Sr No	Page No(tender Ref)	Clause(tender Ref)	Description in the tender (tender Ref)	Query	NIA Response
1	19	Warranty and Annual Maintenance Contract > Point 13	The proposed equipment and software should not be Out-of-Sale for a period of at least 2 years and should not be Out-of-Support for a period of at least 7 years from the date of bid submission. A declaration to this effect from the respective OEM needs to be submitted as part of the bidder's response to this tender	We request to modify the clause to " The proposed equipment and software should not be Out-of-Sale at the time of submission and should not be Out-of-Support for a period of at least 5 years from the date of bid submission. A declaration to this effect from the respective OEM needs to be submitted as part of the bidder's response to this tender"	Please refer addendum
2	32	Eligibility Criteria for OEM and Bidders: > Point 30	Proposed SD-WAN solution Routers should not go 'End of Sale' in next 3 years and should not go 'End of Support' in next 7 years from the date of Bid submission.	We request to modify the clause to "Proposed SD-WAN solution Routers should be 'End of Sale' at time of submission and should not go 'End of Support' in next 5 years from the date of Bid submission	Please refer addendum
3	36	1.0)SD-WAN Solution: > Point 28	Solution should support unicast and multicast traffic. It should support multicast replication on the overlay with static support. Solution should support PIM ASM/SM, PIM SSM , PIM BSR and IGMPV2/V3	We request you to please remove the clause. The multicast feature in neither applicable nor a use case requirement at NIA.	Please refer addendum
4	36	1.0)SD-WAN Solution: > Point 40	All the CPEs should be ready to be enabled with security features like Firewall, IDS, IPS, Anti-malware and URL filtering from day one.	We request NIA modify the clause to "All the **Branch** CPEs should be ready to be enabled with security features like Firewall, IDS, IPS, Anti-malware and URL filtering from day one." Justification, In a DC environment Firewall, IDS, IPS and Anti-malware and URL filtering is enabled on Internet Firewall not on the WAN Router. The Existing Firewall in the architecture of NIA and industry best practice handles the security features and not the router.	Please refer addendum
5	38	2.0)SD-WAN Controller : > Point 18	The proposed SD-WAN solution should be scalable to cater up to 3000 NIA Branches each with dual transports in future	Designing the SD-WAN fabric to support 3000 branches from Day 1 results in unnecessary over-provisioning of hardware, licenses, compute resources, and controller capacity, significantly increasing upfront cost and operational overhead. We request NIA to modify this clause as "The proposed SD-WAN solution should be scalable to cater up to 1500 NIA Branches from day 1 and with horizontal scalabliity upto 3000 branches each with dual transports in future"	Please comply with the RFP
6	39	2.0)SD-WAN Controller : > Point 33	Interface Encapsulation Support for SD-WAN: 1. ILL & Sub-interface 2. 4G/5G	We request NIA to modify the clause to "Interface Encapsulation Support for SD-WAN: 1. ILL & Sub-interface 4G / 5G etc". Please consider the above request since 2.4/5G are wireless standards, expectation is to include broadband 3G/4G/5G/LTE etc.	Please comply with the RFP
7	39	3.0 > SD-WAN Gateway Head End Router > Point 5	Router should support at-least 500000 IP Routes. Router should support at-least 6000 IPsec tunnels or tunnels required to run 3000 sites in network as per OEM solution architecture	Designing the SD-WAN fabric to support 3000 branches from Day 1 results in unnecessary over-provisioning of hardware, licenses, compute resources, and controller capacity, significantly increasing upfront cost and operational overhead. We request NIA to modify this clause as "Router should support at-least 500000 IP Routes. Router should support at-least **3500 IPsec tunnels** or tunnels required to run **1500 sites** in network as per OEM solution architecture "	Please comply with the RFP
8	40	3.0 > SD-WAN Gateway Head End Router > Point 16	The router should support Generic Routing Encapsulation (GRE), PPPoE, IPsec, Ethernet 802.1Q VLAN. The router should support Multicast, PIM ASM/SM, PIM SSM , PIM BSR and IGMPV2/V3	The multicast feature in neither applicable nor a use case requirement at NIA. We request NIA to modify the clause " The router should support Generic Routing Encapsulation (GRE), PPPoE, IPsec, Ethernet 802.1Q VLAN."	Please refer addendum
9	41	4.0)Branch Router: > Point 9	The router should support Generic Routing Encapsulation (GRE), PPPoE, IPsec, Ethernet 802.1Q VLAN. The router should support Multicast, PIM ASM/SM, PIM SSM , PIM BSR and IGMPV2/V3	The multicast feature in neither applicable nor a use case requirement at NIA. We request NIA to modify the clause " The router should support Generic Routing Encapsulation (GRE), PPPoE, IPsec, Ethernet 802.1Q VLAN."	Please refer addendum
10	42	Branch router General specification > Point 24	Router should be EAL-3 Common Criteria certified	We request that the clause be broadened to allow equivalent certifications, allowing equivalent certifications will ensure broader participation. We request NIA to modify the clause as "Router should be EAL-3 Common Criteria **/ TEC certified / equivalent**.	Please refer addendum
11	42	Branch router General specification > Point 25	Router should be IPv6 logo phase-2 certified	We request NIA to modify the clause as Router **Operating Systems** should be IPv6 logo phase-2 certified.	Please refer addendum

#	Page	Clause	RFP Clause	Query / Request	Response
12	43	Branch Router Hardware Specification > Category 2 > Point 33	Router should support at-least 50000 IP Routes. Router should support at-least 1000 IPsec tunnels	Branch routers typically establish tunnels only to the headend in DC, DR, and NDR. Reducing the tunnel requirement will help optimize both hardware sizing and overall cost. We Request NIA to modify the clause as 'Router should support at least 50,000 IP routes. Router should support at-least **250** IPsec tunnels.	Please refer addendum
13	34	1.0) SD-WAN Solution: > Point 9	The proposed software license should be capable of handling the bandwidth supported by hardware to take care of any future bandwidth upgradations	As per the requirement of RFP, the categories have been defined with the specific branch category specifications including Bandwidth, hence this clause is not applicable. we request to modify Clause " The proposed software license should be capable of handling the bandwidth defined as per the Branch category specifications.	Please comply with the RFP
14	45	ANNEXURE- 4-COMMERCIAL BID A)SD-WAN Edge Device: 3. Gateway Head End Router B)SD-WAN Edge Device License: C)SD-WAN DC Infra:	ANNEXURE- 4-COMMERCIAL BID A)SD-WAN Edge Device: 3. Gateway Head End Router B)SD-WAN Edge Device License: C)SD-WAN DC Infra:	We request you to please remove the "Gateway Head End Router" from "A)SD-WAN Edge Device:" and "B)SD-WAN Edge Device License:" We request you to please modify the: "C)SD-WAN DC Infra:"Gateway Head End Router as per applicable OEM, Hardware required for Authenticator, Controller and Manager at DC-DR with High Availability and N+1 setup. The central setup sizing and devices are different for diferent OEM, these Gateway Head End Router as needed shall be applicable as per the respective OEM. Hence we request your kind consideration for the above changes requested.	Please comply with the RFP
15	23, 75	20. GENERAL TERMS Make In india ANNEXURE-18-CERTIFICATION FOR LOCAL CONTENT Preference to Make in India	20. GENERAL TERMS Make In india ANNEXURE-18-CERTIFICATION FOR LOCAL CONTENT Preference to Make in India	We request NIA to please clarify and remove the Make in India clause for the wider OEM participation.	Please comply with the RFP
1	Page 30	2.6) Eligibility Criteria for OEM and Bidders:	The bidder should have reference in PSU/State Govt. /Central Govt./Financial Institution in India where they have proposed OEM SD WAN solutions installed and under maintenance in at least 1000 locations (one reference) or 500 locations (two references).	Request to change this to - installed and under maintenance in at least 500 locations(one reference) and Non BFSI (one reference) Or The bidder/ OEM should have reference in PSU/State Govt. /Central Govt./Financial Institution in India where they have proposed OEM SD WAN solutions installed and under maintenance in at least 1000 locations (one reference) or 500 locations (two references).	Please refer addendum
2	Page 30	2.7) Eligibility Criteria for OEM and Bidders:	The bidder should have minimum 2 references from PSU/State Govt. /Central Govt. in India for managing a network of at least 1000 locations through proposed OEM solutions from their own Support Center for providing 24x7 telephonic services and Remote Assistance Services for 3 years from date of bid submission.	Request to change this to - The bidder should have minimum 1 references from PSU/State Govt. /Central Govt / Non BFSI. in India for managing a network of at least 500 locations through proposed OEM solutions.	Please refer addendum
3			The bidder should have their spare warehouse in at least 15 cities in India.	The bidder/ OEM should have their spare warehouse in at least 5 cities in India.	Please comply with the RFP
4	Page 31	2.10) Eligibility Criteria for OEM and Bidders:			
5		Spare Warehouse	The proposed OEM should have at least 15 spare warehouse centers across India.	the proposed OEM must have 5 spare warehouses across India	Please comply with the RFP
6		Eligibility Criteria for OEM and Bidders	The OEM should have minimum 2 references from PSU/State Govt. /Central Govt. in India for managing a network of at least 1000 locations through proposed OEM solution from their own Support Center for providing 24x7 telephonic services and Remote Assistance Services for 3 years from date of bid submission	The OEM should have minimum 2 references from PSU/State Govt. /Central Govt/ Financial Institution. in India for managing a network of at least 1000 locations through proposed OEM solution from their own Support Center for providing 24x7 telephonic services and Remote Assistance Services for 3 years from date of bid submission	Please comply with the RFP

