disaster at bank's data centre and if required by the Bank, the service provider will move /provide L2 staff member(s) at alternate site to manage the operations on temporary basis till the data centre at Mumbai is made operational.		
23	However, SIDBI will bear expenditure on actual towards to & fro journey of the key staff members of the service provider for the said purpose and also make stay arrangement at bank's guest house or similar other location for them.		
24	Bank may due to business requirement require shifting of the engineers from one location to other, which would be within or outside the current location. The service provider has to arrange to provide / shift the resources at new locations as per ontime contracted rate .		
25	The bidder should deploy L1 and L2 resource at SIDBI, Mumbai Office.		
26	The bidder should be able to deploy resource as per skill set/qualification/experience mentioned in clause 5.11 of RfP .		
27	The bidder should train the resource for a period of one month on complete SD WAN operations, management and technology before deploying them on-site.		
28	A resource shall be considered absent if		

S.N.	Specification	Bidder Response	Deviations, if any
	allowed leave of absence has already been availed for the month and no standby resource has been arranged by the service provider.		
29	In addition to the service window indicated, depending on the bank's requirements the services may be occasionally required on bank holidays /Sundays/ Gazetted Holidays and beyond the specified service window. Provision must be built by the bidder to provide these occasional services without any additional cost.		
30	Bank will like to have prior discussion with the staff members, being posted for the job by the service provider, to find out their suitability for the job and decide to accept his/her services.		
31	Necessary stand-by arrangement has to be made during absence of any regular staff on account of leave or any other reason. Whenever required, standby resources with similar profile should be arranged from separate pool i.e. the standby resource should not be taken from the pool of resources already deployed at SIDBI. The standby resource offered by the bidder should have familiarity about the architecture deployed in the Bank.		
32	Frequent change of staff will not be acceptable. In case of unavoidable circumstances, change of staff must be done in consultation of SIDBI.		
33	Service provider and all the deployed staff members will be required to sign the declaration form as per bank's IT security policy or any other similar guideline.		
34	Staff members deployed by service provider will be subjected to the disciplines, office decorum, etiquettes as applicable to any other staff member of the bank.		
35	Deployed staff members have to make their own arrangement of: 1. Transportation (including in case of night shift or late sitting in the office). 2. Lunch/snacks/breakfast etc.		
36	The bidder shall submit complete details of Personnel to be deployed at SIDBI. The bidder shall carryout due-diligence, background verification and submit referral check including Police verification for all their personnel deployed at SIDBI. SIDBI reserves the right to accept/reject the proposed personnel.		
37	In case of services of an existing staff are withdrawn / terminated by the service provider, at least one month notice has to be given by the bidder to the bank.		

S.N.	Specification	Bidder Response	Deviations, if any
38	The new resource should be deployed at least 15 days prior to relieving of the existing resource to enable him/her to take-over /hand over of the desk.		
39	Any short fall in notice period will be treated as absence by the respective staff member		
D	SITE PREPARATION AND INSTALLATION		
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.		
2	In case RF connectivity is 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.		
3	All cabling should be neat and structured with <u>PVC conduit / casing / flexi-pipe</u> with 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		
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).		
5	During installation, if any damage is done to the Bank / 3rd party property during execution of work or subsequently, the bidder has to replace/make good the damaged property at its own cost and pay compensation, if any.		
6	The service provider shall arrange required Right of way permission from Local Corporation / Municipalities / authorized agency for road cutting, digging and laying of fiber / copper. Bank would not pay any cost towards the same.		
7	The service provider should take all care not to hamper the working of the locations/offices. The service provider shall take prior permission of the officials of the location/office before starting any work. The selected service provider shall ensure that all employees		



S.N.	Specification	Bidder Response	Deviations, if any
	scheduled to work on Bank's premises are supplied with identity cards or carry authorization letter duly signed by SIDBI officials. The service provider shall abide by the security procedures laid down by the Bank.		
8	The service provider, without any additional cost to the Bank, adequate protection for the pole/antenna like monkey protection cage / snow shield / others wherever necessary, to prevent disturbances to the alignment causing communications failure.		
9	"Site Survey, "Installation Certificate" and "Acceptance report for successful commissioning" must be maintained by the selected bidder for future references. The formats would be finalized in consultation with the Bank. This shall be one time activity.		
E	UPGRADATION AND DOWNGRADATION		
1	During the period of contract, Bank may upgrade / downgrade:		
	a) Category of location (Single CPE to Dual CPE or vice versa or increase / decrease SD-WAN license/ subscription.		
	b) Bandwidth of any location from the initial contracted value to higher/lower value.		
2	The upgrade/ downgrade would be as per the contracted rate, for which Bank would place separate order. In such case, up-gradation and down-gradation of location Category / bandwidth should be effective as per schedule given in "Special Terms and Conditions".		
3	The up-gradation of bandwidth for DC and DR implies for both the links i.e. primary and backup.		
4	During the period of up-gradation / down-gradation, the existing link uptime should be ensured as per the contract		
F	ANNEXING OF NEW LOCTATIONS		
1	As and when new office is proposed to be annexed by Bank, order would be placed with the service provider as per the contracted rate for providing the CPE and/or transport media / link. The service provider is required to deliver, install, terminate the transport media and configure the device for reachability to DC/DR.		
2	Service provider is required to implement and commission the link as per schedule given in "Special Terms and Conditions."		
G	Shifting of Premises		
1	Locations other than DC and DR		
a.	SD-WAN: - Order shall be placed as per contracted rate, the service provider to shift the		

S.N.	Specification	Bidder Response	Deviations, if any
	CPE (on the last working day or on a particular date as decided mostly on weekends) to the new location. The service provider has to depute engineer for de-installing the CPE, shifting to the new location installation, termination of transport media and commission the devices and operationalize the connectivity.		
b.	MPLS Connectivity - The service provider would be intimated to carry out site-survey at the new location for feasibility. The service provider has to submit feasibility report as per schedule given in "Special Terms and Conditions". On receipt of feasibility report and subject to availability of permission from landlord, Bank shall place order with service provider as per the contracted rate and Terms and conditions for shifting of link.		
c.	The service provider has to provision the link and configure at the new location as per schedule given in "Special Terms and Conditions".		
d.	The service provider shall de-commission the old link and remove all the equipment (including antenna installed on roof top) from the premises on the day of shifting to new premises. Non-removal of equipment / antenna from old premises would attract LD.		
e.	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.		
2	Shifting of DC and / or DR		
a.	The service provider on receipt of notice/order (as per contracted rate) for co-location has to implement parallel connectivity (link) and test the connectivity at the collocated datacenter without disturbing the existing setup.		
b.	The CPEs at the location should be shifted on the last working day and to be configured and made operational.		
3	The support for the links and CPE, PM etc should be from new locations.		
4	The shifting should be carried out as per schedule given in "Special Terms and Conditions". No additional cost whatsoever would be paid to the bidder, other than what is contracted towards shifting charges		

S.N.	Specification	Bidder Response	Deviations, if any
5	The service provider has to carry out periodic preventive maintenance including inspection, testing, satisfactory execution of all diagnostics, earthing testing, up-dation / up-gradation of patches / firmware etc, in addition to normal maintenance required.		
H. PREVENTIVE MAINTENENCE			
1	The preventive maintenance at the locations should be carried out <u>at least once in half year.</u>		
2	The service provider has to prepare PM schedule and intimate the Bank. The onsite resource deployed by the bidder at the Bank has to coordinate with the field engineers during PM.		
3	On completion of PM, the service provider has to submit the report		
I. AUDIT OBSREVATIONS AND COMPLIANCE			
1	Bank is subjected to various audits [internal / statutory / RBI /ISO etc.]. The selected service provider must take same into consideration while delivering the desired services. Further in the event of any observation by any of the audits regarding security, access control to CPE, hardening, access control etc., the same will be intimated to the service provider. The service provider engineer deployed on-site will be required to undertake compliance of the same in consultation with the Bank.		
2	It shall be the responsibility of the Bidder to configure the solution as per the requirement of the Bank / Industry best practices, fixing security vulnerabilities, mitigation of various audit points, VAPT points and taking prompt action on the advisories shared by the Bank at any point of time during the validity of the contract period.		
3	In case of any additional information pertaining to the security of the network or deployed solution is required by the auditor, the bidder would be intimated to provide the necessary information. The bidder has to provide the information within the time period communicated by the bank. No additional cost whatsoever would be paid by the Bank		
J. PROJECT MONITORING COMMITTEE			
1	The service provider should deploy full time project manager at the Bank office in Mumbai within one week from the date of placing order.		
2	The project manager should coordinate with various teams for solution architecture design, implementation and acceptance at all the		

S.N.	Specification	Bidder Response	Deviations, if any
	locations. The design should include Low Level Diagram and High Level Diagram.		
3	A Project Monitoring Committee (PMC) would be formed with representatives of SIDBI and / or outsourcing partner and project manager of the selected Service Provider.		
4	The role and responsibility of the Committee would be to discuss the progress, resolve all the issues during designing / implementation / Commissioning / Acceptance etc		
5	The minimum period of service of project manager would be ONE YEAR		
K.	REVIEW MEETINGS		
1	During Implementation- The PMC would meet on daily basis to review the progress of project till acceptance of solution at all locations is completed.		
2	Monthly Review (i) Monthly during first week of every month, throughout the period of contract. (ii) Minutes to be submitted within 5 working days (iii) Discuss on the performance of the solution, including technical manpower performance.		
3	Annual Review (i) The Bank will also carry out annual review of the contract yearly to ascertain the financial stability of the bidder, performance of the solution, addition of new customers etc. (ii) The bidder is required to submit the audited balance sheet and CA certificate, details of customers added during the year etc.		
4	All review meetings will be held with SIDBI team. Currently, team is located at BKC, Mumbai. However, Bank may during the period of contract may relocate SIDBI team to any other location in India.		
5	No additional cost whatsoever would be paid by Bank to the service provider for attending the review meetings.		
L.	TRAININGS		
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 (classroom) and should cover the technical and security aspects of SD-WAN including core devices (controller, director, analytics, NGFW etc).		



