# THE KANGRA CENTRAL CO-OPERATIVE BANK LTD. DHARAMSHALA

**Sehkar Jyoti Building, Civil Lines, Dharamshala, Teh. Dharamshala, Distt. Kangra, Himachal Pradesh, 176 215, India.**

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*Pre-bid Response*

RFP Notice No. KCCB/IT/2022/01(A)

## Supply, Installation, Implementation, Configuration, Integration, Testing, Commissioning and Maintenance of Compute / Storage and Ancillary Infrastructure, Networking Devices and SDWAN Services at the Data Centre, Disaster Recovery Site and Branch Locations

December, 2022

## Response to Pre Bid Queries (Dated January 07, 2023)

| Requesting prospective bidder | S No | Section and Page # of the Request for Proposal | Requested Change | Response |
|---|---|---|---|---|
| Cisco Commerce India Pvt. Ltd. | 1. | 1 26 | Change the clause as: All the infrastructure software provided should be licensed to provide all the features asked via this RFP. This includes, HCI software, Management of HCI etc. | Accepted. The RFP stands amended accordingly. |
| | 2. | 1 26 | Change the clause as: The proposed HCI software & hardware should be factory integrated by the OEM as an appliance. | Partially accepted (Both the solutions). The RFP stands amended accordingly. |
| | 3. | 1 26 | Change the clause as: Proposed solution must support at least one hypervisors amongst the mainstream Enterprise grade hypervisors like VMware / Hyper-V. The hypervisor should be able to run on Non-HCI environment of rack servers and blade servers too and can be managed via same virtualization management solution like vcenter etc. | Accepted. The RFP stands amended accordingly. |
| | 4. | 1 26 | Change the clause as: The proposed solution must allow the mixing of different CPU families within a cluster, to allow for continual replacement of old hardware by "rolling forward" the cluster over time. | Accepted. The RFP stands amended accordingly. |
| | 5. | 1 26 | Change the clause as: The proposed solution must offer the ability to add nodes of different CPU and RAM configuration. The solution should also allow integration with 3rd party SAN and NAS storage. | Accepted. The RFP stands amended accordingly. |
| | 6. | 1 26 | Change the clause as: The proposed HCI solution must support Data Compression, Deduplication natively and licenses for this feature should be factored in the bill of material. | Accepted. The RFP stands amended accordingly. |
| | 7. | 1 26 | Change the clause as: Must support Instant space optimized point-in-time Snapshots. | Accepted. The RFP stands amended accordingly. |
| | 8. | 1 | Change the clause as: | Accepted. |

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| | 26 | The proposed solution must provide the automated rolling upgrades of hypervisor, storage software, and firmware with no VM or storage down time and accomplish these non-disruptive upgrades, all from a single GUI interface. | The RFP stands amended accordingly. |
| 9. | 1 27 | Change the clause as: The solution design should be resilient to withstand one node failure or one disk failure. | Partially Accepted. (Except rack and site failure). The RFP stands amended accordingly. |
| 10. | 1 27 | Change the clause as: The solution design should provide no Single Point of Failure with complete redundancy. Nodes should be configured to have at least two copies of data available in cluster, in order to support data & cluster availability in event of One Node Failure. | Not Accepted. |
| 11. | 1 27 | Change the clause as: The solution should provide hyper converged software that allows delivery of enterprise-class storage services using latest x86 architecture server infrastructures without dependence on a separate Storage Area Network & associated components such as SAN Switches & HBAs. The proposed HCI solution should be engineered & integrated appliance. | Not Accepted. |
| 12. | 1 27 | Change the clause as: The HCI solution should support scaling hyper converged node (compute + storage), compute-only, storage-only (HDDs in existing node) independent of each other under a single cluster. If compute only node is added to the cluster which contributes to CPU and Memory resources of overall HCI Cluster, the HCI license should not be required for those compute only nodes. | Not Accepted. |
| 13. | 1 27 | Change the clause as: The proposed solution must include 20TB of scale-out NAS storage that can be native within the HCI or on a different NAS storage solution. | Accepted. Clause dropped. The RFP stands amended accordingly. |
| 14. | 1 27 | Change the clause as: The solution shall provide zero-data loss against 1 physical host failures. The solution should also store a redundant copy of the data which is accessible immediately by the Hypervisor and application. | Accepted. The RFP stands amended accordingly. |
| 15. | 1 | Change the clause as: | Accepted. |

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| | | 27 | Proposed solution should support synchronous and asynchronous, local and remote replication to the same x86 based HCI appliance in production and remote site. Bank expects 5-10 mins RPO. Bidder must provision for the same. WAN bandwidth will be provided by the Bank. | The RFP stands amended accordingly. |
| 16. | 1 27 | | Change the clause as: The solution should provide orchestration layer to have automated disaster recovery natively or via 3rd party solution. | Accepted. The RFP stands amended accordingly. |
| 17. | 1 27 | | Please delete this clause. | Accepted. The RFP stands amended accordingly. |
| 18. | 1 27 | | Change the clause as: The ability to replicate N:1 data center deployment of more than 2 DC's. | Accepted. The RFP stands amended accordingly. |
| 19. | 1 28 | | Change the clause as: The solution must allow natively or via third party software, changing of IP address of recovered Virtual Servers to match target datacenter. | Accepted. The RFP stands amended accordingly. |
| 20. | 1 28 | | Change the clause as: The solution should be able to publish DR drill reports, DR test reports and DR readiness check reports for audit and compliance purpose natively or via third party solution. | Not accepted. |
| 21. | 1 28 | | Change the clause as: Replication & DR automation licenses to be included. At least license for 10 VM's should be included in the solution that can be used to enabled replication. | Not accepted. |
| 22. | 1 28 | | Please delete this clause. | Accepted. The RFP stands amended accordingly. |
| 23. | 1 28 | | Change the clause as: The solution should provide a stateful distributed or virtual firewall that can provide L4-L7 traffic filtering without traffic going to a Physical Firewall. | Accepted. The RFP stands amended accordingly. |
| 24. | 1 28 | | Change the clause as: The proposed solution must be managed through an HTML5 web based console or via virtual appliance that provides a single pane of glass view for the entire environment including | Accepted. The RFP stands amended accordingly. |

| | | | | 3rd party SAN and VM inventory. | |
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| 25. | 1 | 28 | | Change the clause as:<br><br>The solution should provide explanations, recommended solutions to performance, capacity & configuration problems. | Accepted.<br>The RFP stands amended accordingly. |
| 26. | 1 | 28 | | Change the clause as:<br><br>Capacity planning must be integrated into the proposed solution, the solution should support multiple environments (VMware, Hyper-V, Redhat, Kubernetes) to access information about the managed VM's, Hosts, data stores and execute commands such as provisioning, resizing or reconfiguring entities in the environment. Can perform system monitoring, report on wasted storage, recommend actions, execute moves for VMs and VM storage, and execute VM reconfiguration (change CPU count, memory, etc.) | Not accepted. |
| 27. | 1 | 28 | | Please delete the clause. | Not accepted. |
| 28. | 1 | 29 | | Change the clause as:<br><br>The solution should provide authentication, authorization and accounting (AAA) and should support integration with multi-factor authentication solution. | Partially accepted (out of box removed).<br>The RFP stands amended accordingly. |
| 29. | 1 | 29 | | Please delete the clause as this is OEM Specific. | Accepted.<br>The RFP stands amended accordingly. |
| 30. | 1 | 29 | | Change the clause as:<br><br>The solution shall provide an orchestration engine with ready workflows and ability to create custom workflows based on REST operations and PowerShell scripts. | Accepted.<br>The RFP stands amended accordingly. |
| 31. | 1 | 29 | | Change the clause as:<br><br>Natively or via third party solution integration, the solution should be able to do cost and show/charge back to private cloud users for application or workloads. | Accepted.<br>The RFP stands amended accordingly. |
| 32. | 1 | 29 | | Change the clause as:<br><br>24 Core of minimum 2.4 GHz with latest generation of processors. | Not accepted.<br>Typographic error corrected in the RFP. |
| 33. | 1 | 29 | | Change the clause as:<br><br>Requesting to put 2 TOR Switch of 48 10/25G SFP+ ports at DC and DR to connect 3 Clusters at | Partially Accepted.<br>The RFP stands amended |

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| | | | each location. | accordingly. |
| 34. | 1 39 | Change the clause as: Requesting to put 2 TOR Switch of 48 10/25G SFP+ ports at DC and DR to connect 3 Clusters at each location. | Partially Accepted. The RFP stands amended accordingly. |
| 35. | 1 31 | The Class A category requirement has been specified only as part of the SD-WAN solution and not considered for network, HCI, Firewall and other components. Please drop this clause to allow wider participation. | Accepted. All Government orders shall be applicable on all the components. The RFP stands amended accordingly. |
| 36. | 1 31 | This is different for different OEMs. Please change clause to; The SD WAN should support streaming telemetry / any equivalent technology for real time monitoring and report purpose. | Accepted. The RFP stands amended accordingly. |
| 37. | 1 31 | Please Remove "Link Capacity". Please change to: Based on network analysis of the current setup the solution must select best path based on link quality, policy or link capacity. | Not accepted. |
| 38. | 1 31 | Delete the clause as changes at the device level should be avoided and used only for debugging and rather central management station should be the sole owner of the configuration in a SD-WAN solution. | Accepted. The RFP stands amended accordingly. |
| 39. | 1 32 | Need to remove "Hop Count" - hop count is not a valid SLA parameter to be checked in case of overlay WAN. Everything will be one hop away. | Accepted. The RFP stands amended accordingly. |
| 40. | 1 32 | This clause needs to be removed as it is dependent on multiple factors. Different OEMs address his problem differently. This is proprietary to a single OEM. | Accepted. The RFP stands amended accordingly. |
| 41. | 1 32 | Kindly reword to SDWAN should enable to leverage all available links / paths for traffic. | Not Accepted. |
| 42. | 1 32 | Kindly reword to the SD WAN solution must be able to apply QOS policies to all the traffic seen in network, including TCP, UDP and other non-TCP traffic types. | Not Accepted. |
| 43. | 1 33 | Needs clarification if Static to Hub will be needed. | Clarified. No change in RFP is needed. |
| 44. | 1 33 | Need clarification. Full mesh doesn't mean connectivity to branch and hub but between everyone. So kindly specify. | Clarified. No change in RFP is needed. |

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| 45. | 1 33 | Please clarify as if change in link requires IP change, interface IP configuration needs to be done. | Clarified. No change in RFP is needed. |
| 46. | 1 33 | Change and compliance management are ITSM requirements and not part of SDWAN solution. Kindly reword the clause as follows; The centralized management appliance installed at DC must provide a single, unified platform for network service provisioning, monitoring and assurance, change and compliance management directly or with 3rd party tool. | Not Accepted. |
| 47. | 1 33 | Please note that aggregate stats will not be natively available but external reporting server can address but not real time. | Clarified. No change in RFP is needed. |
| 48. | 1 33 | Need to remove "Hop Count" - hop count is not a valid SLA parameter to be checked in case of overlay WAN. Everything will be one hop away. | Accepted. The RFP stands amended accordingly. |
| 49. | 1 34 | This is not part of SD-WAN solution. Request you to drop OTP based SMS requirement, this is proprietary clause. | Accepted. The RFP stands amended accordingly. |
| 50. | 1 35 | Kindly reword as follows: Device should support ZTP. | Accepted. The RFP stands amended accordingly. |
| 51. | 2 36 | Remove The plug & play installation/ one touch provisioning though Mobile APP. This is a proprietary clause. | Accepted. The RFP stands amended accordingly. |
| 52. | 2 36 | Kindly remove SMS. This is not part of SD-WAN solution. | Accepted. The RFP stands amended accordingly. |
| 52. | 3 37 | Remove USB *1, SSD, Kindly reduce to 8GB RAM. | Partially Accepted. The RFP stands amended accordingly. |
| 53. | 3 37 | The Class A category requirement has been specified only as part of the SD-WAN solution and not considered for network, HCI, Firewall and other components. Please drop this clause to allow wider participation. | Accepted. All Government orders shall be applicable on all the components. The RFP stands amended accordingly. |

| 54. | 4 37 | Kindly Change: WAN ports x2 or WAN ports *3 in future, Kindly drop 64 Gb SSD. USD *1. | Partially Accepted. The RFP stands amended accordingly. |
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| 55. | 4 37 | At present the branch do not have 800 Mbps throughput. This is almost 60 -80 times the current requirement and the solution is oversized. Please bring this down to 100 Mbps at least. | Accepted. The RFP stands amended accordingly. |
| 56. | 4 37 | Please drop VPN termination in transparent mode from the requirement. This is redundant and not allowing us to bid. | Accepted. The RFP stands amended accordingly. |
| 57. | 4 38 | The Class A category requirement has been specified only as part of the SD-WAN solution and not considered for network, HCI, Firewall and other components. Please drop this clause to allow wider participation. | Accepted. All Government orders shall be applicable on all the components. The RFP stands amended accordingly. |
| 58. | 1 38 | Suggestion/Modification: Switch should support minimum 256,000 no. of MAC addresses. | Accepted. The RFP stands amended accordingly. |
| 59. | 2 38 | Suggestion/Modification: Switch should support multicast traffic reachability using PIM-SM and SSM. | Accepted. The RFP stands amended accordingly. |
| 60. | 3 38 | Suggestion/Modification: It should support minimum 512 Active VLANs and should be possible to configure port based VLAN. | Accepted. The RFP stands amended accordingly. |
| 61. | 4 38 | Suggestion/Modification: The switch should be UL-UL60950-1, FCC Part 15, VCCI Class A, EN 55022/55032, EN 55024/CISPR32, CAN/CSA 22.2 No.60950-1, Reduction of Hazardous Substances (ROHS) certified. | Accepted. The RFP stands amended accordingly. |
| 62. | 5 38 | Suggestion/Modification: It should support Eight hardware-based queues per port with Weighted Round Robin (WRR)/Shaped Round Robin (SRR). | Accepted. The RFP stands amended accordingly. |
| 63. | 6 38 | EAL3/CC/NDcPP certified or equivalent. | Accepted. The RFP stands amended |

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| Cyfuture India Private Limited. | 1. | 4.2 15 | Request to Change as The Bidder / OEM should have established at least three Data Centers during last 07 years out of which at least one should be functional in a Bank or Govt. establishment in India or Bidders own data center for Public use. | Accepted. The RFP stands amended accordingly. |
| | 2. | 4.11 18 | As per current situation of availability of material request you to change to Nine Months. | Accepted. The RFP stands amended accordingly. |
| | 3. | 4.16 19 | Request to incorporate as if any changes in GST, duties, license fees, octroi etc. by Govt. after submission of the bids will be paid on actual. | Accepted. The RFP stands amended accordingly. |
| | 4. | 4.15 19 | Request you to kindly keep Maximum penalty capping 10% of the undelivered portion. | Accepted. The RFP stands amended accordingly. |
| HTIS | 1. | 4.2 15 | Please amend as The Bidder / OEM should have established…... This amendment shall result in more participation and competition; benefitting the bank. Such installations are always carried out through pro deploy involving OEMs and bidders. | Partially accepted. Experience of SDWAN also allowed. The RFP stands amended accordingly. |
| | 2. | 5.3.2 26 | Suggestion/Modification: All the infrastructure software provided should be licensed to provide all the features asked via this RFP. This includes, HCI software, Management of HCI etc. | Accepted. The RFP stands amended accordingly. |
| | 3. | 5.3.2 26 | Suggestion/Modification: The proposed HCI software & hardware should be factory integrated by the OEM as an appliance. | Partially accepted (Both the solutions). The RFP stands amended accordingly. |
| | 4. | 5.3.2 26 | Suggestion/Modification: Proposed solution must support at least one hypervisors amongst the mainstream Enterprise grade hypervisors like VMware/Hyper-V. The hypervisor should be able to run on Non-HCI environment of rack servers and blade servers too and can be managed via same virtualization management solution like vcenter etc. | Accepted. The RFP stands amended accordingly. |
| | 5. | 5.3.2 26 | Suggestion/Modification: The proposed solution must allow the mixing of different CPU families within a cluster, to allow for continual replacement of | Accepted. The RFP stands amended |