#			Clause	Request/Comment	Response
7		9	The OEM should have their spare warehouse in at least 15 cities in India.	The proposed OEM must have 5 spare warehouses across India	Please comply with the RFP
8	28		Solution should support unicast and multicast traffic. It should support multicast replication on the overlay with static support. Solution should support PIM ASM/SM, PIM SSM , PIM BSR and IGMPV2/V3	Change the clause to "Solution should support unicast and multicast traffic. Solution should support PIM ASM/SM and IGMPV2/V3"	Addendum will be issued
9		33	Interface Encapsulation Support for SD-WAN: 1. ILL & Sub-interface 2. 4G/5G	Change the clause to Interface Encapsulation Support for SD-WAN: 1. Ethernet"	Please comply with the RFP
10		35	Every entity must be equipped with either a certificate signed by a public or enterprise certificate authority (CA), or a certificate for that entity to be accepted into the overlay. Before an instance is allowed into the network, the instance identity together with the certificate & serial number associated with the same must be present in a centrally managed security authentication database	This is an OEM specific point and needs to be removed	Please comply with the RFP
11		2	The router should have minimum 16 GB DRAM upgradable up to 32GB and 8 GB flash memory	Change this clause "The router should have minimum 16 GB DRAM upgradable up to 32GB "	Please comply with the RFP
12		5	Router should support at-least 500000 IP Routes. Router should support at-least 6000 IPsec tunnels or tunnels required to run 3000 sites in network as per OEM solution architecture	Change this clause "Router should support at-least 50000 IP Routes. Router should support at-least 6000 IPsec tunnels or tunnels required to run 3000 sites in network as per OEM solution architecture "	Addendum will be issued
13		6	Router should support hybrid mode of working i.e., core routing, VPN platform as well as central edge routing. It should be possible to change mode of working without any changes in operating system	This is OEM specific clause would request to remove	Please comply with the RFP
14		7	Router should support MPLS (layer 2 and Layer 3 VPN) features along with VRF level segmentation. Router should support at least 4 VRF	Change this clause to "Router should support features along with VRF level segmentation. Router should support minimum of 4 VRF"	Please comply with the RFP
15		8	Router should have one USB 2.0/3.0 port	Would request you to please remove this slot	Please comply with the RFP
16		9	The router should support following routing protocols for IPv4 and IPv6 - Static routes, RIP, Open Shortest Path First (OSPF), Border Gateway Protocol (BGP), IS-IS. Also should support Dynamic Host Configuration Protocol (DHCP), HSRP, MHSRP, VRRP, RADIUS, Authentication Authorization and Accounting (AAA), Application Visibility and Control (AVC), IPsec, Bidirectional Forwarding Detection (BFD) and Policy Based routing, or equivalent	Request to Change this clause "The router should support following routing protocols for IPv4 - Static routes, Open Shortest Path First (OSPF), Border Gateway Protocol (BGP). Also should support Dynamic Host Configuration Protocol (DHCP), VRRP, RADIUS, Authentication Authorization and Accounting (AAA), and Policy Based routing, or equivalent"	Please refer addendum
17		16	The router should support Generic Routing Encapsulation (GRE), PPPoE, IPsec, Ethernet 802.1Q VLAN. The router should support Multicast, PIM ASM/SM, PIM SSM , PIM BSR and IGMPV2/V3	Change the clause to "Solution should support unicast and multicast traffic. Solution should support PIM ASM/SM and IGMPV2/V3"	Please refer addendum
18		2	Router should support MPLS (layer 2 and Layer 3 VPN) features along with VRF level segmentation. Router should support minimum of 4 VRF	Change this clause to "Router should support features along with VRF level segmentation. Router should support minimum of 4 VRF"	Please comply with the RFP
19		7	The router should support following routing protocols for IPv4 and IPv6 - Static routes, RIP, Open Shortest Path First (OSPF), Border Gateway Protocol (BGP), IS-IS. Also should support Dynamic Host Configuration Protocol (DHCP), HSRP, MHSRP, VRRP, RADIUS, Authentication Authorization and Accounting (AAA), Application Visibility and Control (AVC), IPsec, Bidirectional Forwarding Detection (BFD) and Policy Based routing, or equivalent	Request to Change this clause "The router should support following routing protocols for IPv4 - Static routes, Open Shortest Path First (OSPF), Border Gateway Protocol (BGP). Also should support Dynamic Host Configuration Protocol (DHCP), VRRP, RADIUS, Authentication Authorization and Accounting (AAA), and Policy Based routing, or equivalent"	Please refer addendum
20		8	Router should support QoS methods i.e., Class-Based Weighted Fair Queuing (CBWFQ), Weighted Random Early Detection (WRED), Hierarchical QoS, Policy-Based Routing (PBR) or equivalent	Would request you to remove this clause	Please comply with the RFP
21		24	Router should be IPv6 logo phase-2 certified	Would request you to remove this clause	Please refer addendum

22			23 Router should be EAL-3 Common Criteria certified	Would request you to change this clause to "Router should be MTCTE certified"	Please refer addendum
23			9 The router should support Generic Routing Encapsulation (GRE), PPPoE, IPsec, Ethernet 802.1Q VLAN. The router should support Multicast, PIM ASM/SM, PIM SSM , PIM BSR and IGMPV2/V3	Change the clause to "Solution should support unicast and multicast traffic. Solution should support PIM ASM/SM and IGMPV2/V3"	Please refer addendum
24 30		2.0) Eligibility Criteria for OEM and Bidders:	7. The bidder should have minimum 2 references from PSU/State Govt. /Central Govt. in India for managing a network of at least 1000 locations through proposed OEM solutions from their own Support Center for providing 24x7 telephonic services and Remote Assistance Services for 3 years from date of bid submission.	Request to modify the clause as: The bidder / fully owned subsidiary should have minimum 2 references from PSU/State Govt. /Central Govt./Financial Institute in India for managing a network of at least 2000 Locations (one reference) or 1000 locations (2 references) through proposed OEM solutions from their own Support Center for providing 24x7 telephonic services and Remote Assistance Services for 3 2 years from date of bid submission.	Addendum will be issued
25 30		2.0) Eligibility Criteria for OEM and Bidders:	7. The bidder should have minimum 2 references from PSU/State Govt. /Central Govt. in India for managing a network of at least 1000 locations through proposed OEM solutions from their own Support Center for providing 24x7 telephonic services and Remote Assistance Services for 3 years from date of bid submission.	Request to modify the clause as: 7. The bidder/ fully owned subsidiary should have minimum 2 references from PSU/State Govt. /Central Govt. /Financial Institute in India for managing a network of at least 1000 locations through proposed OEM solutions from their own Support Center for providing 24x7 telephonic services and Remote Assistance Services for 1 years from date of bid submission.	Addendum will be issued
26	7	15. PROJECT SCHEDULE	3. Delivery and installation of DC Components and Head-end Routers with required licenses: 5 Weeks	Request to change the timeline for delivery and installation of DC components and Head-end Routers with required licenses to 14 weeks considering 8 weeks delivery, 4 weeks installation & 2 weeks configuration and pre-migration testing	Please comply with the RFP
27	7	15. PROJECT SCHEDULE	7. Delivery and Installation of Branch Hardware with required license: - Minimum 600 locations: 11 Weeks - Rest of the locations: 14 Weeks	Request to change the timelines instead of "from the date of PO" to "completion of earlier task". As per this point, 11 weeks are provided for 600 location implementation from the date of PO while Pt. 3 & 5 in the project schedule provides 12 weeks for delivery, installation & configuration of head-end setup. Locations cannot be migrated unless the head-end setup is ready for migration	Please comply with the RFP
28	7	15. PROJECT SCHEDULE	7. Delivery and Installation of Branch Hardware with required license: - Minimum 600 locations: 11 Weeks - Rest of the locations: 14 Weeks	Requesting to consider 15 weeks for migration of each lot 600 locations, which provides 8 branch sites migration per day in a 5-day calendar week.	Please comply with the RFP
29	14	16. SCOPE OF WORK (SOW)	iii. SD-WAN DEPLOYMENT 2. On-Going Maintenance: 13) Bidder shall carry out preventive maintenance at all the locations where the solution is deployed and the proof of the same should be submitted to NIA.	Request to provide the freqency of preventive maintenance for the locations - half-yearly or yearly.	Half-yearly
30	21	18. SERVICE LEVEL AGREEMENT	1.6.2) SLA for Help Desk Services: 1. Case logged to Help Desk: MTTR2 - 04:00Hrs	Requesting to include MTTR2 for "Branch Sites" as "NDB" as additional for incident handling SLA since "Hardware Replacement (individual branches)" SLA is "Next Business Day Delivery" as per Page 21, Table 1.6.1, Point 4	Please comply with the RFP
31	34	ANNEXURE-2-TECHNICAL SPECIFICATION	1.0) SD-WAN Solution: 12. The solution must store historical traffic and performance information to assist with trouble analysis and SLA compliance	Requesting to provide the timeline required to storage historical traffic & performance information	Will be shared with successful bidder
32	3			Delivery and installation of DC Components and Head-end Routers with required licenses - 5 weeks	Please comply with the RFP
33	5			Configuration of DC and DR SD-WAN setup	
34	6			Setup of Onsite Helpdesk	
35	7			Delivery and Installation of Branch Hardware with required license	
36					
37	3		Hardware Part Replacement (Data Centre, HO, NIC & Major cities) in 4 hours	Fortinet provides 5-hour RMA instead of 4 -hours RMA. Please share a total number of Major cities in terms of Router(catorgoty 1 and category 2) with pin code detials as 5-hours delivery subject to reach of location.	Will be shared with successful bidder
38 a			MTTR2: - Defined as time taken to resolve a problem. - 4Hours	MTTR 2 can not be committed and it depects on issue criticality and complexity.	Please comply with the RFP
39	20		Solution should have complete separation of control plane; data plane and management plane and it should be possible to configure control and management planes in different security firewall zones	SDWAN solution should have independent SD-WAN control processes, hardware-accelerated data forwarding, and dedicated management interfaces. Management and control traffic can be placed in separate firewall zones/VLANs or bound to specific interfaces as per policy. As Fortinet's architecture further enhances performance with ASIC-driven data plane isolation.,	Please refer addendum