S.N.	Specification	Bidder Response	Deviations, if any
2	The service provider should also arrange to provide certified OEM hands on classroom training for a batch of five. The training should be for a period of at least 5 working days.		
3	The service provider to provide ANUALLY refresh classroom training on SD-WAN to batch of 5 offices from Bank throughout the period of contract at no additional cost.		
M. ALTERNATIVE SERVICE PROVIDER			
1	At any point during the contract, the Bank may engage alternative service provider (link) for redundancy / Backup at existing locations.		
2	The Bank may also shift some of the locations to the other service provider if it feels that performance of existing service provider network at any location is not satisfactory and sufficient time is provided to service provider for rectification.		
3	The service provider to integrate the new links in co-ordination with alternate service provider. The selected bidder will be responsible for resolving all the integration issues and ensure the links are terminated and made operational, in coordination with Bank officials and new service provider.		
4	The monitoring, SLA management, incident management etc of the alternate service provider link(s) is under the scope of the bidder.		
N. DETAILS OF SD WAN SOLUTION			
1	Bidder to specify the complete details of SD-WAN solution implemented at its datacenter and proposed to the Bank.		
2	Bidder to provide complete details of BCP implemented for SD-WAN at its datacenter.		
O. NGFW FEATURES AVAILABILITY			
1	Month when the NGFW features would be available.		
2	Undertaking from OEM on availability of NGFW features with date attached. The letter should be addressed to the Bank referring the tender no.		
3	Undertaking from CEO/COO/Company Secretary on availability of NGFW features with date attached. The letter should be addressed to the Bank referring the tender no		
P. DETAILS OF FIREWALL SECURITY FEATURES PROPOSED IN THE CPE			
1	Complete details of firewall features proposed currently in CPE to be specified and how security would be taken care when local internet is terminated.		

2. SERVICE LEVEL AGREEMENT

S.N	Parameter	Specification	Bidder Response
1	Working Days	Six days a week (Monday to Saturday)	
2	Month	Calendar month	
3	SLA Measurement Period	Monthly	
Working Hours			
4	Category A and B	9am to 9pm (12 hours)	
	Category C	24X7	
	Total working hours will be calculated as under: (a) Category 'A' and 'B' locations: total number of days in respective month X 12 (b) Category 'C' locations: total number of days in respective month X 24		
Uptime Calculation			
4	[(Total no of Working Hours in month – downtime hours in month) / total number of Working Hours in month] X100		
SD-WAN Service Availability / Uptime.			
5	Category 'A'	99.9%	
	Category 'B'	99.5%	
	Category 'C'	99.9%	
	Controller / Director / Analytics	99.9%	
MPLS VPN Availability / uptime.			
6	Category 'A' and 'B'	99.5%	
	Category 'C'	99.9%	
Mean Time To Respond			
7	Category 'A', 'B' and 'C'	15 Min	
Latency for switch over to alternate link / CPE in case of failure of any link /CPE.			
8	Category 'A', 'B' and 'C'	Within 5 to 6 packet drops	
Link Level Latency (between two Site)			
9	Category 'A', 'B' and 'C'	<120ms	
Jitter			
10	Category 'A', 'B' and 'C'	<10ms measured for a minimum of 1000 packets	
Packet loss			
11	Category 'A', 'B' and 'C'	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.	
Helpdesk facility			
12	<ul style="list-style-type: none"> 24X7 Phone, Mail, Portal 		
Monitoring			
13	Proactive		
Reporting			
14	<ul style="list-style-type: none"> All reports to monitor SLA parameters. Root Cause Analysis (RCA) for all performance and availability problems that occur. Formal RCA to be 		

S.N	Parameter	Specification	Bidder Response
		delivered within 7 days of the problem occurrence, including: ✓ Explaining the root cause of issue ✓ Action taken to prevent re-occurrence, with project plan and timing for each milestone of the correction effort.	

3. Technical Parameters (for weightages)

[Refer prebid clarifications Annexure for weightages]

S.N.	Parameter	Documents to be Submitted	Bidder Response
1	No of customers to whom Managed / Captive SD-WAN services are offered by the bidder as on date.	(i) Certificate / undertaking as per format given in Annexure -XIII to be submitted. (ii) Copies of PO or certificate from the customer.	
2	No of customers where OEM has implemented proposed SD-WAN solution.	Certificate / undertaking on letter head of OEM with details of customers as per Annexure - XIV , duly signed by authorised signatory and stamped to be submitted.	
3	No of Years of experience of OEM, on the proposed SD-WAN solution to the Bank.	Certificate / undertaking from the OEM as per Annexure - XV on their letter head duly signed by the authorised signatory.	
4	No of Bank locations in which the service provider can provide MPLS VPN connectivity on wired media (Excluding DC and DR).	Annexure -XVII , duly filled to be submitted.	
5	Total No. of customers to whom complete managed MPLS VPN services connecting at least 50 sites are provided during last three years.	Details of customers as per Annexure -XVIII along with certified copies of PO / customer letter to be submitted.	
6	ISO 27001 Certification	Attested Copy of ISO certification of bidder DC where SD-WAN core components are to be hosted to be submitted.	
7	TL9000 Certification	Attested Copy of TL9000 certification to be submitted.	

4. Architecture

Complete proposed architecture for SD-WAN and Connectivity diagram to be submitted by the bidder.

I certify that the above mentioned information and the relevant annexure and enclosures are true and correct

Date

Signature of Authorised Signatory ...

Place

Name of the Authorised Signatory ...

Designation ...

Phone & E-mail:

Name of the Organisation ...

Seal ...



Annexure –IV: Commercial Bid

Commercial bid

1. Table-1: Managed SD-WAN Services

S.N.	Description	Qty.	Unit Cost per Annum			Total Cost Per Annum	Total Cost for Five Years
			Cost	GST	Total		
		A	B	C	D=B + C	E = D X A	F = E X 5
A. CPE Hardware							
1	CPE Hardware supporting 50Mbps	75					
2	CPE Hardware supporting 100Mbps	06					
3	CPE Hardware supporting 1Gbps	04					
4	Total Cost - A						
B. SD-WAN License (with firewall features)							
1	10 Mbps	76					
2	20 Mbps	03					
3	50 Mbps	02					
4	250 Mbps for CPE in HA at DC and DR	02					
5	Total Cost - B						
C.			TOTAL SD WAN SERVICES COST (A + B)				

2. Table -2: MPLS VPN Bandwidth

S.N.	Description	Qty.	Unit Cost per Annum			Total Cost Per Annum	Total Cost for Five Years
			Cost	GST	Total		
		A	B	C	D=B + C	E = D X A	F = E X 5
1	2Mbps	44					
2	3Mbps	14					
3	4Mbps	05					
4	6Mbps	05					
5	8Mbps	01					
6	16Mbps	01					



S.N.	Description	Qty.	Unit Cost per Annum			Total Cost Per Annum E = D X A	Total Cost for Five Years F = E X 5
			Cost B	GST C	Total D=B + C		
		A					
7	40Mbps	01					
8	50Mbps	01					
9	250Mbps (Backhaul) – DataCenter & DR Site. **	02					
10	TOTAL MPLS VPN COST						

Note:

- (i) The above cost quoted in Table-2 for various bandwidths by the bidder would serve as rate contract valid throughout the period of contract.
- (ii) ** Backhaul bandwidth implies for both primary and backup links at DC and DR i.e. active should be 250Mbps and backup also 250Mbps.

3. Table -3: Resource Cost

A. L1 and L2 Resource

S.N.	Description	Qty.	Unit Cost per Annum			Total Cost Per Annum E = D X A	Total Cost for Five Years F = E X 5
			Cost B	GST C	Total D=B + C		
		A					
1	L1 Engineer	02					
2	L2 Engineer	02					
3	TOTAL L1 AND L2 RESOURCE COST						

B. Project Manager

S.N.	Description	Qty.	Cost for SIX months		
			Cost B	GST C	Total D=B+ C
		A			
1	Project Manager	01			



4. **Table -4: Optional Cost (valid throughout period of contract)**

S.N.	Description	Qty.	Unit Cost per Annum			Total Cost Per Annum E = D X A	Total Cost for Five Years F = E X 5
			Cost B	GST C	Total D=B + C		
		A					
A.	SD WAN license (with NGFW features)						
1	10Mbps	01					
2	20Mbps	01					
3	50Mbps	01					
4	100Mbps	01					
5	250Mbps for CPE in HA at DC / DR	01					
6	500Mbps for CPE in HA at DC / DR	01					
7	1Gbps for CPE in HA at DC / DR	01					
8	Total -A						
B.	SD WAN license (with Firewall features)						
1	100Mbps	01					
2	500Mbps for CPE in HA at DC / DR	01					
3	1Gbps for CPE in HA at DC / DR	01					
4	Total -B						
C.	MPLS VPN Bandwidth						
1	100Mbps	01					
2	500Mbps for DC / DR –active / passive links	01					
3	1Gbps for DC / DR – active / passive links	01					
4	Total - C						
D.	OTHERS (one time)						
1	Shifting of location charges (per location) – intracity.	01					
2	Shifting of DC / DR charges	01					
3	Relocation of Resources to alternate	01					



S.N.	Description	Qty.	Unit Cost per Annum			Total Cost Per Annum	Total Cost for Five Years
			Cost	GST	Total		
		A	B	C	D=B + C	E = D X A	F = E X 5
	location (intracity) – per resource.						
4	<i>Total -D</i>						
E.	TOTAL OPTIONAL COST (Total-A + Total-B + Total-C + Total-D)						

5. Table -5: Any other Cost \$\$ (valid throughout period of contract)

S.N.	Description	Qty.	Unit Cost per Annum			Total Cost Per Annum	Total Cost for Five Years
			Cost	GST	Total		
		A	B	C	D=B + C	E = D X A	F = E X 5
1		01					
2		01					
3		01					
4	TOTAL ANY OTHER COST						

\$\$ Note:

- (i) Bidder to give complete details in the description.
- (ii) The masked commercial bid submitted by the bidder as part of technical bid should contain the description details for any other cost items.