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| | | | old hardware by "rolling forward" the cluster over time. | accordingly. |
| | 6. | 5.3.2 26 | Suggestion/Modification: The proposed solution must offer the ability to add nodes of different CPU and RAM configuration. The solution should also allow integration with 3rd party SAN and NAS storage. | Accepted. The RFP stands amended accordingly. |
| | 7. | 5.3.2 26 | Suggestion/Modification: The proposed HCI solution must support Data Compression, Deduplication natively and licenses for this feature should be factored in the bill of material. | Accepted. The RFP stands amended accordingly. |
| | 8. | 5.3.2 26 | Suggestion/Modification: Must support Instant space optimized point-in-time Snapshots. | Accepted. The RFP stands amended accordingly. |
| | 9. | 5.3.2 26 | Suggestion/Modification: The proposed solution must provide the automated rolling upgrades of hypervisor, storage software, and firmware with no VM or storage down time and accomplish these non-disruptive upgrades, all from a single GUI interface. | Partially Accepted. (Except rack and site failure). The RFP stands amended accordingly. |
| | 10. | 5.3.2 27 | Suggestion/Modification: The solution design should be resilient to withstand one node failure or one disk failure. | Partially Accepted. (Except rack and site failure). The RFP stands amended accordingly. |
| | 11. | 5.3.2 27 | Suggestion/Modification: The solution design should provide no Single Point of Failure with complete redundancy. Nodes should be configured to have at least two copy of data available in cluster, in order to support data & cluster availability in event of One Node Failure. | Not Accepted. |
| | 12. | 5.3.2 27 | Suggestion/Modification: The solution should provide hyper converged software that allows delivery of enterprise-class storage services using latest x86 architecture server infrastructures without dependence on a separate Storage Area Network & associated components such as SAN Switches & HBAs. The proposed HCI solution should be engineered & integrated appliance. | Not Accepted. |
| | 13. | 5.3.2 27 | Suggestion/Modification: The HCI solution should support scaling hyper-converged node (compute + storage), compute- | Not Accepted. |

| | | | only, storage-only (HDDs in existing node) independent of each other under a single cluster. If compute only node is added to the cluster which contributes to CPU and Memory resources of overall HCI Cluster, the HCI license should not be required for those compute only nodes. | |
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| 14. | 5.3.2 | 27 | Suggestion/Modification: The proposed solution must include 20TB of scale-out NAS storage that can be native within the HCI or on a different NAS storage solution. | Accepted. Clause dropped. The RFP stands amended accordingly. |
| 15. | 5.3.2 | 27 | Suggestion/Modification: The solution shall provide zero-data loss against 1 physical host failures. The solution should also store a redundant copy of the data which is accessible immediately by the Hypervisor and application. | Accepted. The RFP stands amended accordingly. |
| 16. | 5.3.2 | 27 | Suggestion/Modification: Proposed solution should support synchronous and asynchronous, local and remote replication to the same x86 based HCI appliance in production and remote site. Bank expects 5-10 mins RPO. Bidder must provision for the same. WAN bandwidth will be provided by the bank. | Accepted. The RFP stands amended accordingly. |
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| 18. | 5.3.2 | 27 | Suggestion/Modification: Please delete this clause. | Accepted. The RFP stands amended accordingly. |
| 19. | 5.3.2 | 27 | Suggestion/Modification: The ability to replicate N:1 data center deployment of more than 2 DC's. | Accepted. The RFP stands amended accordingly. |
| 20. | 5.3.2 | 28 | Suggestion/Modification: The solution must allow natively or via third party software, changing of IP address of recovered Virtual Servers to match target datacenter. | Accepted. The RFP stands amended accordingly. |
| 21. | 5.3.2 | 28 | Suggestion/Modification: The solution should be able to publish DR drill reports, DR test reports and DR readiness check reports for audit and compliance purpose natively or via third party solution. | Not accepted. |
| 22. | 5.3.2 | | Suggestion/Modification: | Not accepted. |

| | | 28 | Replication & DR automation licenses to be included. At least license for 10 VM's should be included in the solution that can be used to enabled replication. | |
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| 23. | 5.3.2 28 | Suggestion/Modification: Please delete this clause. | Accepted. The RFP stands amended accordingly. |
| 24. | 5.3.2 28 | Suggestion/Modification: The solution should provide a stateful distributed or virtual firewall that can provide L4-L7 traffic filtering without traffic going to a Physical Firewall. | Accepted. The RFP stands amended accordingly. |
| 25. | 5.3.2 28 | Suggestion/Modification: The proposed solution must be managed through an HTML5 web based console or via virtual appliance that provides a single pane of glass view for the entire environment including 3rd party SAN and VM inventory. | Accepted. The RFP stands amended accordingly. |
| 26. | 5.3.2 28 | Suggestion/Modification: The solution should provide explanations, recommended solutions to performance, capacity & configuration problems. | Accepted. The RFP stands amended accordingly. |
| 27. | 5.3.2 28 | Suggestion/Modification: Capacity planning must be integrated into the proposed solution, the solution should support multiple environments (VMware, Hyper-V, Redhat, Kubernetes) to access information about the managed VM's, Hosts, data stores and execute commands such as provisioning, resizing or reconfiguring entities in the environment. Can perform system monitoring, report on wasted storage, recommend actions, execute moves for VMs and VM storage, and execute VM reconfiguration (change CPU count, memory, etc.). | Not accepted. |
| 28. | 5.3.2 28 | Please delete the clause. | Not accepted. |
| 29. | 5.3.2 29 | Suggestion/Modification: The solution should provide authentication, authorization and accounting (AAA) and should support integration with multi-factor authentication solution. | Partially accepted (out of box removed). The RFP stands amended accordingly. |
| 30. | 5.3.2 29 | Please delete the clause as this is OEM Specific. | Accepted. The RFP stands amended accordingly. |

| 31. | 5.3.2 29 | Suggestion/Modification: The solution shall provide an orchestration engine with ready workflows and ability to create custom workflows based on REST operations and PowerShell scripts. | Accepted. The RFP stands amended accordingly. |
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| 32. | 5.3.2 29 | Suggestion/Modification: Natively or via third party solution integration, the solution should be able to do cost and show/charge back to private cloud users for application or workloads. | Accepted. The RFP stands amended accordingly. |
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| 34. | 5.3.2 29 | Requesting to put 2 TOR Switch of 48 10/25G SFP+ ports at DC and DR to connect 3 Clusters at each location | Partially Accepted. The RFP stands amended accordingly. |
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| 38. | 5.3.2 30 | Requesting to put 2 TOR Switch of 48 10/25G SFP+ ports at DC and DR to connect 3 Clusters at each location | Partially Accepted. The RFP stands amended accordingly. |
| 39. | 5.4.2 31 | The Class A category requirement has been specified only as part of the SD-WAN solution and not considered for network, HCI, Firewall and other components. Please drop this clause to allow wider participation. | Accepted. All Government orders shall be applicable on all the components. The RFP stands amended accordingly. |
| 40. | 5.4.2 31 | This is different for different OEMs. Please change clause to; The SD WAN should support streaming telemetry/ any equivalent technology for real time monitoring and report purpose. | Accepted. The RFP stands amended accordingly. |

| | 41. | 5.4.2 31 | Please Remove "Link Capacity". Please change to: Based on network analysis of the current setup the solution must select best path based on link quality, policy or link capacity. | Not accepted. |
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| | 42. | 5.4.2 31 | Delete the clause as changes at the device level should be avoided and used only for debugging and rather central management station should be the sole owner of the configuration in a SD-WAN solution. | Accepted. The RFP stands amended accordingly. |
| | 43. | 5.4.2 32 | Need to remove "Hop Count" - hop count is not a valid SLA parameter to be checked in case of overlay WAN. Everything will be one hop away | Accepted. The RFP stands amended accordingly. |
| | 44. | 5.4.2 32 | This clause needs to be removed as it is dependent on multiple factors. Different OEMs address his problem differently. This is proprietary to a single OEM. | Accepted. The RFP stands amended accordingly. |
| | 45. | 5.4.2 32 | Kindly reword to SDWAN should enable to leverage all available links / paths for traffic | Not Accepted. |
| | 46. | 5.4.2 32 | Kindly reword to the SD WAN solution must be able to apply QOS policies to all the traffic seen in network, including TCP, UDP and other non-TCP traffic types. | Not Accepted. |
| | 47. | 5.4.2 33 | Needs clarification if Static to Hub will be needed | Clarified. No change in RFP is needed. |
| | 48. | 5.4.2 33 | Need clarification. Full mesh doesn't mean connectivity to branch and hub but between everyone. So kindly specify. | Clarified. No change in RFP is needed. |
| | 49. | 5.4.2 33 | Please clarify as if change in link requires IP change, interface IP configuration needs to be done. | Clarified. No change in RFP is needed. |
| | 50. | 5.4.2 33 | Change and compliance management are ITSM requirements and not part of SDWAN solution. Kindly reword the clause as follows; The centralized management appliance installed at DC must provide a single, unified platform for network service provisioning, monitoring and assurance, change and compliance management directly or with 3rd party tool | Not Accepted. |
| | 51. | 5.4.2 33 | Please note that aggregate stats won't be natively available but external reporting server can address but not real time. | Clarified. No change in RFP is needed. |
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| 53. | 5.4.2 34 | This is not part of SD-WAN solution. Request you to drop OTP based SMS requirement, this is proprietary clause | Accepted. The RFP stands amended accordingly. |
| 54. | 5.4.2 35 | Kindly reword as follows: Device should support ZTP. | Accepted. The RFP stands amended accordingly. |
| 55. | 5.4.2 36 | Remove The plug & play installation/ one touch provisioning though Mobile APP. This is a proprietary clause. | Accepted. The RFP stands amended accordingly. |
| 56. | 5.4.2 36 | Kindly remove SMS. This is not part of SD-WAN solution. | Accepted. The RFP stands amended accordingly. |
| 57. | 5.4.2 37 | Remove USB *1, SSD, Kindly reduce to 8GB RAM. | Partially Accepted. The RFP stands amended accordingly. |
| 58. | 5.4.2 37 | The Class A category requirement has been specified only as part of the SD-WAN solution and not considered for network, HCI, Firewall and other components. Please drop this clause to allow wider participation. | Accepted. All Government orders shall be applicable on all the components. The RFP stands amended accordingly. |
| 59. | 5.4.2 37 | Kindly Change: WAN ports x2 or WAN ports *3 in future, Kindly drop 64 Gb SSD. USD *1 | Partially Accepted. The RFP stands amended accordingly. |
| 60. | 5.4.2 37 | At present the branch do not have 800 Mbps throughput. This is almost 60 -80 times the current requirement and the solution is oversized. Please bring this down to 100 Mbps at least. | Accepted. The RFP stands amended accordingly. |
| 61. | 5.4.2 37 | Please drop VPN termination in transparent mode from the requirement. This is redundant and not allowing us to bid. | Accepted. The RFP stands amended accordingly. |
| 62. | 5.4.2 38 | The Class A category requirement has been specified only as part of the SD-WAN solution and not considered for network, HCI, Firewall and other components. Please drop this clause | Accepted. All Government orders shall be applicable on all the |

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| | | | to allow wider participation. | components. The RFP stands amended accordingly. |
| 63. | 5.5.2-1 | 39 | Suggestion/Modification: Switch should support minimum 256,000 no. of MAC addresses. | Accepted. The RFP stands amended accordingly. |
| 64. | 5.5.2-1 | 39 | Suggestion/Modification: Switch should support multicast traffic reachability using PIM-SM and SSM. | Accepted. The RFP stands amended accordingly. |
| 65. | 5.5.2-3 | 42 | Suggestion/Modification: It should support minimum 512 Active VLANs and should be possible to configure port based VLAN. | Accepted. The RFP stands amended accordingly. |
| 66. | 5.5.2-3 | 42 | Suggestion/Modification: The switch should be UL-UL60950-1, FCC Part 15, VCCI Class A, EN 55022/55032, EN 55024/CISPR32, CAN/CSA 22.2 No.60950-1, Reduction of Hazardous Substances (ROHS) certified. | Accepted. The RFP stands amended accordingly. |
| 67. | 5.5.2-3 | 42 | Suggestion/Modification: It should support Eight hardware-based queues per port with Weighted Round Robin (WRR)/Shaped Round Robin (SRR). | Accepted. The RFP stands amended accordingly. |
| 68. | 5.5.2-3 | 42 | Suggestion/Modification: EAL3/CC/NDcPP certified or equivalent. | Accepted. The RFP stands amended accordingly. |
| 69. | 5.6.2 | 44 | Please amend the clause to 6 Million Concurrent Sessions and 240,000 new sessions/second. | Partially Accepted. The RFP stands amended accordingly. |
| 70. | 5.6.2 | 44 | RIPng (RIP next generation) is an extension of RIPv2 for support of IPv6, the next generation Internet Protocol. Since RIP is an outdated protocol, we only support RIPv1 and RIPv2. RIP has a lot of limitations, ie Hop count = 15, slow convergence, hence it is not used widely. Would suggest using OSPFv3 instead. Please amend the clause to support IPv6 RIPng or OSPFv3. | Not accepted. |
| 71. | 5.6.2 | 44 | Please amend clause to allow EAL 4 certified. | Accepted. The RFP stands amended accordingly. |

| Future Netwings Solutions Pvt. Ltd. | 1. | 4.2 15 | Kindly clarify that asked ISO: 9000 certificate is ISO 9001 or ISO 9000 series. | Clarified. Anyone of them shall be acceptable. |
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| | 2. | 4.10.3 17 | It is requested to kindly accept 20% against Successful Installation, 5% against Commissioning and balance 5% against sign off. This will help the vendor to manage the Manpower expense that will occur during the execution period. Request kindly accept this clause & oblige. | Not accepted. Suo motto changes in the RFP have been made. |
| | 3. | 4.12.1 18 | We wish to bring to your kind notice that MSME units are exempted from submission of Tender Document Cost, Earnest Money Deposit (EMD) as per GoI guidelines to this effect.   The GoI guidelines / notification to this effect are being enclosed for reference. In view of the above we humbly request to grant permission from exemption of Tender Document Cost & Earnest Money Deposit (EMD) to all MSME units as per GoI guidelines to this effect. | Accepted. All Government orders shall be applicable on all the components. The RFP stands amended accordingly. |
| | 4. | 4.14.1 18 | In the specifications of all the major components, it has been specified that all the hardware supplied shall be with 5 Years comprehensive warranty. | Clarified. No change in RFP is needed. |
| | 5 | 5.4.2 31 | This clause is restricting Leading OEM which are not make in India , Request to remove this for wider participation, which will help in best of breed solution and price benefit to end user. | Not accepted. All Government orders shall be applicable on all the components. The RFP stands amended accordingly. |
| | 6. | 5.4.2 31 | The SD WAN should support streaming telemetry and RTP protocol for real time monitoring and report purpose or should provide the real time network status and health. | Accepted. The RFP stands amended accordingly. |
| | 7. | 5.4.2 32 | The tunnel creation / Path selection should be automatic without any manual configuration / Intervention on the edges and the controller. Request to relax the clause for leading OEM to participate. | Accepted. The RFP stands amended accordingly. |
| | 8. | Additional | The specification provided is not generic. The SDWAN solution for every OEM is different, Request to kindly add the functional requirement along with traffic security required. Request to change the SDWAN specification to generic functional for leading OEM to participate. | Not accepted. |

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| | 9. | 5.4.2<br>33 | Requesting clarification on the duration for which historical traffic has to be stored. | Clarified.<br>No change in RFP is needed. |
| | 10. | 5.4.2<br>36 | Requesting clarification on the duration for which historical traffic has to be stored. | Clarified.<br>No change in RFP is needed. |
| | 11. | 5.4.2<br>35 | Requesting clarification if the ask is only about the capability of the controller to be configured in HA or HA has to be provided from day-1. | Clarified.<br>No change in RFP is needed. |
| | 12. | 6.5<br>51 | On page number 3 under tender notification clause & Page number 10 & Clause 3.2 - Cost of the Request for Proposal document the cost of tender document is specified as Rs. 5,000/-. Whereas in the mentioned clause the cost of Tender document is Rs. 10,000/-. Request kindly clarify on the same.<br>Also, as per Page no.10 clause 3.2, we understand the cost of tender document is exempted for the MSME & Startups. Request kindly confirm & oblige. | ₹ 5,000/- (Rupees Five Thousand Only).<br>The RFP stands amended accordingly. |
| Infinity Labs | 1. | 4.2<br>15 | Requesting clarification on ISO 9000 certification, is it ISO 9001 which is asked? Is it a typo error? | Clarified.<br>Anyone of them shall be acceptable. |
| | 2. | 5.4.2<br>33 | Requesting clarification on the duration for which historical traffic has to be stored. | Clarified.<br>No change in RFP is needed. |
| | 3. | 5.4.2<br>36 | Requesting clarification on the duration for which historical traffic has to be stored. | Clarified.<br>No change in RFP is needed. |
| | 4. | 5.4.2<br>35 | Requesting clarification if the ask is only about the capability of the controller to be configured in HA or HA has to be provided from day-1. | Clarified.<br>No change in RFP is needed. |
| Microscan Communications Pvt Ltd | 1. | 4.17<br>19 | We request you to kindly reduce the performance guarantee from 5% to 3% as per the guideline issued by the Department of Expenditure, Ministry of Finance, Government of India in OM No. F. 9/4 /2020-PPD dated 30.12.2021 and its further extension on 30.12.2022. | Accepted.<br>All Government orders shall be applicable on all the components.<br>The RFP stands amended accordingly. |
| RailTel Corporation of India Limited | 1. | 4.2<br>15 | It is hence requested to amend the Clause suitably as below so that work done in prior years shall also be considered:-<br>The Bidder should have established at least three Data Centres during last 07 years out of which at least one should be functional in a Bank or Govt. | Accepted.<br>The RFP stands amended accordingly. |

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| | | | establishment in India. | |
| | 2. | 4.17<br>19 | The successful Bidder(s) shall furnish a security in the form of bank guarantee in favour of the Managing Director, The Kangra Central Cooperative Bank, Dharamshala @ 3% of the total value of the order placed to the Bidder, and the same must be valid for 5 years from the date of order, which shall be discharged thereafter. | Accepted.<br>All Government orders shall be applicable on all the components.<br>The RFP stands amended accordingly. |
| | 3. | 6.5<br>18 | It is certified and declared that RailTel Corporation of India Ltd (A Mini Ratna Category-I enterprise) is a Central PSU under the Ministry of Railways, Government of India and was incorporated in Sept., 2000.<br><br>1) Exemption clause as per the policy of Government of India in vogue:<br><br>Under GFR Rule 2017 (iii), Rule No. 170: Provision of Bid Security Declaration in place of EMD.<br>General terms and conditions on GeM 3.0 (Version 1.13): Clause No. 4. (xiii) e-Bidding and Reverse Auction (RA) on GeM vide sub clause (m). (ix) Central / State PSUs are exempted in furnishing EMD.<br><br>2) Letter Ref:<br>• Extracted page of GFR 2017 containing Rule No. 170 (iii).<br>• Railway Letter for exemption from payment of EMD.<br>• GTC_on_GeM_V1.21_09Feb22<br>In view of the above, submitted for consideration of exemption for submitting the EMD by amending/inserting the below in this Clause:-<br>EMD amount is relaxed for Public Sector Undertakings who wish to participate in this tender. | Accepted.<br>All Government orders shall be applicable on all the components.<br>The RFP stands amended accordingly. |
| Ishan Technology | 1. | 4.2<br>15 | We request you to kindly add below clause in Technical Eligibility Criteria:<br><br>Bidder should have experience of below components:<br>1) Modular Data Centre Setup<br>2) SDWAN<br>3) HCI<br>4) Core DC Network<br><br>Documents to be submitted:<br>Copy of Purchase Orders, or Contracts or Letters of Appreciation should be enclosed. | Not accepted. |
| | 2. | 4.2<br>15 | We request you to kindly amend this clause as below: | Clarified.<br>Anyone of them |