40			Every entity must be equipped with either a certificate signed by a public or enterprise certificate authority (CA), or a certificate for that entity to be accepted into the overlay. Before an instance is allowed into the network, the instance identity together with the certificate & serial number associated with the same must be present in a centrally managed security authentication database	Fortinet uses enterprise-controlled, mutually authenticated self-signed certificates, where each device's certificate and serial number are centrally managed and validated before joining the overlay. This fully meets the security intent without requiring a public CA. Hope our understanding is correct . Please confirm.	
	35				Please comply with the RFP
41			System should have the ability to encrypt all the traffic communication between the routers with global IP-Sec parameters to reduce operation overheads rather than configuring on a per WAN-connection basis		
	36			Please clarify.	Clause is self explanatory
42			Router should support MPLS (layer 2 and Layer 3 VPN) features along with VRF level segmentation. Router should support at least 4 VRF	MPLS L2VPN, L3VPN are technologies relevant only to Service Providers & not applicable on the CPE devices in NIA environment. Hence, we request to remove this clause.	
	7				Please comply with the RFP
43				802.1ag is used for Connectivity Fault Management which maps the path taken to a destination MAC address through one or more bridged networks between the source and destination. Also, 802.1ag is meant for external Managed providers OAM & since NIA does not outsource to external entities this protocol is not relevant in an SDWAN environment. 802.1ah provides a framework to interconnect several provider bridged networks, often called as PBNs which used only in Service Provider environment & hence not relevant in an entrprise network environment. 802.1ag and 8021.ah is old traditional Ethernet OAM protocols where SDWAN vendors provides equivalent and enhanced fault-management capabilities through features such as Link Health Monitoring, BFD, SD-WAN Performance SLAs, interface health checks, and built-in diagnostics, delivering superior end-to-end visibility and rapid link fault detection. Same has been asked in RFP points, hence please remove this point.	
	17		The router should support ethernet fault management 802.1ag and provide backbone bridge 802.1ah protocol, or equivalent		Please refer addendum
44			Router should support MPLS (layer 2 and Layer 3 VPN) features along with VRF level segmentation. Router should support at least 4 VRF	MPLS L2VPN, L3VPN are technologies relevant only to Service Providers & not applicable on the CPE devices in NIA environment. Hence, we request to remove this clause.	
	2				Please comply with the RFP
45				802.1ag is used for Connectivity Fault Management which maps the path taken to a destination MAC address through one or more bridged networks between the source and destination. Also, 802.1ag is meant for external Managed providers OAM & since NIA does not outsource to external entities this protocol is not relevant in an SDWAN environment. 802.1ah provides a framework to interconnect several provider bridged networks, often called as PBNs which used only in Service Provider environment & hence not relevant in an entrprise network environment. 802.1ag and 8021.ah is old traditional Ethernet OAM protocols where SDWAN vendors provides equivalent and enhanced fault-management capabilities through features such as Link Health Monitoring, BFD, SD-WAN Performance SLAs, interface health checks, and built-in diagnostics, delivering superior end-to-end visibility and rapid link fault detection. Same has been asked in RFP points, hence please remove this point.	
	10		The router should support ethernet fault management 802.1ag and provide backbone bridge 802.1ah protocol, or equivalent		Please refer addendum
46				The specified standards EN55032, CISPR32, and EN61000 are typically required for industrial/harsh-environment or carrier-grade routing equipment, not for secure SD-WAN appliances deployed in controlled indoor IT environments. Hence please remove the same.	
	16		Router shall confirm to EN55032, Class A CISPR32, EN 61000 or Higher		Please refer addendum

#				Clause / Description	Vendor Query	Response
47		18		The router should have minimum 8 GB DRAM and 8 GB flash memory.	Every vendor has different means to provide required throughput which is based on the hardware architecture, throughput required and feature which will be enabled. Memory required by the device is directly proportional on the size of the operating system and the amount of memory required to initiate required processes. A vendor with large OS size would require higher memory to load the image and required processes. Also, RAM doesn't guarantee the performance of any device & has no relevance to the Throughput of the Hardware. Measurable metrics varies for every OEM. In case of Fortinet our OS file size is small and hence we do not require higher memory capacity. Hence,FortiGate appliances use a purpose-built security ASIC architecture (SoC/NP processors), which offloads routing, SD-WAN, encryption, and security functions from system memory. Because most processing is hardware-accelerated, FortiGate models with 4 GB RAM deliver equal or better real-world performance than routers requiring 8 GB DRAM in software-based platforms.	Please refer addendum
48		26		Router should be provided with minimum 4x 1Gb WAN ports and 2 x 10/100/1000 BaseT LAN Ports. At least one WAN port should have capability to support both copper and fiber last mile connectivity at branch locations	in Point 1 (1.0), NIA team has mentioned that wired links are connected over entherent only. point 1 and this point is contradictory in RFP. Hence please remove fiber connectivity requirement as 4-8 Mbps bandwidth requirement cabe catered by Ethernet connectivity. "As per the bandwidth requirement of the NIA, links are from a wired service provider which shall be on Ethernet"	Please refer addendum
49		30		Router should be provided with minimum 3 x 1Gb WAN ports and 2 x 10/100/1000 BaseT LAN Ports. At least one WAN port should have capability to support both copper and fiber last mile connectivity at branch locations	in Point 1 (1.0), NIA team has mentioned that wired links are connected over entherent only. point 1 and this point is contradictory in RFP. Hence please remove fiber connectivity requirement as 4-8 Mbps bandwidth requirement cabe catered by Ethernet connectivity. "As per the bandwidth requirement of the NIA, links are from a wired service provider which shall be on Ethernet"	Please refer addendum
		2	Spare Warehouse	The proposed OEM should have at least 15 spare warehouse centers across India.	the proposed OEM must have 5 spare warehouses across India	Please comply with the RFP
		6		The OEM should have minimum 2 references from PSU/State Govt. /Central Govt. in India for managing a network of at least 1000 locations through proposed OEM solution from their own Support Center for providing 24x7 telephonic services and Remote Assistance Services for 3 years from date of bid submission	The OEM should have minimum 2 references from PSU/State Govt. /Central Govt/ **Financial Institution.** in India for managing a network of at least 1000 locations through proposed OEM solution from their own Support Center for providing 24x7 telephonic services and Remote Assistance Services for 3 years from date of bid submission	Please refer addendum
		9		The OEM should have their spare warehouse in at least 15 cities in India.	The proposed OEM must have 5 spare warehouses across India	Please comply with the RFP
		28		Solution should support unicast and multicast traffic. It should support multicast replication on the overlay with static support. Solution should support PIM ASM/SM, PIM SSM , PIM BSR and IGMPV2/V3	Change the clause to "Solution should support unicast and multicast traffic. Solution should support PIM ASM/SM and IGMPV2/V3"	Please refer addendum
		33		Interface Encapsulation Support for SD-WAN: 1. ILL & Sub-interface 2. 4G/5G	Change the clause to Interface Encapsulation Support for SD-WAN: 1. Ethernet"	Please comply with the RFP
		35		Every entity must be equipped with either a certificate signed by a public or enterprise certificate authority (CA), or a certificate for that entity to be accepted into the overlay. Before an instance is allowed into the network, the instance identity together with the certificate & serial number associated with the same must be present in a centrally managed security authentication database	This is an OEM specific point and needs to be removed	s is not OEM specific clause. Please comply with RFP
		2		The router should have minimum 16 GB DRAM upgradable up to 32GB and 8 GB flash memory	Change this clause "The router should have minimum 16 GB DRAM upgradable up to 32GB "	Please comply with the RFP
		5		Router should support at-least 500000 IP Routes. Router should support at least 6000 IPsec tunnels or tunnels required to run 3000 sites in network as per OEM solution architecture	"Router should support at-least 50000 IP Routes. Router should support at-least 6000 IPsec tunnels or tunnels required to run 3000 sites in network as per OEM solution architecture "	Addendum will be issued
		6		Router should support hybrid mode of working i.e., core routing, VPN platform as well as central edge routing. It should be possible to change mode of working without any changes in operating system	This is OEM specific clause would request to remove	s is not OEM specific clause. Please comply with RFP
				Router should support MPLS (layer 2 and Layer 3 VPN) features along	"Router should support features along with VRF level segmentation. Router should	

			7	Router should support MPLS (layer 2 and Layer 3 VPN) features along with VRF level segmentation. Router should support at least 4 VRF	"Router should support features along with VRF level segmentation. Router should support minimum of 4 VRF"	Please comply with the RFP
			8	Router should have one USB 2.0/3.0 port	Would request you to please remove this slot	Please comply with the RFP
			9	The router should support following routing protocols for IPv4 and IPv6 - Static routes, RIP, Open Shortest Path First (OSPF), Border Gateway Protocol (BGP), IS-IS. Also should support Dynamic Host Configuration Protocol (DHCP), HSRP, MHSRP, VRRP, RADIUS, Authentication	"The router should support following routing protocols for IPv4 - Static routes, Open Shortest Path First (OSPF), Border Gateway Protocol (BGP). Also should support Dynamic Host Configuration Protocol (DHCP), VRRP, RADIUS, Authentication Authorization and Accounting (AAA), and Policy Based routing, or equivalent"	Addendum will be issued
			16	The router should support Generic Routing Encapsulation (GRE), PPPoE, IPsec, Ethernet 802.1Q VLAN. The router should support Multicast, PIM ASM/SM, PIM SSM , PIM BSR and IGMPV2/V3	"Solution should support unicast and multicast traffic. Solution should support PIM ASM/SM and IGMPV2/V3"	Addendum will be issued
			2	Router should support MPLS (layer 2 and Layer 3 VPN) features along with VRF level segmentation. Router should support minimum of 4 VRF	"Router should support features along with VRF level segmentation. Router should support minimum of 4 VRF"	Please comply with the RFP
			7	The router should support following routing protocols for IPv4 and IPv6 - Static routes, RIP, Open Shortest Path First (OSPF), Border Gateway Protocol (BGP), IS-IS. Also should support Dynamic Host Configuration Protocol (DHCP), HSRP, MHSRP, VRRP, RADIUS, Authentication	"The router should support following routing protocols for IPv4 - Static routes, Open Shortest Path First (OSPF), Border Gateway Protocol (BGP). Also should support Dynamic Host Configuration Protocol (DHCP), VRRP, RADIUS, Authentication Authorization and Accounting (AAA), and Policy Based routing, or equivalent"	Addendum will be issued
			8	Router should support QoS methods i.e., Class-Based Weighted Fair Queuing (CBWFQ), Weighted Random Early Detection (WRED), Hierarchical QoS, Policy-Based Routing (PBR) or equivalent	Would request you to remove this clause	Please comply with the RFP
			24	Router should be IPv6 logo phase-2 certified	Would request you to remove this clause	Please comply with the RFP
			23	Router should be EAL-3 Common Criteria certified	"Router should be MTCTE certified"	Addendum will be issued
			9	The router should support Generic Routing Encapsulation (GRE), PPPoE, IPsec, Ethernet 802.1Q VLAN. The router should support Multicast, PIM ASM/SM, PIM SSM , PIM BSR and IGMPV2/V3	"Solution should support unicast and multicast traffic. Solution should support PIM ASM/SM and IGMPV2/V3"	Addendum will be issued
1	31		3	The OEM should have an annual turnover of at least Rs.500 Crores per annum for the last three financial years (i.e.2022-23, 2023-24, 2024-25) with positive Net Worth. It should be an individual company and not a Group of Companies.	Query: As per the GEM bid document (Page 3), MSMEs are exempted from Experience Criteria, Bidder Turnover, and OEM Average Turnover subject to compliance and valid MSME certificate. However, the OEM eligibility section requires an OEM turnover of ₹500 Cr for last 3 FYs with positive net worth. We request clarification on the following: Whether the OEM turnover requirement of ₹500 Cr is applicable to MSME OEMs, since MSME exemption clearly mentions that OEM Average Turnover criteria is also exempted for MSME OEMs. **Our organization is an MSME OEM participating only as a backend OEM partner through a qualified SI (not as a bidder).** Kindly confirm that in such SI-led participation, OEM turnover criteria & experience will not be enforced on MSME OEMs. Please confirm that the SI can nominate an MSME OEM under OEM Authorization without any OEM turnover restrictions, as per MSME exemption provisions. Request: Kindly clarify applicability of MSME exemption on OEM turnover in SI-led participation to avoid ambiguity during evaluation.	1. Clause restricts participation of technically capable MSMEs, contrary to Government of India's MSME procurement policy. 2. As per Public Procurement Policy for MSEs, 2012 (Clause 10), Ministries/Departments must relax turnover, experience, and financial criteria for eligible MSMEs. 3. Ministry of Finance OM dated 28.01.2014 permits relaxation of financial norms including EBITDA, turnover, solvency, past performance for MSMEs. 4. Tender conditions should not be restrictive or discriminatory against MSMEs as per government procurement guidelines. 5. Lavelle Networks is a registered MSME with proven technical capabilities and successful SD-WAN deployments for **Indian Overseas Bank, Indian Bank, Canara Bank**, and has also technically qualified in the BSNL - Department of Posts SD-WAN tender for ~28000 locations.