6. Table-6: Summary of Cost

S.N.	Description	Cost for Five Years(Rs.)
1	Total Cost of Managed SD-WAN Services as per Table -1	
2	Total Cost of MPLS VPN bandwidth as per Table -2	
3	Total L1 and L2 resource cost as per Table-3(A)	
4	Total PM resource cost as per Table-3(B)	
5	Total Optional cost as per Table-4	
6	Total any other items cost as per Table -5	
7	TCO (S.N.1 + 2 + 3 + 4 + 5 + 6)	

Date

Signature of Authorised Signatory ...

Name of the Authorised Signatory ...



Place
Seal.....

Designation

NOTE	1. The prices must be entered strictly as per the tabular format illustrated below. No separate price structure should be detailed. No separate format will be accepted.
	2. Masked commercial bids must be submitted with technical bid. If bidder has quoted for Any Other Item, the details of same should be clearly indicated in the masked commercial bid.
	3. All the rates must be quoted in INR. The cost should be inclusive of all taxes.
	4. TCO purpose total cost in Table-6 would be taken.
	5. Conditional commercial bids would be rejected
	6. The prices must be entered strictly as per the tabular format illustrated below. No separate price structure should be detailed. No separate format will be accepted.
	7. In case of requirement of an intermediate bandwidth of SD-WAN license/subscription, the formula specified in Section 10.2 of the RfP would be followed for arriving at the cost.
	8. Project Manager charges would be paid 100% on completion of acceptance of all the locations. In case the project is extended beyond six months no additional cost whatsoever would be paid.

Annexure –V: Undertaking of Authenticity

[To be signed by authority not lowers than the Company Secretary of the Bidder]

Ref:

Date:

To
The General Manager [Systems]
Small Industries Development Bank of India
MSME Development Center, 3rd Floor
Information Services Department
Plot No.C-11, G Block
Bandra Kurla Complex
Bandra [East]
Mumbai 400 051

Dear Sir,

**Sub: Undertaking of Authenticity for
RfP No. 400/2019/1344/BYO/ITV dated June 12, 2018**

With reference to the SD-WAN equipment quoted to you vide our quotation No.: _____ dated _____ in response to your **tender no. 400/2019/1344/BYO/ITV dated June 12, 2018**, we hereby undertake that all the components / parts / assembly / software used in firewall/other hardware items shall be original/ new from respective OEMs of the products and that no refurbished / duplicate / second hand components / parts / assembly / software are being used or shall be used.

We also undertake that in respect of licensed operating system if asked for by you in the purchase order, the same shall be supplied along with the authorized license certificate and also that it shall be sourced from the authorized source.

Should you require, we hereby undertake to produce the certificate from our OEM supplier in support of above undertaking at the time of delivery/installation. It will be our responsibility to produce such letters from our OEM suppliers at the time of delivery or within a reasonable time.

In case of default and we are unable to comply with above at the time of delivery or during installation for the IT hardware / software already billed, we agree to take back the same, if already supplied and return the money if any paid to us by you in this regard.

We (**Vendor name**) also take full responsibility of both parts & service SLA as per the content even if there is any defect by our authorized service centre / reseller / SI etc.

Authorised Signatory

Name

Designation

Place

Date



Annexure –VI: Power of Attorney

(To be executed on non-judicial stamp paper of requisite value based on place of execution)

BY THIS POWER OF ATTORNEY executed on _____, 2018, We _____, a Company incorporated under the Companies Act, 1956, having its Registered Office at _____ (hereinafter referred to as “the Company”) doth hereby nominate, constitute and appoint **<Name>**, **<Employee no.>**, **< Designation>** of the Company, as its duly constituted Attorney, in the name and on behalf of the Company to do and execute any or all of the following acts, deeds, matters and things, namely :-

- Execute and submit on behalf of the Company a Proposal and other papers / documents with ‘Small Industries Development Bank of India’ (“SIDBI”) relating to ‘Request for proposal **No 400/2019/1344/BYO/ITV dated June 12, 2018** for **Implementation of SD-WAN based MPLS VPN** and to attend meetings and hold discussions on behalf of the Company with SIDBI in this regard.

THE COMPANY DOTH hereby agree to ratify and confirm all whatsoever the attorney shall lawfully do or cause to be done under or by virtue of these presents including anything done after revocation hereof but prior to actual or express notice thereof being received by the person or persons for the time being dealing with the attorney hereunder.

IN WITNESS WHEREOF, _____ has caused these presents to be executed by _____ on the day, month and year mentioned hereinabove.

For and on behalf of the Board of Directors of _____

I Accept _____

..... (Signature)

(Name Title and Address of the Attorney)



Annexure –VII: Non-Blacklisting

Place: _____

Date: _____

To
The General Manager [Systems]
Small Industries Development Bank of India
MSME Development Center, 3rd Floor
Information Technology Vertical
Plot No.C-11, G Block
Bandra Kurla Complex
Bandra [East]
Mumbai 400 051

Dear Sir,

Non-Blacklisting

We _____ (bidder name), hereby undertake that:

1. We are not blacklisted by Public Financial Institutions, Public Sector Bank, RBI or IBA or any other Government agencies during the last three years.
2. We also undertake that, we are not involved in any legal case that may affect the solvency / existence of our firm or in any other way that may affect capability to provide / continue the services to bank.

Yours faithfully,

Authorized Signatories

Name: _____

Designation: _____

Company Seal:

Annexure –VIII: Bank Mandate Form

(दो प्रतियों में प्रस्तुत किया जाए /To be submitted in Duplicate)

1	उधारकर्ता /विक्रेता / आपूर्तिकर्ता का नाम Name of Borrower / vendor / supplier:			
2	उधारकर्ता / विक्रेता / आपूर्तिकर्ता का पता / Address of the Borrower / vendor / supplier:			
	नगर/City		ई-मेल आईडी /E-mail id	
	पिनकोड Pin Code		मोबाइल सं./Mobile:No.	
	सटीडी कूट के साथ दूरभाष सं./Phone No. with STD code			
3	स्थायी खाता संख्या / Permanent Account Number			
4	एमएसई पंजीकरण/सीए प्रमाणपत्र/ MSE Registration / CA Certificate (यदि लागू हो/if applicable)			

5. बैंक खाते का विवरण / Particulars of Bank account:

हिताधिकारी का नाम Beneficiary Name			
बैंक का नाम / Bank Name		शाखा का नाम Branch Name	
शाखा का स्थान / Branch Place		शाखा का नगर Branch City	
पिनकोड /PIN Code		शाखा कूट Branch Code	
एमआईसीआर सं./MICR No.			
खाते का स्वरूप / Account type	बचत/ Saving	चालू/Current	नकद उधार Cash Credit
खाता सं / .Account No. (जैसी चेकबुक में अंकित है /as appearing in the Cheque book)			
Please attach a cancelled cheque of your bank for ensuring accuracy of the bank name, branch name & code and Account Number			
IFSC CODE	For RTGS transfer	For NEFT transfer	

6. I hereby declare that the particulars given above are correct and complete. If any transaction is delayed or not effected for reasons of incomplete or incorrect information, I shall not hold SIDBI / IDBI Bank responsible. I also undertake to advise any change in the particulars of my account to facilitate updation of records for purpose of credit of amount through **RBI RTGS/NEFT**.

स्थान/Place : _____

दिनांक/Date : _____

पार्टी/प्राधिकृत हस्ताक्षरकर्ता के

हस्ताक्षर
Authorized Signatory

Signature of the party /

प्रमाणित किया जाता है कि ऊपर दिए गए विवरण हमारे अभिलेख के अनुसार सही हैं।
Certified that particulars furnished above are correct as per our records.

बैंक की मुहर/Bank's stamp

(बैंक के प्राधिकृत अधिकारी के हस्ताक्ष / Signature of the Authorized Official from the Banks)

दिनांक/Date :

Annexure –IX: EMD / Bid Security Form

(Sample Format - TO BE EXECUTED ON A NON-JUDICIAL STAMPED PAPER)

To: **SMALL INDUSTRIES DEVELOPMENT BANK OF INDIA**

WHEREAS (Name of Vendor) (hereinafter called the "the Vendor") has undertaken, in pursuance of Request for Proposal (RFP) **No. 400/2019/1344/BYO/ITV dated June 12, 2018** for **implementation of SD-WAN based MPLS VPN** (Herein after called the "the RFP") to you.

