



RFP Document for
SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO

RFP No. GMDC/CO/IT/SDWAN/01/23-24

January 2024

CORRIGENDUM 3

Response to Pre-Bid Queries along with Amendments of Bid Conditions

Publishing date : 14-02-2024

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**Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along
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Details of specifications changed.

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Sr_ No	Page No.	Section No. along with Clause no.	Existing Specification / Clause / T&C	Revised Specifications / Clause / T&C
1	18	SECTION 4 – PRE-QUALIFICATION CRITERIAS	Experience of Executing similar works associated to WAN deployment, management & Monitoring of WAN solution and associated O&M in India within the last three years. Two Purchase orders of WAN Solution with Minimum 10 Sites in single Order costing not less than 1 Cr value each	Experience of Executing similar works associated to WAN deployment, management & Monitoring of WAN solution and associated O&M in India within the last seven years. Two Purchase orders of WAN Solution with Minimum 10 Sites in single Order costing not less than 1 Cr value each
2	18	SECTION 4 – PRE-QUALIFICATION CRITERIAS (Sr. no. 1)	Bidder should be a legal entity registered in India under either Indian Companies Act 1956/2013 or LLP Act 2008 since last 5 years on the bid submission date.	Bidder should be a legal entity registered in India under either Indian Companies Act 1956/2013 or LLP Act 2008 since last 7 years on the bid submission date
3	18	SECTION 4 – PRE-QUALIFICATION CRITERIAS (Sr. no. 5)	The bidder should have overall average annual turnover of at least INR 50 Crore (Turnover from System Integration Business) in last 3 financial years (FY20- 21, FY 21-22, FY 22-23).	The bidder should have overall average annual turnover of at least INR 25 Crore (Turnover from System Integration Business) in last 3 financial years (FY20- 21, FY 21-22, FY 22-23). For Turnover Bifurcation bidder can give the letter from the Statutory Auditor/Chartered Accountant
4	18	SECTION 4 – PRE-QUALIFICATION CRITERIAS (Sr. no. 5)	Certificate(s) from statutory auditor with all relevant details from the bidder. The bidder shall provide a copy of each of audited annual report to ascertain its turnover & net-worth.	Certificate(s) from statutory auditor/Chartered Accountant with all relevant details from the bidder. The bidder shall provide a copy of each of audited annual report to ascertain its turnover & net-worth.

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5	27	Criteria for evaluation and comparison of technical bids.	OEM SDWAN Projects in in last Three Year as on bid submission date. > = 1 & < 5 Purchase orders 4 marks > = 5 & < 10 Purchase orders 8 marks > = 10 Purchase orders 11 marks	OEM SDWAN Projects in in last Seven Years as on bid submission date. > = 1 & < 5 Purchase orders 4 marks > = 5 & < 10 Purchase orders 8 marks > = 10 & < 20 Purchase orders 11 marks > = 20 Purchase orders 16 marks
6	27	Criteria for evaluation and comparison of technical bids. (Sr._No. 1.2)	No. of Certified Personals for SDWAN services. > = 1 Employee and < 5 Employees – 5 Marks > = 5 Employees and < 10 Employees – 10 Marks > = 10 Employees - – 15 Marks	Clause stands Deleted
7	27	Criteria for evaluation and comparison of technical bids. (Sr._No. 1.3)	Experience of Executing similar works associated to SDWAN deployment / O&M within the last three years > = 1 & < 5 Purchase orders 5 marks > = 5 & < 10 Purchase orders 10 marks > = 10 Purchase orders 15 marks	Experience of Executing similar works associated to SDWAN deployment / O&M within the last seven years (with Minimum 10 Sites in single Order) > = 1 Purchase orders 5 Marks > = 3 Purchase orders 10 Marks > = 5 Purchase orders 15 Marks
8	27	Criteria for evaluation and comparison of technical bids. (Sr._No. 1.1)	Annual Turnover (As mentioned in the PQ section revenue earned > = 50 Crores & < 65 Crores as per the PQ req.- 5 marks > = 65 Crores & < 80 Crores. as per the PQ req.- 10 marks > = 80 Crores as per the PQ req.- 15 marks	Annual Turnover (As mentioned in the PQ section revenue earned > = 25 Crores & < 40 Crores as per the PQ req.- 5 marks > = 40 Crores & < 55 Crores. as per the PQ req.- 10 marks > = 55 Crores & < 70 as per the PQ req.- 15 marks > = 70 as per the PQ req.- 20 marks

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9	37		Type C Locations (OCI) 02 Virtual Appliance in HA at OCI (Mumbai & Hyderabad)	Type C Locations (OCI) 02 Virtual Appliance in HA at OCI (Mumbai & Hyderabad) or Physical Appliance in HA at Co-locations at OCI DC and DR.
10	40	Reports & Analytics	Report export formats: csv, pdf, xlsx, email notification. Should also have provision to integrate with SMS & Email gateway.	Report export formats: csv, pdf, xlsx, email notification. Should also have provision to integrate with Email gateway and the bidder or OEM should be able to push notifications to the user over SMS
11	41		SD-WAN solution should provide hardened physical appliances in branches and virtual Appliance in OCI cloud for termination of MPLS and ILL links comings from the ISP	SD-WAN solution should provide hardened physical appliances in branches and virtual Appliance in OCI cloud/ Physical appliance at Co-locations at OCI DC and DR for termination of MPLS and ILL links comings from the ISP
12	41	SDWAN General Specifications - Controller / Management Engine / Orchestrator	All the routing information from the edge devices and distributes route prefixes, encryption key to all Edges. The controller/ manager / orchestrator shall maintain centralized routing table, controls route advertisement as per policy, creates end to end segments on network, instructs data plane to change traffic flow as per the defined policy. Controller/ manager / orchestrator shall be available in virtual form factor and should provide Active-Active instances across DC and DR.	All the routing information from the edge devices distributes route prefixes, encryption key to all Edges. Routing information shall be either maintained & advertised at Edge device / controller / Manager. The same will instruct data plane to change traffic flow as per the defined policy. Controller/ Manager shall be available in virtual form factor and should provide Active-Active instances across DC and DR.
13	42		The proposed SD WAN solution should support traffic flow/packet forwarding on WAN links based on SLA. The proposed SD WAN solution should be able to load balance across multiple links simultaneously (up to 6 includes MPLS, ILL,	The proposed SD WAN solution should support traffic flow/packet forwarding on WAN links based on SLA. The proposed SD WAN solution should be able to load balance across multiple links simultaneously (up to 04 includes MPLS, ILL, Broadband, LTE links) at spoke

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			Broadband, LTE links) at spoke locations and multiple links simultaneously (up to 08 includes MPLS, ILL) at OCI sites.	locations and multiple links simultaneously (up to 04 includes MPLS, ILL) at OCI sites using the available infra structure (Virtual/Physical hosted at Co Location). The SDWAN solution should be scalable to support up to 06 WAN Links in future if required.
14	42		The proposed SD WAN solution should ensure that the virtual private network specific configuration is not to be attached to physical or logical WAN.	Clause Stands Deleted
15	42		The proposed SD WAN solution should ensure that virtual private network configuration and policy is pre-formed in the controller / manager / orchestrator. The addition of one or more project devices in to the network should not require any changes in the virtual private network configuration in software defined network controller.	The proposed SD WAN solution should ensure that virtual private network configuration and policy is pre-formed in the controller / manager / orchestrator. The addition of one or more project devices in to the network should not require any changes in the virtual private network configuration in software defined network controller/manager.
16	42		The proposed SD WAN solution should allow for internet break out at the local project, centralized location, remote entity (remote location) based on the application and the policy defined in the Central SD WAN controller.	The proposed SD WAN solution should allow for internet break out at the local project, centralized location, remote entity (remote location) based on the application and the policy defined in the Central SD WAN controller/Manager.
17	43		The proposed SD WAN devices/appliances in the proposed SD WAN solution should be able to interoperate with the existing products of different OEM. (e.g.: - cisco, juniper, checkpoint, D-Link, Fortinet, Alcatel etc.)	The proposed SD WAN devices/appliances in the proposed SD WAN solution should be able to interoperate with the existing products of different OEMs towards WAN and LAN devices.

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18	44		SD-WAN Edge Devices should build secure Control plane sessions with Controllers, Orchestration, Management engines and encrypted Data Plane sessions with peer edge devices and forwards actual application traffic in encrypted tunnels.	SD-WAN Edge Devices should build secure Control / Management plane sessions with Controllers / Orchestration / Management engines and encrypted Data Plane sessions with peer edge devices and forwards actual application traffic in encrypted tunnels.
19	44		SD-WAN Solution shall support deployment of any kind of topologies such as full- mesh, hub- spoke and partial mesh or any arbitrary topology. It should be possible to change network topology only by pushing policy from central controller and shall not require any device-by-device configurations	SD-WAN Solution shall support deployment of any kind of topologies such as full- mesh, hub- spoke and partial mesh or any arbitrary topology. It should be possible to change network topology only by pushing policy from central controller / manager / orchestrator and shall not require any device-by-device configurations
20	46	SDWAN Edge device at CO	Minimum 10 1G Copper WAN other than Heartbeat and Management port.	Please consider specification revised as below: Minimum 06 1G Copper WAN + 02 1G Copper LAN other than Heartbeat and Management port on a single device. The second device being offered for HA should be offered with the same no. of ports as mentioned above

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21	47	QoS	<p>Should support the following QoS Features</p> <ul style="list-style-type: none"> • like LLQ, WFQ, PBR, Class of service, Real-Time Transport Protocol (RTP) header compression, DiffServ & HQoS • Traffic shaping based on bandwidth limits per application and WAN link, rate limits per application and WAN link, • prioritization of application traffic per WAN link, marking/remarking DSCP bits for influencing traffic QoS on egress devices • application steering based on ToS marking 	<p>Please consider specification Revised as below:</p> <p>Should support the following QoS Features</p> <ul style="list-style-type: none"> • like PBR, Class of service, • Traffic shaping based on bandwidth limits per application and WAN link, rate limits per application and WAN link, • prioritization of application traffic per WAN link, marking/remarking DSCP bits for influencing traffic QoS on egress devices • application steering based on ToS marking
22	48	SDWAN Edge device at CO	dynamic bandwidth measurement of SD-WAN paths,	Clause Stands Deleted
23	48	SD-WAN Services	<p>Basic path optimization with</p> <ul style="list-style-type: none"> • FEC and packet duplication, • App QoE • RBAC by VPN 	Clause Stands Deleted