| 2 | 25 | 2. TECHNICAL EVALUATION -- Point 2 | SD-WAN Deployment Experience "The bidder should have minimum 2 references from PSU/State Govt./Central Govt/BFSI. in India for managing a network of at least 750 SD-WAN Branches (single reference) through proposed OEM solutions in the last 3 years. | Our proposed SI meets all bidder-level mandatory criteria (including ₹100 Cr turnover), but the SI is newly engaged with our MSME-registered OEM. Accordingly, the SI does not possess historical 750+ SD-WAN branch deployments specifically with this OEM, although the OEM itself has executed large-scale SD-WAN deployments. | **Justification**: MSME Exemption in the RFP (Page 3) provides complete exemption from Experience Criteria and Turnover Criteria for MSME OEMs, subject to technical compliance. This exemption explicitly covers OEM Average Turnover and Experience, which is a clear policy directive under Public Procurement Policy for MSEs, 2012 and its subsequent amendments. (This clause legally overrides restrictive experience conditions where MSME participation is impacted.)

 Since the SI is newly associated with the OEM, making "joint past deployment experience" mandatory creates a barrier to MSME participation, which is legally discouraged under the MSME policy and also under the procurement principles of non-discrimination, fairness, and avoidance of restrictive conditions.

 As long as: 1. the Bidder (SI) meets all bidder-level eligibility, and 2. the OEM provides valid evidence of 750+ branch SD-WAN capability, the intent of the RFP — ensuring competence, |
| 3 | 31 | 2.0) Eligibility Criteria for OEM and Bidders: : -- Point 12 | The proposed OEM by the bidder should have at least 100 engineers in India on their payroll for Research and Development purposes. | Request for Changes: The proposed OEM by the bidder should have at least 20 engineers in India on their payroll for Research and Development purposes. Justification: We have India based R&D team more than 20+ dedicated for SDWAN. The multiproduct OEMs will have for multiproduct R&D team and not dedicated for SDWAN.

 Query (Raised by OEM): The RFP mandates that "The proposed OEM should have at least 100 engineers in India on their payroll for Research & Development purposes."

 As an MSME-registered and MII-compliant OEM, we wish to request relaxation from this requirement, as detailed below. | Justification (From OEM – Legal, Policy & Compliance Based): 1. MSME Exemption in RFP (Page 3) The bid explicitly grants MSME OEMs exemption from strict Turnover and Experience criteria. By policy design, MSME manufacturers operate with smaller but highly specialized R&D teams, and applying a rigid "100 engineers" threshold contradicts the intent of MSME facilitation under the Public Procurement Policy for MSEs, 2012. Hence, enforcing this manpower count is restrictive against MSME OEMs, which is not permitted under Government procurement norms.

 2. MII (Make in India) Policy Requirements The Public Procurement (Preference to Make in India) Order, 2017 mandates that local and MSME OEMs must not be disadvantaged through conditions that inherently favour large multinational OEMs. Requiring exactly "100 R&D engineers" creates a disparity between large OEMs and India-based MSME manufacturers, and does not align with MII preference principles.

 3. Capability Should Be Judged on Technical |

4	31	2.0) Eligibility Criteria for OEM and Bidders: : -- Point 12	The OEM should have at least 100 engineers in India on their payroll for Research and Development purposes.	**Request for Changes:** The OEM should have at least 20 engineers in India on their payroll for Research and Development purposes. Justification: We have India based R&D team more than 20+ dedicated for SDWAN. The multiproduct OEMs will have for multiproduct R&D team and not dedicated for SDWAN. **Query (Raised by OEM):** The RFP mandates that "The proposed OEM should have at least 100 engineers in India on their payroll for Research & Development purposes." As an MSME-registered and MII-compliant OEM, we wish to request relaxation from this requirement, as detailed below.	Justification (From OEM – Legal, Policy & Compliance Based): 1. MSME Exemption in RFP (Page 3) The bid explicitly grants MSME OEMs exemption from strict Turnover and Experience criteria. By policy design, MSME manufacturers operate with smaller but highly specialized R&D teams, and applying a rigid "100 engineers" threshold contradicts the intent of MSME facilitation under the Public Procurement Policy for MSEs, 2012. Hence, enforcing this manpower count is restrictive against MSME OEMs, which is not permitted under Government procurement norms. 2. MII (Make in India) Policy Requirements The Public Procurement (Preference to Make in India) Order, 2017 mandates that local and MSME OEMs must not be disadvantaged through conditions that inherently favour large multinational OEMs. Requiring exactly "100 R&D engineers" creates a disparity between large OEMs and India-based MSME manufacturers, and does not align with MII preference principles. 3. Capability Should Be Judged on Technical
5	35	ANNEXURE–2- TECHNICAL SPECIFICATION -- 1.0) SD-WAN Solution: Point 20	Solution should have complete separation of control plane; data plane and management plane and it should be possible to configure control and management planes in different security firewall zones	**Request for Changes:** Solution should have separation of control plane / management plane and data plane. Justification: For SD-WAN, physical separation into different firewall zones is not required because the control and management planes are already securely isolated through logical segmentation, ACLs, and encrypted channels.	Please refer addendum
6	37	ANNEXURE–2- TECHNICAL SPECIFICATION -- 1.0) SD-WAN Solution: Point 41	Proposed solution should be integrated with existing APIC controller deployed at DC and DR	**Request for Clarification:** Kindly update the existing APIC controller deployed in DC and DR and its purpose. If not available, request for removal. Since SD-WAN does not need to be integrated with an APIC controller from any OEM, because APIC controllers are data-center fabric controllers (like Cisco ACI), while SD-WAN operates at the WAN/overlay layer and functions independently without requiring fabric-controller integration.	Please refer addendum
7	40	ANNEXURE–2- TECHNICAL SPECIFICATION -- 3.0) SD-WAN Gateway Head End Router -- Point 17	The router should support ethernet fault management 802.1ag and provide backbone bridge 802.1ah protocol, or equivalent	**Request for Removal:** NIA has only L3 MPLS and not Layer 2. Hence ethernet fault management 802.1ag is not required. Instead can ask for Layer 3 DSCP QOS marking. Backbone bridge 802.1ah protocol is used at ISP side in the MPLS backbone and not at customer end. Hence request for removal.	Please refer addendum
8	42	ANNEXURE–2- TECHNICAL SPECIFICATION -- 4.0) SD-WAN Branch Routers: -- Point 10	The router should support ethernet fault management 802.1ag and provide backbone bridge 802.1ah protocol, or equivalent	**Request for Removal:** NIA has only L3 MPLS and not Layer 2. Hence ethernet fault management 802.1ag is not required. Instead can ask for Layer 3 DSCP QOS marking. Backbone bridge 802.1ah protocol is used at ISP side in the MPLS backbone and not at customer end. Hence request for removal.	Please refer addendum
9	42	ANNEXURE–2- TECHNICAL SPECIFICATION -- 4.0) SD-WAN Branch Routers: -- Point 15	Router shall conform to UL 60950-1; EN 60950-1; IEC 60950-1 and AS/NZS 60950-1 or another equivalent standard in India	**Request for Changes:** Router shall conform to UL 60950-1 / EN 60950-1 / IEC 60950-1 / AS/NZS 60950-1 /CE or MTCTE or another equivalent standard in India **Justification:** CE conformity mark for various EU directives (EMC, safety, RF, etc.) **MTCTE** is the Indian regulatory scheme by TEC under the DoT, mandating that certain telecom / network-equipment must be tested and certified before sale, import, or deployment in India. MTCTE certification ensures compliance with "Essential Requirements" defined by TEC (safety, EMC/EMI, RF emissions, interoperability, etc.)	Please refer addendum