AND WHEREAS, it has been stipulated by you in the said RFP that the Vendor shall furnish you with a Bank Guarantee from a commercial Bank for the sum specified therein, as security for compliance with the Vendor's performance obligations in accordance with the RFP.

AND WHEREAS we -----Bank having its registered office at ---- and inter alia a branch office situate at ----- have agreed to give a performance guarantee in lieu of EMD of ` ----- - (Rupees ----- only) on behalf of the Vendor.

We -----**Bank** further undertake not to revoke and make ineffective the guarantee during it's currency except with the previous consent of the buyer in writing.

We ----- Bank do hereby unconditionally and irrevocably undertake to pay to SIDBI without any demur or protest, merely on demand from SIDBI, an amount not exceeding Rs. ----- (----- only).by reason of any breach of the terms of the RFP dated ---- by vendor. We hereby agree that the decision of the SIDBI regarding breach of the terms of the RFP shall be final, conclusive and binding

WE do hereby guarantee and undertake to pay forthwith on demand to SIDBI a sum not exceeding `/- (Rupeesonly) (amount of the Guarantee in words and figures) and we undertake to pay you upon your first written demand declaring the Vendor to be in default under the RFP and without cavil or argument, any sum or sums within the limit of `/- (Rupees only) (Amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

Our obligation to make payment under this Guarantee shall be a primary, independent and absolute obligation and we shall not be entitled to delay or withhold payment for any reason. Our obligations hereunder shall not be affected by any act, omission, matter or thing which but for this provision might operate to release or otherwise exonerate us from our obligations hereunder in whole or in part, including and whether or not known to us or you:

1. Any time or waiver granted to the vendor;
2. The taking, variation, compromise, renewal or release of or refusal or neglect to perfect or enforce any rights, remedies or securities against the vendor;
3. Any Variation of or amendment to the RFP or any other document or security so that references to the Contract in this Guarantee shall include each such Variation and amendment;
4. any unenforceability, invalidity or frustration of any obligation of the VENDOR or any other person under the RFP or any other document or security waiver by you of any of the terms provisions conditions obligations UNDER RFP or any failure to make demand upon or take action against the VENDOR;
5. any other fact, circumstance, provision of statute or rule of law which might, were our



liability to be secondary rather than primary, entitle us to be released in whole or in part from our undertaking; and;

6. any change in constitution of the vendor;
7. any petition for the winding up of the VENDOR has been admitted and a liquidator or provisional liquidator has been appointed or an order of bankruptcy or an order for the winding up or dissolution of the vendor has been made by a Court of competent jurisdiction;

The written demand referred to in paragraph above shall be deemed to be sufficiently served on us if you deliver to us at the address as set out in paragraph 3.

This guarantee is valid until the day of And a claim in writing is required to be presented to us within three months from i.e. on or before ----all your rights will be forfeited, and we shall be relieved of and discharged from all our liabilities mentioned hereinabove.

Signature and Seal of Guarantors (Vendor's Bank)

.....

Date.....

Address

.....

.....

Annexure –X: Pre-Contract Integrity Pact

(Bidders to submit on non-judicial stamp paper of requisite value duly signed by Chief Executive Office)

1 General

This pre-bid-pre-contract Agreement (hereinafter called the Integrity Pact) is made at _____ place____ on ---- day of the month of ----, 2018 between Small Industries Development Bank of India, having its Head Office at 15, Ashok Marg, Lucknow – 226001 and inter alia, its Corporate Office at MSME Development Centre, C-11, G-Block, Bandra-Kurla Complex, Bandra(E), Mumbai 400051 (hereinafter called the “BUYER”/SIDBI, which expression shall mean and include, unless the context otherwise requires, its successors and assigns) of the First Part and M/s ----- represented by Shri -----, **Chief Executive Officer** (hereinafter called the “BIDDER/Seller” which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS the BUYER proposes to _____ the BIDDER/Seller is willing to offer/has offered the services and

WHEREAS the BIDDER is a private company/ public company/ Government undertaking/partnership/ registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is a corporation set up under an Act of Parliament.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence /prejudiced dealing prior to, during and subsequent to the currency of the contract to be entered into with a view to :-

- Enabling the BUYER to obtain the desired said stores/equipment/services at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement and
- Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption in any form by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this integrity Pact and agree as follows:

2 Commitments of the BUYER

- 2.1 The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.
- 2.2 The BUYER will during the pre-contract stage, treat all BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.
- 2.3 All the officials of the BUYER will report to the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.
- 2.4 In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to

be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and during such a period shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

3 Commitments of BIDDERS

The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following : -

- 3.1 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any officials of the BUYER, connected directly or indirectly with bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
- 3.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe , gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favour or disfavor to any person in relation to the contract or any other contract with the Government.
- 3.3 BIDDERS shall disclose the name and address of agents and representatives and Indian BIDDERS shall disclose their foreign principals or associates.
- 3.4 BIDDERS shall disclose the payments to be made by them to agents/brokers or any other intermediary, in connection with this bid/contract.
- 3.5 The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacture/integrator/authorized government sponsored export entity of the defence stores and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER , or has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.
- 3.6 The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the BUYER or their family members, agents, brokers or any other intermediaries in connection with contract and the details of services agree upon for such payments.
- 3.7 The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.
- 3.8 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- 3.9 The BIDDER shall not use improperly, for purposes of competition or personal gain or pass on the others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

- 3.10 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- 3.11 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
- 3.12 if the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative to any of the officers of the BUYER or alternatively, if any relative of the officer of the BUYER has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filling of tender.
- The term 'relative' for this purpose would be as defined in Section 2 (77) of the Companies Act, 2013.
- 3.13 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER.

4 Previous Transgression

- 4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify BIDDER's exclusion from the tender process.
- 4.2 The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

5 Earnest Money (Security Deposit)

- 5.1 While submitting commercial bid, the BIDDER shall deposit an amount **Rs.20,50,000/-** as Earnest Money/Security Deposit, with the BUYER through any of the following instrument.
- (i) Bank Draft or a Pay Order in favour of Small Industries Bank of India, Payable at Mumbai.
- (ii) A confirmed guarantee by an Indian Nationalized Bank, promising payment of the guaranteed sum to the BUYER immediately on demand without any demur whatsoever and without seeking any reasons whatsoever. The demand for payment by the BUYER shall be treated as conclusive proof of payment.
- 5.2 Earnest Money/Security Deposit shall be valid till the date of bid validity as mentioned in the RfP.
- 5.3 In case of the successful BIDDER a clause would also be incorporated in the Article pertaining to Performance Bond in the Purchase Contract that the provision of Sanctions for Violation shall be applicable for forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.
- 5.4 No interest shall be payable by the BUYER to the BIDDER on Earnest Money/Security Deposit for the period of its currency.

6 Sanctions for Violations

- 6.1 Any breach of the aforesaid provision by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required:-
1. To immediately call off the pre-contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with other

BIDDER(s) would continue

2. The Earnest Money Deposit (in pre-contract stage) and /or Security Deposit/Performance Bond) (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.
 3. To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER
 4. To recover all sums already paid by the BUYER, and in case of Indian BIDDER with interest thereon at 2% higher than the prevailing Prime Lending Rate of State Bank of India, while in case of a bidder from a country other than India with interest thereon at 2% higher than LIBOR. If any outstanding payment is due to the bidder from the buyer in connection with any other contract for any other stores, such outstanding payment could also be utilized to recover the aforesaid sum and interest.
 5. To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER alongwith interest.
 6. To cancel all or any other Contracts with the BIDDER, the BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER
 7. To debar the BIDDER from participating in future bidding processes of the buyer or its associates or subsidiaries for minimum period of five years, which may be further extended at the discretion of the BUYER.
 8. To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.
 9. In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with BIDDER, the same shall not be opened.
 10. Forfeiture of Performance Bond in case of decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.
- 6.2 The BUYER will be entitled to take all or any of the actions mentioned at para 6.1(i) to (x) of this Pact also on the commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.
- 6.3 The decision of the BUYER to the effect that a breach of the provision of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the independent Monitor(s) appointed for the purposes of this Pact.

7 Fall Clause

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.

8 Independent Monitors

- 8.1 The bank has appointed Independent Monitors (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission. Details given in Critical Information section of RfP.
- 8.2 The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.
- 8.3 The Monitors shall not be subject to instruction by the representatives of the parties and perform their functions neutrally and independently.
- 8.4 Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.
- 8.5 As soon as the Monitor notices or has reason to believe, a violation of the Pact, he will so inform the Authority designated by the BUYER
- 8.6 The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documents. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality
- 8.7 The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings
- 8.8 The Monitor will submit a written report to the designed Authority of the BUYER within 8 to 10 weeks from the date of reference or intimation to him by the BUYER/BIDDER and should the occasion arise, submit proposals for correcting problematic situations.

9 Facilitation of Investigation

In case of any allegation of violation of any provision of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

10 Law and Place of Jurisdiction

This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BUYER.

11 Other Legal Actions

The action stipulated in this integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

12 Validity

- 12.1 The validity of this Integrity Pact shall be from date of its signing and extend upto 5 years or the complete execution of the contract to the satisfaction of both the BUYER and the BIDDER/Seller, including warranty period, whichever is later. In case BIDDER is unsuccessful, this integrity Pact shall expire after six months from the date of the signing of the contract.
- 12.2 Should one or several provisions of the Pact turn out to be invalid, the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.