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| | | | The Bidder should have below certificates:<br>1) ISO 9001<br>2) ISO 27001<br>3) ISO 20000-1<br>4) CMMI Level 3 | shall be acceptable. |
| | 3. | Additional Eligibility Criteria | We request you to kindly add below clause:<br>If bidder having single PO from customer for multiple DATACENTER at multiple locations, each Location / DATACENTER will be considered as separate experience proof. Kindly confirm. | Not accepted. |
| Hewlett Packard Enterprise India Pvt. Ltd. | 1. | General: 26 | Proposed HCI solution must be present in at least 5 banking / Government customers in India, and must be running the production workload of banks/Government customers. Majority of Banking customers have not adopted HCI as platform for their production workloads due to varied workloads i.e virtualized/bare metal. HCI only support virtualized workload. | Partially Accepted (02 Banks).<br>The RFP stands amended accordingly. |
| | 2. | HCI Architecture: 26 | Proposed solution must support at least one hypervisors amongst the mainstream HCI hypervisors, namely Acropolis/ ESXi/ Hyper-V. The licenses for only one hypervisor shall be supplied along with the solution hence Bank will only use only one hypervisor during the life span of the product. Moreover this clause is OEM specific and should be relaxed for wider OEM participation. | Accepted.<br>The RFP stands amended accordingly. |
| | 3. | HCI Architecture: 26 | As per virtualization best practices it is recommended to have similar configuration in same cluster to balanced configuration and performance. Please remove this clause. | Accepted.<br>The RFP stands amended accordingly. |
| | 4. | HCI Architecture: 26 | The HCI storage must have integrated wizard to schedule snapshot/full VM backups for hourly / daily / weekly / monthly snapshot policies. Any additional software or license required to achieve this functionality must be provided on day 1. | Accepted.<br>The RFP stands amended accordingly. |
| | 5. | HCI Architecture: 27 | The solution should be able to work on latest x86 hardware in an appliance mode. | Partially accepted (Both the solutions).<br>The RFP stands amended accordingly. |
| | 6. | HCI Architecture: 27 | All servers in the HCI cluster must contribute Compute & Storage / Compute Only if the requirement of storage is not there in the said Cluster. | Accepted.<br>The RFP stands amended accordingly. |
| | 7. | HCI Architecture: | The proposed solution must offer native File Services, supporting SMB/NFS 3.0/4.0, with the ability to scale-out. This is required for any future | Not accepted. |

| | | 27 | requirement that may arise. At least 20TB of scale-out NAS space must be provided in the HCI cluster from day 1. | |
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| 8. | HCI Architecture: 27 | | Please provide clarity on RPO requirement either it is 5-10 mins or >=5 & <=10 mins Or clearly outline as <=5 mins. | Clarified. No change in RFP is needed. |
| 9. | General 31 | | Majority of leading OEMs does not have SDWAN/networking products in class 1 MII including us and hence we request remove this clause to get wider participation for Quality products. Moreover in other category of products asked such as HCI this clause is not mentioned. This clause favour only ONE specific brand. | Accepted. All Government orders shall be applicable on all the components. |
| 10. | General 31-34 | | The system architecture should allow the use the most preferred link based upon Link characteristics (Latency, Packet Loss, Jitter) for critical applications as defined in policy. | Accepted. The RFP stands amended accordingly. |
| 11. | VPN Security: 31-34 | | VPN Security: The system should allow creation of an encryption policy/Key. The system should allow an encryption policy/Key to be attached per virtual private network The system should allow centralized generation of the encryption policy/Key is required | Not accepted. |
| 12. | SD-WAN Reports and Analytics 31-34 | | SD-WAN Reports and Analytics The SD WAN must provide following reports of Individual link quality/ Virtual link quality on daily, weekly, monthly, yearly etc.: - Packet loss in the links - Latency of links | Accepted. The RFP stands amended accordingly. |
| 13. | Operations and Maintenance Services 31-34: | | Request to remove this clause for wider participation. | Accepted. The RFP stands amended accordingly. |
| 14. | Operations and Maintenance Services 31-34: | | Device should support app/GUI based ZTP. | Accepted. The RFP stands amended accordingly. |
| 15. | 2SD WAN Management | | SD WAN  Management Controller Functional Requirements: The solution should provide capability of remote | Accepted. The RFP stands amended |

| | | Controller Functional Requirements: 34-35 | diagnostics like Ping, trace route, testing VPN connectivity, Speed test etc. through a centralized GUI. | accordingly. |
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| | 16. | SD WAN Management Controller Functional Requirements: 34-35 | SD WAN Management Controller Functional Requirements: The solution will allow administrator to forward alerts from the system using email. | Accepted. The RFP stands amended accordingly. |
| | 17. | SD-WAN Router for DC / DR 37 | SD-WAN Router for DC / DR Proposed SDWAN appliance must be rack mountable with minimum of Universal 6 x 1/10GbE SFP+ Ports, 2 x USB, 1 x Console, 16 GB RAM,128 GB SSD | Not accepted. |
| | 18. | SD-WAN Router for DC / DR & 4. SD-WAN Router for Branches 37 | Request to remove this clause for wider participation. | Accepted. All Government orders shall be applicable on all the components. |
| | 19. | SD-WAN Router for DC / DR & SD-WAN Router for Branches 37 | SD-WAN Router for DC / DR & SD-WAN Router for Branches Should support the IPsec VPN deployment modes: hub[1]and-spoke, full mesh, will be deployed in Router Mode | Not accepted. |
| | 20. | SD-WAN Router for Branches 37 | SD-WAN Router for Branches Proposed SDWAN appliance must be of desktop form factor with minimum of 4 Universal ports that can be configured as WAN, LAN (10/100/1000 RJ-45) Ports, 8GB RAM, 64 GB SSD and 1 USB ports. | Not accepted. |
| | 21. | SD-WAN Router for | Request to remove this clause for wider participation. | Accepted. All Government orders shall be |

| | | | | applicable on all the components. |
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| | | Branches 37 | | |
| 22. | SD-WAN Features (Path Condition ing + QoS) New Addition | The SD-WAN Solution should support Packet Order Correction (POC) algorithms re-order packets that arrive out of order at their destination. | | Not accepted. |
| 23. | SD-WAN - WAN Optimiza tion New Addition | The SD-WAN Solution should able to mitigate the effects of high WAN latency using TCP acceleration technologies for critical applications | | Not accepted. |
| 24. | SD-WAN - WAN Optimiza tion New Addition | The SD-WAN Solution should be able to make applications faster and reduce WAN bandwidth utilization using technologies like deduplication (local caching of data), compression and Packet coalescing | | Not accepted. |
| 25. | SD-WAN - WAN Optimiza tion New Addition | The SD-WAN Solution should be able to mitigate packet loss using FEC and reorder packets arriving out of order | | Not accepted. |
| 26. | Hardwar e and Interface Require ment 39-40 | OEM Specific Product feature Sizing. The multicast is form of Broadcast, so one multicast entry means route for group of many IP Devices. We understand that asked Multicast entries are very high. These high sizing values 64,000 is only required in Carrier Grade deployment also 30K IPv6 routing table is sufficient for core switch. Because routing is not even use in core switch. Along with the core switch, aggregation switches can also be used for routing, Kindly modify the clause as "The switch should support 100,000 IPv4 unicast routes and 32,000 IPv6 unicast routes entries in the routing table including 7,000 multicast routes" to allow leading OEM to participate meeting solution requirement for this setup. | | Accepted. The RFP stands amended accordingly. |
| 27. | Layer2 Features 39-40 | Since technology and architecture differs from OEM to OEM. Switch support 98K mac addresses table, which is sufficient for Spine/core switch. Because in solution there is also requirement of Leaf/distribution switch. Along with the core/spine switch, Leaf/aggregation switches can | | Partially accepted 256K MAC address). The RFP stands amended accordingly. |

| | | | also be used to restrict the layer-2 boundaries/broadcast. Request you to kindly modify the clause as "Switch should support minimum 90K no. of MAC addresses" so that leading OEM can participate. | |
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| | 28. | Layer2 Features 39-40 | Since technology and architecture differs from OEM to OEM. And if we see switch have maximum 32 ports and practically to support 64 numbers of ports per link aggregation group are very high. HPE Aruba Switch Support up to 54 link aggregation groups (LAGs), each with eight links per group, with a user-selectable hashing algorithm. Request to modify the clause as "Switch should support 8 Nos. of link or more per Port channel (using LACP) and Support up to 54 link aggregation groups (LAGs)." | Accepted. The RFP stands amended accordingly. |
| | 29. | Layer2 Features 39-40 | Request to give us clarity on this point, what is the solution requirement exactly, as HPE Aruba Switch doesn't support MPLS like LDP packet. And other side for WAN or internet or MPLS or Broadband SD-WAN solution requirement is already in RFP to propose the solution. | Clarified. No change in RFP is needed. |
| | 30. | Layer3 Features 39-40 | HPE Aruba switches support IGP like OSPF, RIPv2, RIPng and for EGP switch support BGP & MP-BGP. IS-IS is mostly used in ISP environment where customer requirement is circle wise. OSPF is common and mostly used protocol in enterprise segment as an open protocol. Request to modify the clause as "Should support BGP, MP-BGP, IS-IS or OSPF for IPv4 and IPv6. | Accepted. The RFP stands amended accordingly. |
| | 31. | Layer3 Features 39-40 | HPE Aruba Switch supports all data center environment protocol like RIPng, OSPF, BGP, MP-BGP etc. All the MPLS level requirement and end to end bandwidth reservation is generally required at service provider level. Request to remove this requirement/clause if solution does not require any such protocol. | Accepted. The RFP stands amended accordingly. |
| | 32. | Quality of Service 39-40 | HPE Aruba Switch supports equivalent protocol to support DWRR in place of DRED. Request to modify the clause as "Switch should support for different type of QoS features for real time traffic differential treatment using WRED or DWRR and SP Queuing." | Accepted. The RFP stands amended accordingly. |
| | 33. | Manageability 39-40 | HPE Aruba switch support secure remote login SSHv2. Request to modify the clause as "Switch should provide remote login for administration Telnet or SSHv2." | Accepted. The RFP stands amended accordingly. |
| | 34. | QOS | The switch should support Datacenter Bridging (DCB) capability supporting Priority Flow Control (PFC), Enhanced Transmission Service (ETS) and | Not accepted. |

| | | | | DCB Exchange Protocol (DCBX) | |
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| | 35. | Operating System Capabilities | | The switch should have modular operating system with micro-services or equivalent architecture providing superior fault tolerance and high availability | Not accepted. |
| | 36. | Operating System Capabilities | | The switch OS should support programmability through REST APIs and Python scripting or equivalent | Not accepted. |
| | 37. | Operating System Capabilities | | All the features mentioned in the specifications shall be enabled / activated. Any licenses required shall be included from Day 1. | Not accepted. |
| | 38. | | | All Switches, Transceivers and SD-WAN shall be from the same OEM. The OEM shall be present in Leaders quadrant in Gartner's Magic Quadrant for Wired and Wireless LAN Access Infrastructure | Not accepted. |
| | 39. | Hardware and Interface Requirement 39-40 | | HPE Aruba switch Supports 48 ports of 1G/10G/25GbE (SFP/SFP+/SFP28) and 6 ports of 40G/100GbE (QSFP+/QSFP28), Request to modify the clause as "Switch should have the 48 x 1/10G/25G SFP fiber ports and should have 6 x 40G/100G QSFP28 ports." So that leading OEM can participate. | Accepted. The RFP stands amended accordingly. |
| | 40. | Hardware and Interface Requirement 39-40 | | HPE Aruba Switch have capacity 3.6 Tbps based on the switch interfaces speed calculation ( (48x25x2) + (6x100x2))=3.6 Tbps. Request to modify the clause as "Switch should support minimum 3Tbps of switching capacity". So that leading OEM can participate. | Partially accepted. 3.6 Tbps. The RFP stands amended accordingly. |
| | 41. | Hardware and Interface Requirement 39-40 | | OEM Specific Product feature Sizing. The multicast is form of Broadcast, so one multicast entry means route for group of many IP Devices. We understand that asked Multicast entries are very high. These high sizing values 64,000 is only required in Carrier Grade deployment also 30K IPv6 routing table is sufficient for core switch. Because routing is not even use in core switch. Along with the core switch, aggregation switches can also be used for routing, Kindly modify the clause as "The switch should support 100,000 IPv4 unicast routes and 32,000 IPv6 unicast routes entries in the routing table including 4,000 multicast routes." to allow leading OEM to participate meeting solution requirement for this setup. | Accepted. The RFP stands amended accordingly. |
| | 42. | Layer2 Features 39-40 | | Since technology and architecture differs from OEM to OEM. Switch support 98K mac addresses table, which is sufficient for TOR switch. Because in solution there are also requirement of | Not Accepted. |

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| | | | TOR/Leaf/distribution switch. Along with the core/spine switch, Leaf/aggregation/TOR switches can also be used to restrict the layer-2 boundaries/broadcast. Request you to kindly modify the clause as "Switch should support minimum 90K no. of MAC addresses" so that leading OEM can participate. So that leading OEM can also participate. | |
| | 43. | Layer2 Features 39-40 | Since technology and architecture differs from OEM to OEM. And if we see switch have maximum 32 ports and practically to support 64 numbers of ports per link aggregation group are very high. HPE Aruba Switch Support up to 54 link aggregation groups (LAGs), each with eight links per group, with a user-selectable hashing algorithm. Request to modify the clause as "Switch should support 8 Nos. of link or more per Port channel (using LACP) and Support up to 54 link aggregation groups (LAGs).  The Switch should support 16-way ECMP. " | Accepted. The RFP stands amended accordingly. |
| | 44. | Layer2 Features 39-40 | This is OEM specific. Request to give us clarity on this point, what is the solution requirement exactly, as HPE Aruba Switch doesn't support MPLS like LDP packet. And other side for WAN or internet or MPLS or Broadband SD-WAN solution requirement is already in RFP to propose the solution. | Clarified. No change in RFP is needed. |
| | 45. | Layer3 Features 39-40 | HPE Aruba switches support IGP like OSPF, RIPv2, RIPng and for EGP switch support BGP & MP-BGP. IS-IS is mostly used in ISP environment where customer requirement is circle wise. OSPF is common and mostly used protocol in enterprise segment as an open protocol. Request to modify the clause as "Should support BGP, MBGP, IS-IS or OSPF for IPv4 and IPv6. | Accepted. The RFP stands amended accordingly. |
| | 46. | Layer3 Features 39-40 | HPE Aruba switches support all data center environment protocol like RIPng, OSPF, BGP, MP-BGP etc. All the MPLS level requirement and end to end bandwidth reservation is generally required at service provider level. Request to remove this requirement/clause if solution doesn't require any such protocol. | Accepted. The RFP stands amended accordingly. |
| | 47. | Quality of Service 39-40 | HPE Aruba Switch supports equivalent protocol to support DWRR in place of DRED. Request to modify the clause as "Switch should support for different type of QoS features for real time traffic differential treatment using WRED or DWRR and SP Queuing." | Accepted. The RFP stands amended accordingly. |
| | 48. | Manageability 39-40 | HPE Aruba switch support secure remote login SSHv2. Request to modify the clause as "Switch should provide remote login for administration | Accepted. The RFP stands amended |

| | | | Telnet or SSHv2." | accordingly. |
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| | 49. | Firewall Features inside the switch - To Inspect East - West Servers/ Node/VMs Traffic | Switch should support stateful firewall natively into the switch from day 1 for east west traffic or through external hardware appliances meeting the performance specs. Firewall performance required min 750G. | Not accepted. |
| | 50. | QOS | The switch should support Datacenter Bridging (DCB) capability supporting Priority Flow Control (PFC), Enhanced Transmission Service (ETS) and DCB Exchange Protocol (DCBX). | Not accepted. |
| | 51. | Operating System Capabilities | The switch should have modular operating system with micro-services or equivalent architecture providing superior fault tolerance and high availability. | Not accepted. |
| | 52. | Operating System Capabilities | The switch OS should support programmability through REST APIs and Python scripting or equivalent. | Not accepted. |
| | 53. | Operating System Capabilities | All the features mentioned in the specifications shall be enabled / activated. Any licenses required shall be included from Day 1 | Accepted. The RFP stands amended accordingly. |
| | 54. | | All Switches, Transceivers and SD-WAN shall be from the same OEM. The OEM shall be present in Leaders quadrant in Gartner's Magic Quadrant for Wired and Wireless LAN Access Infrastructure | Not accepted. |
| | 55. | Features | HPE Aruba switch support equivalent protocols to the asked security protocols. Request to modify the clause as "The switch should support IP Source Guard or Dynamic IP Lockdown, DAI or Dynamic ARP protection and IPv6 Security features." | Partially accepted (equivalent security protocols). The RFP stands amended accordingly. |
| | 56. | Features | HPE Aruba switch support equivalent features to the asked IPV6 protocols. Request to modify the clause as " The switch should have IPv6 RA Guard and IPv6 Neighbour Discovery Inspection or ND snooping" | Not accepted. |
| | 57. | Certifications | HPE Aruba switch support all the required industries latest certifications to be a part of data center, hence request to read the clause as " The switch should be UL-UL60950-1, FCC Part 15 or | Not accepted. |

| | | | FCC 47 CFR part 15B, Class A, VCCI Class A, EN 55022 or EN 55024:2010, EN 55024 or EN 55024:2010, EN 300386 or EN 61000-3-2:2014 & EN 61000-3-3:2013, CAN/CSA 22.2 No.60950-1, Reduction of Hazardous Substances (ROHS) certified." | |
|---|---|---|---|---|
| | 58. | | HPE Aruba Switch support all the required IPv6 configuration support and security as per data center standard. Request to modify the clause as "Switch should be IPv6 (IPv6 Logo ready/ USGv6) certified or IPv6 ready. ' | Not accepted. |
| | 59. | Quality of service | HPE Aruba Switch support equivalent features in QOS. Request to modify the clause as " It should support Eight hardware-based queues per port with Weighted Round Robin (WRR) or DWRR." | Accepted. The RFP stands amended accordingly. |
| | 60. | Standards | HPE Aruba Switch support RoHS (EN 50581:2012) and WEEE regulations. Hence request to modify the clause as"RoHSv6 or RoHS (EN 50581:2012) and WEEE regulations compliant." | Not accepted. |
| | 61. | Standards | HPE Aruba Switch support IEEE 802.3 (100M/1GbE) with four built-in 1GbE/10GbE uplink SFP+ ports. Request to read the clause for all copper port as " IEEE 802.3 standard 10/100/1000 Base T." | Accepted. The RFP stands amended accordingly. |
| Megahertz Infotech Pvt Ltd. | 1. | 4.2 14 | The Bidder should have established at least One Data Centres during last 05 years out of which should be functional in a Bank or Govt. establishment in India. | Partially accepted (07 years). The RFP stands amended accordingly. |
| | 2. | 4.12 18 | Kindly exempt MSE/NSIC registered Vender to deposit the EMD. | Accepted. All Government orders shall be applicable on all the components. |
| | 3. | 5.2.2 22 | 42U Rack, 900Wx1200Dx2000H with 100 mm plinth; Racks to ensure protection against ingress of dust and water. Kindly Accept | Not accepted. |
| | 4. | 5.2.2 22 | Sturdy frame having 9X folding profile welded construction or as per OEM Standard. | Not accepted. |
| | 5. | 5.2.2 22 | Option of using biometric reader with electromagnetic handle for each door OR Common biometric access control reader cum controller with electromagnetic door locks on each door. | Not accepted. |
| | 6. | 5.2.2 22 | Increased corrosion resistance using state of art paint technology (Nano ceramic coat, EC dip coat OR Epoxy Polyester & powder coated painting). | Not accepted. |