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24	49	SDWAN Edge device at CO	Should support <ul style="list-style-type: none"> • Central usage statistics collection for ports, flows, • QoS queues Event-based logging • Secure syslog integration • Remote port mirroring • Inbound CLI access for centralized diagnostics 	Please consider specification revised as below: "Should support <ul style="list-style-type: none"> • Central usage statistics collection for ports, flows, • QoS queues Event-based logging • Secure syslog integration • Inbound CLI access for centralized diagnostics
25	50	Security Service (SDWAN edge device)	Licenses for the following services should be offered on a 5-year subscription basis (The licenses should be system wide and not user based) along with the appliance or the SDWAN Box	Licenses for the following services should be offered on a 5-year subscription basis (The licenses should be system wide and can be appliance/user based. In case of user-based licenses being offered the entire pool of licenses should be accessible from any location and there should be no binding of licenses to a particular location/user) along with the appliance or the SDWAN Box. It is Estimated that User Count May go upto 2500 in next 5 Years.
26	50	Security Services (SDWAN edge device)	Security services to be embedded in SDWAN box.	Please consider specification revised as below: Security services to be embedded in SDWAN box or the services can be offered thru services hosted in the OEM cloud or through additional device of Same OEM as SDWAN device in HA. Bidder to give the details of bandwidth that will be used for creating the secured tunnel between the OEM cloud and the hub/spoke location

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27	50	Key Security Features	Key Security Features With the above licensing the following key functionalities associated to cybersecurity needs to be achieved: • Dual Factor Authentication for administration.	Key Security Features With the above licensing the following key functionalities associated to cybersecurity needs to be achieved: Dual Factor Authentication for administration. Bidder may provide OEM certified 3rd party solution at no extra cost to GMDC
28	51	Cloud Integration of SDWAN Device for security Purposes	SD-WAN solution should have API based automation with simple step by step automated workflows to integrate with Cloud security solution providers like Umbrella SIG / Zscaler / equivalent using IPSEC/GRE tunnels in future whenever required.	Clause Stands Deleted
29	51	Safety Standards Compliance	SD WAN Device shall conform to UL 60950 or IEC 60950 or CSA 60950 or EN 60950 Standards for Safety requirements of Information Technology Equipment.	Clause Stands Deleted
30	51	EMC Compliance	SD WAN Device shall conform to EN 55022 Class A/B or CISPR22 Class A/B or CE Class A/B or FCC Class A/B Standards for EMC (Electro Magnetic Compatibility) requirements.	Clause Stands Deleted
31	51	Operating temperature	0° to 55° C / 32° to 131° F	0° to 40° C / 32° to 104° F
32	51	Operating relative humidity	5% to 85% at 40° C	10% to 90% Non-condensing

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33	51	SD-WAN Services	Basic path optimization with <ul style="list-style-type: none"> • FEC and packet duplication, • App QoE • RBAC by VPN 	Clause Stands Deleted
34	52		SPECIFICATION FOR SDWAN VIRTUAL APPLIANCE TO BE PROVISIONED AT OCI	Please consider specification revised as below: SPECIFICATION FOR SDWAN PHYSICAL HOSTED AT CO-LOCATION AT OCI /VIRTUAL APPLIANCE TO BE PROVISIONED AT OCI
35	55	QoS	Should support the following QOS Features <ul style="list-style-type: none"> • like LLQ, WFQ, PBR, Class of service, Real-Time Transport Protocol (RTP) header compression, DiffServ & HQoS • Traffic shaping based on bandwidth limits per application and WAN link, rate limits per application and WAN link, • prioritization of application traffic per WAN link, marking/remarking DSCP bits for influencing traffic QoS on egress devices • application steering based on ToS marking 	Please consider specification Revised as below: Should support the following QOS Features <ul style="list-style-type: none"> • like PBR, Class of service, • Traffic shaping based on bandwidth limits per application and WAN link, rate limits per application and WAN link, • prioritization of application traffic per WAN link, marking/remarking DSCP bits for influencing traffic QoS on egress devices • application steering based on ToS marking
36	57	Key Security Features	Key Security Features With the above licensing the following key functionalities associated to cybersecurity needs to be achieved: <ul style="list-style-type: none"> • Dual Factor Authentication for administration. 	Key Security Features With the above licensing the following key functionalities associated to cybersecurity needs to be achieved: <ul style="list-style-type: none"> • Dual Factor Authentication for administration. Bidder

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				may provide OEM certified 3rd party solution at no extra cost to GMDC
37	58	Cloud Integration of SDWAN Device for security Purposes	SD-WAN solution should have API based automation with simple step by step automated workflows to integrate with Cloud security solution providers s like Umbrella SIG / Zscaler / equivalent using IPSEC/GRE tunnels in future whenever required.	Clause Stands Deleted
38	60	SDWAN Edge device at remote locations	Minimum 8 1G Copper WAN other than Heartbeat and Management port.	Minimum 04 1G Copper WAN + 02 1G Copper LAN other than Heartbeat and Management port on a single device. The second device being offered for HA should be offered with the same no. of ports as mentioned above
39	60	SD-WAN Services	Basic path optimization with <ul style="list-style-type: none"> • FEC and packet duplication, • App QoE • RBAC by VPN 	Clause Stands Deleted

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40	61	QoS	<p>Should support the following QoS Features</p> <ul style="list-style-type: none"> • like LLQ, WFQ, PBR, Class of service, Real-Time Transport Protocol (RTP) header compression, DiffServ & HQoS • Traffic shaping based on bandwidth limits per application and WAN link, rate limits per application and WAN link, • prioritization of application traffic per WAN link, marking/remarking DSCP bits for influencing traffic QoS on egress devices • application steering based on ToS marking 	<p>Please consider specification Revised as below:</p> <p>Should support the following QoS Features</p> <ul style="list-style-type: none"> • like PBR, Class of service, • Traffic shaping based on bandwidth limits per application and WAN link, rate limits per application and WAN link, • prioritization of application traffic per WAN link, marking/remarking DSCP bits for influencing traffic QoS on egress devices • application steering based on ToS marking
41	62	Key Security Features	<p>Key Security Features With the above licensing the following key functionalities associated to cybersecurity needs to be achieved: • Dual Factor Authentication for administration.</p>	<p>Key Security Features With the above licensing the following key functionalities associated to cybersecurity needs to be achieved: Dual Factor Authentication for administration. Bidder may provide OEM certified 3rd party solution at no extra cost to GMDC</p>
42	65	Cloud Integration of SDWAN Device for security Purposes	<p>SD-WAN solution should have API based automation with simple step by step automated workflows to integrate with Cloud security solution providers s like Umbrella SIG / Zscaler / equivalent using IPSEC/GRE tunnels in future whenever required.</p>	<p>Clause Stands Deleted</p>

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43	65	Safety Standards Compliance	SD WAN Device shall conform to UL 60950 or IEC 60950 or CSA 60950 or EN 60950 Standards for Safety requirements of Information Technology Equipment.	Clause Stands Deleted
44	65	EMC Compliance	SD WAN Device shall conform to EN 55022 Class A/B or CISPR22 Class A/B or CE Class A/B or FCC Class A/B Standards for EMC (Electro Magnetic Compatibility) requirements.	Clause Stands Deleted
45	65	Operating temperature	0° to 55° C / 32° to 131° F	0° to 40° C / 32° to 104° F
46	65	Operating relative humidity	5% to 85% at 40° C	10% to 90% Non-condensing
47	69		should have the flexibility to define a set of rules for analysing the incident / events	The proposed SD-WAN Solution / Monitoring tool should have ability to report event / incident.
48	69		should have the capability to audit any tampering of collected log.	should have the capability to send audit logs to syslog server or capability to audit any tampering of collected log.

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49	70		should support granular Real Time/near real time Monitoring and Historical Reporting like: Statistic bandwidth usage of available links, Network statistics, including continuous performance monitoring of loss, latency, and packet ordering for all network paths and link utilization" etc.	should support granular Real Time/near real time Monitoring and Historical Reporting like: Statistic bandwidth usage of available links, Network statistics, including continuous performance monitoring of loss, latency, and link utilization" etc.
50	70	SPECIFICATION FOR CENTRALIZED MANAGEMENT, MONITORING, ORCHESTRATION AND ANALYTIC DEVICES FOR SDWAN MANAGEMENT, MONITORING AND ANALYSIS	the software defined controller must be able to monitor and report top applications by usage across all project locations, in a project location along with the data rate and flow usage. This data must be stored by the controller for a minimum of 1 year.	the software defined controller / proposed monitoring tool must be able to monitor and report top applications by usage across all project locations, in a project location along with the data rate and flow usage. This data must be stored by the controller for a minimum of 1 year. Data for upto 1 year may be archived in external storage and may be used later for creating consolidated reports.
51	72		Should have the capacity to analyze 1500/logs per second	Solution should have capacity to analyse all logs generated considering current and future expansion.
52	72	SPECIFICATION FOR CENTRALIZED MANAGEMENT, MONITORING, ORCHESTRATION AND ANALYTIC DEVICES FOR SDWAN	The device should support minimum one day storage capability.	Clause stands deleted

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		MANAGEMENT, MONITORING AND ANALYSIS		
53	72	Hardware and Software for ITAM (Asset Management) And ITSM (Service Management)	solution must be capable of exporting traffic statistics to Net Flow, excel, text file, etc.	solution must be capable of exporting traffic statistics to Net Flow, excel, etc.
54	73	SPECIFICATION FOR CENTRALIZED MANAGEMENT, MONITORING, ORCHESTRATION AND ANALYTIC DEVICES FOR SDWAN MANAGEMENT, MONITORING AND ANALYSIS	Should have the capacity to Collect 2000 logs per second	Solution should have capacity to collect all logs generated considering current and future expansion.