10	42	ANNEXURE–2– TECHNICAL SPECIFICATION -- 4.0) SD-WAN Branch Routers: -- Point 16	Router shall confirm to EN55032, Class A CISPR32, EN61000 or Higher	Request for Changes: Router shall confirm to EN55032, Class A CISPR32, EN 61000, CE, MTCTE or Higher Justification: CE conformity mark for various EU directives (EMC, safety, RF, etc.) MTCTE is the Indian regulatory scheme by TEC under the DoT, mandating that certain telecom / network-equipment must be tested and certified before sale, import, or deployment in India. MTCTE certification ensures compliance with "Essential Requirements" defined by TEC (safety, EMC/EMI, RF emissions, interoperability, etc.)	Please refer addendum
11	42	ANNEXURE–2– TECHNICAL SPECIFICATION -- 4.0) SD-WAN Branch Routers: -- Point 24	Router should be EAL-3 Common Criteria certified	Request for Removal / Make it optional. These are international certifications. Request you include TEC / MTCTE compliance for SDWAN as per Indian Standards.	Please refer addendum
12	42	ANNEXURE–2– TECHNICAL SPECIFICATION -- 4.0) SD-WAN Branch Routers: -- Point 25	Router should be IPv6 logo phase-2 certified	Request for Changes: Router should be IPv6 complied Justification: We comply to IPv6 certification and IPv6 certification is inprogress. Hence request for changes.	Please refer addendum
13	39	ANNEXURE–2– TECHNICAL SPECIFICATION -- 3.0) SD-WAN Gateway Head End Router -- Point 7	Router should support MPLS (layer 2 and Layer 3 VPN) features along with VRF level segmentation. Router should support at least 4 VRF	Request for Changes: Router should support MPLS Layer 3 VPN features along with VRF level segmentation. Router should support at least 4 VRF / segmentation Justification: NIA has only L3 MPLS VPN and not L2 MPLS VPN. Hence requesting for changes.	Please comply with RFP
14	41	ANNEXURE–2– TECHNICAL SPECIFICATION -- 4.0) SD-WAN Branch Routers: -- Point 2	Router should support MPLS (layer 2 and Layer 3 VPN) features along with VRF level segmentation. Router should support at least 4 VRF	Request for Changes: Router should support MPLS Layer 3 VPN features along with VRF level segmentation. Router should support at least 4 VRF / segmentation Justification: NIA has only L3 MPLS VPN and not L2 MPLS VPN. Hence requesting for changes.	Please comply with RFP
		1	Page No.: 14 Existing Clause: Bidder shall be capable of integrating the proposed solution with NIA's existing and future IT and IT Security components (such as SOC, ITSM etc.) during the contract period without any additional cost. Query: Please share the existing tools details which needs to be integrated	ITSM tool - ZOHO Manage Engine	SOC - IBM QRadar SOC Solution	
		2	Page No. - 15	Clause (tender ref.) 2. On-Going Maintenance	Description in the tender (tender Ref) - Bidder shall be capable of integrating the proposed solution with NIA's existing and future IT and IT Security components (such as SOC, ITSM etc.) during the contract period without any additional cost.	Bidder's Query - Which is ITSM & SOC tools used by NIA	NIA's Cybersecurity Policy Guidelines are confidential documents and cannot be shared.It will be shared with successful bidder	
		3	Page No. - 15	Clause (tender ref.) - On-Going Maintenance	Description in the tender (tender Ref) - The Bidder shall be responsible for ensuring that the solution remains fully compliant with NIA's Cybersecurity Policy Guidelines.	Bidder's Query - Please specify the policy guidelines to be followed by the bidder.	WIll be shared with successful bidder.	
		4	Bidder's Eligibiliy Criteria 6, Page no. 30 Existing Clause: The bidder should have reference in PSU/State Govt. /Central Govt. / Financial Institution in India where they have proposed OEM SDWAN solutions installed and under maintenance in at least 1000 locations (one reference) or 500 locations (two references). Query: We request you to kindly ask the experience from Bidder / OEM. This change will allow more bidders and bid will be more competitive.	Bidder's Eligibiliy Criteria 6, Page no. 30 Existing Clause: The bidder should have reference in PSU/State Govt. /Central Govt. / Financial Institution in India where they have proposed OEM SDWAN solutions installed and under maintenance in at least **600 locations (one reference) or 300 locations (two references).**	Addendum will be issued

		5	Bidder's Eligibiliy Criteria 7, Page no. 30 Existing Clause: The bidder should have minimum 2 references from PSU/State Govt. /Central Govt. in India for managing a network of at least 1000 locations through proposed OEM solutions from their own Support Center for providing 24x7 telephonic services and Remote Assistance Services for 3 years from date of bid submission. Query: We request you to kindly change this clause as below: The bidder should have minimum 2 references from PSU/State Govt. /Central Govt. in India for managing a network of Internet Bandwidth / MPLS connectivity for at least 400 locations for 3 years from date of bid submission.	Bidder's Eligibiliy Criteria 7, Page no. 30 Existing Clause: The bidder should have minimum 2 references from PSU/State Govt. /Central Govt. in India for managing a network of at least 600 locations through proposed OEM solutions from their own Support Center for providing 24x7 telephonic services and Remote Assistance Services for 3 years from date of bid submission.	
		6	Page # 75 - ANNEXURE-18-CERTIFICATION FOR LOCAL CONTENT Query - This should refer to the latest DPIIT order released on 19th July 2024 (instead of 4th June 2020). Kindly revise the description accordingly.	DPIIT guidelines to be updated in RFP as per latest order	Addendum will be issued
		7	Page # 31 - Annual Turnover- Eligibility Criteria for OEM Query - Requesting to kindly revise the Annual turnover requirement to the following: The OEM should have an average of 150 Crores annual turnover for the last three financial years (i.e.2022-23, 2023-24, 2024-25) with positive Net Worth.	The OEM should have an annual turnover of at least Rs. 140 Crores per annum for the last three financial years (i.e.2022-23, 2023-24, 2024-25) with positive Net Worth. It should be an individual company and not a Group of Companies.	140 crores
		8	Page # 36 - Technical Specification, SD-WAN Solution: Point # 40 Query - All proposed hardware will support the said features whenever required by NIA. However, please let us know if the license for security is also required to be provisioned from Day-1 or it will be bought by NIA as per their requirement at a later date ?	As per RFP - License will be part of the solution and procurement shall be done by NIA as per requirement.	
		9	Page # 37 - Technical Specification, SD-WAN Solution: Point # 41 Query - APIC controller is a third party device and may not be compatible to manage any SDWAN components. Request to clarify the use case for integration with APIC controller	Please refer addendum	Addendum will be issued.
		10	Page # 39 - SD-WAN Gateway Head End Router: Point # 6 Query - In the proposed solution, the device can work in routing mode or sdwan mode based on the configurations made from Centralized Orchestrator. In both the modes, it is mandatory to have communication with the Orchestrator for configuration and management. Please confirm if this fulfills the said requirement	Please adhere to RFP T&C	
		11	Page # 40 - SD-WAN Gateway Head End Router: Point # 13 Query - DES is a deprecated encryption standard, hence request to remove it or make it optional in this clause.	Please refer addendum	Please comply with RFP T & C
		12	Page # 40 - SD-WAN Gateway Head End Router: Point # 14 Query - IS-IS is a protocol typically used in service provider core networks and may not be used in SDWAN networks which are underlay agnostic. Hence request to remove IS-IS from this clause or make it optional. HSRP and MHSRP are proprietary for a particular OEM. Request to remove them from this clause.	The router should support following routing protocols for IPv4 and IPv6 - Static routes, RIP, Open Shortest Path First (OSPF), Border Gateway Protocol (BGP). Also should support Dynamic Host Configuration Protocol (DHCP), HSRP/MHSRP/ VRRP, RADIUS, Authentication Authorization and Accounting (AAA), Application Visibility and Control (AVC), IPsec, Bidirectional Forwarding Detection (BFD) and Policy Based routing, or equivalent	Addednum will be issued
		13	Page no. 41 Existing Clause: The router should support following routing protocols for IPv4 and IPv6 - Static routes, RIP, Open Shortest Path First (OSPF), Border Gateway Protocol (BGP), IS-IS. Also should support Dynamic Host Configuration Protocol (DHCP), HSRP, MHSRP, VRRP, RADIUS, Authentication Authorization and Accounting (AAA), Application Visibility and Control (AVC), IPsec, Bidirectional Forwarding Detection (BFD) and Policy Based routing, or equivalent Query: IS-IS is a protocol typically used in service provider core networks and may not be used in SDWAN networks which are underlay agnostic. Hence request to remove IS-IS from this clause or make it optional. HSRP and MHSRP are proprietary for a particular OEM. Request to remove them from this clause.	The router should support following routing protocols for IPv4 and IPv6 - Static routes, RIP, Open Shortest Path First (OSPF), Border Gateway Protocol (BGP), Also should support Dynamic Host Configuration Protocol (DHCP), HSRP/MHSRP/VRRP, RADIUS, Authentication Authorization and Accounting (AAA), Application Visibility and Control (AVC), IPsec, Bidirectional Forwarding Detection (BFD) and Policy Based routing, or equivalent	Addednum will be issued

	14	Page # 40 - SD-WAN Gateway Head End Router: Point # 17 Query - 802.1ah is a protocol used in ISP providers backbone networks and has no relevance in SDWAN edge network. Request to remove this protocol from this clause and modify it as follows: "The router should support ethernet fault management 802.1ag or equivalent"	The router should support Ethernet fault management 802.1ag protocol or equivalent	Addendum will be issued.	
	15	Page no. 42 Existing Clause: Router should be provided with minimum 4x 1Gb WAN ports and 2 x 10/100/1000 BaseT LAN Ports. At least one WAN port should have capability to support both copper and fiber last mile connectivity at branch locations Query: Category1 devices are smaller devices which would support up to 100 Mbps of throughput. For such devices, the WAN links would be typically ethernet links. Even in case where ISP is providing fiber last mile connectivity, they would terminate the fiber in their own fiber converter device and extend ethernet handoff to customer's edge router. Hence request to remove fiber port requirement in this clause and modify it as follows: "Router should be provided with minimum 4x 1Gb WAN ports and 2 x 10/100/1000 BaseT LAN Ports."	Router should be provided with minimum 4x 1Gb WAN ports and 2 x 10/100/1000 BaseT LAN Ports. At least one WAN port should have capability to support both copper (or fiber , if required for any exceptions declared by NIA) last mile connectivity at branch locations	Addendum will be issued.	
	16	Page # 42 - SD-WAN Branch Routers: Hardware Specification (Category-2): Point # 32 Query - The asked throughput seems higher compared to current bandwidths at NIA sites. Request to consider right-sizing the requirement to avoid price escalation due to higher end hardware which will be required to meet this throughput. Request to modify the clause as follows: "Router should be supplied with minimum 250Mbps of throughput with services like Firewall, IDS, IPS, Anti- malware and URL filtering from day one"	Please refer addendum	Addendum will be issued.	
	17	Page no. 36 Existing Clause: All the CPEs should be ready to be enabled with security features like Firewall, IDS, IPS, Anti-malware and URL filtering from day one. Query: All proposed hardware will support the said features whenever required by NIA. However, please let us know if the license for security is also required to be provisioned from Day-1 or it will be bought by NIA as per their requirement at a later date ?	Please refer addendum	Addendum will be issued.	
	18	"We request NIA modify the clause to ""All the Branch CPEs should be ready to be enabled with security features like Firewall, IDS, IPS, Anti-malware and URL filtering from day one. "" Justification, In a DC environment Firewall, IDS, IPS and Anti-malware and URL filtering is enabled on Internet Firewall not on the WAN Router. The Existing Firewall in the architecture of NIA and industry best practice handles the security features and not the router."	Please refer addendum	Addendum will be issued.	
	19	Page # 14 - SD-WAN DEPLOYMENT - point 21 Query - Please note that Bidder & OEM will need reasonable cure period (based on mutual agreement) to address the issues identified by NIA. Requesting to change the language to the following:- "NIA will hold review meetings with the selected bidder periodically to review the operations. In case of unsatisfactory performance, the Bidder will be given reasonable cure period (based on mutual agreement) to improve the performance. If Bidder still fails to meet the agreed performance levels, NIA reserves the right to terminate the contract, invoke the performance bank guarantee given by the Bidder and award the order to the other Bidder(s)."	Please comply with RFP T & C	Please comply with RFP T & C	