| 7. | 5.2.2 23 | Rack based fire suppression system: The fire suppression system shall be 2U 19 inch rack mount solution for early fire detection & automatic fire extinguishing using eco-friendly NOVEC 1230 clean agent gas. | Not accepted. |
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| 8. | 5.2.2 25 | Product: IEC/EN62040-1 , IEC/EN62040-2 , IEC/EN61000-3-12 , IEC/EN-61000-4-5 | Not accepted. |
| 9. | 5.2.2 25 | Manufacturer: ISO 9001: 2008, ISO 14001: 2004 and ISO 50001:2011/ ISO 45001 | Not accepted. |
| 10. | 5.2.2 25 | Smart Rack, UPS, PDU'S should be from Same OEM for seamless integration. | Not accepted. |
| 11. | HCI Architecture (last point) 27 | 9TB usable storage, bank may ask for additional 10TB immutable Object storage based on S3 protocol. This will provide tamper proof 10TB storage which can be used to store critical data for future. | Accepted. The RFP stands amended accordingly. |
| 12. | The Node Configuration at each Site (DC-1 / DC-2) 29 | Any production worthy HCI cluster would require minimum three nodes to work flawlessly. Kindly confirm all these HCI clusters mentioned on page 29 & 30 must have three nodes or more each. | Accepted. Typographic error corrected in the RFP. |
| 13. | 5.4.2 31 | Requesting clarification on what all ITSM tool vendors you are seeking the integration with. | Clarified. No change in RFP is needed. |
| 14. | 5.4.2 35 | Requesting clarification on what all custom automation tools you want integration with. | Clarified. No change in RFP is needed. |
| 15. | 5.4.2 37 | Can we have the clarification on the bandwidth of the links being used at DC/DR currently? | Clarified. No change in RFP is needed. |
| 16. | 5.4.2 37 | Can we have the clarification on the bandwidth of the links being used at Branches currently? | Clarified. No change in RFP is needed. |
| 17. | 5.4.2 33 | Requesting clarification on what do you mean by guided workflows? Is it some sort of automation that you are looking here? | Clarified. No change in RFP is needed. |
| 18. | Hardware and Interface Requirement | Please Rephrase As: Hardware and Interface Requirement Switch should have 32 x 40/100G QSFP28 Ports loaded with required optics. Switch should have 8GB DRAM and 32GB internal Flash / Storage. | Not accepted. |

| | | 39 | Switch should support for different logical interface types like loopback, VLAN, SVI / RVI, Port Channel, multi chassis port channel / LAG etc. | |
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| 19. | Hardware and Interface Requirement 39 | | Please Rephrase As:- The switch should support IPv4 LPM Entries: 190K , IPv6 LPM Entries: 64K , IP Multicast (s,v,g) entries-68K max The switch should support hardware based load sharing at wire speed using LACP and multi chassis ether channel / LAG. | Not accepted. |
| 20. | Layer2 Features 39 | | Please Rephrase As: Layer2 Features Spanning Tree Protocol (IEEE 8201.D, 802.1W, 802.1S). Switch should support minimum 135,000 no. of MAC addresses. Switch should support 8 Nos. of link or more per Port channel (using LACP) and support 64 numbers of ports per Link Aggregation Group. Support for broadcast, multicast and unknown unicast storm control to prevent degradation of switch performance from storm due to network attacks and vulnerabilities. The Switch should Multihoming ESI-LAG. | Not accepted. |
| 21. | Layer3 Features 39 | | Please Rephrase As: Layer3 Features Switch should support static and dynamic routing like Static, OSPF and BGP. Should support BGP, MBGP, IS-IS for IPv4 and IPv6. Switch should support multicast traffic reachability using PIM-SM and SSM. Switch should support RSVP, LDP, and L3 VPN. | Not accepted. |
| 22. | Manageability 39 | | Please Rephrase As: Manageability Switch should support for embedded RMON/RMON-II for central NMS management and monitoring. Switch should provide remote login for administration Telnet, SSHv2. Switch should support for management and monitoring status using different type of Industry standard NMS using SNMP V2 and V3. Switch should support for basic administrative tools like Ping and traceroute. Switch should support central time server synchronization using Simple Network Time Protocol v4. | Not accepted. |
| 23. | Certification | | Please Rephase As: Certification The Switches should be EAL 3 / NDPP / NDcPP | Not accepted. |

| | | 39 | certified under Common Criteria. | |
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| | 24. | Hardware and Interface Requirement | Please Rephrase As:<br><br>Hardware and Interface Requirement<br>Switch should have the 48 x 1/10G/25G SFP fiber ports and should have 8 x 40G/100G QSFP28 ports.<br>Switch should have 16GB DRAM and 32GB internal Flash / Storage.<br>Switch should support for different logical interface types like loopback, VLAN, SVI/RVI, Port Channel, multi chassis port channel/LAG etc.<br>The switch should support IPv4 LPM Entries: 128K , IPv6 LPM Entries: 64K ,IP Multicast (s,v,g) entries - 136K max<br>The switch should support hardware based load sharing at wire speed using LACP and multi chassis ether channel/LAG.<br>Switch should support minimum 4Tbps of switching capacity. | Not accepted. |
| | 25. | Layer3 Features | Please Rephrase As:<br><br>Layer3 Features<br>Switch should support static and dynamic routing like Static, OSPF and BGP.<br>Should support BGP, MBGP, IS-IS for IPv4 and IPv6.<br>Switch should support multicast traffic reachability using PIM-SM and SSM.<br>Switch should support RSVP, LDP, and L3 VPN. | Not accepted. |
| | 26. | Manageability | Please Rephrase As:<br><br>Manageability<br>Switch should support for embedded RMON/RMON-II for central NMS management and monitoring.<br>Switch should provide remote login for administration Telnet, SSHv2.<br>Switch should support for management and monitoring status using different type of Industry standard NMS using SNMP V2 and V3.<br>Switch should support for basic administrative tools like Ping and traceroute.<br>Switch should support central time server synchronization using Simple Network Time Protocol v4. | Not accepted. |
| | 27. | Certification | Please Rephrase As:<br><br>Certification<br>The Switches should be EAL 3 / NDPP / NDcPP certified under Common Criteria. | Not accepted. |
| | 28. | Hardware Architect | Please Rephrase As:<br><br>Hardware Architecture<br>It should have non-blocking wire-speed | Not accepted. |

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| | | ure | architecture. | |
| | | 41 | In a standalone mode, the switch should provide minimum 24 usable ports. The switch should support IEEE 802.3af and IEEE 802.3at standard. 1 U Rack mountable and should support stacking of minimum 8 switches with 40Gbps of dedicated stacking/ equivalent bandwidth. The Switch should have 1GB RAM and 1GB internal Flash. The switch should support Modular OS. | |
| | 29. | Performa nce 41 | Please Rephrase As: Performance Switching fabric of each switch should be minimum 128 Gbps or more. Packet forwarding throughput should be 95 Mpps for packet size of 64 Bytes. Minimum 32K MAC addresses. It should support minimum 2000 Active VLANs and should be possible to configure port based VLAN. | Not accepted. |
| | 30. | Certificati ons 41 | Please Rephrase As: Certifications The switch should be UL 60950-1, FCC CFR 47 Part 15 Class A,EN 55024, EN 300386, CSA 22.2 No. 60950-1 2nd edition, EU RoHS - 2011/65/EU Switch should be IPv6 (IPv6 Logo ready/ USGv6) certified. Switch OS Should be Common Criteria EAL3 / NDPP / NDcPP certified. | Not accepted. |
| | 31. | Standard s 41 | Please Rephrase As: Standards IEEE 802.1x support. IEEE 802.3x full duplex on 10BASE-T and 100BASE-TX ports. IEEE 802.1D Spanning-Tree Protocol. IEEE 802.1p class-of-service (CoS) prioritization. IEEE 802.1Q VLAN. IEEE 802.3x be on 10 BaseTx / 100 Base Tx / 1000 Base Tx. IEEE 802.3u 10 BaseT / 100 Base Tx / 1000 Base Tx. | Not accepted. |
| | 32. | | Please rephrase As: Should provide active/active or active/standby failover. | Not accepted. |
| | 33. | System Throughp ut | IMIX through should be 9 Gbps. | Not accepted. |
| | 34. | Software features | Please Rephrase As: Support for IPv4, RIPv2, OSPF, BGP, VLAN, DHCP, Support for IPv6 RIPng. | Not accepted. |

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| | 35. | Certificati on | Please Rephrase As:<br>The Firewall should be certified under Common Criteria. | | Not accepted. |
| Sai Defence System Pvt. Ltd. | 1. | 1 26 | Suggestion/Modification:<br>All the infrastructure software provided should be licensed to provide all the features asked via this RFP. This includes, HCI software, Management of HCI etc. | | Accepted.<br>The RFP stands amended accordingly. |
| | 2. | 1 26 | Suggestion/Modification:<br>The proposed HCI software & hardware should be factory integrated by the OEM as an appliance. | | Partially accepted (Both the solutions).<br>The RFP stands amended accordingly. |
| | 3. | 1 26 | Suggestion/Modification:<br>Proposed solution must support at least one hypervisors amongst the mainstream Enterprise grade hypervisors like VMware/Hyper-V. The hypervisor should be able to run on Non-HCI environment of rack servers and blade servers too and can be managed via same virtualization management solution like vcenter etc. | | Accepted.<br>The RFP stands amended accordingly. |
| | 4. | 1 26 | Suggestion/Modification:<br>The proposed solution must allow the mixing of different CPU families within a cluster, to allow for continual replacement of old hardware by "rolling forward" the cluster over time. | | Accepted.<br>The RFP stands amended accordingly. |
| | 5. | 1 26 | Suggestion/Modification:<br>The proposed solution must offer the ability to add nodes of different CPU and RAM configuration. The solution should also allow integration with 3rd party SAN and NAS storage. | | Accepted.<br>The RFP stands amended accordingly. |
| | 6. | 1 26 | Suggestion/Modification:<br>The proposed HCI solution must support Data Compression, Deduplication natively and licenses for this feature should be factored in the bill of material. | | Accepted.<br>The RFP stands amended accordingly. |
| | 7. | 1 26 | Suggestion/Modification:<br>Must support Instant space optimized point-in-time Snapshots. | | Accepted.<br>The RFP stands amended accordingly. |
| | 8. | 1 26 | Suggestion/Modification:<br>The proposed solution must provide the automated rolling upgrades of hypervisor, storage software, and firmware with no VM or storage down time and accomplish these non-disruptive upgrades, all from a single GUI interface. | | Partially Accepted. (Except rack and site failure).<br>The RFP stands amended accordingly. |

| 9. | 1 27 | Suggestion/Modification:<br><br>The solution design should be resilient to withstand one node failure or one disk failure. | Partially Accepted. (Except rack and site failure).<br><br>The RFP stands amended accordingly. |
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| 10. | 1 27 | Suggestion/Modification:<br><br>The solution design should provide no Single Point of Failure with complete redundancy. Nodes should be configured to have at least two copies of data available in cluster, in order to support data & cluster availability in event of One Node Failure. | Not Accepted. |
| 11. | 1 27 | Suggestion/Modification:<br><br>The solution should provide hyper converged software that allows delivery of enterprise-class storage services using latest x86 architecture server infrastructures without dependence on a separate Storage Area Network & associated components such as SAN Switches & HBAs. The proposed HCI solution should be engineered & integrated appliance. | Not Accepted. |
| 12. | 1 27 | Suggestion/Modification:<br>The HCI solution should support scaling hyper converged node (compute + storage), compute-only, storage-only(HDDs in existing node) independent of each other under a single cluster. If compute only node is added to the cluster which contributes to CPU and Memory resources of overall HCI Cluster, the HCI license should not be required for those compute only nodes. | Not Accepted. |
| 13. | 1 27 | Suggestion/Modification:<br>The proposed solution must include 20TB of scale-out NAS storage that can be native within the HCI or on a different NAS storage solution. | Accepted. Clause dropped.<br>The RFP stands amended accordingly. |
| 14. | 1 27 | Suggestion/Modification:<br><br> The solution shall provide zero-data loss against 1 physical host failures. The solution should also store a redundant copy of the data which is accessible immediately by the Hypervisor and application. | Accepted.<br>The RFP stands amended accordingly. |
| 15. | 1 27 | Suggestion/Modification:<br>Proposed solution should support synchronous and asynchronous, local and remote replication to the same x86 based HCI appliance in production and remote site. Bank expects 5-10 mins RPO. Bidder must provision for the same. WAN bandwidth will be provided by the bank. | Accepted.<br>The RFP stands amended accordingly. |

| | 16. | 1 | Suggestion/Modification: | Accepted. |
| | | 27 | The solution should provide orchestration layer to have automated disaster recovery natively or via 3rd party solution. | The RFP stands amended accordingly. |
| | 17. | 1 | Suggestion/Modification: | Accepted. |
| | | 27 | Please delete this clause. | The RFP stands amended accordingly. |
| | 18. | 1 | Suggestion/Modification: | Accepted. |
| | | 27 | The ability to replicate N:1 data center deployment of more than 2 DC's. | The RFP stands amended accordingly. |
| | 19. | 1 | Suggestion/Modification: | Accepted. |
| | | 28 | The solution must allow natively or via third party software, changing of IP address of recovered Virtual Servers to match target datacenter. | The RFP stands amended accordingly. |
| | 20. | 1 | Suggestion/Modification: | Not accepted. |
| | | 28 | The solution should be able to publish DR drill reports, DR test reports and DR readiness check reports for audit and compliance purpose natively or via third party solution. | |
| | 21. | 1 | Suggestion/Modification: | Not accepted. |
| | | 28 | Replication & DR automation licenses to be included. At least license for 10 VM's should be included in the solution that can be used to enabled replication. | |
| | 22. | 1 | Suggestion/Modification: | Accepted. |
| | | 28 | Please delete this clause. | The RFP stands amended accordingly. |
| | 23. | 1 | Suggestion/Modification: | Accepted. |
| | | 28 | The solution should provide a stateful distributed or virtual firewall that can provide L4-L7 traffic filtering without traffic going to a Physical Firewall. | The RFP stands amended accordingly. |
| | 24. | 1 | Suggestion/Modification: | Accepted. |
| | | 28 | The proposed solution must be managed through an HTML5 web based console or via virtual appliance that provides a single pane of glass view for the entire environment including 3rd party SAN and VM inventory. | The RFP stands amended accordingly. |
| | 25. | 1 | Suggestion/Modification: | Accepted. |
| | | 28 | The solution should provide explanations, recommended solutions to performance, capacity & configuration problems. | The RFP stands amended accordingly. |

| 26. | 1 28 | Suggestion/Modification: Capacity planning must be integrated into the proposed solution, the solution should support multiple environments (VMware, Hyper-V, Redhat, Kubernetes) to access information about the managed VM's, Hosts, datastores and execute commands such as provisioning, resizing or reconfiguring entities in the environment can perform system monitoring, report on wasted storage, recommend actions, execute moves for VMs and VM storage, and execute VM reconfiguration (change CPU count, memory, etc.). | Not accepted. |
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| 27. | 1 28 | Please delete the clause. | Not accepted. |
| 28. | 1 29 | Suggestion/Modification: The solution should provide authentication, authorization and accounting (AAA) and should support integration with multi-factor authentication solution. | Partially accepted (out of box removed). The RFP stands amended accordingly. |
| 29. | 1 29 | Please delete the clause as this is OEM Specific. | Partially accepted. Modification made to include VPC / equivalent. The RFP stands amended accordingly. |
| 30. | 1 29 | Suggestion/Modification: The solution shall provide an orchestration engine with ready workflows and ability to create custom workflows based on REST operations and PowerShell scripts. | Accepted. The RFP stands amended accordingly. |
| 31. | 1 29 | Suggestion/Modification: Natively or via third party solution integration, the solution should be able to do cost and show/charge back to private cloud users for application or workloads. | Accepted. The RFP stands amended accordingly. |
| 32. | 1 29 | Requesting to modify as below: 24 Core of minimum 2.4 GHz with latest generation of processors. | Not accepted. Typographic error corrected in the RFP. |
| 33. | 1 29 | Requesting to put 2 TOR Switch of 48 10/25G SFP+ ports at DC and DR to connect 3 Clusters at each location. | Partially Accepted. The RFP stands amended accordingly. |
| 34. | 1 | Requesting to put 2 TOR Switch of 48 10/25G SFP+ ports at DC and DR to connect 3 Clusters at | Partially Accepted. |

| | | 39 | each location. | The RFP stands amended accordingly. |
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| 35. | 1 39 | | Requesting to modify as below: 24 Core of minimum 2.4 GHz with latest generation of processors. | Not accepted. Typographic error corrected in the RFP. |
| 36. | 1 39 | | Requesting to put 2 TOR Switch of 48 10/25G SFP+ ports at DC and DR to connect 3 Clusters at each location. | Partially Accepted. The RFP stands amended accordingly. |
| 37. | 1 30 | | Requesting to put 2 TOR Switch of 48 10/25G SFP+ ports at DC and DR to connect 3 Clusters at each location. | Partially Accepted. The RFP stands amended accordingly. |
| 38. | 1 31 | | The Class A category requirement has been specified only as part of the SD-WAN solution and not considered for network, HCI, Firewall and other components. Please drop this clause to allow wider participation. | Accepted. All Government orders shall be applicable on all the components. The RFP stands amended accordingly. |
| 39. | 1 31 | | This is different for different OEMs. Please change clause to; The SD WAN should support streaming telemetry/ any equivalent technology for real time monitoring and report purpose. | Accepted. The RFP stands amended accordingly. |
| 40. | 1 31 | | Please Remove "Link Capacity". Please change to: Based on network analysis of the current setup the solution must select best path based on link quality, policy or link capacity. | Not accepted. |
| 41. | 1 31 | | Delete the clause as changes at the device level should be avoided and used only for debugging and rather central management station should be the sole owner of the configuration in a SD-WAN solution. | Accepted. The RFP stands amended accordingly. |
| 42. | 1 32 | | Need to remove "Hop Count" - hop count is not a valid SLA parameter to be checked in case of overlay WAN. Everything will be one hop away | Accepted. The RFP stands amended accordingly. |
| 43. | 1 32 | | This clause needs to be removed as it is dependent on multiple factors. Different OEMs address his problem differently. This is proprietary to a single OEM. | Accepted. The RFP stands amended accordingly. |
| 44. | 1 32 | | Kindly reword to SDWAN should enable to leverage all available links / paths for traffic | Not Accepted. |