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Sr_ No	Page No.	Section No. along with Clause no.	Existing Specification / Clause / T&C	Revised Specifications / Clause / T&C
55	91	Hardware and Software for ITAM (Asset Management) And ITSM (Service Management)	The proposed The proposed tool must be ITIL v3/v4 compliant and should be Pink elephant certified on minimum 7 processes, including Availability Management, Event Management, Incident Management, Problem Management, Change Management, Request Fulfilment, Service Level Management, Service Catalogue Management, Service Asset & Configuration Management, Asset Management, Release & Deployment Management and Knowledge Management	"The proposed solution should be aligned with ITIL framework principles and certified with ITIL4/Equivalent with minimum 7 practices like Monitoring and Event Management, Incident Management, Service Request Management, Problem Management, Change Enablement, Release Management and Knowledge Management." Bidder to define the processes and certification as a part of compliance along with supporting documents
56	95	SPECIFICATON FOR NETWORK SWITCHES MAKE: SAME OEM FROM WHICH SDWAN PRODUCTS ARE OFFERED OR FROM GARTNER'S LEADERS	Switch should have internal memory and flash memory that will ensure that switching speeds for a non-blocking architecture are managed in the designated time frame. The Switch should have 512MB RAM and 256MB Flash	Switch should have internal memory and flash memory that will ensure that switching speeds for a non-blocking architecture are managed in the designated time frame.
57	95	SPECIFICATON FOR NETWORK SWITCHES MAKE: SAME OEM FROM WHICH SDWAN PRODUCTS ARE OFFERED OR	Shall have minimum IPv4 and IPv6 multicast routes and 1024 IGMP groups	Clause stands deleted

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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Sr_ No	Page No.	Section No. along with Clause no.	Existing Specification / Clause / T&C	Revised Specifications / Clause / T&C
		FROM GARTNER'S LEADERS		
58	95	SPECIFICATON FOR NETWORK SWITCHES MAKE: SAME OEM FROM WHICH SDWAN PRODUCTS ARE OFFERED OR FROM GARTNER'S LEADERS	Should have minimum 64 STP instances	Should have support for Spanning Tree
59	95	SPECIFICATON FOR NETWORK SWITCHES MAKE: SAME OEM FROM WHICH SDWAN PRODUCTS ARE OFFERED OR FROM GARTNER'S LEADERS	Switch should support 1024 IPv4 multicast routes, IGMP groups and IPv6 multicast groups	Switch should support IPv4 multicast routes, IGMP groups and IPv6 multicast groups

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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Sr_ No	Page No.	Section No. along with Clause no.	Existing Specification / Clause / T&C	Revised Specifications / Clause / T&C
60	95	SPECIFICATON FOR NETWORK SWITCHES MAKE: SAME OEM FROM WHICH SDWAN PRODUCTS ARE OFFERED OR FROM GARTNER'S LEADERS	Switch Need to support 600 IPv4/MAC security ACEs and IPv6 security ACEs	Clause stands deleted
61	96	SPECIFICATON FOR NETWORK SWITCHES MAKE: SAME OEM FROM WHICH SDWAN PRODUCTS ARE OFFERED OR FROM GARTNER'S LEADERS	Switch should support DHCP, Auto Negotiation, DTP, LACP, UDLD, MDIX, VTP, TFTP, NTP, Per-port broadcast, multicast, Static routing, Layer 2 trace route and unicast storm control.	Switch should support DHCP, Auto Negotiation, LACP, TFTP, NTP, Per-port broadcast, multicast, Static routing, Layer 2 trace route and unicast storm control.
62	96	SPECIFICATON FOR NETWORK SWITCHES MAKE: SAME OEM FROM WHICH SDWAN PRODUCTS ARE OFFERED OR FROM	Switch will support 10240-byte Jumbo Ethernet frame from day 1	Switch shall support Jumbo Ethernet frame from day one.

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Sr_ No	Page No.	Section No. along with Clause no.	Existing Specification / Clause / T&C	Revised Specifications / Clause / T&C
		GARTNER'S LEADERS		
63	97	SPECIFICATON FOR NETWORK SWITCHES MAKE: SAME OEM FROM WHICH SDWAN PRODUCTS ARE OFFERED OR FROM GARTNER'S LEADERS	Switch should support MTBF of more than 20,00,000	Clause stands deleted
64	97	SPECIFICATON FOR NETWORK SWITCHES MAKE: SAME OEM FROM WHICH SDWAN PRODUCTS ARE OFFERED OR FROM GARTNER'S LEADERS	Switch should have intelligent power management, allows flexible power allocation across all ports. With Perpetual PoE, the PoE+ power is maintained during a switch reload. So that there is no power disruption during a switch reboot.	Clause stands deleted

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Sr_ No	Page No.	Section No. along with Clause no.	Existing Specification / Clause / T&C	Revised Specifications / Clause / T&C
65	98	SPECIFICATON FOR NETWORK SWITCHES MAKE: SAME OEM FROM WHICH SDWAN PRODUCTS ARE OFFERED OR FROM GARTNER'S LEADERS	Switch support 802.1X with Network Edge Access Topology (NEAT), which extends identity and user distribution, which enables you to load-balance users with the same group name across multiple different VLANs.	Clause stands deleted
66	98	SPECIFICATON FOR NETWORK SWITCHES MAKE: SAME OEM FROM WHICH SDWAN PRODUCTS ARE OFFERED OR FROM GARTNER'S LEADERS	Switch need to support Access Control Lists (ACLs) for IPv6 and IPv4 security and Quality-of-Service (QoS) ACL elements (ACEs).	Please consider specification Revised as below: Switch need to support Access Control Lists (ACLs) for IPv6 and IPv4 security and Quality-of-Service (QoS)
67	98	SPECIFICATON FOR NETWORK SWITCHES MAKE: SAME OEM FROM WHICH SDWAN PRODUCTS ARE OFFERED OR FROM	Switch should have features like Port based ACLs, SSH, Kerberos, and SNMP v3, TACACS+ and RADIUS authentication, Web authentication redirection, Multilevel security on console access, Spanning Tree Root Guard (STRG), Internet Group Management Protocol (IGMP) filtering,	Please consider specification Revised as below: Switch should have features like Port based ACLs, SSH, Kerberos, and SNMP v3, TACACS+ and RADIUS authentication, Web authentication, Spanning Tree Root Guard (STRG)/STP BPDU, Internet Group management Protocol (IGMP) filtering/snooping."

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Sr_ No	Page No.	Section No. along with Clause no.	Existing Specification / Clause / T&C	Revised Specifications / Clause / T&C
		GARTNER'S LEADERS		
68	99	SPECIFICATON FOR NETWORK SWITCHES MAKE: SAME OEM FROM WHICH SDWAN PRODUCTS ARE OFFERED OR FROM GARTNER'S LEADERS	Safety certification UL 60950-1 Second Edition, CAN/CSA-C22.2 No. 60950-1 Second Edition, EN 60950-1 Second Edition, IEC 60950-1 Second Edition, AS/NZS 60950-1	Clause Stands Deleted
69	99	SPECIFICATON FOR NETWORK SWITCHES MAKE: SAME OEM FROM WHICH SDWAN PRODUCTS ARE OFFERED OR FROM GARTNER'S LEADERS	EMC: Emissions certification 47CFR Part 15 (CFR 47) Class A, AS/NZS CISPR22 Class A, CISPR22 Class A, EN55022 Class A, ICES003 Class A, VCCI Class A, EN61000- 3-2, EN61000-3-3, KN22 Class A, CNS13438 Class A EMC: Immunity, certification EN55024 (including EN 61000-4-5), CISPR24, EN300386, KN24	Clause Stands Deleted

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Sr_ No	Page No.	Section No. along with Clause no.	Existing Specification / Clause / T&C	Revised Specifications / Clause / T&C
70	99	SPECIFICATON FOR NETWORK SWITCHES MAKE: SAME OEM FROM WHICH SDWAN PRODUCTS ARE OFFERED OR FROM GARTNER'S LEADERS	Environmental Reduction of Hazardous Substances (RoHS) including Directive 2011/65/EU	Clause Stands Deleted
71	99	SPECIFICATON FOR NETWORK SWITCHES MAKE: SAME OEM FROM WHICH SDWAN PRODUCTS ARE OFFERED OR FROM GARTNER'S LEADERS	Operating Temperature range: -5 to +50 deg C	Clause Stands deleted
72	99	Battery Backup 1 Hr	1 Hr Backup	1 Hr Backup for Lithium battery at End of Life (5 yr)
73	100	Voltage harmonic distortion	< 1% (linear load), <3% (Non-Linear Load)	< 2% (linear load), <5% (Non-Linear Load)
74	100	Overload Capacity on Normal Mode	105% ~ 125%: 10min	105% ~ 125%: 05 min
75	100	Noise	Acoustic Noise level : <48db	Clause Stands Deleted
76	102	Lithium Batteries Approved Make	SAMSUNG, LG, PANASONIC, TOSHIBA	SAMSUNG, LG, PANASONIC, TOSHIBA, ENERTECT

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Sr_ No	Page No.	Section No. along with Clause no.	Existing Specification / Clause / T&C	Revised Specifications / Clause / T&C
77	102	Specifications for Data Center Rack /1/ Frame Structure	Basic frame: Frame of sturdy frame section construction, consisting of 9 x folded rolled hollow frame section punched in 25mm DIN pitch pattern. All profile edges are radiused. The corners are stiffened with welded 3 Axis corner blocks	Bidder to offer the Rack as per their frame construction technology but the frame must be welded.
78	102	Specifications for Data Center Rack /6 Doors and locking system	Front single glass and rear 1.5 mm thick sheet steel double door with PU Foamed Seal (Gasketing inside the doors) with removable galvanized rectangular frame with holes on a 25 mm DIN pitch pattern with 3-point locking system. The hinges and retainers should be copper nickel chrome plated with SS hinge pins. The doors should be swapped to LH if required with door opening angle 130 deg to VDI.	Front single glass and rear double door with three-point locking system
79	102	Specifications for Data Center Rack /8/ Regulatory Compliances	IP54 to EN60529, ISO 9001, 14001, 45001 comply with EIA 310, DIN 41494 and IEC 297 standards	Clause Stands Deleted
80	103	Rack Specification	The cabinet must be Nano ceramic coated, Electro phoretic (EC) dip coat priming 10 to 15 Microns average and then powder coated to RAL 7035 textured Pure Polyester (PP) to 80 to 120 Microns average	The cabinet must be powder coated.
81	103	Specifications for Data Center Rack /9/ Painting	The cabinet must be Nano ceramic coated, Electro phoretic (EC) dip coat priming 10 to 15 Microns average and then powder coated to RAL 7035 textured Pure Polyester (PP) to 80 to 120 Microns average	The cabinet must be powder coated.