13 The parties hereby sign this integrity Pact, at _____ on _____

BUYER

BIDDER

Name of the Officer

Designation

SIDBI

Witness

1. _____

2. _____

CHIEF EXECUTIVE OFFICER

Witness

1. _____

2. _____



Annexure - XI: Undertaking for Central Minimum Wages Act & Labour Laws

(To be submitted on Bidder's letter head, duly signed by authorized signatory)

To
The Deputy General Manager [Systems]
Small Industries Development Bank of India
MSME Development Center, 3rd Floor
Information Technology Vertical
Plot No.C-11, G Block
Bandra Kurla Complex
Bandra [East]
Mumbai 400 051

Dear Sir,

Further to our proposal dated, in response to the Request for Proposal (Bank's tender No. hereinafter referred to as "RFP") issued by Bank, we hereby covenant, warrant and confirm as follows:

1. We hereby agree to comply with all the terms and conditions / stipulations as contained in the RFP and the related addendums and other documents including the changes made to the original tender documents if any, issued by the Bank.
2. We ensure that the payment towards services is in consonance with the Central Minimum Wages Act & Labour Laws. We would comply with Governments rules and regulations like minimum wages act, Provident fund and ESIC facility standard for the employees / resources deployed by us on-site for the said project.
3. Proof of compliance and labour license are attached with herewith.

Authorized Signatories

Name: _____

Designation: _____

Company Seal:

Annexure -XII: Undertaking Letter for GST Law

To
The Deputy General Manager [Systems]
Small Industries Development Bank of India
MSME Development Center, 3rd Floor
Information Technology Vertical
Plot No.C-11, G Block
Bandra Kurla Complex
Bandra [East]
Mumbai 400 051

Dear Sir,

GST Law

Further to our proposal dated, in response to the Request for Proposal (Bank's tender No. hereinafter referred to as "RFP") issued by Bank, we hereby covenant, warrant and confirm as follows:

We, the bidder M/s, hereby agree to comply with all applicable GST Laws including GST Acts, Rules, Regulations, Procedures, Circulars & Instructions thereunder applicable in India from time to time and to ensure that such compliance is done.

Authorized Signatories

Name: _____

Designation: _____

Company Seal:



Annexure –XIII: Details of Customers for Managed/Captive SD-WAN Services

Managed / Captive SD-WAN Services - Details of Customers of Bidder

S.N.	Customer Name	Contact Details				Solution offered			Copy of PO / Customer Reference letter attached.
		Name	Address	Mail id	Mobile No.	Captive/Managed	Description of solution offered	No of Locations	
1									
2									
3									
4									
5									
6									
7									

Authorized Signatories

Name: _____

Designation: _____

Company Seal:



Annexure –XIV: OEM Experience – Number of Customers

SD-WAN OEM Experience – Number of Customers

S.N.	Customer Name	Location	Contact Details			Solution offered		
			Name	Mail id	Mobile No.	Captive/ Managed	Description	No of Locations Connected
1								
2								
3								
4								
5								
6								
7								

Authorized Signatories

Name: _____

Designation: _____

Company Seal:



Annexure –XV: Experience of OEM in SD-WAN solution – Number of Years

(To be given on OEM letter head signed by authorised signatory)

To
The Deputy General Manager [Systems]
Small Industries Development Bank of India
MSME Development Center, 3rd Floor
Information Technology Vertical
Plot No.C-11, G Block
Bandra Kurla Complex
Bandra [East]
Mumbai 400 051

Dear Sir,

No of Years of OEM Experience in Proposed Solution

We, the OEM, M/s, certify that, we have experience of _____ years in proposed SD-WAN solution.

Authorized Signatories

Name: _____

Designation: _____

Company Seal:

Annexure –XVI: Statement of Deviations

Bidder is required to provide details of all deviations, comments and observations or suggestions in the following format with seal and signature. It also needs to provide a reference of the page number, state the clarification point as stated in tender document and the comment/ suggestion/ deviation that you propose as shown below.

SIDBI may at its sole discretion accept or reject all or any of the deviations, however it may be noted that the acceptance or rejection of any deviation by SIDBI will not entitle the bidder to submit a revised commercial bid. **Clarifications given in Pre-bid will not be further entertained.**

S.N.	Page Number	Section Number	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation
1.				
2.				
3.				
4				
5				
6				

Authorized Signatories

Name: _____

Designation: _____

Company Seal:

Annexure -XVII: Proposed Last Mile at the Locations

Details of Proposed Last Mile

S. N	Location	Type	Proposed Last Mile		
			Wired / Wireless	Maximum Height of Pole (Applicable for Wireless)	OWN or Third Party
A. CATEGORY 'A' - Critical Offices					
1	Ahmedabad	RO			
2	Chandigarh	RO			
3	Hyderabad	RO			
4	Jaipur	RO			
5	New Delhi	RO			
6	Pune	RO			
7	Lucknow	HO			
8	Mumbai	RO			
9	Chennai	RO			
B. CATEGORY 'B' - Branch Offices					
10	Agra	BO			
11	Alwar	BO			
12	Andheri	BO			
13	Aurangabad	BO			
14	Bangalore	BO			
15	Baroda	BO			
16	Bhopal	BO			
17	Bhubaneswar	BO			
18	Coimbatore	BO			
19	Dehradun	BO			
20	Erode	BO			
21	Faridabad	BO			
22	Gandhidham	BO			
23	Guwahati	RO			
24	Gurgaon	BO			
25	Hosur	BO			
26	Hubli	BO			
27	Jalandar	BO			
28	Jamshedpur	BO			
29	Jodhpur	BO			
30	Indore	BO			
31	Kanpur	BO			
32	Kolhapur	BO			
33	Kolkata	BO			
34	Kishnagarh	BO			
35	Kochi	BO			
36	Kundli	BO			
37	Ludhiana	BO			
38	Madurai	BO			
39	Morbi	BO			
40	Nagpur	BO			

S. N	Location	Type	Proposed Last Mile		
			Wired / Wireless	Maximum Height of Pole (Applicable for Wireless)	OWN or Third Party
41	Nasik	BO			
42	Noida	BO			
43	New Delhi ISTSL	BO			
44	Panaji	BO			
45	Patna	BO			
46	Pondicherry	BO			
47	Raipur	BO			
48	Rajkot	BO			
49	Ranchi	BO			
50	Rourkela	BO			
51	Surat	BO			
52	Tirupur	BO			
53	Thane	BO			
54	Varanasi	BO			
55	Vatva	BO			
56	Vijayawada	BO			
57	Vishakhapatnam	BO			
58	New Delhi (K G Marg)	BO			
59	Ahmednagar	XBO			
60	Balanagar	XBO			
61	Bahadurgarh	XBO			
62	Mysore	XBO			
63	Peenya	XBO			
64	Rudrapur	XBO			
65	Udaipur	XBO			
66	Agartala	BO			
67	Aizwal	BO			
68	Dimapur	BO			
69	Gangtok	BO			
70	Imphal	BO			
71	Itanagar	BO			
72	Shillong	BO			
C.	CATEGORY 'C' – Aggregation Points				
73	Mumbai – DC				
74	Chennai -DR				

I certify that the above mentioned information and the relevant annexure and enclosures are true and correct

Date

Signature of Authorised Signatory ...

Place

Name of the Authorised Signatory ...

Designation ...

Phone & E-mail:

Name of the Organisation ...

Seal ...

Annexure -XVIII: Details of Bidder Support at the Locations

Details of bidder support at Location

S. N	Location	Proposed Last Mile		
		OWN / Franchise / Partner	Address	Contact Details (Name, Mailid and Phone No.)
A. CATEGORY 'A' - Critical Offices				
1	Ahmedabad			
2	Chandigarh			
3	Hyderabad			
4	Jaipur			
5	New Delhi			
6	Pune			
7	Lucknow			
8	Mumbai			
9	Chennai			
B. CATEGORY 'B' - Branch Offices				
10	Agra			
11	Alwar			
12	Andheri			
13	Aurangabad			
14	Bangalore			
15	Baroda			
16	Bhopal			
17	Bhubaneshwar			
18	Coimbatore			
19	Dehradun			
20	Erode			
21	Faridabad			
22	Gandhidham			
23	Guwahati			
24	Gurgaon			
25	Hosur			
26	Hubli			
27	Jalandar			
28	Jamshedpur			
29	Jodhpur			
30	Indore			
31	Kanpur			
32	Kolhapur			
33	Kolkata			
34	Kishnagarh			
35	Kochi			
36	Kundli			
37	Ludhiana			
38	Madurai			
39	Morbi			
40	Nagpur			
41	Nasik			
42	Noida			

S. N	Location	Proposed Last Mile		
		OWN / Franchise / Partner	Address	Contact Details (Name, Mailid and Phone No.)
43	New Delhi ISTSL			
44	Panaji			
45	Patna			
46	Pondicherry			
47	Raipur			
48	Rajkot			
49	Ranchi			
50	Rourkela			
51	Surat			
52	Tirupur			
53	Thane			
54	Varanasi			
55	Vatva			
56	Vijayawada			
57	Vishakhapatnam			
58	New Delhi (K G Marg)			
59	Ahmednagar			
60	Balanagar			
61	Bahadurgarh			
62	Mysore			
63	Peenya			
64	Rudrapur			
65	Udaipur			
66	Agartala			
67	Aizwal			
68	Dimapur			
69	Gangtok			
70	Imphal			
71	Itanagar			
72	Shillong			
C.	CATEGORY 'C' AGGREGATION POINTS			
73	Mumbai – DC			
74	Chennai - DR			

I certify that the above mentioned information and the relevant annexure and enclosures are true and correct

Date

Signature of Authorised Signatory ...