| 45. | 1 32 | Kindly reword to the SD WAN solution must be able to apply QOS policies to all the traffic seen in network, including TCP, UDP and other non-TCP traffic types. | Not Accepted. |
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| 46. | 1 33 | Needs clarification if Static to Hub will be needed | Clarified. No change in RFP is needed. |
| 47. | 1 33 | Need clarification. Full mesh doesn't mean connectivity to branch and hub but between everyone. So kindly specify. | Clarified. No change in RFP is needed. |
| 48. | 1 33 | Please clarify as if change in link requires IP change, interface IP configuration needs to be done. | Clarified. No change in RFP is needed. |
| 49. | 1 33 | Change and compliance management are ITSM requirements and not part of SDWAN solution. Kindly reword the clause as follows; The centralized management appliance installed at DC must provide a single, unified platform for network service provisioning, monitoring and assurance, change and compliance management directly or with 3rd party tool. | Not Accepted. |
| 50. | 1 33 | Please note that aggregate stats won't be natively available but external reporting server can address but not real time | Clarified. No change in RFP is needed. |
| 51. | 1 33 | Need to remove "Hop Count" - hop count is not a valid SLA parameter to be checked in case of overlay WAN. Everything will be one hop away | Accepted. The RFP stands amended accordingly. |
| 52. | 1 34 | This is not part of SD-WAN solution. Request you to drop OTP based SMS requirement, this is proprietary clause. | Accepted. The RFP stands amended accordingly. |
| 53. | 1 35 | Kindly reword as follows: Device should support ZTP. | Accepted. The RFP stands amended accordingly. |
| 54. | 2 36 | Remove The plug & play installation/ one touch provisioning though Mobile APP. This is a proprietary clause. | Accepted. The RFP stands amended accordingly. |
| 55. | 2 36 | Kindly remove SMS. This is not part of SD-WAN solution. | Accepted. The RFP stands amended accordingly. |
| 56. | | Remove USB *1, SSD, Kindly reduce to 8GB RAM. | Partially Accepted. The RFP stands |

| | | | | | amended accordingly. |
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| 57. | | 3 37 | The Class A category requirement has been specified only as part of the SD-WAN solution and not considered for network, HCI, Firewall and other components. Please drop this clause to allow wider participation. | | Accepted. All Government orders shall be applicable on all the components. The RFP stands amended accordingly. |
| 58. | | 4 37 | Kindly Change: WAN ports x2 or WAN ports *3 in future, Kindly drop 64 Gb SSD. USD *1 | | Partially Accepted. The RFP stands amended accordingly. |
| 59. | | 4 37 | At present the branch do not have 800 Mbps throughput. This is almost 60 -80 times the current requirement and the solution is oversized. Please bring this down to 100 Mbps at least. | | Accepted. The RFP stands amended accordingly. |
| 60. | | 4 37 | Please drop VPN termination in transparent mode from the requirement. This is redundant and not allowing us to bid. | | Accepted. The RFP stands amended accordingly. |
| 61. | | 4 38 | The Class A category requirement has been specified only as part of the SD-WAN solution and not considered for network, HCI, Firewall and other components. Please drop this clause to allow wider participation. | | Accepted. All Government orders shall be applicable on all the components. The RFP stands amended accordingly. |
| 62. | | 1 38 | Suggestion/Modification: Switch should support minimum 256,000 no. of MAC addresses. | | Accepted. The RFP stands amended accordingly. |
| 63. | | 2 38 | Suggestion/Modification: Switch should support multicast traffic reachability using PIM-SM and SSM. | | Accepted. The RFP stands amended accordingly. |
| 64. | | 3 38 | Suggestion/Modification: It should support minimum 512 Active VLANs and should be possible to configure port based VLAN. | | Accepted. The RFP stands amended accordingly. |
| 65. | | 4 38 | Suggestion/Modification: The switch should be UL-UL60950-1, FCC Part 15, VCCI Class A, EN 55022/55032, EN 55024/CISPR32, CAN/CSA 22.2 No.60950-1, | | Accepted. The RFP stands amended accordingly. |

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| | | | Reduction of Hazardous Substances (ROHS) certified. | |
| 66. | 5 38 | | Suggestion/Modification: It should support Eight hardware-based queues per port with Weighted Round Robin (WRR)/Shaped Round Robin (SRR). | Accepted. The RFP stands amended accordingly. |
| 67. | 6 38 | | Suggestion/Modification: EAL3/CC/NDcPP certified or equivalent. | Accepted. The RFP stands amended accordingly. |
| 68. | 1 44 | | Please amend the clause to 6 Million Concurrent Sessions and 240,000 new sessions / second. | Partially Accepted. The RFP stands amended accordingly. |
| 69. | 1 44 | | RIPng (RIP next generation) is an extension of RIPv2 for support of IPv6, the next generation Internet Protocol. Since RIP is an outdated protocol, we only support RIPv1 and RIPv2. RIP has a lot of limitations, ie Hop count = 15, slow convergence, hence it is not used widely. Would suggest using OSPFv3 instead. Please amend the clause to support IPv6 RIPng or OSPFv3. " | Not accepted. |
| 70. | 1 44 | | Please amend clause to allow EAL 4 certified. | Accepted. The RFP stands amended accordingly. |
| 71. | | | We request you to kindly amend the clause as, 80% of the total payment due (exclusive of annual maintenance charges, AMC, etc.) shall be released by the Bank on pro rata basis upon successful delivery of equipment / software and raising of relevant invoices thereof. | Accepted. The RFP stands amended accordingly. |
| 72. | 4.10.3 17 | | We request you to kindly amend the clause as, Remaining 20% of the payment shall be released by the Bank upon successful installation, testing and certification (sign off and UAT) report has been issued by the Technical Committee / Consultant / concerned users within one month from the date of raising of relevant invoices thereof. | Not accepted. |
| 73. | 4.17 19 | | In reference to the office memorandum issued by Ministry of Finance, Procurement Policy Division vide circular no. No. F.9/4/2020-PPD dated 12.11.2020, As per Rule 171 of General Financial Rules (GFRs) 2017 the Performance Security is reduced to 3%. | Accepted. All Government orders shall be applicable on all the components. |

| | | | We Request your esteemed authority to reduce the PBG amount from 5% to 3% of contract value. | |
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| Sify Technologies Limited | 1. | 27 | 9TB usable storage, bank may ask for additional 10TB immutable Object storage based on S3 protocol. This will provide tamper proof 10TB storage which can be used to store critical data for future. | Accepted. The RFP stands amended accordingly. |
| | 2. | 29 | Any HCI cluster would require minimum three nodes to work flawlessly. Kindly confirm all these HCI clusters mentioned on page 29 & 30 must have three nodes or more each. | Accepted. Typographic error corrected in the RFP. |
| | 3. | 4.2 15 | We understand from this clause that Data Center here means Supply & Installation for Non-IT DC components like Rack, UPS, PAC etc. and IT Components like Servers/HCI, Storage, Network switches, security components and other IT HW/SW components. Please confirm | Clarified. No change in RFP is needed. |
| | 4. | 4.2 | We request Bank to include SD-WAN experience of the bidder in as scope of this project includes SD-WAN and this shall help bank to get experienced bidder in this domain. | Not accepted. |
| | 5. | 26 | Proposed HCI solution must be present in at least 5 banking / Government customers in India, and must be running the production workload of banks/Government customers. Majority of Banking customers have not adopted HCI as platform for their production workloads due to varied workloads i.e virtualized/bare metal. HCI only support virtualized workload. | Partially Accepted (02 Banks). The RFP stands amended accordingly. |
| | 6. | 26 | As per virtualization best practices it is recommended to have similar configuration in same cluster to balanced configuration and performance. Please remove this clause. | Accepted. The RFP stands amended accordingly. |
| | 7. | 26 | The HCI storage must have integrated wizard to schedule snapshot/full VM backups for hourly / daily / weekly / monthly snapshot policies. Any additional software or license required to achieve this functionality must be provided on day 1. | Accepted. The RFP stands amended accordingly. |
| | 8. | 27 | The solution should be able to work on latest x86 Hardware in a appliance mode with singe support across all HCI building blocks. | Partially accepted (Both the solutions). The RFP stands amended accordingly. |
| | 9. | 27 | All servers in the HCI cluster must contribute Compute & Storage / Compute Only if the requirement of storage is not there in the said | Accepted. The RFP stands amended |

| | | | | accordingly. |
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| | | | Cluster. | |
| 10. | 5.5.2 39-40 | | OEM Specific Product feature Sizing. The multicast is form of Broadcast, so one multicast entry means route for group of many IP Devices. We understand that asked Multicast entries are very high. These high sizing values 64,000 is only required in Carrier Grade deployment also 30K IPv6 routing table is sufficient for core switch. Because routing is not even use in core switch. Along with the core switch, aggregation switches can also be used for routing, Kindly modify the clause as "The switch should support 100,000 IPv4 unicast routes and 32,000 IPv6 unicast routes entries in the routing table including 7,000 multicast routes." to allow leading OEM to participate meeting solution requirement for this setup. | Accepted. The RFP stands amended accordingly. |
| 11. | 5.5.2 39-40 | | Since technology and architecture differs from OEM to OEM. Switch support 98K mac addresses table, which is sufficient for Spine/core switch. Because in solution there is also requirement of Leaf/distribution switch. Along with the core/spine switch, Leaf/aggregation switches can also be used to restrict the layer-2 boundaries/broadcast. Request you to kindly modify the clause as "Switch should support minimum 90K no. of MAC addresses" so that leading OEM can participate. | Partially accepted 256K MAC address). The RFP stands amended accordingly. |
| 12. | 5.5.2 39-40 | | Since technology and architecture differs from OEM to OEM. And if we see switch have maximum 32 ports and practically to support 64 numbers of ports per link aggregation group are very high. Industry leading OEM Switch Support up to 54 link aggregation groups (LAGs), each with eight links per group, with a user-selectable hashing algorithm. Request to modify the clause as "Switch should support 8 Nos. of link or more per Port channel (using LACP) and Support up to 54 link aggregation groups (LAGs)." | Accepted. The RFP stands amended accordingly. |
| 13. | 5.5.2 39-40 | | Request to give us clarity on this point, what is the solution requirement exactly, as Industry leading OEM Switch doesn't support MPLS like LDP packet. And other side for WAN or internet or MPLS or Broadband SD-WAN solution requirement is already in RFP to propose the solution. | Clarified. No change in RFP is needed. |
| 14. | 5.5.2 39-40 | | Industry leading OEM switch support IGP like OSPF, RIPv2, RIPng and for EGP switch support BGP & MP-BGP. IS-IS is mostly used in ISP environment where customer requirement is circle wise. OSPF is common and mostly used protocol in enterprise segment as an open | Accepted. The RFP stands amended accordingly. |

| | | | protocol. Request to modify the clause as "Should support BGP, MP-BGP, IS-IS or OSPF for IPv4 and IPv6. | |
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| 15. | 5.5.2 39-40 | | Industry leading OEM Switch supports all data center environment protocol like RIPng, OSPF, BGP, MP-BGP etc. All the MPLS level requirement and end to end bandwidth reservation is generally required at service provider level. Request to remove this requirement/clause if solution doesn't require any such protocol. | Accepted. The RFP stands amended accordingly. |
| 16. | 5.5.2 39-40 | | Industry leading OEM Switch supports equivalent protocol to support DWRR in place of DRED. Request to modify the clause as "Switch should support for different type of QoS features for real time traffic differential treatment using WRED or DWRR and SP Queuing." | Accepted. The RFP stands amended accordingly. |
| 17. | 5.5.2 39-40 | | Industry leading OEM switch support secure remote login SSHv2. Request to modify the clause as "Switch should provide remote login for administration Telnet or SSHv2." | Accepted. The RFP stands amended accordingly. |
| 18. | 39-40 | | Industry leading OEM switch Supports 48 ports of 1G/10G/25GbE (SFP/SFP+/SFP28) and 6 ports of 40G/100GbE (QSFP+/QSFP28), Request to modify the clause as "Switch should have the 48 x 1/10G/25G SFP fiber ports and should have 6 x 40G/100G QSFP28 ports." So that leading OEM can participate. | Accepted. The RFP stands amended accordingly. |
| 19. | 39-40 | | Industry leading OEM Switch have capacity 3.6 Tbps based on the switch interfaces speed calculation ( (48x25x2) + (6x100x2))=3.6 Tbps. Request to modify the clause as "Switch should support minimum 3Tbps of switching capacity". So that leading OEM can participate. | Accepted. The RFP stands amended accordingly. |
| 20. | 39-40 | | OEM Specific Product feature Sizing. The multicast is form of Broadcast, so one multicast entry means route for group of many IP Devices. We understand that asked Multicast entries are very high. These high sizing values 64,000 is only required in Carrier Grade deployment also 30K IPv6 routing table is sufficient for core switch. Because routing is not even use in core switch. Along with the core switch, aggregation switches can also be used for routing, Kindly modify the clause as "The switch should support 100,000 IPv4 unicast routes and 32,000 IPv6 unicast routes entries in the routing table including 4,000 multicast routes." to allow leading OEM to participate meeting solution requirement for this setup. | Accepted. The RFP stands amended accordingly. |

| 21. | 39-40 | Since technology and architecture differs from OEM to OEM. Switch support 98K mac addresses table, which is sufficient for TOR switch. Because in solution there are also requirement of TOR/Leaf/distribution switch. Along with the core/spine switch, Leaf/aggregation/TOR switches can also be used to restrict the layer-2 boundaries/broadcast. Request you to kindly modify the clause as "Switch should support minimum 90K no. of MAC addresses" so that leading OEM can participate. So that leading OEM can also participate. | Not accepted. |
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| 22. | 39-40 | Since technology and architecture differs from OEM to OEM. And if we see switch have maximum 32 ports and practically to support 64 numbers of ports per link aggregation group are very high. Industry leading OEM Switch Support up to 54 link aggregation groups (LAGs), each with eight links per group, with a user-selectable hashing algorithm. Request to modify the clause as "Switch should support 8 Nos. of link or more per Port channel (using LACP) and Support up to 54 link aggregation groups (LAGs). The Switch should support 16-way ECMP. " | Accepted. The RFP stands amended accordingly. |
| 23. | 39-40 | This is OEM specific. Request to give us clarity on this point, what is the solution requirement exactly, as Industry leading OEM Switch doesn't support MPLS like LDP packet. And other side for WAN or internet or MPLS or Broadband SD-WAN solution requirement is already in RFP to propose the solution. | Clarified. No change in RFP is needed. |
| 24. | 39-40 | Industry leading OEM switch support IGP like OSPF, RIPv2, RIPng and for EGP switch support BGP & MP-BGP. IS-IS is mostly used in ISP environment where customer requirement is circle wise. OSPF is common and mostly used protocol in enterprise segment as an open protocol. Request to modify the clause as "Should support BGP, MBGP, IS-IS or OSPF for IPv4 and IPv6. | Accepted. The RFP stands amended accordingly. |
| 25. | 39-40 | Industry leading OEM Switch supports all data center environment protocol like RIPng, OSPF, BGP, MP-BGP etc. All the MPLS level requirement and end to end bandwidth reservation is generally required at service provider level. Request to remove this requirement/clause if solution doesn't require any such protocol. | Accepted. The RFP stands amended accordingly. |
| 26. | | Industry leading OEM Switch supports equivalent protocol to support DWRR in place of DRED. | Accepted. The RFP stands |

| | | | Request to modify the clause as "Switch should support for different type of QoS features for real time traffic differential treatment using WRED or DWRR and SP Queuing." | amended accordingly. |
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| | 27. | 39-40 | Industry leading OEM switch support secure remote login SSHv2. Request to modify the clause as "Switch should provide remote login for administration Telnet or SSHv2." | Accepted. The RFP stands amended accordingly. |
| | 28. | 39-40 | Industry leading OEM switch support equivalent protocols to the asked security protocols. Request to modify the clause as " The switch should support IP Source Guard or Dynamic IP Lockdown, DAI or Dynamic ARP protection and IPv6 Security features." | Partially accepted (equivalent security protocols). The RFP stands amended accordingly. |
| | 29. | 39-40 | Industry leading OEM switch support equivalent features to the asked IPV6 protocols. Request to modify the clause as " The switch should have IPv6 RA Guard and IPv6 Neighbor Discovery Inspection or ND snooping" | Not accepted. |
| | 30. | 39-40 | Industry leading OEM switch support all the required industries latest certifications to be a part of data center, hence request to read the clause as " The switch should be UL-UL60950-1, FCC Part 15 or FCC 47 CFR part 15B, Class A, VCCI Class A, EN 55022 or EN 55024:2010, EN 55024 or EN 55024:2010, EN 300386 or EN 61000-3-2:2014 & EN 61000-3-3:2013, CAN/CSA 22.2 No.60950-1, Reduction of Hazardous Substances (ROHS) certified." | Not accepted. |
| | 31. | 39-40 | Industry leading OEM Switch support all the required IPv6 configuration support and security as per data center standard. Request to modify the clause as "Switch should be IPv6 (IPv6 Logo ready/ USGv6) certified or IPv6 ready." | Not accepted. |
| | 32. | 39-40 | Industry leading OEM Switch support equivalent features in QOS. Request to modify the clause as "It should support Eight hardware-based queues per port with Weighted Round Robin (WRR) or DWRR." | Accepted. The RFP stands amended accordingly. |
| | 33. | 39-40 | Industry leading OEM Switch support RoHS (EN 50581:2012) and WEEE regulations. Hence request to modify the clause as"RoHSv6 or RoHS (EN 50581:2012) and WEEE regulations compliant." | Not accepted. |
| | 34. | 39-40 | Industry leading OEM Switch support IEEE 802.3 (100M/1GbE) with four built-in 1GbE/10GbE uplink SFP+ ports. Request to read the clause for all copper port as " IEEE 802.3 standard | Accepted. The RFP stands amended accordingly. |