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Sr_ No	Page No.	Section No. along with Clause no.	Existing Specification / Clause / T&C	Revised Specifications / Clause / T&C
82	103	Specifications for Data Center Rack /21/Cooling unit output	2300 Watts or Greater at L35L35 1800 Watts at L35L50	2300 Watts at L35L35 / 1800 Watts at L35L50 / 0.6 Ton or higher
83	103	Cooling unit Specifications for Data Center Rack /22/Rated Power inputs	Less than 1.05Kw	Clause Stands Deleted
84	104	Specifications for Data Center Rack /23/ Air throughput	More than 1240 m3-h	Clause Stands Deleted
85	104	Specifications for Data Center Rack /27/ Remote monitoring	Device Interface: 2 x RJ45 CAN bus 1 x Micro USB type B (device) for USB 2.0 1 x Micro-SD memory card slot for SD 2.0 1 x USB 2.0 high-speed functions (EHCI) 1 x acknowledgement button 1 x push-in spring connection terminal for NTC sensor 2 x RJ45 jack for RS 485 interface (climate control unit interface) Remote monitoring solution should support remote control of the cooling unit. it shall real time monitor the temperature of cooling unit, external ambient temperature and Temperature with humidity real time status inside of the rack.	Remote monitoring solution should support remote control of the cooling unit. it shall real time monitor the temperature of cooling unit, external ambient temperature and Temperature with humidity real time status inside of the rack. Bidder to give details of the architecture and all sensors and software being offered for the above solution
86	105	Specifications for Data Center Rack /28/Intelligent PDU with remote	Compact power distributor for deployment in IT server and network enclosures. Vertical/horizontal installation using the supplied universal brackets for common IT racks. Robust aluminium housing with permanently mounted	Compact power distributor for deployment in IT server and network enclosures. Vertical/horizontal installation using the supplied universal brackets for common IT racks. Robust aluminium/metal housing

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Sr_ No	Page No.	Section No. along with Clause no.	Existing Specification / Clause / T&C	Revised Specifications / Clause / T&C
		management and individual power slot on/off function	output slots, IEC 60320/C13 or IEC 60320/C19 as well as CEE 7/3 (earthing-pin). The fuse circuits and phases are colour-coded for multiphase PDU variants.	with permanently mounted output slots, IEC 60320/C13 or IEC 60320/C19 as well as CEE 7/3 (earthing-pin). The fuse circuits and phases are colour-coded for multiphase PDU variants.
87	107	27/ Intelligent PDU with remote management and individual power slot on/off function	The integral TFT colour display enables the basic configuration setting and quick access to the electrical consumption data.	The integral colour display enables the basic configuration setting and quick access to the electrical consumption data.
88	107	32/Approvals	UL + C-UL- FTTA	Clause Stands Deleted
89	107	33/Certificates	EAC	Clause Stands Deleted
90	108	Temperature range Bearing	: -40 °C... +70 °C	Minimum: 10°C...+50 °C
91	108	Specifications for 24U rack / 1/ Fame Structure	Basic frame: Frame of sturdy frame section construction, consisting of 9 x folded rolled hollow frame section punched in 25mm DIN pitch pattern. All profile edges are radiused. The corners are stiffened with welded 3 Axis corner blocks	Bidder to offer the Rack as per their frame construction technology but the frame must be welded.
92	108	Specifications for 24U rack /6/ Doors and locking system	The hinges and retainers should be copper nickel chrome plated with SS hinge pins. The doors should be swapped to LH if required with door opening angle 130 deg to VDI.	Clause Stands Deleted
93	109	Specifications for 24U rack /9/ Painting	The cabinet must be Nano ceramic coated, Electro phoretic (EC) dip coat priming 10 to 15 Microns Average and then powder coated to RAL 7035 textured Pure Polyester (PP) to 80 to 120 Microns.	The cabinet must be powder coated.

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Sr_ No	Page No.	Section No. along with Clause no.	Existing Specification / Clause / T&C	Revised Specifications / Clause / T&C
94	109	Cooling unit /22/Cooling Output	1000 Watts at L35L35 600 Watts at L35L50	1000 Watts at L35L35 / 600 Watts at L35L50 / 0.2 Ton or Higher
95	110	Cooling unit /23/ Rated Power inputs	Less than 0.59Kw	Clause Stands Deleted
96	110	26 Remote Monitoring	Device Interface: 2 x RJ45 CAN bus 1 x Micro USB type B (device) for USB 2.0 1 x Micro-SD memory card slot for SD 2.0 1 x USB 2.0 high-speed functions (EHCI) 1 x acknowledgement button 1 x push-in spring connection terminal for NTC sensor 2 x RJ45 jack for RS 485 interface (climate control unit interface) Remote monitoring solution should support remote control of the cooling unit. it shall real time monitor the temperature of cooling unit, external ambient temperature and Temperature with humidity real time status inside of the rack.	Remote monitoring solution should support remote control of the cooling unit. it shall real time monitor the temperature of cooling unit, external ambient temperature and Temperature with humidity real time status inside of the rack. Bidder to give details of the architecture and all sensors and software being offered for the above solution
97	110	27/ Intelligent PDU with remote management and individual power slot on/off function	Compact power distributor for deployment in IT server and network enclosures. Vertical/horizontal installation using the supplied universal brackets for common IT racks. Robust aluminium housing with permanently mounted output slots, IEC 60320/C13 or IEC 60320/C19 as well as CEE 7/3 (earthing-pin). The fuse circuits and phases are colour-coded for multiphase PDU variants.	Compact power distributor for deployment in IT server and network enclosures. Vertical/horizontal installation using the supplied universal brackets for common IT racks. Robust aluminium/metal housing with permanently mounted output slots, IEC 60320/C13 or IEC 60320/C19 as well as CEE 7/3 (earthing-pin). The fuse circuits and phases are colour-coded for multiphase PDU variants.
98	112	27/ Intelligent PDU with remote management and	The integral TFT colour display enables the basic configuration setting and quick access to the electrical consumption data.	The integral colour display enables the basic configuration setting and quick access to the electrical consumption data.

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Sr_ No	Page No.	Section No. along with Clause no.	Existing Specification / Clause / T&C	Revised Specifications / Clause / T&C
		individual power slot on/off function		
99	112	29/Air throughput	More than 680 m3-h	Clause Stands Deleted
100	113	30/Refrigerant-cooling	R513a	Clause Stands Deleted
101	113	32/Approvals	UL + C-UL- FTTA	Clause Stands Deleted
102	113	33/Certificates	EAC	Clause Stands Deleted
103		Cooling unit /21/General	Energy-efficient Side -mounted cooling units with integral e-Comfort controller, Ri Nano coating on the condenser and electrical condensate evaporation.	Energy-efficient Side -mounted cooling units with integral e-Comfort controller, condenser and electrical condensate evaporation.
104		Temperature range Bearing	: -40 °C...+70 °C	Minimum: 10°C... +50 °C
105			Additional Specifications for Devices to be supplied for OCI Co Location	If instead of Virtual SDWAN devices the bidder is offering Service by hosting physical devices in the OCI Co Location space then all the SDWAN devices being supplied should comply to the specifications & Throughput requirement of mentioned for virtual appliance.
106				All the supplied device should have power cord as per the site requirement.
107		INDOOR 42U & 24U AC RACKS SPECIFICATIONS MAKE: RITTAL, VERTIV, HOFFMAN AND APC by SCHNEIDER	INDOOR 42U & 24U AC RACKS SPECIFICATIONS MAKE: RITTAL, VERTIV, HOFFMAN AND APC by SCHNEIDER	INDOOR 42U & 24U AC RACKS SPECIFICATIONS MAKE: RITTAL, VERTIV AND APC by SCHNEIDER

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Sr_ No	Page No.	Section No. along with Clause no.	Existing Specification / Clause / T&C	Revised Specifications / Clause / T&C
108		Additional Clause for QCBS		>= 2 States >= 2 States -1 mark >= 5 States -3 mark >= 10 States -5 mark
109				For all products associated to SDWAN, Power Enclosures, Network Monitoring and Management, IT Service management and IT asset management the technical compliance for the specifications should be given on the OEM letterhead. The same should be supported by relevant datasheets. The reference of the datasheet page having the details of a particular specification should be mentioned against each compliance
SCHEDULE OF BIDDING				
		Last date of submission of Price bid through online	26/02/2024 up to 18.00 Hours	28/02/2024 up to 18.00 Hours
		Last date of submission of physical documents i.e. EMD, RFP Fee, Technical Bid etc.	26/02/2024 up to 18.00 Hours at Corporate Office, GMDC Ahmedabad	28/02/2024 up to 18.00 Hours at Corporate Office, GMDC Ahmedabad
		Date for online opening of preliminary bid.	26/02/2024 at 18.30 Hours	28/02/2024 at 18.30 Hours

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Updated

Pre Qualification Criteria Post Pre Bid Query Responses

PRE QUALIFICATION-CRITERIA TABLE			
EXISTING AS PER THE RFP DOCUMENT		UPDATED POST QUERY RESPONSES	
	Criteria	Supporting to be given	
			Criteria
			Supporting to be given
1	LEGAL ENTITY		LEGAL ENTITY
	Bidder should be a legal entity registered in India under either Indian Companies Act 1956/2013 or LLP Act 2008 since last 5 years on the bid submission date.	A copy of the Certificate of Incorporation	Bidder should be a legal entity registered in India under either Indian Companies Act 1956/2013 or LLP Act 2008 since last 5 years on the bid submission date.
2	GST REGISTRATION		GST REGISTRATION
	The bidder should have valid GST registration in India	GST Registration certificates issued by competent authority	The bidder should have valid GST registration in India
			GST Registration certificates issued by competent authority
3	POWER OF ATTORNEY/ BOARD RESOLUTION		POWER OF ATTORNEY/ BOARD RESOLUTION
	A Board Resolution / authorization letter from the board of directors or Power of Attorney authorizing the RFP signing authority.		A Board Resolution / authorization letter from the board of directors or Power of Attorney authorizing the RFP signing authority.
	The bidder should submit an authorization letter for authorizing the RFP signing authority for signing and submission of the RFP		The bidder should submit an authorization letter for authorizing the RFP signing authority for signing and submission of the RFP