Place

Name of the Authorised Signatory ...

Designation ...

Phone & E-mail:

Name of the Organisation ...

Seal ...

Note: all the columns should be duly filled. In case of missing information, it would be assumed no support.

Annexure –XIX: Non-Disclosure Agreement

(To be executed on a non-judicial stamped paper of requisite value based on place of execution)

WHEREAS, we, _____, having Registered Office at _____, hereinafter referred to as the COMPANY, are agreeable to execute “ _____ ” as per scope defined in the Request for Proposal (RfP) No. **400/2019/1344/BYO/ITV dated June 12, 2018** for Small Industries Development Bank of India, having its Head office at SIDBI Tower, 15 Ashok Marg, Lucknow, 226001, and office at, MSME Development Centre, Plot No. C-11, G Block, Bandra Kurla Complex (BKC), Bandra (E), Mumbai - 400 051 (hereinafter referred to as the BANK) and,

WHEREAS, the COMPANY understands that the information regarding the Bank's Infrastructure shared by the BANK during execution of project is confidential and/or proprietary to the BANK, and

WHEREAS, the COMPANY understands that in the course of submission of the offer for the said RfP and/or in the aftermath thereof, it may be necessary that the COMPANY may perform certain jobs/duties on the Bank's properties and/or have access to certain plans, documents, approvals, data or information of the BANK;

NOW THEREFORE, in consideration of the foregoing, the COMPANY agrees to all of the following conditions, in order to induce the BANK to grant the COMPANY specific access to the BANK's property/information, etc.;

The COMPANY will not publish or disclose to others, nor, use in any services that the COMPANY performs for others, any confidential or proprietary information belonging to the BANK, unless the COMPANY has first obtained the BANK's written authorisation to do so;

The COMPANY agrees that information and other data shared by the BANK or, prepared or produced by the COMPANY for the purpose of submitting the offer to the BANK in response to the said RfP, will not be disclosed to during or subsequent to submission of the offer to the BANK, to anyone outside the BANK;

The COMPANY shall not, without the BANK's written consent, disclose the contents of this Request for Proposal (Bid) or any provision thereof, or any specification, plan, pattern, sample or information (to be) furnished by or on behalf of the BANK in connection therewith, to any person(s) other than those employed/engaged by the COMPANY for the purpose of submitting the offer to the BANK and/or for the performance of the Contract in the aftermath. Disclosure to any employed/ engaged person(s) shall be made in confidence and shall extend only so far as necessary for the purposes of such performance.

Yours sincerely,

Date

Signature of Authorised Signatory ...

Place

Name of the Authorised Signatory ...

Designation ...

Company Seal.

Annexure –XX: Performance Guarantee Format

(To be executed on a non-judicial stamped paper of requisite value based on place of execution)

KNOW ALL MEN BY THESE PRESENTS that in consideration of the Small Industries Development Bank of India (SIDBI), a Corporation constituted and established under the Small Industries Development Bank of India Act, 1989, and having its Head Office at SIDBI Tower, 15 Ashok Marg, Lucknow, 226001, and office at 3rd Floor, MSME Development Centre, Plot No. C-11, G Block, Bandra Kurla Complex (BKC), Bandra (E), Mumbai - 400 051 (hereinafter called the Corporation / Bank) having agreed to accept from M/s. 'Vendor Name' having its office at 'Vendor's Office Address', (hereinafter called "the Vendor") an agreement of guarantee for Rs. _____ (Rupees _____ only), for the due fulfillment by the vendor of the terms and conditions of the Purchase order No. _____ dated _____ made between the vendor and the Corporation for providing services for SIDBI's 'Project Details' hereinafter called "the said Agreement").

1. We, Bank (Bank Name and Details), do hereby undertake to indemnify and keep indemnified the Corporation to the extent of Rs. _____ (Rupees _____ only) against any loss or damage caused to or suffered by the Corporation during warranty period by reason of any breach by the Vendor of any of the terms and conditions contained in the said Agreement of which breach the opinion of the Corporation shall be final and conclusive.
2. And we Bank (Bank Name and Details), do hereby guarantee and undertake to pay forthwith on demand to the Corporation such sum not exceeding the said sum of Rs. _____ (Rupees _____ only) only as may be specified in such demand, in the event of the vendor failing or neglecting to execute fully efficiently and satisfactorily the order for implementation services for the 'Project Details' placed with it (the work tendered for by it) within the period stipulated in the said Agreement in accordance with the design, specification, terms and conditions contained or referred to in the said Agreement or in the event of the Vendor refusing or neglecting to maintain satisfactory operation of the equipment or work or to make good any defect therein notified by the Corporation to the vendor during the warranty period or otherwise to comply with and conform to the design, specification, terms and conditions contained or referred to the said Agreement.
3. We, Bank (Bank Name and Details), further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said order as laid down in the said agreement including the "Warranty obligations" or till validity date of this guarantee i.e. upto _____, whichever is earlier and subject to the terms of the "the said Agreement" it shall continue to be enforceable for the breach of warranty conditions within warranty period and till all the defects notified by the Corporation to the vendor during the warranty period have been made good to the satisfaction of Corporation & the Corporation or its authorized representative certified that the terms and conditions of the said agreement have been fully and properly complied with by the vendor or till validity of this guarantee i.e. _____, whichever is earlier.
4. We, Bank (Bank Name and Details), may extend the validity of Bank Guarantee at the



request of the Vendor for further period or periods from time to time beyond its present validity period, but at our sole discretion.

5. The liability under this guarantee is restricted to Rupees _____/- only and will expire on _____ and unless a claim in writing is presented to us at **Bank (Bank Name and Details)** within 3 months from _____, i.e. on or before _____, all your rights will be forfeited and we shall be relieved of and discharged from all our liabilities there-under.
6. The Guarantee herein contained shall not be determined or affected by Liquidation or winding up or insolvency or closure of the Vendor.
7. The executant has the power to issue this guarantee and executants on behalf of the Bank and hold full and valid Power of Attorney granted in their favour by the Bank authorising them to execute this guarantee.

Notwithstanding anything contained here in above, our liability under this guarantee is restricted to Rs. _____ (Rupees _____ only). Our guarantee shall remain in force until _____. Our liability hereunder is conditional upon your lodging a demand or claim with **Bank (Bank Name and Details)** on or before _____. Unless a demand or claim is lodged with **Bank (Bank Name and Details)** within the aforesaid time, your rights under the guarantee shall be forfeited and we shall not be liable there under. This guarantee shall be governed by and construed in accordance with the laws of India. All claims under this guarantee will be made payable at **Bank (Bank Name and Details)**. This Guarantee will be returned to the Bank when the purpose of the guarantee has been fulfilled or at its expiry, which ever is earlier.

We, **Bank (Bank Name and Details)** lastly undertake not to revoke this guarantee during its currency except with the previous consent of the Corporation in writing.

In witness where of we have set and subscribed our hand and seal thisday of2018.

SIGNED, SEALED AND DELIVERED.

BY

AT

IN THE PRESENCE OF WITNESS :

1. Name
Signature.....
Designation.....

2. Name
Signature.....
Designation.....

Appendix

Appendix –i: Classification of locations

Classification of Locations

3.1.1. Category 'A'

S.N.	Location	S.N.	Location	S.N.	Location
1	Ahmadabad	2	Hyderabad	3	Mumbai
4	Chandigarh	5	Jaipur	6	New Delhi
7	Chennai	8	Lucknow	9	Pune

3.1.2. Category 'B'

S.N.	Location	S.N.	Location	S.N.	Location
1	Agra	22	Kanpur	43	Tirupur
2	Alwar	23	Kolhapur	44	Thane
3	Andheri	24	Kolkata	45	Varanasi
4	Aurangabad	25	Kishnagarh	46	Vatva
5	Bangalore	26	Kochi	47	Vijayawada
6	Baroda	27	Kundli	48	Vishakhapatnam
7	Bhopal	28	Ludhiana	49	New Delhi (K G Marg)
8	Bhubaneshwar + SITI	29	Madurai	50	Ahmednagar
9	Coimbatore	30	Morbi	51	Balanagar
10	Dehradun	31	Nagpur	52	Bahadurgarh
11	Erode	32	Nasik	53	Mysore
12	Faridabad	33	Noida	54	Peenya
13	Gandhidham	34	New Delhi ISTSL	55	Rudrapur
14	Guwahati	35	Panaji	56	Udaipur
15	Gurgaon	36	Patna	57	Agartala
16	Hosur	37	Pondicherry	58	Aizwal
17	Hubli	38	Raipur	59	Dimapur
18	Jalandar	39	Rajkot	60	Gangtok
19	Jamshedpur	40	Ranchi	61	Imphal
20	Jodhpur	41	Rourkela	62	Itanagar
21	Indore	42	Surat	63	Shillong

3.1.3. Category 'C'

S.N.	Location	S. N.	Location
1	Data Center	2	DR Site

Appendix –ii: Location Wise Requirement Details
Location Wise Requirement Details