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| | | | 10/100/1000 Base T." | |
| 35. | 17 | | We request to amend this clause as under: 90% of the total payment due (exclusive of annual maintenance charges, AMC, etc.) and 100% taxes amount shall be released by the Bank upon successful delivery of equipment / software and raising of relevant invoices thereof. | Not accepted. |
| 36. | 17 | | We request to amend this clause as under: Remaining 10% of the payment shall be released by the Bank upon successful installation, testing and certification (sign off and UAT) report has been issued by the Technical Committee / Consultant / concerned users within one month from the date of raising of relevant invoices thereof. | Not accepted. |
| 37. | 19 | | The successful Bidder(s) shall furnish a security in the form of bank guarantee in favour of the Managing Director, The Kangra Central Cooperative Bank, Dharamshala @ 3% of the total value of the order placed to the Bidder, and the same must be valid for 5 years from the date of order, which shall be discharged thereafter. | Accepted. All Government orders shall be applicable on all the components. The RFP stands amended accordingly. |
| 38. | | | We understand that bidder is responsible to supply & implement all the items as per the specifications and scope of the RFP. Appropriate sizing and configurations of the items has already been taken care by Bank. Please confirm. | Clarified. No change in RFP is needed. |
| 39. | | | We understand that bank shall release the successful bidder payment if there is any delay from bank side in site readiness or approvals. Please confirm. | Clarified. No change in RFP is needed. |
| 40. | 25 | | Warranty of HCI shall start from the date of supply as per OEM policy. Please confirm The same shall be applicable on rest of the items. | Clarified. No change in RFP is needed. |
| 41. | 26 | | We understand the switches mentioned under HCI cluster configurations and 6.10 PROFORMA COMMERCIAL BID, Sr. 9 Top of Rack Switches are same. Bidder should quote the quantity as mentioned in the 6.10 PROFORMA COMMERCIAL BID. | Clarified. No change in RFP is needed. |
| 42. | 57 | | Request you to delete this clause as supply of OS and security patches are not part of scope of this RFP. | Not accepted. |
| 43. | 57 | | Request you to delete this clause as maintain the log of Internet surfing and other activities in respect of all the users for at least 02 months in the Data Centre are not part of scope of this RFP. | Not accepted. |

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| 44. | 60 | Request to relax this clause as these locations situated where resolution can not be provided in 2 Hrs.<br>Request to change resolution time as 8 hrs. | Partially accepted (for difficult areas).<br>The RFP stands amended accordingly. |
| 45. | 60 | Request to relax this clause as these locations situated where resolution cannot be provided in 4 Hrs.<br>Request to change resolution time as 12 hrs. | Partially accepted (for difficult areas).<br>The RFP stands amended accordingly. |
| 46. | 60 | Request to change resolution time as 2 days. | Partially accepted (for difficult areas).<br>The RFP stands amended accordingly. |
| 47. | 43 | Kindly suggest do you need two pairs of NGFW with same specifications? Kindly confirm. | Clarified.<br>No change in RFP is needed. |
| 48. | 44 | 1-Do you want 20 Gbps Mix throughput or 9Gbps NextGen firewall throughput including Firewall, Application security/ AVC, IPS and URL Filtering because both are same but mentioned throughput is different<br>2- I will suggest kindly review compliances in respect of throughput because bandwidth, overall connections etc. otherwise bidder need to propose higher model which is actually not required as per requirement. | Clarified.<br>No change in RFP is needed. |
| 49. | 44 | Please change specs to "Denial of service (DoS) protection" | Accepted.<br>The RFP stands amended accordingly. |
| 50. | 21 | Warranty mentioned In the clause 5.1.3 is 03 years. Please clarify is warranty required is 03 Years or 05 Years. | Clarified.<br>No change in RFP is needed. |
| 51. | 38 | Do you require 40G Module or 100G Module or 40/100G Module?<br>How many ports are to be populated with required (40G or 100G or 40/100G) QSFP modules from the day one? | Clarified.<br>No change in RFP is needed. |
| 52. | 40 | How many Access ports and Uplink ports are to be populated from the day one?<br>Please clarify on the count and type of SFP and QSFP modules required. | Clarified.<br>No change in RFP is needed. |
| 53. | 16 | We request the clause to be amended as follows:<br>The Bidder should have established at least three Data Centres during last 07 years out of which at | Accepted.<br>The RFP stands amended |

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| | | least one should be functional in a Bank or Govt. establishment in India | accordingly. |
| 54. | 19 | We request the penalty clause to be amended as follows:<br><br>In case of delay in execution of works or delivery of goods & services, penalties at the following rates shall be imposed on the total amount (as per relevant rate schedule) of delayed goods / services:<br>1% for delay of the first two months<br>1% per month for subsequent delays<br>With maximum overall capping on penalty: 5% | Accepted.<br>The RFP stands amended accordingly. |
| 55. | 14 | Kindly add the following clause:<br><br>"In case of corporate restructuring involving Business Transfer, all the Qualifying Criteria / Technical Scoring Criteria (or any other criteria pertaining to bidder's credentials) can be met by the bidding entity itself, or by the bidding entity's parent company (if the bidding entity is 100% owned subsidiary of the parent company) or by fellow subsidiary company (which is 100% owned by the parent company). Supporting documents of the parent company's / fellow subsidiary company's credentials shall also be acceptable for all the Eligibility Criteria/Technical Scoring and any other criteria requiring bidder's credentials to qualify." | Not accepted. |
| 56. | 33 | Please share the time period for which Bank is looking to store analytics data. | Clarified.<br>No change in RFP is needed. |
| 57. | 32 | Kindly remove Hop Count from the point. | Accepted.<br>The RFP stands amended accordingly. |
| 58. | 34 | Kindly remove Hop Count from the point. | Accepted.<br>The RFP stands amended accordingly. |
| 59. | 32 | Link Bonding is specific to an OEM. Please mention the point as "The SD WAN should be able to build connections dynamically between two SDWAN devices leveraging multiple links and apply logic for best path selection, traffic switching and QOS defines in controller" | Not accepted. |
| 60. | 32 | Please mention the point as<br><br>"The SD WAN should support round trip latency and traffic loss monitoring" | Not accepted. |
| 61. | 33 | Kindly mention the point as "the system should | Not accepted. |

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| | | | be able to automatically pick the tunnel based on the application and based on the policy specified in the software defined network controller." | |
| | 62. | 35 | Please mention it as "Device should support ZTP." Please refer Page no 33 Point no 14 | Accepted. The RFP stands amended accordingly. |
| | 63. | 36 | Please remove "One touch provisioning though Mobile APP." from the point. | Accepted. The RFP stands amended accordingly. |
| | 64. | 34 | Please mention it as "The solution will allow administrator to forward alerts from the system using email or SMS." | Accepted. The RFP stands amended accordingly. |
| | 65. | 56 | Please elaborate the point. Is it Controller or edge devices? | Clarified. No change in RFP is needed. |
| SISL Infotech Private Limited | 1 | 3 | As per portal it is showing that we have to make payment in offline mode. However, as clause saying to make payment through portal. Therefore, we request you to kindly confirm the exact mode of payment. | Clarified. No change in RFP is needed. |
| | 2 | 18 | As per portal it is showing that we have to make payment in offline mode. However, as clause saying to make payment through portal. Therefore, we request you to kindly confirm the exact mode of payment. | Clarified. No change in RFP is needed. |
| | 3 | 51 | Please guide if we will make payment towards tender fee & EMD through portal i.e. https://hptenders.gov.in/, do we still need to submit the proof of payment in physical copy. If yes, kindly confirm the address for the same to submit. | Clarified. No change in RFP is needed. |
| | 4. | 15 | We request you to kindly amend the clause as mentioned below:- The Bidder should have deployment experience of data center solutions/technology, in at least three data Centers during last 05 years out of which at least one should be functional in a Bank or Govt. establishment in India. | Not accepted. |
| | 5. | 17 | We request you to kindly amend the clause as:- 4.10.1 No payment will be made in advance for any supplies under this invitation for bid. 4.10.2 90% of the total payment due (exclusive of annual maintenance charges, AMC, etc.) shall be released by the Bank upon successful delivery of equipment / software and raising of relevant | Not accepted. |

| | | invoices thereof. 4.10.3 Remaining 10% of the payment shall be released by the Bank upon successful installation, testing and certification (sign off and UAT) report has been issued by the Technical Committee / Consultant / concerned users within one month from the date of raising of relevant invoices thereof. 4.10.4 Operation and Maintenance charges shall be released by the Bank on half yearly (bi-annual) basis upon rendering satisfactory services to the Bank and raising relevant invoice thereof by the vendor. 4.10.5 The AMC for the supplies for the period after the warranty will be payable on half yearly (bi-annual) basis on post-paid basis within one month of raising of relevant invoices thereof after making deductions for non-performance/downtime and other penalties imposed, if any. The Bidder may, however, prefer to raise invoice in advance also, though the payment shall be made strictly on post-paid basis. | |
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| 6. | 22 to 62 | 42U Rack, 900Wx1200Dx2000H with 100 mm plinth; Racks to ensure protection against ingress of dust and water. Kindly Accept | Not accepted. |
| 7. | 22 to 62 | Sturdy frame having 9X folding profile welded construction or as per OEM Standard. | Not accepted. |
| 8. | 22 to 62 | Option of using biometric reader with electromagnetic handle for each door OR Common biometric access control reader cum controller with electromagnetic door locks on each door. | Not accepted. |
| 9. | 22 to 62 | Increased corrosion resistance using state of art paint technology (Nano ceramic coat, EC dip coat OR Epoxy Polyester & powder coated painting). | Not accepted. |
| 10. | 22 to 62 | Rack based fire suppression system: The fire suppression system shall be 2U 19 inch rack mount solution for early fire detection & automatic fire extinguishing using eco-friendly NOVEC 1230 clean agent gas. | Not accepted. |
| 11. | 22 to 62 | Product: IEC/EN62040-1 , IEC/EN62040-2 , IEC/EN61000-3-12 , IEC/EN-61000-4-5 | Not accepted. |
| 12. | 22 to 62 | Manufacturer: ISO 9001: 2008, ISO 14001: 2004 and ISO 50001:2011/ ISO 45001 | Not accepted. |
| 13. | 22 to 62 | Smart Rack, UPS, PDU'S should be from Same OEM for seamless integration. | Not accepted. |

| | 14. | 19 | As per Govt. guidelines, we request you to kindly reduce the PBG % from 5% to 3%. | Accepted. All Government orders shall be applicable on all the components. The RFP stands amended accordingly. |
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| | 15. | 18 | We request you to kindly amend the clause as mentioned below:- The project should be completed within nine (9) months from the date of placing the supply order and the Bank's decision in this regard will be final and binding. The supply shall actually be deemed to have been complete on the actual date of installation / implementation and successful demonstration to the duly constituted committee of the Bank. The detailed schedule will be specified by the Bank at the time of placing supply / work orders after due consultation with the successful Bidder(s). | Accepted. The RFP stands amended accordingly. |
| | 16. | 19 | We request you to kindly amend the clause as mentioned below:- In case of delay in execution of works or delivery of goods & services, penalties at the following rates shall be imposed on the total amount (as per relevant rate schedule) of delayed goods / services: 0.5% for delay of the first two months 1% per month for subsequent delays Maximum delay of six months is tolerable, beyond which the order may be cancelled. Any lapse, negligence or delay on the part of the vendor or their staff shall also be attributed on them. However, looking at the merit of the case, the Bank upon recommendations of the Consultants may waive off and relax any condition, deviation or penalty to certain extent. In this regard, the decision of the Bank shall be final, conclusive and binding on the firm. | Accepted. The RFP stands amended accordingly. |
| Pace Infosolutions Pvt. Ltd. | 1. | Page 15 | The Bidder should have established/maintained at least three Data Centres during last 07 years out of which at least one should be functional in a Bank or Govt. establishment in India. | Accepted. The RFP stands amended accordingly. |
| | 1 | Page 22 | 42U Rack, 900Wx1200Dx2000H with 100 mm plinth; Racks to ensure protection against ingress of dust and water. Kindly Accept. | Not accepted. |
| | 2 | Page 22 | Sturdy frame having 9X folding profile welded construction or as per OEM standard. | Not accepted. |

| 4 | Page 22 | Option of using biometric reader with electromagnetic handle for each door OR Common biometric access control reader cum controller with electromagnetic door locks on each door. | Not accepted. |
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| 6 | Page 22 | Increased corrosion resistance using state of art paint technology (Nano ceramic coat, EC dip coat OR Epoxy Polyester & powder coated painting) | Not accepted. |
| 9 | Page 23 | Rack based fire suppression system: The fire suppression system shall be 2U 19 inch rack mount solution for early fire detection & automatic fire extinguishing using eco-friendly NOVEC 1230 clean agent gas. | Not accepted. |
| 13 | Page 25 | Product: IEC/EN62040-1 , IEC/EN62040-2 , IEC/EN61000-3-12 , IEC/EN-61000-4-5 | Not accepted. |
| 14 | Page 25 | Manufacturer: ISO 9001: 2008, ISO 14001: 2004 and ISO 50001:2011/ ISO 45001 | Not accepted. |
| 17. | Page 25 | Smart Rack, UPS, PDU'S should be from Same OEM for seamless integration. | Not accepted. |
| 18. | Page 26 | Proposed HCI solution must be present in at least 5 banking / Government customers in India, and must be running the production workload of banks/Government customers. | Partially Accepted (02 Banks). The RFP stands amended accordingly. |
| 19. | Page 26 | Proposed solution must support at least one hypervisors amongst the mainstream HCI hypervisors, namely Acropolis/ ESXi/ Hyper-V. | Accepted. The RFP stands amended accordingly. |
| 20. | Page 26 | As per virtualization best practices it is recommended to have similar configuration in same cluster to balanced configuration and performance. Please remove this clause. | Accepted. The RFP stands amended accordingly. |
| 21. | Page 26 | The HCI storage must have integrated wizard to schedule snapshot/full VM backups for hourly / daily / weekly / monthly snapshot policies. Any additional software or license required to achieve this functionality must be provided on day 1. | Accepted. The RFP stands amended accordingly. |
| 22. | Page 27 | The solution should be able to work on latest x86 hardware in an appliance mode with singe support across all HCI building blocks. | Partially accepted (Both the solutions). The RFP stands amended accordingly. |
| 23. | Page 27 | All servers in the HCI cluster must contribute | Accepted. |

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| | | Compute & Storage /Compute Only if the requirement of storage is not there in the said Cluster. | The RFP stands amended accordingly. |
| 24. | Page 27 | The proposed solution must offer native File Services, supporting SMB/NFS 3.0/4.0, with the ability to scale-out. This is required for any future requirement that may arise. At least 20TB of scale-out NAS space must be provided in the HCI cluster from day 1 | Not accepted. |
| 25. | Page 27 | Please provide clarity on RPO requirement either it is 5-10 mins or >=5 & <=10 mins Or clearly outline as <=5 mins. | Clarified. No change in RFP is needed. |
| 26. | Page 31 | Majority of leading OEMs does not have SDWAN/networking products in class 1 MII including us and hence we request remove this clause to get wider participation for Quality products. Moreover in other category of products asked such as HCI this clause is not mentioned. This clause favors only ONE specific brand. | Accepted. All Government orders shall be applicable on all the components. |
| 27. | Page 31-34 | The system architecture should allow the use the most preferred link based upon Link characteristics (Latency, Packet Loss, Jitter) for critical applications as defined in policy | Accepted. The RFP stands amended accordingly. |
| 28. | Page 31-34 | VPN Security: The system should allow creation of an encryption policy/Key. The system should allow an encryption policy/Key to be attached per virtual private network. The system should allow centralized generation of the encryption policy/Key is required. | Not accepted. |
| 29. | Page 31-34 | SD-WAN Reports and Analytics The SD WAN must provide following reports of Individual link quality/ Virtual link quality on daily, weekly, monthly, yearly etc.: - Packet loss in the links - Latency of links | Accepted. The RFP stands amended accordingly. |
| 30. | Page 31-34 | Request to remove this clause for wider participation. | Not accepted. |
| 31. | Page 31-34 | Device should support app/GUI based ZTP. | Accepted. The RFP stands amended accordingly. |
| 32. | Page 34- | SD WAN Management Controller | Accepted. |