		20	Page no. 41 Existing Clause: Router should support hybrid mode of working i.e., core routing, VPN platform as well as central edge routing. It should be possible to change mode of working without any changes in operating system Query: In the proposed solution, the device can work in routing mode or sdwan mode based on the configurations made from Centralized Orchestrator. In both the modes, it is mandatory to have communication with the Orchestrator for configuration and management. Please confirm if this fulfills the said requirement	Please comply with RFP T & C	If the proposed device is able to handle hybrid mode of working as specified in the RFP, then the device will be accepted.
		21	Page no. 75 Existing Clause: This certificate is submitted in reference to the Public Procurement (Preference to Make in India), Order 2017 – Revision vide Order No. P-45021/2/2017-PP (BE-II) dated 04th June, 2020. Query: This should refer to the latest DPIIT order released on 19th July 2024 (instead of 4th June 2020). Kindly revise the description accordingly.	DPIIT guidelines to be updated in RFP as per latest order	Addendum will be issued.
		22	Page no. 31 Existing Clause: The OEM should have an annual turnover of at least Rs.500 Crores per annum for the last three financial years (i.e.2022-23, 2023-24, 2024-25) with positive Net Worth. It should be an individual company and not a Group of Companies. a) Certificate from a CA mentioning turnover, profit/loss, Net worth for last three financial years (i.e.2022-23, 2023-24, 2024-25). b) Audited Balance sheet and P&L statement for last three financial years (i.e.2022-23, 2023-24, 2024-25) Query: Requesting to kindly revise the Annual turnover requirement to the following: The OEM should have an average of 150 Crores annual turnover for the last three financial years (i.e.2022-23, 2023-24, 2024-25) with positive Net Worth.	The OEM should have an annual turnover of at least Rs. 140 Crores per annum for the last three financial years (i.e.2022-23, 2023-24, 2024-25) with positive Net Worth. It should be an individual company and not a Group of Companies.	Addendum will be issued.
		23	Page No. - General | Clause (tender ref.) - General | Description in the tender (tender Ref) - General | Bidder's Query - Kindly confirm that Bidder along with its affiliate including its subsidiaries shall participate in the bid. The contracting and invoicing for proposed services/goods specified in this RFP will be managed by bidder or its wholly owned subsidiary	The Bidder may participate in the bid either directly or through its wholly owned subsidiary or affiliate, subject to submission of relevant documentary evidence establishing such relationship, including but not limited to shareholding pattern and legal status, as part of the bid. Joint Venture, Consortium or sub-contracting arrangements are not permitted under this RFP. The overall responsibility for execution, performance, compliance with RFP conditions, SLA adherence and contractual obligations shall rest solely with the primary Bidder who submits the bid, irrespective of whether the services or goods are delivered or invoiced through its wholly owned subsidiary or affiliate.	No, Either Bidder or it's subsidiary can participate, both cannot paricipate in the same bid simultaneously. Any bid of this sort will be rejected.
		24	"Page No. - 5 | Clause (tender ref.) - 4. THE TENDER OFFER | Description in the tender (tender Ref) - Bidding in consortium is not permitted. Any bid submitted under consortium will be summarily rejected. | Bidder's Query - Is Sub-contracting or outsourcing allowed for part of the scope. Please clarify"	Not Allowed	Not Allowed.
		25	Page No. - 49 | Clause (tender ref.) - 2.0) BANDWIDTH DETAILS | Description in the tender (tender Ref) - 2.0) BANDWIDTH DETAILS- table says for ex- for DC/DR, 2 Gb aggregate BW with qty of 2 | Bidder's Query - does this mean total BW of 4Gb (2Gb aggregate x qty2) at each DC & DR sites ? Similar logic for other locations	The Bandwidth mentioned is for each quantity mentioned in the table.	The Bandwidth mentioned is for each quantity mentioned in the table.
		26	Page No. - 10 | Clause (tender ref.) - Point 11 | Description in the tender (tender Ref) - Successful bidder should carry out de-installation of the existing router at the branch along with power cables and replacing with new SD-WAN device and power cables, reconnecting all uplinks and other cables in a neat manner. Prior approval should be taken from the NIA officials before visiting and performing any activity at any NIA office. | Bidder's Query - Is Cable Dressing is part of SOW ? 2) What is the approx distance from SDWAN CPEto LAN switch- is 3 meter distance ? Plz confirm	Cable dressing is part of SoW. Approximate distance will be shared with the successfull bidder during kickoff meeting.	Cable dressing is part of SoW. Approximate distance will be shared with the successfull bidder during kickoff meeting.

		27	Page No. - 10 | Clause (tender ref.) - Point 13 :- | Description in the tender (tender Ref) - All kinds of cables (UTP, Fiber, Power, USB, Serial etc.) and any other hardware/software requirement for the complete commissioning of Routers with SD-WAN Solution should be provided by the bidder. | Bidder's Query - Does the NIA want bidder to consider LAN cables ? If yes, please specify the cable requirements.	Yes.	
		28	Page No. - 9 | Clause (tender ref.) - 16. SCOPE OF WORK (SOW) | Description in the tender (tender Ref) - The successful bidder shall ensure that during various phases of implementation, the performance, security etc., of the existing setup is not compromised. The bidder shall discuss with the NIA and the NIA's Network Integrator to finalize the configuration of the equipment as per the requirement of the NIA. | Bidder's Query - What is the scope of NIA's Network integrator once network is migrated to SDWAN setup ? Kindly clarify	This is out of scope of this RFP	This is out of scope of this RFP
		29	Page No. - 9 | Clause (tender ref.) - 16. SCOPE OF WORK (SOW) | Description in the tender (tender Ref) - The proposed solution should be primarily able to provide active-active utilization of all available network links, load balancing of traffic, prioritizing of application over the network links, implementation of QoS per tunnel on the fly, discover network traffic with application-level insight with deep packet visibility and analyze and report on application usage and anomalies and prioritizing a specific application traffic over a link. It should be able to manage network congestion by optimizing application-level traffic and should provide monitoring capabilities on an ongoing basis and be able to provide application response time metrics on a GUI.Bidder's Query - Is NIA going to have 3G/4G/5G Cellular internet connectivity ? If yes, would they use USB dongle based connectivity ? Please clarify	Please comply with RFP T & C	Please comply with the RFP
		30	"We request NIA to modify the clause to ""Interface Encapsulation Support for SD-WAN: 1. ILL & Sub-interface 4G / 5G etc"". Please consider the above request since 2.4/5G are wireless standards, expectation is to include broadband 3G/4G/5G/LTE etc."	Please comply with RFP T & C	Please comply with current terms.
		31	Page No. - 36 | Clause (tender ref.) - Solution Requirements | Description in the tender (tender Ref) - Solution should be able to support any type of last mile connectivity like MPLS, ILL, Broadband, 4G/5G and should be able to create IP-Sec network automatically | Bidder's Query - For 4G / 5G will NIA provide terminating equipments or the CPE needs to be capable of installing SIM cards?	CPE should be equipped with the mentioned requirements.	CPE should be equipped with the mentioned requirements.
		32	"Page No. - 12 | Clause (tender ref.) - 4) OEM Professional Service: | Description in the tender (tender Ref) - 4.2) OEM of proposed solution shall authorize High-Level Design, Low-Level Design and Project Plan and the bidder should carry out the Implementation of SD-WAN solution and its integration with NIA's IT and IT Security Deployments. | Bidder's Query - 1) Kindly specify meaning of authorize here ? 2) Our understanding is that it is not mandatory to get HLD, LLD, Project plan from OEM itself. Bidder team will prepare HLD, LLD & get it reviewed from OEM & then implement it. Kindly conform"	Authorize here means, OEM should have reviewed it and submit a letter of recommendation to NIA.	Authorize here means, OEM should have reviewed it and submit a letter of recommendation to NIA.
		33	Page No. - 12 | Clause (tender ref.) - 4) OEM Professional Service: | Description in the tender (tender Ref) - 4.5) OEM professional services necessary to successfully implement the proposed SD-WAN Solution in Data Centres, HO, NIC and first 25 branches, will be part of the OEM professional cost | Bidder's Query - What is NIC location ?	Address has been mentioned in Annexure-5 List of Locations	Address has been mentioned in Annexure-5 List of Locations

		34	Page No. - 20 | Clause (tender ref.) - SERVICE LEVEL AGREEMENT | Description in the tender (tender Ref) - The uptime calculated shall not include the following: | Bidder's Query - The underlay circuits will be provided by NIA and outage due to underlay circuits will be excluded from uptime calculation. Please confirm if this understanding is correct.	Yes, the understanding is correct	Yes, the understanding is correct
		35	Page No. - 17 | Clause (tender ref.) - Facility Management Services | Description in the tender (tender Ref) - The implementation and support of SD-WAN solution on additional devices or deploying additional SD-WAN features after one-time implementation of the solution shall be done by onsite FMS without any extra cost to NIA. | Bidder's Query - Addition of features may add more load on to the CPE decreasing the throughput. Proper due dilliganec will be required in case of feature addition. Please review and modify this clause.	Please comply with RFP T & C	Please Comply with RFP
		36	"Page No. - 13 | Clause (tender ref.) - 1. One-Time Implementation: | Description in the tender (tender Ref) - 13) The selected bidder shall provide all other required software/hardware, as per the intent of this RFP, whether explicitly mentioned in this RFP, to ensure the intent of specification, completeness, operability, maintainability and upgradeability of the proposed solution. | Bidder's Query - Our undertsanding is that the underlying infra compute server/OS/ for hosting SDWAN headend at DC & DR wil be arranged by NIA . Please clarify"	The software or any hardware which requires for proper functioning of the proposed SDWAN solution should be factored in the total TCO of this RFP itself.	The software or any hardware which requires for proper functioning of the proposed SDWAN solution should be factored in the total TCO of this RFP itself.
		37	"Page No. - 13 | Clause (tender ref.) - 1. One-Time Implementation: | Description in the tender (tender Ref) - 13) The selected bidder shall provide all other required software/hardware, as per the intent of this RFP, whether explicitly mentioned in this RFP, to ensure the intent of specification, completeness, operability, maintainability and upgradeability of the proposed solution. | Bidder's Query - Our understanding is that NIA will provide Network Switches connectvity to proposed SDWAN Headend & Edge devices ? Bidder is not required to provide Network switches & Racks for this solution. Please clarify."	Yes, Network switches and Racks are provided by NIA.	Yes, Network switches and Racks are provided by NIA.
		38	Page No. - 35 | Clause (tender ref.) - ANNEXURE–2-TECHNICAL SPECIFICATION | Description in the tender (tender Ref) - The solution should be able to keep and manage the basic logs for troubleshooting the Layer 3 devices in-scope devices and same should be kept for at least 6 months before archival & there must be mechanism to export/archive logs to external SYSLOG server | Bidder's Query - As per our understanding, NIA will deploy their own Syslog server for logs archival and bidder needs to configure log forwarding to this server. Please confirm if this understanding is correct.	Bidder has to factor it as part of this RFP SoW.	Bidder has to factor it as part of this RFP SoW.
		39	Page No. - 10 | Clause (tender ref.) - SCOPE OF WORK (SOW) | Description in the tender (tender Ref) - NIA may conduct the Proof of concept (POC) in an extensive manner at specified locations of NIA as pilot run before full deployment, to verify that the selected model conforms to all technical specifications mentioned in the RFP. | Bidder's Query - Please specify the POC scope and test criteria.	Will be shared with the request of POC	Will be shared with the request of POC