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PRE QUALIFICATON-CRITERIA TABLE				
EXISTING AS PER THE RFP DOCUMENT		UPDATED POST QUERY RESPONSES		
	Criteria	Supporting to be given	Criteria	Supporting to be given
4	<p>Experience of Executing similar works associated to WAN deployment, management & Monitoring of WAN solution and associated O&M in India within the last three years.</p> <p>Two Purchase orders of WAN Solution with Minimum 10 Sites in single Order costing not less than 1 Cr value each</p>	<p>1) Copy of Work Orders / Contracts AND</p> <p>2) Copy of Completion certificate from Client.</p>	<p>Experience of Executing similar works associated to WAN deployment, management & Monitoring of WAN solution and associated O&M in India within the last seven years.</p> <p>Two Purchase orders of WAN Solution with Minimum 10 Sites in single Order costing not less than 1 Cr value each</p>	<p>1) Copy of Work Orders / Contracts</p> <p>2) Copy of Completion certificate from Client.</p>
5	FINANCIAL CAPABILITY		FINANCIAL CAPABILITY	
	The bidder should have overall average annual turnover of at least INR 50 Crore (Turnover from System Integration Business) in last 3 financial years (FY20-21, FY 21-22, FY 22-23).	<p>Certificate(s) from statutory auditor with all relevant details from the bidder.</p> <p>The bidder shall provide a copy of each of audited annual report to ascertain its turnover & net-worth.</p>	<p>The bidder should have overall average annual turnover of at least INR 25 Crore (Turnover from System Integration Business) in last 3 financial years (FY20-21, FY 21-22, FY 22-23).</p> <p>For Turnover Bifurcation bidder can give the letter from the Statutory Auditor/Chartered Accountant</p>	<p>Certificate(s) from statutory auditor/Chartered Accountant with all relevant details from the bidder.</p> <p>The bidder shall provide a copy of each of audited annual report to ascertain its turnover & net-worth.</p>
6	NON- BLACKLISTING/HOLIDAY LIST/NON-LIQUIDATION / COURT RECEIVERSHIP	Self-Certification from the authorized signatory of the bidder	NON- BLACKLISTING/HOLIDAY LIST/NON-LIQUIDATION / COURT RECEIVERSHIP	Self-Certification from the authorized signatory of the bidder
	The bidder should not have been blacklisted or placed on Holiday List		The bidder should not have been blacklisted or placed on Holiday	

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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PRE QUALIFICATON-CRITERIA TABLE				
EXISTING AS PER THE RFP DOCUMENT		UPDATED POST QUERY RESPONSES		
	Criteria	Supporting to be given	Criteria	Supporting to be given
	or under Non-Liquidation or under Court Receivership by any Indian or International Government (Central/ state /PSU) Organization as during the last three years from the date of Bid submission date		List or under Non-Liquidation or under Court Receivership by any Indian or International Government (Central/ state /PSU) Organization as during the last three years from the date of Bid submission date	
07	The bidder should submit Manufacturer Authorization Form (MAF) for the following products: <ul style="list-style-type: none"> - SDWAN products - Switching products - UPS and accessories - Racks and accessories 	MAF for all the above to be submitted along with the proposal	The bidder should submit Manufacturer Authorization Form (MAF) for the following products: <ul style="list-style-type: none"> - SDWAN products - Switching products - UPS and accessories - Racks and accessories 	MAF for all the above to be submitted along with the proposal

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Updated QCBS criteria's Post Pre Bid Query Responses

TABLE SHOWING THE DETAILS OF MARKING PER CRITERIA WHICH WILL BE USED FOR THE TECHNICAL QAULIFICATION OF THE BIDDER								
EXISTING CRITERIAS AS PER THE RFP PUBLISHED					UPDATED CRITERIAS POST PUBLISHING OF PRE-BID QUERIES			
Sr. No	Criterion	Conditions	Max. Marks	Total Marks for the Sub head	Criterion	Conditions	Max. Marks	Total Marks for the Sub head
1	Organizational Strength: Turnover and Employee Strength; Implementation References & Certifications			60	Organizational Strength: Turnover and Employee Strength; Implementation References & Certifications			60
1.1	Annual Turnover (As mentioned in the PQ section revenue earned	> = 50 Crores & < 65 Crores as per the PQ req.	5		Annual Turnover (As mentioned in the PQ section revenue earned	> = 25 Crores & < 40 Crores.	5	
		> = 65 Crores & < 80 Crores as per the PQ req.	10			> = 40 Crores & < 55Crores	10	
		> = 80 Crores as per the PQ req.	15			> = 55 & < 70 Crores.	15	
						> = 70 Crores.	20	
1.2	No. of Certified Personals for SDWAN services.	> = 1 Employee and < 5 Employees	5		Criterion stands deleted			
		> = 5 Employees and < 10 Employees	10					
		> = 10 Employees	15					
1.3	Experience of Executing similar works associated to SDWAN	> = 1 & < 5 Purchase orders	5		Experience of Executing similar works associated to SDWAN	> = 1 Purchase orders	5	
		> = 5 & < 10 Purchase orders	10			> = 3 Purchase orders	10	
		> = 10 Purchase orders	15			> = 5 Purchase orders	15	

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TABLE SHOWING THE DETAILS OF MARKING PER CRITERIA WHICH WILL BE USED FOR THE TECHNICAL QAULIFICATION OF THE BIDDER								
EXISTING CRITERIAS AS PER THE RFP PUBLISHED					UPDATED CRITERIAS POST PUBLISHING OF PRE-BID QUERIES			
Sr. No	Criterion	Conditions	Max. Marks	Total Marks for the Sub head	Criterion	Conditions	Max. Marks	Total Marks for the Sub head
	deployment / O&M within the last three years				deployment / O&M within the last seven years (with Minimum 10 Sites in single Order)			
1.4	Certifications owned by the bidder's organization	ISO 9000 – Quality 2 Marks ISO 27001 - ISMS 2 Marks	04		Certifications owned by the bidder's organization	ISO 9000 – Quality 2 Marks ISO 27001 - ISMS 2 Marks	04	
1.5	OEM SDWAN Projects in in last Three Year as on bid submission date.	> = 5 & < 10 Purchase orders of SD WAN Solution	4		OEM SDWAN Projects in in last Seven Years as on bid submission date. (with Minimum 10 Sites in single Order)	> = 5 & < 10 Purchase orders of SD WAN Solution	4	
		> = 10 & < 15 Purchase orders of SD WAN Solution	8			> = 10 & < 15 Purchase orders of SD WAN Solution	8	
		> = 15 Purchase orders of SD WAN Solution	11			> = 15 Purchase orders of SD WAN Solution	11	
						> = 20 Purchase orders of SD WAN Solution	16	
	Additional Criteria				Bidders presence in Indian States	>= 2 States	1	
						>= 5 States	3	

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RFP No. GMDC/CO/IT/SDWAN/01/23-24



TABLE SHOWING THE DETAILS OF MARKING PER CRITERIA WHICH WILL BE USED FOR THE TECHNICAL QAULIFICATION OF THE BIDDER								
EXISTING CRITERIAS AS PER THE RFP PUBLISHED					UPDATED CRITERIAS POST PUBLISHING OF PRE-BID QUERIES			
Sr. No	Criterion	Conditions	Max. Marks	Total Marks for the Sub head	Criterion	Conditions	Max. Marks	Total Marks for the Sub head
					Bidders to submit the registration details	>= 10 States	5	
2	Technical Solution Offered:	bidder to submit the complete document with Approach Methodology mechanism on task to be executed, tentative proposed Architectures for SDWAN, Policy frameworks etc. and highlight the solutions USPs that with benefit GMDC in the long run (BIDDER to submit the document and GMDC will invite for the presentation)		40				

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Pre-Bid

queries response table

PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
1	Pg 37			Type C Locations (OCI) 02 Virtual Appliance in HA at OCI (Mumbai & Hyderabad)	Please modify to "Virtual Appliance in HA at OCI / AWS / Azure "	For wider participation. We do not have any offering for OCI environment.	Please consider specification revised as below: Type C Locations (OCI) 02 Virtual Appliance in HA at OCI (Mumbai & Hyderabad) or Physical Appliance at Co-locations at OCI DC and DR.
2	Pg 38			Current: Oracle ERP, Mailing Solutions and Video conferencing solutions (The exact details of the applications would be shared with shortlisted Service provider.)	Please clarify exact need and applications		Brief details of applications shared for the bidder's reference. Based on the exact application details shared the application and policies should be configured for Load sharing and routing

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
3	Pg 41			Controller / Management Engine / Orchestrator Shall be a separate component(s) that provides single point of entry for Configuration and Monitoring. Management engine shall be securely accessed and shall be capable of configuration policies, monitoring and troubleshooting of multiple WAN Edge devices in the branches, data-centers or remote locations. This management engine shall be available in either physical/virtual form factor and should provide high availability. o all the routing information from the edge devices and distributes route prefixes, encryption key to all Edges. The controller/	Please modify to "The proposed SDWAN Solution should be implemented a true software defined WAN solution. The proposed solution should have separate Centralized Network Orchestrator, manager and a controller along with compatible head end and Branch devices. The solution should have functionalities like Analytic, Monitoring and Reporting engine. • Management Engine- Shall be a separate component that provides single point of entry for Configuration and Monitoring. Shall be securely accessed and capable of configuration policies, monitoring and troubleshooting of multiple WAN Edge	Pls make this change as this is based on the true SDN definition which says that control, data and management plane should be separate.	No change

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
				<p>manager / orchestrator shall maintain centralized routing table, controls route advertisement as per policy, creates end to end segments on network, instructs data plane to change traffic flow as per the defined policy.</p> <p>Controller/ manager / orchestrator shall be available in virtual form factor and should provide Active-Active instances across DC and DR.o shall be used to authenticate the onboarding edge devices using Certificates and serial number of the edge devices.</p>	<p>devices in the branches, data-centers or remote locations. This management engine shall be available in either physical/virtual form factor and should provide high availability.</p> <p>• Controller - shall be a separate component that abstracts all the routing information from the edge devices and distributes route prefixes, encryption key to all Edges. The controller shall maintain centralized routing table, controls route advertisement as per policy, creates end to end segments on network, instructs data plane to change traffic flow as per the defined policy.</p> <p>Controller shall be</p>		