S. N	Location	Type	CPE Details		MPLS Bandwidth (Mbps)	SD-WAN License	
			Capacity (Mbps)	Quantity (No)		CPE1 (Mbps)	CPE2 (Mbps)
A. CATEGORY 'A' - Critical Offices							
1	Ahmedabad	RO	50	2	6	10	10
2	Chandigarh	RO	50	2	6	10	10
3	Hyderabad	RO	50	2	6	10	10
4	Jaipur	RO	50	2	6	10	10
5	New Delhi	RO	50	2	8	10	10
6	Pune	RO	50	2	6	10	10
7	Lucknow	HO	100	2	40	50	20
8	Mumbai	RO	100	2	50	50	20
9	Chennai	RO	100	2	16	20	10
B. CATEGORY 'B' - Branch Offices							
10	Agra	BO	50	1	2	10	NA
11	Alwar	BO	50	1	2	10	NA
12	Andheri	BO	50	1	4	10	NA
13	Aurangabad	BO	50	1	2	10	NA
14	Bangalore	BO	50	1	3	10	NA
15	Baroda	BO	50	1	2	10	NA
16	Bhopal	BO	50	1	2	10	NA
17	Bhubaneshwar	BO	50	1	4	10	NA
18	Coimbatore	BO	50	1	4	10	NA
19	Dehradun	BO	50	1	2	10	NA
20	Erode	BO	50	1	2	10	NA
21	Faridabad	BO	50	1	4	10	NA
22	Gandhidham	BO	50	1	3	10	NA
23	Guwahati	RO	50	1	3	10	NA
24	Gurgaon	BO	50	1	3	10	NA
25	Hosur	BO	50	1	2	10	NA
26	Hubli	BO	50	1	2	10	NA
27	Jalandar	BO	50	1	2	10	NA
28	Jamshedpur	BO	50	1	2	10	NA
29	Jodhpur	BO	50	1	2	10	NA
30	Indore	BO	50	1	3	10	NA
31	Kanpur	BO	50	1	2	10	NA
32	Kolhapur	BO	50	1	2	10	NA
33	Kolkata	BO	50	1	3	10	NA
34	Kishnagarh	BO	50	1	2	10	NA
35	Kochi	BO	50	1	3	10	NA
36	Kundli	BO	50	1	2	10	NA
37	Ludhiana	BO	50	1	3	10	NA
38	Madurai	BO	50	1	2	10	NA
39	Morbi	BO	50	1	3	10	NA
40	Nagpur	BO	50	1	2	10	NA
41	Nasik	BO	50	1	2	10	NA
42	Noida	BO	50	1	3	10	NA

S. N	Location	Type	CPE Details		MPLS Bandwidth (Mbps)	SD-WAN License	
			Capacity (Mbps)	Quantity (No)		CPE1 (Mbps)	CPE2 (Mbps)
43	New Delhi ISTSL	BO	50	1	3	10	NA
44	Panaji	BO	50	1	2	10	NA
45	Patna	BO	50	1	2	10	NA
46	Pondicherry	BO	50	1	2	10	NA
47	Raipur	BO	50	1	2	10	NA
48	Rajkot	BO	50	1	3	10	NA
49	Ranchi	BO	50	1	2	10	NA
50	Rourkela	BO	50	1	2	10	NA
51	Surat	BO	50	1	3	10	NA
52	Tirupur	BO	50	1	3	10	NA
53	Thane	BO	50	1	4	10	NA
54	Varanasi	BO	50	1	2	10	NA
55	Vatva	BO	50	1	2	10	NA
56	Vijayawada	BO	50	1	2	10	NA
57	Vishakhapatnam	BO	50	1	2	10	NA
58	New Delhi (K G Marg)	CMD	50	1	2	10	NA
59	Ahmednagar	XBO	50	1	2	10	NA
60	Balanagar	XBO	50	1	2	10	NA
61	Bahadurgarh	XBO	50	1	2	10	NA
62	Mysore	XBO	50	1	2	10	NA
63	Peenya	XBO	50	1	2	10	NA
64	Rudrapur	XBO	50	1	2	10	NA
65	Udaipur	XBO	50	1	2	10	NA
66	Agartala	BO	50	1	2	10	NA
67	Aizwal	BO	50	1	2	10	NA
68	Dimapur	BO	50	1	2	10	NA
69	Gangtok	BO	50	1	2	10	NA
70	Imphal	BO	50	1	2	10	NA
71	Itanagar	BO	50	1	2	10	NA
72	Shillong	BO	50	1	2	10	NA
C. CATEGORY "C" - AGGREGATION BANDWIDTH							
73	Data Center	DC	1024	2	200	250	HA
74	DR Site	DR	1024	2	200	250	HA

Appendix –iii: Address of Locations
Address and Contact Details of Locations

S. N.	SIDBI Location	State	Contact Address	Contact Details
A. CATEGORY A				
1	Ahmadabad	Gujarat	Navjivan Amrit Jayanti Bhavan, 1st floor, P.B., No.10, Navjivan P.O. Ahmedabad, Ahmedabad - 380014	Branch In-charge 079-27543062/ 27543063
2	Chennai	Tamil Nadu	Overseas Towers, 756-L, Anna Salai, Chennai - 600002	Ms Anju Rani Jain 044-28413716
3	Chandigarh	Chandigarh	SCO 145-146, 1st and 2nd Floor, Sector 17 C, Chandigarh - 160017	Branch In-charge 0172-5039627
4	Hyderabad	Telangana	101, Hermitage Office Complex, Saifabad, Hill Fort Road, Adjacent to HACA Bhavan, Hyderabad - 500004	Branch In-charge 040-23231343/ 23235198
5	Jaipur	Rajasthan	First Floor, Jeevan Nidhi, LIC Building - II, Bhawani Singh Road, Ambedkar Circle, Jaipur -302 005	Branch In-charge 0141-5119422/ 5119437
6	Pune	Maharashtra	Jeevan Shree Building, Ground Floor, S.No.1109, Ganeshkhind Road, Shivajinagar, Near Pune Central, Pune - 411005	Branch In-charge 020-25675269
7	Lucknow	Uttar Pradesh	SIDBI Tower, 15, Ashok Marg Lucknow - 226001	Mr Alok Sinha 0522 - 2288549 / 50
8	Mumbai	Maharashtra	MSME Development Centre Plot No.C-11, G - Block, Bandra Kurla Complex, Bandra (East), Mumbai - 400 051	Mr C R Prasad 022 - 67531238
9	New Delhi	Delhi	Ground Floor, Videocon Tower, E-1, Rani Jhansi Road, Jhandewalan Extension, New Delhi - 110055	Branch In-charge 011-23682470
B. CATEGORY B				
10	Agra	Uttar Pradesh	U G Floor, Shop No. 5&6 Shri Nathji Complex Madia Katra Crossing, Near Neeraj dairy, Agra - 282002	Branch In-charge 0562-2524879
11	Alwar	Rajasthan	Chamber Bhawan, Delhi Road, Alwar - 301001	Branch In-charge 0144-5122972
12	Andheri	Maharashtra	Samrudhi Venture Park, Upper Ground Floor, MIDC Road, MIDC Industrial Area, Marol, Andheri(E), Mumbai - 400093	Branch In-charge 022-28305458
13	Aurangabad	Maharashtra	Jeevan Suman, LIC Building, 1st Floor, N-5, Town Centre, Near CIDCO Office, Aurangabad - 431003	Branch In-charge 0240-2472494 /2480023
14	Bangalore	Karnataka	Khanija Bhavan, East Wing, 5th Floor, 49, Race Course Road, Bangalore - 560001	Branch In-charge 080-67171500/ 67171532
15	Baroda	Gujarat	Landmark Bldg, First Floor, Race Course Circle, Post Box No.3711, Baroda - 390007	Branch In-charge 0265-2320679
16	Bhopal	Madhya Pradesh	First Floor, 20 A/R, M P Nagar, Zone-II, Bhopal - 462011	Branch In-charge 0755-4228701/ 4228706
17	Bahadurgarh	Harayana	2nd Floor, R N Plaza, Railway Road, Bahadurgarh - 124507	Branch In-charge 01276-237707
18	Bhubaneshwar	Odisha	Plot No.L-3, Jayadev Vihar, Opp. Loyola School, Near XIMB Square,	Mr Saurabh Srivastava