		40	Page No. - 15 | Clause (tender ref.) - On-Going Maintenance | Description in the tender (tender Ref) - Bidder shall carry out preventive maintenance at all the locations where the solution is deployed and the proof of the same should be submitted to NIA. | Bidder's Query - What is the scope for preventive maintenance? Can this maintenance be done remotely? LM related maintenance will be carried by NIA only, please confirm if this understanding is correct.	Periodical Maintenance of the solution and the reports for the same should be sent to NIA	Periodical Maintenance of the solution and the reports for the same should be sent to NIA
		41	"Page No. - 14 | Clause (tender ref.) - 1. One-Time Implementation: | Description in the tender (tender Ref) - 19) Training for NIA Project Team: The selected bidder shall provide onsite training to the designated officials of NIA on the installation, configuration, operation, functionalities, maintenance, troubleshooting, support & administration for the various components of the proposed solution with necessary documentation. | Bidder's Query - 1) Is NIA expecting OEM training ? 2) How many NIA offical will be part of this training ? 3) Is this going to be remote training or onsite training ? 4) this will be one time training .plz confirm"	On-site Training, Around 6 to 10 NIA Officials and the training should be either from OEM or OEM Authorized partner, it should be 1 year refreshment training	On-site Training, Around 6 to 10 NIA Officials and the training should be either from OEM or OEM Authorized partner, it should be 1 year refreshment training
		42	Page No. - 15 | Clause (tender ref.) - On-Going Maintenance | Description in the tender (tender Ref) - 4) NIA may conduct VAPT during the contract period as per NIA Security guidelines. Bidder shall assist NIA in conducting VAPT. In case of any vulnerabilities/gaps identified, bidder shall be responsible to fix/address at no additional cost to NIA within the stipulated times as per NIA policy. | Bidder's Query - Our understanding is that NIA will be responsible to conduct VAPT testing during contract period. Please confirm.	Yes, understanding is correct	Yes, understanding is correct
		43	Page No. - 15 | Clause (tender ref.) - On-Going Maintenance | Description in the tender (tender Ref) - 7) The bidder and OEM shall grant full access to NIA to all security logs related to SD-WAN which is critical for improving incident response. | Bidder's Query - Since proposed SDWAN solution will be integrated to NIA SIEM, logs will be forwarded to NIA SIEM. So in such case, Full access of SDWAN solution is not reuiqred?	Please comply with RFP.	Please comply with RFP.
		44	Page No. - 15 | Clause (tender ref.) - On-Going Maintenance | Description in the tender (tender Ref) - Bidder shall conduct DR drill for Onsite Infrastructure every 6 months during the contract period. | Bidder's Query - Please clarify the Scope of DR drill expected from Bidder?	WIll be shared with successful bidder.	WIll be shared with successful bidder.
		45	"Page No. - 15 | Clause (tender ref.) - On-Going Maintenance | Description in the tender (tender Ref) - 11) Training: Bidder shall provide yearly refresher course for onsite training to the designated officials of NIA on the installation, configuration, operation, functionalities, maintenance, troubleshooting, support & administration for the various components of the proposed solution. | Bidder's Query - 1) What is the no of NIA offical will be part of this training ? 2) Assume this will be once in 1 year refresh training ?"	On-site Training, Around 6 to 10 NIA Officials and the training should be either from OEM or OEM Authorized partner, it should be 1 year refreshment training	On-site Training, Around 6 to 10 NIA Officials and the training should be either from OEM or OEM Authorized partner, it should be 1 year refreshment training
		46	"Page No. - 15 | Clause (tender ref.) - 14) Facility Management Services: | Description in the tender (tender Ref) - 14.1) The successful bidder shall manage SD-WAN related issues of all NIA offices spread across India by appointing resources 24X7 at Head Office, NIA. During (9.00 AM to 6.00 PM) with a minimum of 4 (one L3, one L2 and three L1) resources must be available onsite. | Bidder's Query - 1) Total of (one L3, one L2 and three L1) is coming to be 5 & not 4. please clarify minimum resource count expected- 5 or 4 ? 2) Is NIA expecting (one L3, one L2 and three L1) all at same time furing 9am to 6pm ? 3) Is 9am to 6pm support for Mondat to friday ?"	Please refer addendum	Addendum will be issued

		47	Page No. - 15 | Clause (tender ref.) - 14) Facility Management Services: | Description in the tender (tender Ref) - 14.1) The successful bidder shall manage SD-WAN related issues of all NIA offices spread across India by appointing resources 24X7 at Head Office, NIA. During (9.00 AM to 6.00 PM) with a minimum of 4 (one L3, one L2 and three L1) resources must be available onsite. | Bidder's Query - Is NIA going to extend their ITSM & NOC tool to Bidder ?	Yes understanding is correct	Yes understanding is correct
		48	Page No. - 16 | Clause (tender ref.) - 14.3) Facility Management Services: | Description in the tender (tender Ref) - 14.3) The commencement date for onsite Help Desk billing shall be the completion date of hardware installation of SD-WAN solution. However, the team shall be deployed minimum one week before the said date as per project schedule. | Bidder's Query - Is NIA refering to Helpdesk resources as onsite enginner resource((one L3, one L2 and three L1)	Yes	Yes
		49	Page No. - 17 | Clause (tender ref.) - 14) Facility Management Services: | Description in the tender (tender Ref) - 14.11) Onsite Helpdesk shall be responsible but not limited for the following activities | Bidder's Query - Is helpdesk & FMS resources & onsite resource ((one L3, one L2 and three L1) one & the same ?	Yes one and the same	Yes one and the same
		50	"Page No. - 7 | Clause (tender ref.) - 15. PROJECT SCHEDULE | Description in the tender (tender Ref) - • Delivery and installation of DC Components and Head-end Routers with required licenses - 5 weeks , • Pre Go live and testing - 15 Weeks | Bidder's Query - • Any of the OEM delivery timelines are 6-8 weeks for HW deliveries so 5 weeks for delivery and installation of DC Components and Head-end Routers with required licenses is difficult. Same applicable to Branches 11 Weeks and 14 weeks so its difficult to adhere given schedule. HW delivery timelines will be as per OEM. • As per the Bid schedule ""Pre Go live and testing - 15 Weeks"" but as this is migrations project said testing will be done Post Headend, DC and DR readiness – 10 branches will be tested as Pilot sites from all site types. Need clarity on this schedule."	Please comply with RFP.	Please comply with RFP.
		51	Page No. - 10 | Clause (tender ref.) - Point 15 | Description in the tender (tender Ref) - Installation / re-installation, configuration / re-configuration and all other activities related to Hardware / Software / Third party tools are the responsibility of the Bidder during the entire contract period. | Bidder's Query - Contract period is 5 years, need clarity on SOW "Installation / re-installation, configuration / re-configuration"	During the contract period any installation, re installation, configuration or reconfiguration sould be done by bidder whenever required at no cost to NIA	During the contract period any installation, re installation, configuration or reconfiguration sould be done by bidder whenever required at no cost to NIA
		52	"Page No. - 12 | Clause (tender ref.) - 4.4 | Description in the tender (tender Ref) - OEM must conduct a post deployment audit and submit a report after the completion of deployment by the bidder. OEM shall assist NIA and Bidder in fixing any gaps in the deployment found out during the audit. "OEM professional services necessary to successfully implement the proposed SD-WAN Solution in Data Centres, HO, NIC and first 25 branches, will be part of the OEM professional cost " | Bidder's Query - Need Clarity on post deployment audit "	Any gaps identified during the Audit should be fixed by the bidder during the contract period.	Any gaps identified during the Audit should be fixed by the bidder during the contract period.
		53	Page No. - | Clause (tender ref.) - | Description in the tender (tender Ref) - General Query | Bidder's Query - For Day-2 monitoring and management, is the Bidder required to integrate the SD-WAN solution with NIA existing NMS & ITSM tools, or should the Bidder use and integrate with their own NMS / monitoring tools , Please confirm.	Bidder's own NMS/Monitoring tool till NIA onboards its own NMS/monitoring tool	Bidder's own NMS/Monitoring tool