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
					available in either physical/virtual form factor and should provide Active-Active instances across DC and DR. • Orchestrator/Authentication Gateway shall be used to authenticate the onboarding edge devices using Certificates and serial number of the edge devices."		
4	Pg 41			SD-WAN solution should provide hardened physical appliances in branches and virtualAppliance in OCI cloud for termination of MPLS and ILL links comings from the ISP	Please modify to "SD-WAN solution should provide hardened physical appliances in branches and virtualAppliance in OCI / AWS / Azure cloud for termination of MPLS and ILL links comings from the ISP"	For wider OEM participation. We do not have an offering of virtual appliances for OCI environment.	Please consider specification revised as below: SD-WAN solution should provide hardened physical appliances in branches and virtual Appliance in OCI cloud/ Physical appliance at Co-locations at OCI DC and DR for

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
							termination of MPLS and ILL links coming from the ISP
5	Pg 42			The proposed SD WAN solution should support traffic flow/packet forwarding on WAN links based on SLA. The proposed SD WAN solution should be able to load balance across multiple links simultaneously (up to 6 includes MPLS, ILL, Broadband, LTE links) at spoke locations and multiple links simultaneously (up to 08 includes MPLS, ILL) at OCI sites.	Please modify to " The proposed SD WAN solution should support traffic flow/packet forwarding on WAN links based on SLA. The proposed SD WAN solution should be able to load balance across multiple links simultaneously (up to 6 includes MPLS, ILL, Broadband, LTE links) at spoke locations and multiple links simultaneously (up to 08 includes MPLS, ILL) at cloud sites "		Please consider specification revised as below: The proposed SD WAN solution should support traffic flow/packet forwarding on WAN links based on SLA. The proposed SD WAN solution should be able to load balance across multiple links simultaneously (up to 04 includes MPLS, ILL, Broadband, LTE links) at spoke locations and multiple links simultaneously (up to 04 includes MPLS,

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
							ILL) at OCI sites using the available infra structure (Virtual/Physical hosted at Co Location). The SDWAN solution should be scalable to support up to 06 WAN Links in future if required.
6	Pg 42			The proposed SD WAN solution should ensure that the virtual private network specific configuration is not to be attached to physical or logical WAN.	Please remove the clause or make it optional	Pls modify this as suggested to allow us to qualify.	Clause stands deleted

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
7	Pg 43			The proposed SD WAN devices/appliances in the proposed SD WAN solution should be able to interoperate with the existing products of different OEM. (e.g.: - cisco, juniper, checkpoint, D-Link, Fortinet, Alcatel etc.)	Please modify to " The proposed SD WAN devices/appliances in the proposed SD WAN solution should be able to interoperate with the existing products of different OEM. (e.g.: - cisco, juniper, checkpoint, D-Link, Fortinet, Alcatel etc.) outside the fabric "	Pls modify the clause to allow us to qualify and participate.	Please consider specification revised as below: The proposed SD WAN devices/appliances in the proposed SD WAN solution should be able to interoperate with the existing products of different OEMs towards WAN and LAN devices.
8	Pg 46		SDWAN Edge device at CO	Minimum 10 1G Copper WAN other than Heartbeat and Management port.	Please modify to " Minimum 6 1G Copper WAN "	This will allow for wider participation and allow us to qualify.	Please consider specification revised as below: Minimum 06 1G Copper WAN + 02 1G Copper LAN other than Heartbeat and Management port on a single device. The second device being offered for HA should be offered

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
							with the same no. of ports as mentioned above
9	Pg 48		SDWAN Edge device at CO	should support Multicast forwarding using <ul style="list-style-type: none"> • PIM sparse (rfc 4601) or dense mode (rfc 3973), PIM rendezvous point 	Please remove this or make it optional. These are pure routing features and may not be necessary in SDWAN.		No change
10	Pg 48		SDWAN Edge device at CO	dynamic bandwidth measurement of SD-WAN paths,	Please remove the clause to allow us to qualify and		Clause stands deleted

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
11	Pg 49		SDWAN Edge device at CO	Should support <ul style="list-style-type: none"> • Central usage statistics collection for ports, flows, • QoS queues Event-based logging • Secure syslog integration • Remote port mirroring • Inbound CLI access for centralized diagnostics 	Please modify to "Should support <ul style="list-style-type: none"> • Central usage statistics collection for ports, flows, • QoS queues Event-based logging • Secure syslog integration • Inbound CLI access for centralized diagnostics 	RSPAN is mostly a Switch functionality	Please consider specification revised as below: "Should support <ul style="list-style-type: none"> • Central usage statistics collection for ports, flows, • QoS queues Event-based logging • Secure syslog integration • Inbound CLI access for centralized diagnostics
12	Pg 52			SPECIFICATION FOR SDWAN VIRTUAL APPLIANCE TO BE PROVISIONED AT OCI	Please modify this "SPECIFICATION FOR SDWAN VIRTUAL APPLIANCE TO BE PROVISIONED AT OCI/AWS/Azure"	For wider OEM participation	Please consider specification revised as below: SPECIFICATION FOR SDWAN PHYSICAL hosted at Co-Location AT OCI /VIRTUAL APPLIANCE

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
							TO BE PROVISIONED AT OCI
13	Pg 52			SPECIFICATION FOR SDWAN VIRTUAL APPLIANCE TO BE PROVISIONED AT OCI	Please include specs for Virtual Appliance hosted in OCI/AWS / Azure. The section mentions physical device specs instead of Virtual		Please consider specification revised as below: SPECIFICATION FOR SDWAN PHYSICAL hosted at Co-Location AT OCI /VIRTUAL APPLIANCE TO BE PROVISIONED AT OCI
14	Pg 60		SDWAN Edge device at remote locations	Minimum 8 1G Copper WAN otherthan Heartbeat and Managementport.	Please modify to "Minimum 4 1G Copper WAN."		Please consider specification revised as below: Minimum 04 1G Copper WAN + 02 1G Copper LAN other than Heartbeat and Management port on a single device..The second device being offered for HA should be offered with the

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
							same no. of ports as mentioned above
15	Pg 61			should support Multicast forwarding using PIM sparse (rfc 4601) or dense mode (rfc 3973), PIM rendezvous point	Pls remove this or make it optional. This is a pure routing feature and may not be required in SDWAN.		No change
16	Pg 69			should have the flexibility to define a set of rules for analysing the incident/ events	Please remove the clause or make it optional for us to qualify and participate.		Please consider specification revised as below: The proposed SD-WAN Solution / Monitoring tool should have ability to report event / incident
17	Pg 69			should have the capability to audit any tampering of collected log.	Please remove the clause or make it optional for us to qualify and participate.		Please consider specification revised as below: should have the capability to send audit logs to syslog server or capability to audit any

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
							tampering of collected log.
18	Pg 70			should support granular Real Time/near real time Monitoring and Historical Reporting like: Statistic bandwidth usage of available links, Network statistics, including continuous performance monitoring of loss, latency, and packet ordering for all network paths and link utilization" etc.	Please modify to " should support granular Real Time/near real time Monitoring and Historical Reporting like: Statistic bandwidth usage of available links, Network statistics, including continuous performance monitoring of loss, latency for all network paths and link utilization" etc.	Packet reordering is needed only for per packet load balancing, the RFP supports both per packet and session-based load balancing	Please consider specification revised as below: should support granular Real Time/near real time Monitoring and Historical Reporting like: Statistic bandwidth usage of available links, Network statistics, including continuous performance monitoring of loss, latency, and link utilization" etc.
19	Pg 72			Should have the capacity to analyze 1500/logs per second	Please remove the clause or make it optional for us to qualify and participate.	Every OEM has its own way of analysing , putting a number is too harsh requirement	Solution should have capacity to analyse all logs generated considering current and future expansion.

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
20	Pg 73			Should have the capacity to Collect 2000 logs per second	Please remove the clause or make it optional for us to qualify and participate.	Every OEM has its own way of collecting and procession logs, putting a number is too harsh requirement	Solution should have capacity to collect all logs generated considering current and future expansion.
21	Pg 50		Security Service (SDWAN edge device)	Licenses for the following services should be offered on a 5-year subscription basis (The licenses should be system wide and not user based) along with the appliance or the SDWAN Box	Pls modify as follows " Licenses for the following services should be offered on a 5-year subscription basis along with the appliance or the SDWAN Box"	Every OEM has a different Licensing model. We request you to modify the clause as suggested to allow us to qualify and participate.	Licenses for the following services should be offered on a 5-year subscription basis (The licenses should be system wide and can be appliance/user based. In case of user-based licenses being offered the entire pool of licenses should be accessible from any location and there should be no binding of licenses to a particular location/user) along

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
							with the appliance or the SDWAN Box. It is Estimated that User Count May go upto 2500 in next 5 Years.
22	Pg 50		Security Services (SDWAN edge device)	Security services to be embedded in SDWAN box.	We request you to allow us to provide certain security features from the SSE cloud.	It is not possible to provide all the security feature functionality asked on the box. We can however provide it via our cloud delivered solution. This will allow us to qualify and participate.	Please consider specification revised as below: Security services to be embedded in SDWAN box or the services can be offered thru services hosted in the OEM cloud or through additional device of Same OEM as SDWAN device in HA.

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
RFP No. GMDC/CO/IT/SDWAN/01/23-24



PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
23	40	Reports & Analytics		Report export formats: csv, pdf, xlsx, email notification. Should also have provision to integrate with SMS & Email gateway.	Report export formats: csv, pdf, xlsx, email notification. Should also have provision to integrate with Email / SMS .	Logging / Reporting solution send the alerts via email notifications. However, the Email-Alerts to integrate with to your SMS service through email-to-SMS gateway. This way SMS alerts can be configurable. Request you to please consider this change request.	Please consider specification revised as below: Report export formats: csv, pdf, xlsx, email notification. Should also have provision to integrate with Email gateway and the bidder or OEM should be able to push notifications to the user over SMS

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
24	41	SDWAN General Specifications -Controller / Management Engine / Orchestrator		All the routing information from the edge devices and distributes route prefixes, encryption key to all Edges. The controller/ manager / orchestrator shall maintain centralized routing table, controls route advertisement as per policy, creates end to end segments on network, instructs data plane to change traffic flow as per the defined policy. Controller/ manager / orchestrator shall be available in virtual form factor and should provide Active-Active instances across DC and DR.	All the routing information from the edge devices and distributes route prefixes, encryption key to all Edges. Routing information shall be distributed as per the SD-WAN architecture either maintain at Edge device or centralized controller/Manager, creates end to end segments on network, instructs data plane to change traffic flow as per the defined policy. Controller shall be available in either physical/virtual form factor and should provide Active-Active instances across DC and DR.	Every OEM has its own unique approach to designing solutions and architectures. Fortinet, a leader in the SD-WAN market according to Gartner, stands out with its unique and unbeatable solution design. Fortinet Secure SD-WAN offers a centralized controller-less architecture, where each edge device maintains control-plane autonomy at the branch edge. This means that the solution does not require a centralized or cloud-based controller to manage control-plane operations for application steering. Instead, each FortiGate edge device operates	Please consider specification revised as below: All the routing information from the edge devices distributes route prefixes, encryption key to all Edges. Routing information shall be either maintained & advertised at Edge device / controller / Manager. The same will instruct data plane to change traffic flow as per the defined policy. Controller/ Manager shall be available in virtual form factor and should provide Active-Active instances across DC and DR.