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| | 35 | Functional Requirements:<br>The solution should provide capability of remote diagnostics like Ping, trace route, testing VPN connectivity, Speed test etc. through a centralized GUI. | The RFP stands amended accordingly. |
| 33. | Page 34-35 | SD WAN Management Controller Functional Requirements:<br>The solution will allow administrator to forward alerts from the system using email. | Accepted.<br>The RFP stands amended accordingly. |
| 34. | 37 | Proposed SDWAN appliance must be rack mountable with minimum of Universal 6 x 1/10GbE SFP+ Ports, 2 x USB, 1 x Console, 16 GB RAM,128 GB SSD | Not accepted. |
| 35. | Page 37 | Request to remove this clause for wider participation. | Not accepted. |
| 36. | Page 37 | 3. SD-WAN Router for DC / DR & 4. SD-WAN Router for Branches<br>Should support the IPsec VPN deployment modes: hub[1]and-spoke, full mesh, will be deployed in Router Mode | Not accepted. |
| 37. | Page 37 | Proposed SDWAN appliance must be of desktop form factor with minimum of 4 Universal ports that can be configured as WAN, LAN (10/100/1000 RJ-45) Ports,<br>8GB RAM, 64 GB SSD and 1 USB ports. | Not accepted. |
| 38. | Page 37 | Request to remove this clause for wider participation. | Accepted.<br>All Government orders shall be applicable on all the components. |
| 39. | | The SD-WAN Solution should support Packet Order Correction (POC) algorithms re-order packets that arrive out of order at their destination. | Not accepted. |
| 40. | | The SD-WAN Solution should able to mitigate the effects of high WAN latency using TCP acceleration technologies for critical applications. | Not accepted. |
| 41. | | The SD-WAN Solution should be able to make applications faster and reduce WAN bandwidth utilization using technologies like deduplication (local caching of data), compression and Packet coalescing | Not accepted. |
| 42. | | The SD-WAN Solution should be able to mitigate packet loss using FEC and reorder packets arriving out of order | Not accepted. |
| 43. | Page 39- | OEM Specific Product feature Sizing. The | Accepted. |

| | | 40 | multicast is form of Broadcast, so one multicast entry means route for group of many IP Devices. We understand that asked Multicast entries are very high. These high sizing values 64,000 is only required in Carrier Grade deployment also 30K IPv6 routing table is sufficient for core switch. Because routing is not even use in core switch. Along with the core switch, aggregation switches can also be used for routing, Kindly modify the clause as "The switch should support 100,000 IPv4 unicast routes and 32,000 IPv6 unicast routes entries in the routing table including 7,000 multicast routes to allow leading OEM to participate meeting solution requirement for this setup. | The RFP stands amended accordingly. |
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| 44. | Page 39-40 | Since technology and architecture differs from OEM to OEM. Switch support 98K mac addresses table, which is sufficient for Spine/core switch. Because in solution there is also requirement of Leaf/distribution switch. Along with the core/spine switch, Leaf/aggregation switches can also be used to restrict the layer-2 boundaries/broadcast. Request you to kindly modify the clause as "Switch should support minimum 90K no. of MAC addresses" so that leading OEM can participate. | Partially accepted 256K MAC address). The RFP stands amended accordingly. |
| 45. | Page 39-40 | Since technology and architecture differs from OEM to OEM. And if we see switch have maximum 32 ports and practically to support 64 numbers of ports per link aggregation group are very high. HPE Aruba Switch Support up to 54 link aggregation groups (LAGs), each with eight links per group, with a user-selectable hashing algorithm. Request to modify the clause as "Switch should support 8 Nos. of link or more per Port channel (using LACP) and Support up to 54 link aggregation groups (LAGs)." | Accepted. The RFP stands amended accordingly. |
| 46. | Page 39-40 | Request to give us clarity on this point, what is the solution requirement exactly, as HPE Aruba Switch doesn't support MPLS like LDP packet. And other side for WAN or internet or MPLS or Broadband SD-WAN solution requirement is already in RFP to propose the solution. | Clarified. No change in RFP is needed. |
| 47. | Page 39-40 | HPE Aruba switches support IGP like OSPF, RIPv2, RIPng and for EGP switch support BGP & MP-BGP. IS-IS is mostly used in ISP environment where customer requirement is circle wise. OSPF is common and mostly used protocol in enterprise segment as an open protocol. Request to modify the clause as "Should support BGP, MP-BGP, IS-IS or OSPF for IPv4 and IPv6. | Accepted. The RFP stands amended accordingly. |

| 48. | Page 39-40 | HPE Aruba Switch supports all data center environment protocol like RIPng, OSPF, BGP, MP-BGP etc. All the MPLS level requirement and end to end bandwidth reservation is generally required at service provider level. Request to remove this requirement/clause if solution doesn't require any such protocol. | Accepted. The RFP stands amended accordingly. |
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| 49. | Page 39-40 | HPE Aruba Switch supports equivalent protocol to support DWRR in place of DRED. Request to modify the clause as "Switch should support for different type of QoS features for real time traffic differential treatment using WRED or DWRR and SP Queuing." | Accepted. The RFP stands amended accordingly. |
| 50. | Page 39-40 | HPE Aruba switch support secure remote login SSHv2. Request to modify the clause as "Switch should provide remote login for administration Telnet or SSHv2." | Accepted. The RFP stands amended accordingly. |
| 51. | Page 39-40 | HPE Aruba switch Supports 48 ports of 1G/10G/25GbE (SFP/SFP+/SFP28) and 6 ports of 40G/100GbE (QSFP+/QSFP28), Request to modify the clause as "Switch should have the 48 x 1/10G/25G SFP fiber ports and should have 6 x 40G/100G QSFP28 ports." So that leading OEM can participate. | Accepted. The RFP stands amended accordingly. |
| 52. | Page 39-40 | HPE Aruba Switch have capacity 3.6 Tbps based on the switch interfaces speed calculation ( (48x25x2) + (6x100x2))=3.6 Tbps. Request to modify the clause as "Switch should support minimum 3Tbps of switching capacity". So that leading OEM can participate. | Accepted. The RFP stands amended accordingly. |
| 53. | Page 39-40 | OEM Specific Product feature Sizing. The multicast is form of Broadcast, so one multicast entry means route for group of many IP Devices. We understand that asked Multicast entries are very high. These high sizing values 64,000 is only required in Carrier Grade deployment also 30K IPv6 routing table is sufficient for core switch. Because routing is not even use in core switch. Along with the core switch, aggregation switches can also be used for routing, Kindly modify the clause as "The switch should support 100,000 IPv4 unicast routes and 32,000 IPv6 unicast routes entries in the routing table including 4,000 multicast routes to allow leading OEM to participate meeting solution requirement for this setup. | Accepted. The RFP stands amended accordingly. |
| 54. | Page 39-40 | Since technology and architecture differs from OEM to OEM. Switch support 98K mac addresses table, which is sufficient for TOR switch. Because in solution there are also requirement of TOR/Leaf/distribution switch. Along with the | Not accepted. |

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| | | | core/spine switch, Leaf/aggregation/TOR switches can also be used to restrict the layer-2 boundaries/broadcast. Request you to kindly modify the clause as "Switch should support minimum 90K no. of MAC addresses" so that leading OEM can participate. So that leading OEM can also participate. | |
| | 55. | Page 39-40 | Since technology and architecture differs from OEM to OEM. And if we see switch have maximum 32 ports and practically to support 64 numbers of ports per link aggregation group are very high. HPE Aruba Switch Support up to 54 link aggregation groups (LAGs), each with eight links per group, with a user-selectable hashing algorithm. Request to modify the clause as "Switch should support 8 Nos. of link or more per Port channel (using LACP) and Support up to 54 link aggregation groups (LAGs). The Switch should support 16-way ECMP. " | Accepted. The RFP stands amended accordingly. |
| | 56. | Page 39-40 | This is OEM specific. Request to give us clarity on this point, what is the solution requirement exactly, as HPE Aruba Switch doesn't support MPLS like LDP packet. And other side for WAN or internet or MPLS or Broadband SD-WAN solution requirement is already in RFP to propose the solution. | Clarified. No change in RFP is needed. |
| | 57. | Page 39-40 | HPE Aruba switches support IGP like OSPF, RIPv2, RIPng and for EGP switch support BGP & MP-BGP. IS-IS is mostly used in ISP environment where customer requirement is circle wise. OSPF is common and mostly used protocol in enterprise segment as an open protocol. Request to modify the clause as "Should support BGP, MBGP, IS-IS or OSPF for IPv4 and IPv6. | Accepted. The RFP stands amended accordingly. |
| | 58. | Page 39-40 | HPE Aruba Switch support all data center environment protocol like RIPng, OSPF, BGP, MP-BGP etc. All the MPLS level requirement and end to end bandwidth reservation is generally required at service provider level. Request to remove this requirement/clause if solution doesn't require any such protocol. | Accepted. The RFP stands amended accordingly. |
| | 65. | Page 39-40 | HPE Aruba Switch supports equivalent protocol to support DWRR in place of DRED. Request to modify the clause as "Switch should support for different type of QoS features for real time traffic differential treatment using WRED or DWRR and SP Queuing." | Accepted. The RFP stands amended accordingly. |
| | 66. | Page 39-40 | HPE Aruba switch support secure remote login SSHv2. Request to modify the clause as "Switch should provide remote login for administration Telnet or SSHv2." | Accepted. The RFP stands amended accordingly. |

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| | 67. | Page 39-40 | HPE Aruba switch support equivalent protocols to the asked security protocols. Request to modify the clause as "The switch should support IP Source Guard or Dynamic IP Lockdown, DAI or Dynamic ARP protection and IPv6 Security features." | Partially accepted (equivalent security protocols). The RFP stands amended accordingly. |
| | 68. | Page 39-40 | HPE Aruba switch support equivalent features to the asked IPV6 protocols. Request to modify the clause as " The switch should have IPv6 RA Guard and IPv6 Neighbour Discovery Inspection or ND snooping" | Not accepted. |
| | 69. | Page 39-40 | HPE Aruba switch support all the required industries latest certifications to be a part of data center, hence request to read the clause as " The switch should be UL-UL60950-1, FCC Part 15 or FCC 47 CFR part 15B, Class A, VCCI Class A, EN 55022 or EN 55024:2010, EN 55024 or EN 55024:2010, EN 300386 or EN 61000-3-2:2014 & EN 61000-3-3:2013, CAN/CSA 22.2 No.60950-1, Reduction of Hazardous Substances (ROHS) certified." | Not accepted. |
| | 70. | Page 39-40 | HPE Aruba Switch support all the required IPv6 configuration support and security as per data center standard. Request to modify the clause as "Switch should be IPv6 (IPv6 Logo ready/ USGv6) certified or IPv6 ready. | Not accepted. |
| | 71. | Page 39-40 | HPE Aruba Switch support equivalent features in QOS. Request to modify the clause as "It should support Eight hardware-based queues per port with Weighted Round Robin (WRR) or DWRR." | Accepted. The RFP stands amended accordingly. |
| | 72. | Page 39-40 | HPE Aruba Switch support RoHS (EN 50581:2012) and WEEE regulations. Hence request to modify the clause as"RoHSv6 or RoHS (EN 50581:2012) and WEEE regulations compliant." | Not accepted. |
| | 73. | Page 39-40 | HPE Aruba Switch support IEEE 802.3 (100M/1GbE) with four built-in 1GbE/10GbE uplink SFP+ ports. Request to read the clause for all copper port as " IEEE 802.3 standard 10/100/1000 Base T." | Accepted. The RFP stands amended accordingly. |
| Future Netwings Solutions Pvt. Ltd. | 1. | 15 | Kindly clarify that asked ISO: 9000 certificate is ISO 9001 or ISO 9000 series. | Clarified. Anyone of them shall be acceptable. |
| | 2. | 17 | It is requested to kindly accept 20% against Successful Installation, 5% against Commissioning and balance 5% against sign off. This will help the vendor to manage the Manpower expense that will occur during the execution period. Request kindly accept this clause & oblige. | Not accepted. Suo motto changes in the RFP have been made. |

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| 3. | 18 | We wish to bring to your kind notice that MSME units are exempted from submission of Tender Document Cost, Earnest Money Deposit (EMD) as per GoI guidelines to this effect. The GoI guidelines / notification to this effect is being enclosed for reference.<br>In view of the above we humbly request to grant permission from exemption of Tender Document Cost & Earnest Money Deposit (EMD) to all MSME units as per GoI guidelines to this effect. | Accepted.<br>All Government orders shall be applicable on all the components.<br>The RFP stands amended accordingly. |
| 4. | 18 | In the specifications of all the major components, it has been specified that all the hardware supplied shall be with 5 Years comprehensive warranty. | Clarified.<br>No change in RFP is needed. |
| 5. | 31 | This clause is restricting Leading OEM which are non make in India , Request to remove this for wider participation, which will help in best of breed solution and price benefit to end user. | Not accepted.<br>All Government orders shall be applicable on all the components.<br>The RFP stands amended accordingly. |
| 6. | 31 | The SD WAN should support streaming telemetry and RTP protocol for real time monitoring and report purpose or should provide the real time network status and health. | Accepted.<br>The RFP stands amended accordingly. |
| 7. | 32 | The tunnel creation / Path selection should be automatic without any manual configuration / Intervention on the edges and the controller. Request to relax the clause for leading OEM to participate. | Accepted.<br>The RFP stands amended accordingly. |
| 8. | | The specification provided is not generic. The SDWAN solution for every OEM is different, Request to kindly add the functional requirement along with traffic security required. Request to change the SDWAN specification to generic functional for leading OEM to participate. | Not accepted. |
| 9. | 33 | Requesting clarification on the duration for which historical traffic has to be stored. | Clarified.<br>No change in RFP is needed. |
| 10. | 36 | Requesting clarification on the duration for which historical traffic has to be stored. | Clarified.<br>No change in RFP is needed. |
| 11. | 35 | Requesting clarification if the ask is only about the capability of the controller to be configured in HA or HA has to be provided from day-1. | Clarified.<br>No change in RFP is needed. |

| | 12. | 51 | On page number 3 under tender notification clause & Page number 10 & Clause 3.2 - Cost of the Request for Proposal document the cost of tender document is specified as Rs. 5,000/-. Whereas in the mentioned clause the cost of Tender document is Rs. 10,000/-. Request kindly clarify on the same.<br>Also, as per Page no.10 clause 3.2, we understand the cost of tender document is exempted for the MSME & Startups. Request kindly confirm & oblige. | ₹ 5,000/- (Rupees Five Thousand Only).<br>The RFP stands amended accordingly. |
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| Team Computers | 1. | 15 | Commercial strength may please be enhanced to ensure participation of more experience & financially stable System Integrator. | Not accepted. |
| | 2. | 17 | Part shipment & Payment of delivered material should be released. | Not accepted. |
| | 3. | 17 | Kindly amend the Payment term for Operation and Maintenance charges as, shall be released quarterly advance. | Not accepted. |
| | 4. | 17 | Kindly amend the Payment term for AMC for the supplies for the period after the warranty will be payable quarterly advance. | Not accepted. |
| | 5. | 18 | Considering the current situation delivery timeline of Hardware to be extend to 9 months, followed by implementation timeline of 3 Months as it is migration of live setup & which will require planning & approvals from Bank as well. | Accepted.<br>The RFP stands amended accordingly. |
| | 6. | 19 | It is not clear from the scope if back to back OEM support is required. We presume that back to back OEM support is mandated to ensure proper & timely updates. Kindly clarify. | Clarified.<br>No change in RFP is needed. |
| | 7. | 18 | The dollar conversion rate to be considered on the date of Bid submission, in case of variation more than +/- 2% then prices to be amended accordingly. | Not accepted. |
| | 8. | 25 | The Warranty period mentioned on Page 19 is onsite warranty for 3 years & 2 years Support & on Page 25 Technical Compliance you have asked for 5-Years comprehensive on-site OEM Warranty from the date of installation.<br>Please make it 5 years Warranty to remove the ambiguity. | Clarified.<br>No change in RFP is needed. |
| | 9. | 19 | Penalty @ 0.25% per week or part thereof to be levied on the undelivered portion for the 1st 2 month.<br>After 2 Months this can be revised @0.5% per week or part thereof after 2 month of the undelivered portion. | Partially accepted.<br>The RFP stands amended accordingly. |

| | | | The Max capping of Penalty should be 5% of Contract value. | |
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| 10. | | 20 | Please define no of batches for Training along with no of participants, duration.<br>Clarity whether Training site will be provided by customer. | Clarified.<br>No change in RFP is needed. |
| 11. | | 21 | Our understanding is SLA defined is for overall Solution not for the individual equipment. | Clarified.<br>No change in RFP is needed. |
| 12. | | 21 | Kindly mentioned min no. of resources require per shift with require skillset & minimum qualification to be deployed in DC & DR respectively. | Clarified.<br>No change in RFP is needed. |
| 13. | | 51 | Kindly give the clarity for the Tender Fee as it is mentioned on Page  Rs. 5000 & Page 51 it is mention Rs. 10000.<br>Kindly clarify on Tender Fee amount & Mode of Payment. | Clarified.<br>No change in RFP is needed. |
| 14. | | 51 | EMD in the form of BG should be allowed. | Clarified.<br>No change in RFP is needed. |
| 15. | | 44 | Please amend the clause to 6 Million Concurrent Sessions and 240,000 new sessions / second. | Partially Accepted.<br>The RFP stands amended accordingly. |
| 16. | | 44 | RIPng (RIP next generation) is an extension of RIPv2 for support of IPv6, the next generation Internet Protocol. Since RIP is an outdated protocol, we only support RIPv1 and RIPv2. RIP has a lot of limitations, ie Hop count = 15, slow convergence, hence it is not used widely. Would suggest using OSPFv3 instead.<br>Please amend the clause to support IPv6 RIPng or OSPFv3. | Not accepted. |
| 17. | | 44 | Please amend clause to allow EAL 4 certified. | Accepted.<br>The RFP stands amended accordingly. |
| 18. | | 38 | Suggestion/Modification:<br>Switch should support minimum 256,000 no. of MAC addresses. | Accepted.<br>The RFP stands amended accordingly. |
| 19. | | 38 | Suggestion/Modification:<br>Switch should support multicast traffic reachability using PIM-SM and SSM. | Accepted.<br>The RFP stands amended accordingly. |
| 20. | | 38 | Suggestion/Modification: | Accepted. |

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| | | It should support minimum 512 Active VLANs and should be possible to configure port based VLAN. | The RFP stands amended accordingly. |
| 21. | 38 | Suggestion/Modification: The switch should be UL-UL60950-1, FCC Part 15, VCCI Class A, EN 55022/55032, EN 55024/CISPR32, CAN/CSA 22.2 No.60950-1, Reduction of Hazardous Substances (ROHS) certified. | Accepted. The RFP stands amended accordingly. |
| 22. | 38 | Suggestion/Modification: It should support Eight hardware-based queues per port with Weighted Round Robin (WRR)/Shaped Round Robin (SRR). | Accepted. The RFP stands amended accordingly. |
| 23. | 38 | Suggestion/Modification: EAL3/CC/NDcPP certified or equivalent. | Accepted. The RFP stands amended accordingly. |
| 24. | 31 | The Class A category requirement has been specified only as part of the SD-WAN solution and not considered for network, HCI, Firewall and other components. Please drop this clause to allow wider participation. | Accepted. All Government orders shall be applicable on all the components. The RFP stands amended accordingly. |
| 25. | 31 | This is different for different OEMs. Please change clause to; The SD WAN should support streaming telemetry/ any equivalent technology for real time monitoring and report purpose. | Accepted. The RFP stands amended accordingly. |
| 26. | 31 | Please Remove "Link Capacity". Please change to: Based on network analysis of the current setup the solution must select best path based on link quality, policy **or** link capacity. | Not accepted. |
| 27. | 31 | Delete the clause as changes at the device level should be avoided and used only for debugging and rather central management station should be the sole owner of the configuration in a SD-WAN solution. | Accepted. The RFP stands amended accordingly. |
| 28. | 32 | Need to remove "Hop Count" - hop count is not a valid SLA parameter to be checked in case of overlay WAN. Everything will be one hop away | Accepted. The RFP stands amended accordingly. |
| 29. | 32 | This clause needs to be removed as it is dependent on multiple factors. Different OEMs address his problem differently. This is proprietary to a single OEM. | Accepted. The RFP stands amended accordingly. |
| 30. | 32 | Kindly reword to SDWAN should enable to | Not Accepted. |