Request for Proposal for Implementation of SD-WAN based MPLS VPN



S. N.	SIDBI Location	State	Contact Address	Contact Details
			Bhubaneswar - 751013	0674 2304100
19	Coimbatore	Tamil Nadu	Second Floor, Mayflower E-Castle, 72 - Dr. Balasundaram Road, Coimbatore-641018.	Branch In-charge 0422 - 2206000/ 2206011
20	Dehradun	Uttarakhand	International Trade Centre, 2nd Floor, 59/4, Rajpur Road, Dehradun - 248001	Branch In-charge 0135-6510574
21	Erode	Tamil Nadu	Krishna Towers, 1st Floor, Door No.23/2 to 23/5, Perundurai Road, Next to Ambal Auto Service, Erode 638 011	Branch In-charge 0424-2221522
22	Faridabad	Haryana	N.H.5R/2, Neelam Badshah Khan Road, NIT, Faridabad - 121001	Branch In-charge 2410672/2414419
23	Gandhidham	Gujarat	First Floor, Plot No. 345, Ward 12-B, Gandhidham - 370201	Branch In-charge 02836-228717
24	Gurgaon	Haryana	Ground Floor, Udyog Minar, Vanijya Nikunj, Udyog Vihar, Phase V, Gurgaon - 122001	Branch In-charge 0124-2349487
25	Guwahati	Assam	IDBI Building, 2nd Floor, Opp. Sentinel Press, G.S. Road, Guwahati - 781005	Branch In-charge 0361-2464212
26	Hosur	Tamil Nadu	643/1D, RKG Manor, First Floor, OPP. Traffic Police Station, NH-7, Bangalore Road, Hosur - 635109	Branch In-charge 04344 - 243840
27	Hubli	Karnataka	Shop No. 233-234, IT Park, Upper Ground Floor, Opp - Indira Glass House, Poona Bangalore Road, Hubli - 580029	Branch In-charge 0836-2354000
28	Kundli	Haryana	SCO - 30, First Floor, HSIIDC Commercial Complex, Indl Area, Phase - 1, Kundli, Sonipat - 131028	Branch In-charge 0130-2219924
29	Indore	Madhya Pradesh	Commerce House 1st Floor, 7, Race Course Road, New Palasia, Indore - 452001	Branch In-charge 0731-2538046
30	Jalandar	Punjab	Upper Ground Floor, Hotel Centrepoint Building, BMC Chowk, Jalandhar - 144001	Branch In-charge 0181-5017783
31	Jamshedpur	Jharkhand	1st Floor, Shantiniketan Building, Main Road, Bistupur, Jamshedpur - 831001	Branch In-charge 0657-2441191
32	Jodhpur	Rajasthan	E-4, Ground Floor, Suvridha Complex, Shastri Nagar, Jodhpur - 342003	Branch In-charge 0291-5104994
33	Kochi	Kerala	Finance Tower, 2 nd floor, Kaloor, Kochi - 682017	Branch In-charge 0484-2401378/ 2401379
34	Kolkata	West Bengal	Constantia Building (8th Floor), A-Wing, 11, Dr. U N Brahmachari Street, Opp. La Martiniere Girls School, Kolkata - 700 017	Branch In-charge 033-66227502
35	Ludhiana	Punjab	SCO 16 & 17, First Floor, Feroze Gandhi Market, Ludhiana - 141001	Branch In-charge 0161-5099364
36	Morbi	Gujarat	1st Floor, Krupanidhi Complex, Opp. Sardar Baug, Sanala Road, Morbi - 363641	Branch In-charge 02822-221553/ 220553
37	Nagpur	Maharashtra	Ground Floor, National Insurance Building, S.V.Patel Marg, Kingsway, Nagpur - 440001	Branch In-charge 0712-2526927
38	Nasik	Maharashtra	The Capital, Second Floor, Thakkar Lane, Near Kulkarni Garden,	Branch In-charge 0253-6421196

Request for Proposal for Implementation of SD-WAN based MPLS VPN



S. N.	SIDBI Location	State	Contact Address	Contact Details
			Nasik - 422002	
39	Noida	Uttar Pradesh	5th Floor, Zygon Square, Plot No. 1, Block H-1A, Sector 63, Noida - 201307	Branch In-charge 0120-2427792/ 2427195
40	Rajkot	Gujarat	1st Floor, Nirmal, 7 Ramkrishna Nagar Corner, off. Dr. Yagnik Road, Opp. Municipal Comm. Bunglow, Rajkot - 360001	Branch In-charge 0281-2467490
41	Surat	Gujarat	402-403, 4th Floor, International Business Centre (IBC) Piplod, Surat - Dumas Road, Surat - 395007	Branch In-charge 0261-2727867
42	Thane	Maharashtra	1& 2, Dhanalaxmi Residency, Near Hotel Tip Top Plaza, L.B.S. Marg, Thane (W), Mumbai - 400602	Branch In-charge 022-25826614
43	Tirupur	Tamil Nadu	1st Floor, K.S.N. Complex, No. 74, J.G. Nagar, 60 Feet Road, Tirupur - 641602	Branch In-charge 0421-2485696
44	Ahmednagar	Maharashtra	Kamada House, First Floor, Next to Hotel Shradha, Savedi, Nagar - Manmad road, Savedi Road, Ahmednagar - 414003	Branch In-charge 0241 - 2426066
45	Agartala	Tripura	Bijoy Kumar Chowmuhani, Harish Thakur Road, Krishna Nagar, Agartala - 799001	Branch In-charge 0381-2323320
46	Aizawl	Mizoram	MARDIN Tuikhuatlang, Aizawl - 796001	Branch In-charge 0389-2323424
47	Balanagar	Telangana	206, Meghna Complex, Opp. Andhra Bank,, Balanagar Main Road, Balanagar, Hyderabad - 500037	Branch In-charge 040-23770295
48	Dimapur	Nagaland	IDC House, Kohima Road, Post Box No.45, Dimapur - 797112	Branch In-charge 0386-2225641
49	Gangtok	Sikkim	Lamtha Building, Deorali School Road, Deorali, Gangtok - 737102	Branch In-charge 03592-281443
50	Imphal	Manipur	Imphal Urban Co-operative Bank Building, M.G. Avenue, Imphal - 795001	Branch In-charge 0385-2446614
51	Itanagar	Arunachal Pradesh	1st Floor, Injos Complex, 12 T T Marg (VIP Raod), Bank Tinali, Itanagar - 791111	Branch In-charge 0360-2214749
52	Kanpur	Uttar Pradesh	Krishna Towe, First Floor, 15/63, Civil Lines, Kanpur - 208001	Branch In-charge 0512-2303069
53	Kishangarh	Rajasthan	First Floor, Near Agrasen Bhavan, Jaipur-Ajmer Road, Madanganj, Kishangarh - 305801	Branch In-charge 0141-5119426/ 5119437
54	Kolhapur	Maharashtra	S/10, Royal Heritage, Ground Floor, E - Ward , Opp. Basant Bahar Theatre, Assembly Road, Kolhapur - 416001	Branch In-charge 0231-2664144
55	Udaipur	Rajasthan	1-D, 1st floor, City Station Road, Udiapole, Opposite Bank of Maharashtra, Udaipur - 313001	Branch In-charge 0294-2426866
56	Madurai	Tamil Nadu	Maditssia Auditorium, Ground Floor, 1A-4A, DR. Ambedkar Road Madurai - 625020	Branch In-charge 0452-2526130
57	Mysore	Karnataka	No.363, Sri Hari Complex, Sita Vilas Road, Near MUDA Office, Chamaraja Mohalla, Mysore - 570024	Branch In-charge 8212424500
58	Panaji	Goa	New Horizon Building, 1 st Floor, St. Marys Colony, Dr Dayanand Bandodkar	Branch In-charge 0832-2461900

S. N.	SIDBI Location	State	Contact Address	Contact Details
			Marg, Miramar, Panaji - 403001	
59	Patna	Bihar	Hotel Minar Building, Part II, 2nd Floor, Exhibition Road, Patna - 800001	Branch In-charge 0612-2500915
60	Peenya	Karnataka	PIA Bhavan, 1 st Stage, 1 Cross, Peenya Industrial Area, Bangalore - 560058	Branch In-charge 080-28377773
61	Puducherry	Puducherry	2nd Floor, No.129, Vysial Street, Post Box No.113, Puducherry - 605001.	Branch In-charge 0413-2339040
62	Raipur	Chattisgarh	Second Floor, Chawla Comp[lex, Sai Nagar, Raipur - 492009	Branch In-charge 0771-2883733
63	Ranchi	Jharkhand	20, Chaibasa Main Road, Near Rajendra Chowk, Doranda, Ranchi - 834002	Branch In-charge 0651-2482761
64	Rourkela	Orissa	Hotel Nidhi Complex, Power House Road, Rourkela - 769001	Branch In-charge 0661 - 6507553
65	Rudrapur	Uttarakhand	First Floor, 22 Avas Vikas, Near ICICI Bank Ltd. Delhi-Nainital Highway, Rudrapur, Udham Singh Nagar - 263153	Branch In-charge 05944-246806
66	Shillong	Meghalaya	1st Floor, Montfort Building, Dhankheti, Malki, Shillong-793001	Branch In-charge 0364-2222639
67	Varanasi	Uttar Pradesh	3rd Floor, Anant Complex, D-64/132K, Sigra, Varanasi - 221010	Branch In-charge 0542-2223465
68	Vatva	Gujarat	First floor, A/1, Shiv Shakti Complex, Opp. Samrat Nagar, Near Isanpur BRTS, Narol-Naroda Road, Isanpur, Ahmedabad - 382 443	Branch In-charge 079-25811101
69	Vijayawada	Andhra Pradesh	2nd Floor, Corniche Square,67, Gurunanak Nagar, Colony, Opp. APIIC Ltd. Head Office Vijayawada - 520008	Branch In-charge 0866-2555028
70	Visakhapatnam	Andhra Pradesh	J R Plaza, 2nd floor, Near Gurudwara, Seetammadhara Visakhapatnam 530013	Branch In-charge 0891-6459413
71	New Delhi (ISTSL)	Delhi	E # 1, First Floor, Baluja House, Jhandewalan Extension, New Delhi – 110055	Branch In-charge 011-23535395
72	New Delhi (K G Marg)	Delhi	Room No.1108-10, 11th Floor, Antriksh Bhawan, 22 Kasturba Gandhi Marg, New Delhi 110 001.	In-charge 011- 40078388
C. AGGREGATION POINTS				
1	DC - Mumbai	Maharashtra	MSME Development Centre Plot No.C- 11, G - Block, Bandra Kurla Complex , Bandra (East), Mumbai - 400 051	Mr C R Prasad 022 - 67531238
2	DR - Chennai	Tamil Nadu	Overseas Towers, 756-L, Anna Salai, Chennai - 600002	Ms Anju Rani Jain 044-28413716