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
						independently, evaluating the efficacy of available paths and selecting the most appropriate path for applications to traverse the WAN. This selection could be an overlay interface (IPsec) or an underlay interface (MPLS, DIA)	

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
25	42			The proposed SD WAN solution should ensure that the virtual private network specific configuration is not to be attached to physical or logical WAN.	GMDC needs to confirm their requirement and determine how to achieve this functionality.	Our understanding from this clause is VPN configuration is not tied to a specific physical or logical WAN, but rather it is managed by the SD-WAN solution itself. If it corrects then not require any changes.	Please refer the response given in point no. 6
26	42			The proposed SD WAN solution should ensure that virtual private network configuration and policy is pre-formed in the controller / manager / orchestrator. The addition of one or more project devices in to the network should not require any changes in the virtual private network configuration in software defined network controller.	The proposed SD WAN solution should ensure that virtual private network configuration and policy is pre-formed in the controller / manager / orchestrator. The addition of one or more project devices in to the network should not require any changes in the virtual private network configuration in software defined network controller/ Manager .	Our understanding for the clause is when you add one or more project devices into the network, it should not require any changes in the VPN configuration in the software-defined network controller. If this is the requirement then all the changes in configurations for the new project can be performed from the centralized management solution.	Please consider specification revised as below: The proposed SD WAN solution should ensure that virtual private network configuration and policy is pre-formed in the controller / manager / orchestrator. The addition of one or more project devices in to the network

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
						So, request to make this clause as	should not require any changes in the virtual private network configuration in software defined network controller/manager.
27	42			The proposed SD WAN solution should allow for internet break out at the local project, centralized location, remote entity (remote location) based on the application and the policy defined in the Central SD WAN controller.	The proposed SD WAN solution should allow for internet break out at the local project, centralized location, remote entity (remote location) based on the application and the policy defined in the Central SD WAN controller/ Manager .	Same as above every OEM have its way to design. In our architecture policy defined from central management appliance. So request to add Manager in the clause.	Please consider specification revised as below: The proposed SD WAN solution should allow for internet break out at the local project, centralized location, remote entity (remote location) based on the application and the policy defined in the Central SD WAN controller/Manager.

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
28	44			SD-WAN Edge Devices should build secure Control plane sessions with Controllers, Orchestration, Management engines and encrypted Data Plane sessions with peer edge devices and forwards actual application traffic in encrypted tunnels.	SD-WAN Edge Devices should build secure Management plane sessions with Controllers/Orchestration /Management engines and encrypted Data Plane sessions with peer edge devices and forwards actual application traffic in encrypted tunnels.	Proposed SD WAN Solution can be configured to have a separate control plane and data plane per segment. The segregation of the Control Plane from the Data Plane is achieved using the feature 'End-to-End Segmentation over Single Overlay and same can be achieved through Manager.	Please consider specification revised as below: SD-WAN Edge Devices should build secure Control / Management plane sessions with Controllers / Orchestration / Management engines and encrypted Data Plane sessions with peer edge devices and forwards actual application traffic in encrypted tunnels.

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
29	44			SD-WAN Solution shall support deployment of any kind of topologies such as full- mesh, hub- spoke and partial mesh or any arbitrary topology. It should be possible to change network topology only by pushing policy from central controller and shall not require any device-by-device configurations	SD-WAN Solution shall support deployment of any kind of topologies such as full- mesh, hub- spoke and partial mesh or any arbitrary topology. It should be possible to change network topology only by pushing policy from central controller/ Manager and shall not require any device by device configurations	In our solution through our Manager centralized configuration can be pushed	Please consider specification revised as below: SD-WAN Solution shall support deployment of any kind of topologies such as full- mesh, hub- spoke and partial mesh or any arbitrary topology. It should be possible to change network topology only by pushing policy from central controller / manager / orchestrator and shall not require any device-by-device configurations

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
30	45	Hardware and Software specifications for SDWAN Device at CO, Ahmedabad 1.5)	1.5	All hardware for SDWAN and Switching should be preferably from same OEM or from Gartner's Leader	The Hub and Branch CPE device should have the hardware and software supplied by the same SDWAN OEM and the TAC support for both hardware and software should be by the same SDWAN OEM.	We strongly recommend for optimal performance, both the Hub and Branch CPE devices should be equipped with hardware and software exclusively provided by the same SD-WAN OEM. Additionally, comprehensive TAC support for both the hardware and software must be sourced from the same SD-WAN OEM. (No third party HW or Software should be part of solution)	No Change
31	47	Hardware and Software specifications SDWAN EQUIPMENTS	QoS	Should support the following QOS Features• like LLQ, WFQ, PBR, Class of service, Real-Time Transport Protocol (RTP) header compression, DiffServ & HQoS • Traffic	Should support the following QOS Features• like PBR, Class of service, DiffServ • Traffic shaping based on bandwidth limits per application and WAN link,rate limits per	This clause currently supports a specific OEM. Please consider revising this clause to allow participation from other Gartner Leader OEMs.	Please consider specification Revised as below:Should support the following QOS Features• like PBR, Class of service, • Traffic shaping

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
				shaping based on bandwidth limits per application and WAN link,rate limits per application and WAN link,• prioritization of application traffic per WAN link, marking/remarking DSCP bits for influencing traffic QoS on egress devices• application steering based on ToS marking	application and WAN link,•prioritization of application traffic per WAN link, marking/remarking DSCP bits for influencing traffic QoS on egress devices,•application steering based on ToS marking		based on bandwidth limits per application and WAN link,rate limits per application and WAN link,• prioritization of application traffic per WAN link, marking/remarking DSCP bits for influencing traffic QoS on egress devices• application steering based on ToS marking
32	51		Cloud Integration of SDWAN Device for security Purposes	SD-WAN solution should have API based automation with simple step by step automated workflows to integrate with Cloud security solution providers s like Umbrella SIG / Zscaler / equivalent using IPSEC/GRE tunnels	SD-WAN solution should support of API to integrate with third-party orchestration and management systems.	This clause currently supports a specific OEM. Please consider revising this clause to allow participation from other Gartner Leader OEMs.	Clause Stands Deleted

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
				in future whenever required.			
33	51		Safety Standards Compliance	SD WAN Device shall conform to UL 60950 or IEC 60950 or CSA 60950 or EN 60950 Standards for Safety requirements of Information Technology Equipment.	SAFETY:IEC 62368-1:2014, 2nd Ed.EN 62368-1:2014 + A11:2017IEC 62368-1:2018, 3rd EditionEN 62368-1:2020+A11:2020 , RoHS -EN IEC 63000:2018/ EN 50581:2012	Fortinet supports most safety standards for Information Technology Equipment requirements. Please refer to the URL below to check all available certifications with Fortinet https://www.fortinet.com/corporate/about-us/product-certifications	Clause Stands Deleted
34	51		EMC Compliance	SD WAN Device shall conform to EN 55022 Class A/B or CISPR22 Class A/B or CE Class A/B or FCC Class A/B Standards for EMC (Electro Magnetic Compatibility) requirements.	EN 55032:2015 + A11:2020, Class B EN 55035:2017 + A11:2020 EN 61000-3-2:2019 EN 61000-3-3:2013 + A1:2019	Fortinet supports most safety standards for Information Technology Equipment requirements. Please refer to the URL below to check all available certifications with Fortinet https://www.fortinet.com/corporate/about-	Clause Stands Deleted

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
						us/product-certifications	
35	51		Operating temperature	0° to 55° C / 32° to 131° F	Request to allow 32°F to 104°F (0°C to 40°C)	The proposed temperatures are more applicable to harsh environments like plants and factories. Since this Request for Proposal (RFP) is for SD-WAN for IT infrastructure, ideally, room temperature should be the best criteria. I request you to change the operating temperature from 0°C to 40°C.	Please consider specification Revised as below: 0° to 40° C / 32° to 104° F

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
36	51		Operating relative humidity	5% to 85% at 40° C	Request to allow 10% to 90% non-condensing	The proposed temperatures are more applicable to harsh environments like plants and factories. Since this Request for Proposal (RFP) is for SD-WAN for IT infrastructure, ideally, room temperature should be the best criteria. I request you to change the Operating relative humidity 10% to 90% non-condensing	Please consider specification Revised as below: 10% to 90% Non-condensing

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
37		Hardware and Software specifications for SDWAN Device at OCI, Mumbai & Hyderabad	1.5	All hardware for SDWAN and Switching should be preferably from same OEM or from Gartner's Leader	The Hub and Branch CPE device should have the hardware and software supplied by the same SDWAN OEM and the TAC support for both hardware and software should be by the same SDWAN OEM.	We strongly recommend for optimal performance; both the Hub and Branch CPE devices should be equipped with hardware and software exclusively provided by the same SD-WAN OEM. Additionally, comprehensive TAC support for both the hardware and software must be sourced from the same SD-WAN OEM. (No third party HW or Software should be part of solution)	No Change
38	55		QoS	Should support the following QOS Features• like LLQ, WFQ, PBR, Class of service, Real-Time Transport Protocol (RTP) header compression, DiffServ & HQoS• Traffic	Should support the following QOS Features• like PBR, Class of service, DiffServ • Traffic shaping based on bandwidth limits per application and WAN link,rate limits per	This clause currently supports a specific OEM. Please consider revising this clause to allow participation from other Gartner Leader OEMs.	Refer to the response given in point no. 31