		54	Page No. - | Clause (tender ref.) - | Description in the tender (tender Ref) - General Query | Bidder's Query - Is NIA going to provide field support at branches during day-to day operations ?	No, NIA will provide Branch Access to Bidder's representative.	No, NIA will provide Branch Access to Bidder's representative.
		55	Page No. - | Clause (tender ref.) - | Description in the tender (tender Ref) - General Query | Bidder's Query - Please share high level existing WAN & network diagram	WIll be shared with successful bidder.	WIll be shared with successful bidder.
		56	Page No. - | Clause (tender ref.) - | Description in the tender (tender Ref) - General Query | Bidder's Query - Bidder understanding is that existing underlay connectiivty will be used at NIA locations , no new connectiivty to be provided?	Yes Understanding is correct	Yes Understanding is correct
		57	Page No. - | Clause (tender ref.) - | Description in the tender (tender Ref) - General Query | Bidder's Query - Please share NIA locations detaiuls including 1200 + 100 +DC/DR/HO address	Complete list of locations apart from what is mentioned in Annexure-5 wIll be shared with successful bidder.	Complete list of locations apart from what is mentioned in Annexure-5 wIll be shared with successful bidder.
		58	Page No. - 10 | Clause (tender ref.) - Point 20 :- | Description in the tender (tender Ref) - NIA reserves the right to shift the equipment/appliance/solution to a suitable location (anywhere in India) , depending upon the requirement. The Bidder will arrange to uninstall, shift the equipment, re-install, configure and commission the same at the shifted location and make the entire system operational without any additional cost to NIA | Bidder's Query - We request NIA to change the clause to following : NIA reserves the right to shift the equipment/appliance/solution up to 10 locations to a suitable location (anywhere in India) , depending upon the requirement. The Bidder will arrange to uninstall, shift the equipment, re-install, configure and commission the same at the shifted location and make the entire system operational without any additional cost to NIA. Any additional site shifting beyond 10 will be as per the rate card defined and agreed.	Please comply with RFP.	Please comply with RFP.
		59	Page No. - 13 | Clause (tender ref.) - Point 6 | Bidder's Query - We request NIA to change the clause to following : The proposed solution shall be deployed centrally at two locations: Primary Data Center (PDC) – Mumbai and Disaster Recovery Site (DR) - Bangalore with N+1 Redundancy (N=Backend infra capable to support as per Annexure-2) at both the locations. However, Gateway Head-end routers should be deployed at PDC, DR and Near Disaster Recovery (NDR) – Airoli. In the case of NIA changing any of its location, Bidder will facilitate to migrate, integrate and configure their components to new location as per the scope defined and priced at that point in time.	Please comply with RFP.	Please comply with RFP.
		60	Page No. - 17 | Clause (tender ref.) - 14) Facility Management Services: | Description in the tender (tender Ref) - 14.13) Onsite FMS engineers should be on the bidder's payroll. | Bidder's Query - Can we relax this point ? & consider outsourcing ,while Bidder maiintains complete ownership & accountability of services?	Please comply with RFP.	Please comply with RFP.
		61	"Page No. - 45 | Clause (tender ref.) - C) SD-WAN DC Infra: | Description in the tender (tender Ref) - Note: All hardware and license required for running the solution during contract duration should be included. NIA will not pay any additional charges in this regard. | Bidder's Query - 1) Is NIA going to provide & manage undelrying server/OS/compute for deploying the headend ? 2) Is NIA going to provide & managenetwork switches connectiivty for deploying the headend ?"	All the required Softwares and hardwares required for proper functioning of the solution shall be provided by the bidder.	All the required Softwares and hardwares required for proper functioning of the solution shall be provided by the bidder.
		62	Page No. - | Clause (tender ref.) - | Description in the tender (tender Ref) - 14.13) Onsite FMS engineers should be on the bidder's payroll. | Bidder's Query - Can we propose resources from our fully Owned subsidiary?	Not Allowed.	Not Allowed.

#	Description in the tender / Bidder's Query	Response	Response
63	Page No. - | Clause (tender ref.) - | Description in the tender (tender Ref) - Additional Clause | Bidder's Query - Kindly confirm that Bidder along with its affiliate including its subsidiaries shall participate in the bid. The contracting and invoicing for proposed services/goods specified in this RFP will be managed by bidder or its wholly owned subsidiary	Consortium is not allowed	Consortium is not allowed
64	Page No. - 45 | Clause (tender ref.) - ANNEXURE- 4-COMMERCIAL BID | Description in the tender (tender Ref) - ANNEXURE- 4-COMMERCIAL BID | Bidder's Query - Please share the Excel form of the Commercial Bid	Kindly update the commercial in the commercial bid format provided in the RFP. No excel shall be provided by NIA.	Kindly update the commercial in the commercial bid format provided in the RFP. No excel shall be provided by NIA.
65	Page No. - 48 | Clause (tender ref.) - ANNEXURE-5-LIST OF LOCATIONS | Description in the tender (tender Ref) - Clarification between Cat1 & Cat2 router count | Bidder's Query - Category 1 -regional office says 1200+ 100 qty , whereas in commerecials fomat Category-1 says 1200, Cat 2 says 100 Qty .plz clarify correct	RFP is self explanatory	RFP is self explanatory
66	14.8 point FMS- For L3 Engineer: Should have minimum BE/B.Tech/B.Sc Computer Science or IT/M.Tech/MCA /M.Sc Computer Science or IT Degree with minimum 7 years of experience including 2 years of experience in SD-WAN solutions with valid OEM Certification of proposed solution. The experience to be changed to 5 rather than 7.	Please comply with RFP.	Please comply with RFP.
67	Section 17- warranty and AMC Point no. 3- The warranty of equipment will start from the date of successful installation of equipment at 75% of the total locations. Shall request for 50%.	Please comply with RFP.	Please comply with RFP.
68	We request to consider the timeline of 10-12 weeks from the date of PO considering the delivery timeline from OEM.	Please comply with RFP.	Please comply with RFP.
69	We request to amend the same to 12 weeks considering the time in hiring and onboarding of manpower.	Please comply with RFP.	Please comply with RFP.
70	We request to amend the timeline to 16 weeks for 600 locations.	Please comply with RFP.	Please comply with RFP.
71	We request to amend the go live and sign off timeline to 24 weeks consideering the whole scope of work	Please comply with RFP.	Please comply with RFP.
72	Clause : In case proposed SD-WAN solution is compatible with these 50 no's Cisco ISR 4300 series branch routers then bidder has to provide the unit pricing for additional component/Licensing for integrating those routers with proposed SD-WAN solution along with AMC cost till the end of proposed 5years contract Clarification : "Does this mean for the existing routers(if compatible), AMC cost has to be taken? Are these already out of warranty? "	AMC cost for these routers should also be included in the TCO if these routers are being considered.	AMC cost for these routers should also be included in the TCO if these routers are being considered.
73	Clause : NIA reserves the right to shift the equipment/appliance/solution to a suitable location (anywhere in India) , depending upon the requirement. The Bidder will arrange to uninstall, shift the equipment, re-install, configure and commission the same at the shifted location and make the entire system operational without any additional cost to NIA. Clarification : Kindly provide clarity on how many such cases of shifting may arise during the contract period?	Average of 20 shiftings per year. However, This is indicative only.Bidder has to support without any limitation on number of shiftings	
74	We assume all the training arrangements will be done by NIA	Bidder has to arrange it without additional cost to NIA.	
75	"Please provide clarity if the penalty mentioned will be applied on monthly or quarterly value? Also, confirm if the maximum capping of 15% is of contract value or quarterly value?"	Please refer RFP	These are clearly mentioned in the RFP
76	" We request you to please remove the clause. The multicast feature in neither applicable nor a use case requirement at NIA."	Please refer addendum	Addendum will be issued
77	**"Designing the SD-WAN fabric to support 3000 branches from Day 1 results in unnecessary over-provisioning of hardware, licenses, compute resources, and controller capacity, significantly increasing upfront cost and operational overhead. We request NIA to modify this clause as ""Router should support at-least 500000 IP Routes. Router should support at-least 3500 IPsec tunnels or tunnels required to run 1500 sites in network as per OEM solution architecture """**	Please comply with the RFP	

		78	"Branch routers typically establish tunnels only to the headend in DC, DR, and NDR. Reducing the tunnel requirement will help optimize both hardware sizing and overall cost. We Request NIA to modify the clause as 'Router should support at least 50,000 IP routes. Router should support at-least 250 IPsec tunnels."	Please refer addendum	Addendum will be issued
		79	Section 20- General terms Point no. 2- For Class-1 bidders, If the quoted value is above INR 10 Crore, the Bidder must comply with the relevant Make In India guidelines, else the bid shall be rejected Make in india guidelines should mentioned preferential not a compulsion.	Applicable MII guidelines from Government of India, CVC, GFR and other clauses related to GeM will be applicable for this Bid without any exception.	Applicable MII guidelines from Government of India, CVC, GFR and other clauses related to GeM will be applicable for this Bid without any exception.
		80	Annexure 4: Commercial Bid Format to be changed and should be mentioned as 5 years not 3 years separate and 2 years separate.	Please comply with current terms.	Please comply with current terms.
		81	"Designing the SD-WAN fabric to support 3000 branches from Day 1 results in unnecessary over-provisioning of hardware, licenses, compute resources, and controller capacity, significantly increasing upfront cost and operational overhead. We request NIA to modify this clause as ""The proposed SD-WAN solution should be scalable to cater up to 1500 NIA Branches from day 1 and with horizontal scalabliity upto 3000 branches each with dual transports in future"""	Please comply with current terms.	Please comply with current terms.
		82	"We request that the clause be broadened to allow equivalent certifications, allowing equivalent certifications will ensure broader participation. We request NIA to modify the clause as ""Router should be EAL-3 Common Criteria / TEC certified / equivalent."	Router should be EAL -3/ TEC/MTCTE or equivalent Common Criteria certified	Addendum will be issued
		83	We request NIA to modify the clause as Router Operating Systems should be IPv6 logo phase-2 certified.	Router should be IPv6 logo phase -2 certified or the proof of certification for solution operating system to be shared at the time of submission of the bid.	Addendum will be issued
		84	"As per the requirement of RFP, the categories have been defined with the specific branch category specifications including Bandwidth, hence this clause is not applicable. we request to modify Clause "" The proposed software license should be capable of handling the bandwidth defined as per the Branch category specifications. "	Please comply with RFP T & C	Please comply with RFP T & C
		85	"We request you to please remove the ""Gateway Head End Router"" from ""A)SD-WAN Edge Device:"" and ""B)SD-WAN Edge Device License:"" We request you to please modify the: ""C)SD-WAN DC Infra:""Gateway Head End Router as per applicable OEM, Hardware required for Authenticator, Controller and Manager at DC-DR with High Availability and N+1 setup. The central setup sizing and devices are different for diferent OEM, these Gateway Head End Router as needed shall be applicable as per the respective OEM. Hence we request your kind consideration for the above changes requested."	Please comply with the RFP	Please comply with the RFP
		86	We request NIA to please clarify and remove the Make in India clause for the wider OEM participation.	Applicable MII guidelines from Government of India, CVC, GFR and other clauses related to GeM will be applicable for this Bid without any exception.	Applicable MII guidelines from Government of India, CVC, GFR and other clauses related to GeM will be applicable for this Bid without any exception.
		87	"The bidder should have ISO 9001:2015/TL 9000 and ISO 27001:2022 for their remote support centre / managed services / NOC."	Please refer addendum	Addendum will be issued
		88	We request to modify the clause to " The proposed equipment and software should not be Out-of-Sale at the time of submission and should not be Out-of-Support for a period of at least 5 years from the date of bid submission. A declaration to this effect from the respective OEM needs to be submitted as part of the bidder's response to this tender"	Please refer addendum	Addendum will be issued
		89	We request to modify the clause to "Proposed SD-WAN solution Routers should be 'End of Sale' at time of submission and should not go 'End of Support' in next 5 years from the date of Bid submission	Please refer addendum	Addendum will be issued