| | | | leverage all available links / paths for traffic | |
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| 31. | | 32 | Kindly reword to the SD WAN solution must be able to apply QOS policies to all the traffic seen in network, including TCP, UDP and other non-TCP traffic types. | Not Accepted. |
| 32. | | 33 | Needs clarification if Static to Hub will be needed. | Clarified. No change in RFP is needed. |
| 33. | | 33 | Need clarification. Full mesh doesn't mean connectivity to branch and hub but between everyone. So kindly specify. | Clarified. No change in RFP is needed. |
| 34. | | 33 | Please clarify as if change in link requires IP change, interface IP configuration needs to be done. | Clarified. No change in RFP is needed. |
| 35. | | 33 | Change and compliance management are ITSM requirements and not part of SDWAN solution. Kindly reword the clause as follows; The centralized management appliance installed at DC must provide a single, unified platform for network service provisioning, monitoring and assurance, change and compliance management directly or with 3rd party tool | Not Accepted. |
| 36. | | 33 | Please note that aggregate stats won't be natively available but external reporting server can address but not real time | Clarified. No change in RFP is needed. |
| 37. | | 33 | Need to remove "Hop Count" - hop count is not a valid SLA parameter to be checked in case of overlay WAN. Everything will be one hop away | Accepted. The RFP stands amended accordingly. |
| 38. | | 34 | This is not part of SD-WAN solution. Request you to drop OTP based SMS requirement, this is proprietary clause | Accepted. The RFP stands amended accordingly. |
| 39. | | 35 | Kindly reword as follows: Device should support ZTP. | Accepted. The RFP stands amended accordingly. |
| 40. | | 36 | Remove The plug & play installation/ one touch provisioning though Mobile APP. This is a proprietary clause. | Accepted. The RFP stands amended accordingly. |
| 41. | | 36 | Kindly remove SMS. This is not part of SD-WAN solution. | Accepted. The RFP stands amended accordingly. |

| 42. | 37 | Remove USB *1, SSD, Kindly reduce to 8GB RAM. | Partially Accepted. The RFP stands amended accordingly. |
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| 43. | 37 | The Class A category requirement has been specified only as part of the SD-WAN solution and not considered for network, HCI, Firewall and other components. Please drop this clause to allow wider participation. | Accepted. All Government orders shall be applicable on all the components. The RFP stands amended accordingly. |
| 44. | 37 | Kindly Change: WAN ports x2 or WAN ports *3 in future, Kindly drop 64 Gb SSD. USD *1 | Partially Accepted. The RFP stands amended accordingly. |
| 45. | 37 | At present the branch do not have 800 Mbps throughput. This is almost 60 -80 times the current requirement and the solution is oversized. Please bring this down to 100 Mbps at least. | Accepted. The RFP stands amended accordingly. |
| 46. | 37 | Please drop VPN termination in transparent mode from the requirement. This is redundant and not allowing us to bid. | Accepted. The RFP stands amended accordingly. |
| 47. | 38 | The Class A category requirement has been specified only as part of the SD-WAN solution and not considered for network, HCI, Firewall and other components. Please drop this clause to allow wider participation. | Accepted. All Government orders shall be applicable on all the components. The RFP stands amended accordingly. |
| 48. | 26 | Suggestion/Modification: All the infrastructure software provided should be licensed to provide all the features asked via this RFP. This includes, HCI software, Management of HCI etc. | Accepted. The RFP stands amended accordingly. |
| 49. | 26 | Suggestion/Modification: The proposed HCI software & hardware should be factory integrated by the OEM as an appliance. | Partially accepted (Both the solutions). The RFP stands amended accordingly. |
| 50. | 26 | Suggestion/Modification: Proposed solution must support at least one hypervisors amongst the mainstream Enterprise grade hypervisors like VMware/Hyper-V. The hypervisor should be able | Accepted. The RFP stands amended accordingly. |

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| | | | to run on Non-HCI environment of rack servers and blade servers too and can be managed via same virtualization management solution like vcenter etc. | |
| 51. | | 26 | Suggestion/Modification: The proposed solution must allow the mixing of different CPU families within a cluster, to allow for continual replacement of old hardware by "rolling forward" the cluster over time. | Accepted. The RFP stands amended accordingly. |
| 52. | | 26 | Suggestion/Modification: The proposed solution must offer the ability to add nodes of different CPU and RAM configuration. The solution should also allow integration with 3rd party SAN and NAS storage. | Accepted. The RFP stands amended accordingly. |
| 53. | | 26 | Suggestion/Modification: The proposed HCI solution must support Data Compression, Deduplication natively and licenses for this feature should be factored in the bill of material. | Accepted. The RFP stands amended accordingly. |
| 54. | | 26 | Suggestion/Modification: Must support Instant space optimized point-in-time Snapshots. | Accepted. The RFP stands amended accordingly. |
| 55. | | 26 | Suggestion/Modification: The proposed solution must provide the automated rolling upgrades of hypervisor, storage software, and firmware with no VM or storage down time and accomplish these non-disruptive upgrades, all from a single GUI interface. | Partially Accepted. (Except rack and site failure). The RFP stands amended accordingly. |
| 56. | | 27 | Suggestion/Modification: The solution design should be resilient to withstand one node failure or one disk failure. | Partially Accepted. (Except rack and site failure). The RFP stands amended accordingly. |
| 57. | | 27 | Suggestion/Modification: The solution design should provide no Single Point of Failure with complete redundancy. Nodes should be configured to have at least two copies of data available in cluster, in order to support data & cluster availability in event of One Node Failure. | Not accepted. |
| 58. | | 27 | Suggestion/Modification: The solution should provide hyper converged software that allows delivery of enterprise-class storage services using latest x86 architecture server infrastructures without dependence on a | Not accepted. |

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| | | | separate Storage Area Network & associated components such as SAN Switches & HBAs. The proposed HCI solution should be engineered & integrated appliance. | |
| 59. | 27 | | Suggestion/Modification:<br>The HCI solution should support scaling hyper converged node (compute + storage), compute-only, storage-only(HDDs in existing node) independent of each other under a single cluster. If compute only node is added to the cluster which contributes to CPU and Memory resources of overall HCI Cluster, the HCI license should not be required for those compute only nodes. | Not accepted. |
| 60. | 27 | | Suggestion/Modification:<br>The proposed solution must include 20TB of scale-out NAS storage that can be native within the HCI or on a different NAS storage solution. | Accepted. Clause dropped.<br>The RFP stands amended accordingly. |
| 61. | 27 | | Suggestion/Modification:<br>The solution shall provide zero-data loss against 1 physical host failures. The solution should also store a redundant copy of the data which is accessible immediately by the Hypervisor and application. | Accepted.<br>The RFP stands amended accordingly. |
| 62. | 27 | | Suggestion/Modification:<br>Proposed solution should support synchronous and asynchronous, local and remote replication to the same x86 based HCI appliance in production and remote site. Bank expects 5-10 mins RPO. Bidder must provision for the same. WAN bandwidth will be provided by the bank. | Accepted.<br>The RFP stands amended accordingly. |
| 63. | 27 | | Suggestion/Modification:<br>The solution should provide orchestration layer to have automated disaster recovery natively or via 3rd party solution. | Accepted.<br>The RFP stands amended accordingly. |
| 64. | 27 | | Suggestion/Modification:<br>Please delete this clause. | Accepted.<br>The RFP stands amended accordingly. |
| 65. | 27 | | The ability to replicate N:1 data center deployment of more than 2 DC's. | Accepted.<br>The RFP stands amended accordingly. |
| 66. | 28 | | Suggestion/Modification:<br>The solution must allow natively or via third party software, changing of IP address of recovered Virtual Servers to match target datacenter. | Accepted.<br>The RFP stands amended accordingly. |

| | | 67. | 28 | Suggestion/Modification:<br>The solution should be able to publish DR drill reports, DR test reports and DR readiness check reports for audit and compliance purpose natively or via third party solution. | Not accepted. |
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| | | 68. | 28 | Suggestion/Modification:<br>Replication & DR automation licenses to be included. At least license for 10 VM's should be included in the solution that can be used to enabled replication. | Not accepted. |
| | | 69. | 28 | Suggestion/Modification:<br>Please delete this clause. | Accepted.<br>The RFP stands amended accordingly. |
| | | 70. | 28 | Suggestion/Modification:<br> The solution should provide a stateful distributed or virtual firewall that can provide L4-L7 traffic filtering without traffic going to a Physical Firewall. | Accepted.<br>The RFP stands amended accordingly. |
| | | 71. | 28 | Suggestion/Modification:<br>The proposed solution must be managed through an HTML5 web based console or via virtual appliance that provides a single pane of glass view for the entire environment including 3rd party SAN and VM inventory. | Accepted.<br>The RFP stands amended accordingly. |
| | | 72. | 28 | Suggestion/Modification:<br>The solution should provide explanations, recommended solutions to performance, capacity & configuration problems. | Accepted.<br>The RFP stands amended accordingly. |
| | | 73. | 28 | Suggestion/Modification:<br>Capacity planning must be integrated into the proposed solution, the solution should support multiple environments (VMware, Hyper-V, Redhat, Kubernetes) to access information about the managed VM's, Hosts, datastores and execute commands such as provisioning, resizing or reconfiguring entities in the environment. can perform system monitoring, report on wasted storage, recommend actions, execute moves for VMs and VM storage, and execute VM reconfiguration (change CPU count, memory, etc.). | Not accepted. |
| | | 74. | 29 | Suggestion/Modification:<br>The solution should provide authentication, authorization and accounting (AAA) and should support integration with multi-factor authentication solution. | Partially accepted (out of box removed).<br>The RFP stands amended accordingly. |

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| | 75. | 29 | Please delete the clause as this is OEM Specific. | Accepted. The RFP stands amended accordingly. |
| | 76. | 29 | Suggestion/Modification: The solution shall provide an orchestration engine with ready workflows and ability to create custom workflows based on REST operations and PowerShell scripts. | Accepted. The RFP stands amended accordingly. |
| | 77. | 29 | Suggestion/Modification: Natively or via third party solution integration, the solution should be able to do cost and show/charge back to private cloud users for application or workloads. | Accepted. The RFP stands amended accordingly. |
| | 78. | 29 | Requesting to modify as below: 24 Core of minimum 2.4 GHz with latest generation of processors. | Not accepted. Typographic error corrected in the RFP. |
| | 79. | 29 | Requesting to put 2 TOR Switch of 48 10/25G SFP+ ports at DC and DR to connect 3 Clusters at each location. | Partially Accepted. The RFP stands amended accordingly. |
| | 80. | 39 | Requesting to put 2 TOR Switch of 48 10/25G SFP+ ports at DC and DR to connect 3 Clusters at each location. | Partially Accepted. The RFP stands amended accordingly. |
| | 81. | 39 | Requesting to modify as below: 24 Core of minimum 2.4 GHz with latest generation of processors. | Not accepted. Typographic error corrected in the RFP. |
| | 82. | 39 | Requesting to put 2 TOR Switch of 48 10/25G SFP+ ports at DC and DR to connect 3 Clusters at each location. | Partially Accepted. The RFP stands amended accordingly. |
| | 83. | 30 | Requesting to put 2 TOR Switch of 48 10/25G SFP+ ports at DC and DR to connect 3 Clusters at each location. | Partially Accepted. The RFP stands amended accordingly. |
| Inspira Enterprise India Ltd. | 1. | 15 | As per our understanding experience of establishing Data Centers shall mean "Supply, installation and commissioning of IT/ITES equipment in Data Centre". Also please confirm if different DC-DR are part of single Purchase order will be considered multiple project. Kindly Confirm. | Clarified. No change in RFP is needed. |

| | 2. | 18 | As you are aware that there is a global shortage of Semi-conductors, causing delay in the delay of delivery of various IT equipment. The minimum delivery period is six months. Hence, we request you to kindly amend this clause as: "The project should be completed within twelve months from the date of placing the supply order and the Bank's decision in this regard will be final and binding. The supply shall actually be deemed to have been complete on the actual date of installation / implementation and successful demonstration to the duly constituted committee of the Bank." | Accepted. The RFP stands amended accordingly. |
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| | 3. | 17 | We understand that the all the payments as per Clause No-4.10 of the RFP will be released by the Central Office/Head office. Kindly confirm. | Clarified. No change in RFP is needed. |
| | 4. | 15 | We request you to kindly amend this clause as: The Bidder/OEM should be ISO 9000 certified or must possess an equivalent certification having current validity. | Clarified. No change in RFP is needed. |
| | 5. | 31 | Requesting clarification on what all ITSM tool vendors you are seeking the integration with. | Clarified. No change in RFP is needed. |
| | 6. | 35 | Requesting clarification on what all custom automation tools you want integration with. | Clarified. No change in RFP is needed. |
| | 7. | 37 | Can we have the clarification on the bandwidth of the links being used at DC/DR currently? | Clarified. No change in RFP is needed. |
| | 8. | 37 | Can we have the clarification on the bandwidth of the links being used at Branches currently? | Clarified. No change in RFP is needed. |
| | 9. | 33 | Requesting clarification on what do you mean by guided workflows? Is it some sort of automation that you are looking here? | Clarified. No change in RFP is needed. |
| Nutanix | 1. | 29 | Any HCI cluster would require minimum three nodes to work flawlessly. Kindly confirm if all these HCI clusters mentioned on page 29 & 30 must have three nodes or more each. | Accepted. Typographic error corrected in the RFP. |
| | 2. | 27 | 9TB usable storage, bank may ask for additional 10TB immutable Object storage based on S3 protocol. This will provide tamper proof 10TB storage which can be used to store critical data for future | Accepted. The RFP stands amended accordingly. |
| Parity Infotech | 1. | 4.1 | The OEM should have fully functional Helpdesk for support (24*7). | Accepted. The RFP stands |

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| Solutions Pvt Ltd, | | | | amended accordingly. |
| | 2. | 4.3 | The Bidder(s) should have at least an aggregated turnover of more than ₹ 25 Crore during last three audited financial years. | Not accepted. |
| Astin Analytics Pvt Ltd | 1. | | Separation of Data Centre and SD-WAN Bids | Accepted. The RFP stands amended accordingly. |
| | 2. | | The following SD-WAN specifications can be added to the specifications provided in the RFP to ensure the availability of best technology in SD-WAN – <br><br>a) The SD-WAN Bidder shall have 7+ years' experience – Copy of 7-year-old SD-WAN PO's to be attached <br><br>b) The SD-WAN shall have capability to integrate different types of connectivity (MPLS/ILL/FTTH/Broadband/SIM/VSAT) into a single, end-to-end Tunnel. <br><br>c) The SD-WAN shall have capability to integrate different types of connectivity (MPLS/ILL/FTTH/Broadband/SIM/VSAT) for Active- Active Load Balancing on per packet, per session and per Application basis with Seamless Failover without traffic duplication on the connected Links at a site <br><br>d) The SD-WAN shall have Capability for DNS based Inbound Load Balancing <br><br>The SD-WAN shall have Capability of Seamless Sub-Second Failover of Voice/Video and Data Traffic <br><br>e) The SD-WAN should support switching traffic to new DHCP IP's from Service Providers for multiple DHCP based Links at sites <br><br>f) The SD-WAN shall have Capability of Built In Advanced WAN Optimization Capabilities - Caching , Compression , Deduplication of Application traffic <br><br>g) The SD-WAN shall have capability of seamless failover of Data Applications and VoIP calls from Primary Line to Secondary Line without traffic duplication on Primary and Secondary Lines | Not accepted. |
| Sophos - Chandigarh | 1. | | Firewall Software Features <br> Kindly remove RIPng as OSPFv3 is already there. | Partially accepted. Either of these. The RFP stands amended accordingly. |

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| | 2. | | Power Supply Redundant fans are supported but not hot-swappable | Accepted. The RFP stands amended accordingly. |
| | 3. | | Certifications: Kindly include EAL4+ also and add TEC MTCTE certification from Govt. of India. | Partially accepted. The RFP stands amended accordingly. |
| Suo Motto | 1. | The bid is bifurcated in two separate schedules, one each for DC/DR compute and storage and the Bank network plus security appliances respectively. | | |
| | 2. | The earnest money deposit has been revised to ₹ 20,00,000/- (Rupees Twenty Lakh for each schedule). | | |
| | 3. | All the orders, circulars and notifications of The Government of India, Government of Himachal Pradesh, CVC, GFR etc. for public procurement like, those related to relaxations for MSMEs / Startups etc., Land border clause, Make in India or any other relevant issue shall be applicable to this bid. | | |
| | 4. | Payment schedule modified as: 4.10.1. No payment will be made in advance for any supplies under this invitation for bid. 4.10.2. 70% of the total payment due (exclusive of annual maintenance charges, AMC, etc.) shall be released by the Bank upon successful delivery of equipment / software and raising of relevant invoices thereof. 4.10.3. Remaining 20% of the payment shall be released by the Bank upon successful commissioning after report has been issued by the Technical Committee / Consultant / concerned users within one month from the date of raising of relevant invoices thereof. 4.10.4. Remaining 10% of the payment shall be released by the Bank after 3 months of commissioning. 4.10.5. Operation and Maintenance charges shall be released by the Bank on quarterly postpaid basis upon rendering satisfactory services to the Bank and raising relevant invoice thereof by the vendor. 4.10.6. The AMC for the supplies for the period after the warranty will be payable on quarterly basis on post-paid basis within one month of raising of relevant invoices thereof after making deductions for non-performance/downtime and other penalties imposed, if any. The Bidder may, however, prefer to raise invoice in advance also, though the payment shall be made strictly on post-paid basis. | | |
| | 5. | The cost of Document is ₹ 5,000/- (Rupees Five Thousand Only) which needs to be remitted offline in the form of Cheques / DD (scanned copy should be uploaded online on e-tendering portal) along with the Proposal as directed in the Document. Hardcopy submitted to the Bank. | | |
| | 6. | Earnest Money shall be deposited offline in the form of BG / Cheques / DD (scanned copy should be uploaded on e-procurement portal https://hptenders.gov.in/) as directed on the portal of the Government of Himachal Pradesh with the bid. The applicable payable amount is ₹ 20,00,000/- (Rupees Twenty Lacs only). | | |
| | 7. | The specifications of Top of Rack Switch amended as: **Solution Requirement** The Switch should support non-blocking Layer 2 switching and Layer 3 routing. There switch should not have any single point of failure like power supplies and fans | | |

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| | | etc. should have 1:1/N+1 inbuilt level of redundancy. |
| | | **Hardware and Interface Requirement** |
| | | Switch should have the 48 x 10G SFP fiber ports and should have 6 x 40G/100G QSFP28 ports. |
| | | All the required optics should be provided. |
| | | Switch should support minimum non-blocking full duplex switching capacity. |
| | | **Certification** |
| | | The Switch should be EAL 3 / NDPP / NDcPP certified under Common Criteria. |
| | 8. | The Last date of bid submission and Technical bid opening was 17.02.2023 (Friday), since the finalisation of tender is in process therefore bid submission and bid opening dates revised as follows: |
| | | Last date of bid submission: April 29, 2023 (Saturday) at 2:00 PM |
| | | Date of Technical Bid opening: April 29, 2023 (Satursay) at 3:30 PM |
| | 9. | Details of the locations of the Bank are added as Annexure A.2 at page 62. |