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
				shaping based on bandwidth limits per application and WAN link,rate limits per application and WAN link,• prioritization of application traffic per WAN link, marking/remarking DSCP bits for influencing traffic QoS on egress devices• application steering based on ToS marking	application and WAN link,•prioritization of application traffic per WAN link, marking/remarking DSCP bits for influencing traffic QoS on egress devices,•application steering based on ToS marking		
39	58		Cloud Integrati on of SDWAN Device for security Purpose s	SD-WAN solution should have API based automation with simple step by step automated workflows to integrate with Cloud security solution providers s like Umbrella SIG / Zscaler / equivalent using IPSEC/GRE tunnels in future whenever required.	SD-WAN solution shoud support of API to integrate with third-party orchestration and management systems.	This clause currently supports a specific OEM. Please consider revising this clause to allow participation from other Gartner Leader OEMs.	Refer to the response given in point no. 32

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
40		Hardware and Software specifications for SDWAN Device at Remote Locations	1.5	All hardware for SDWAN and Switching should be preferably from same OEM or from Gartner's Leader	The Hub and Branch CPE device should have the hardware and software supplied by the same SDWAN OEM and the TAC support for both hardware and software should be by the same SDWAN OEM.	We strongly recommend for optimal performance, both the Hub and Branch CPE devices should be equipped with hardware and software exclusively provided by the same SD-WAN OEM. Additionally, comprehensive TAC support for both the hardware and software must be sourced from the same SD-WAN OEM. (No third party HW or Software should be part of solution)	No change
41	61		QoS	Should support the following QOS Features• like LLQ, WFQ, PBR, Class of service, Real-Time Transport Protocol (RTP) header compression, DiffServ & HQoS • Traffic	Should support the following QOS Features• like PBR, Class of service, DiffServ • Traffic shaping based on bandwidth limits per application and WAN link,rate limits per	This clause currently supports a specific OEM. Please consider revising this clause to allow participation from other Gartner Leader OEMs.	Refer to the response given in point no. 31

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
				shaping based on bandwidth limits per application and WAN link,rate limits per application and WAN link,• prioritization of application traffic per WAN link, marking/remarking DSCP bits for influencing traffic QoS on egress devices• application steering based on ToS marking	application and WAN link,•prioritization of application traffic per WAN link, marking/remarking DSCP bits for influencing traffic QoS on egress devices,•application steering based on ToS marking		
42	65		Cloud Integrati on of SDWAN Device for security Purpose s	SD-WAN solution should have API based automation with simple step by step automated workflows to integrate with Cloud security solution providers s like Umbrella SIG / Zscaler / equivalent using IPSEC/GRE tunnels in future whenever required.	SD-WAN solution shoud support of API to integrate with third-party orchestration and management systems.	This clause currently supports a specific OEM. Please consider revision for this clause to allow participation from other Gartner Leader OEMs.	Refer to the response given in point no. 32

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
43	65		Safety Standards Compliance	SD WAN Device shall conform to UL 60950 or IEC 60950 or CSA 60950 or EN 60950 Standards for Safety requirements of Information Technology Equipment.	SAFETY:IEC 62368-1:2014, 2nd Ed.EN 62368-1:2014 + A11:2017IEC 62368-1:2018, 3rd EditionEN 62368-1:2020+A11:2020 , RoHS -EN IEC 63000:2018/ EN 50581:2012	Fortinet supports most safety standards for Information Technology Equipment requirements. Please refer to the URL below to check all available certifications with Fortinet https://www.fortinet.com/corporate/about-us/product-certifications	Refer to the response given in point no. 33
44	65		EMC Compliance	SD WAN Device shall conform to EN 55022 Class A/B or CISPR22 Class A/B or CE Class A/B or FCC Class A/B Standards for EMC (Electro Magnetic Compatibility) requirements.	EN 55032:2015 + A11:2020, Class B EN 55035:2017 + A11:2020 EN 61000-3-2:2019 EN 61000-3-3:2013 + A1:2019	Fortinet supports most safety standards for Information Technology Equipment requirements. Please refer to the URL below to check all available certifications with Fortinet https://www.fortinet.com/corporate/about-	Refer to the response given in point no. 34

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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
						us/product-certifications	
45	65		Operating temperature	0° to 55° C / 32° to 131° F	Request to allow 32°F to 104°F (0°C to 40°C)	The proposed temperatures are more applicable to harsh environments like plants and factories. Since this Request for Proposal (RFP) is for SD-WAN for IT infrastructure, ideally, room temperature should be the best criteria. I request you to change the operating temperature from 0°C to 40°C.	Refer to the response given in point no. 35

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
RFP No. GMDC/CO/IT/SDWAN/01/23-24



PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
46	65		Operating relative humidity	5% to 85% at 40° C	Request to allow 10% to 90% non-condensing	The proposed temperatures are more applicable to harsh environments like plants and factories. Since this Request for Proposal (RFP) is for SD-WAN for IT infrastructure, ideally, room temperature should be the best criteria. I request you to change the Operating relative humidity 10% to 90% non-condensing	Refer to the response given in point no. 36

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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
47	71	SPECIFICATIO N FOR CENTRALIZED MANAGEMEN T, MONITORING, ORCHESTRATI ON AND ANALYTIC DEVICES FOR SDWAN MANAGEMEN T, MONITORING AND ANALYSIS		Receiver or log collection component must store the data locally if communication with centralized controllers is unavailable. The minimum holding period shall be of 10 days.	Please consider revision for this clause to allow participation from other Gartner Leader OEMs.	In our solution edge devices sending real-time logs to the FortiAnalyzer solution. In case we loose connection from central analyzer/manager respective CPE appliance will hold the logs based on the appliance internal available memory which could be very based on the logs volume on branch.	No Change
48	71			Should further be able to provide network packet flow diagram to illustrate network communication between multiple application tiers	GMDC needs to confirm its requirements	As the Fortinet Secure SD-WAN Solution able to provide a logical topology of connected devices. If it is correct understanding then not require any changes.	Your understanding is not correct. Please consider RFP Specification requirement and for the same if any additional license is require bidder to offer the same

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
49	71			Logs must be retained in each individual device for a period of at least six month, with inbuilt capability or with external database where storing for longer duration is possible, depending on size of the data or cloud.	GMDC needs to confirm its requirements	Based on our understanding from this clause, GMDC requires a centralized logging and reporting solution with the capability to retain logs for a minimum of six months. Kindly confirm the deployment, whether it is on-premise or on OCI Cloud.	The Solutions mentioned will be hosted in the Cloud so storage capabilities to store the logs should be built in the cloud . Bidder to consider required IAAS including storage in their offering as mentioned in the RFP.
50	72			The device should support minimum one day storage capability.	GMDC needs to confirm its requirements	As per the above clause, you are requested to ensure that the minimum holding period is 10 days. Therefore, this appears to be repetitive.	Clause stands deleted

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
51	95	SPECIFICATON FOR NETWORK SWITCHES MAKE: SAME OEM FROM WHICH SDWAN PRODUCTS		Uplink ports can be used to connect up to eight switches and manage them via a single IP address.	Uplink ports can be used to connect up to eight switches and manage them via a single IP address with or without controller.	Fortinet has it's own architecture to manage multiple switches from single IP either via stacking functionality or via Fortigate switch controller and can manage multiple switches from single IP.	No change
52	95	ARE OFFERED OR FROM GARTNER'S LEADERS		Switch should have internal memory and flash memory that will ensure that switching speeds for a non-blocking architecture are managed in the designated time frame. The Switch should have 512MB RAM and 256MB Flash	Switch should have internal memory and flash memory that will ensure that switching speeds for a non-blocking architecture are managed in the designated time frame. The Switch should have 512MB RAM and 128MB Flash	Please allow minimum flash with 128MB	Please consider specification Revised as below: Switch should have internal memory and flash memory that will ensure that switching speeds for a non-blocking architecture are managed in the designated time frame.

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
53	95			Shall have minimum IPv4 and IPv6 multicast routes and 1024 IGMP groups	Switch should have support for multicast routes	Values asked favouring to specific OEM model. Request for relax caules with features support	Clause stands deleted
54	95			Should have minimum 64 STP instances	Should have minimum 16 STP instances or Higher	Please allow minimum 16	Please consider specification Revised as below: Should have support for Spanning Tree Protocol (STP)
55	95			Switch should support 1024 IPv4 multicast routes, IGMP groups and IPv6 multicast groups	Switch should support IPv4 multicast routes, IGMP groups and IPv6 multicast groups	Count of the routes is depends on Model to Model for each OEM. Request you to kindly remove specific value and relax this clause	Please consider specification Revised as below : Switch should support IPv4 multicast routes, IGMP groups and IPv6 multicast groups
56	96			Must have the capabilities to enable automatic configuration of switch ports as devices connect to the switch for the device type.	Suggest to remove this clause	Our understanding for this clause this is NAC functionality integration. Or specific to OEM smart port functionality .	No change

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
57	96			Switch should support DHCP, Auto Negotiation, DTP, LACP, UDLD, MDIX, VTP, TFTP, NTP, Per-port broadcast, multicast, Static routing, Layer 2 trace route and unicast storm control.	Suggest remove this clause.	DTP (Dynamic Trunking Protocol), UDLD (Unidirectional Link Detection), MDIX (Medium Dependent Interface Crossover), and VTP (VLAN Trunking Protocol favouring to specific OEM	Please consider revised specification as below: Switch should support DHCP, Auto Negotiation, LACP, TFTP, NTP, Per-port broadcast, multicast, Static routing, Layer 2 trace route and unicast storm control.
58	97			Switch should support MTBF of more than 20,00,000	Switch should support MTBF > 10 years	Our switch support MTBF >10 years	Clause stands deleted
59	97			Switch should have intelligent power management, allows flexible power allocation across all ports. With Perpetual PoE, the PoE+ power is maintained during a switch reload. So that	Request remove this clause	Our understanding the ask clause functionality is for POE switches and along with specific OEM.	Clause stands deleted

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
				there is no power disruption during a switch reboot.			
60	98			Switch support 802.1X with Network Edge Access Topology (NEAT), which extends identity and user distribution, which enables you to load-balance users with the same group name across multiple different VLANs.	Request remove this clause	Network Edge Access Topology (NEAT) functionality is favouring to specific OEM.	Clause stands deleted
61	99			Safety certification UL 60950-1 Second Edition, CAN/CSA-C22.2 No. 60950-1 Second Edition, EN 60950-1 Second Edition, IEC 60950-1 Second Edition, AS/NZS 60950-1	SAFETY: IEC 62368-1:2014, 2nd Ed. EN 62368-1:2014 + A11:2017 IEC 62368-1:2018, 3rd Ed. EN IEC 62368-1:2020 + A11:2020	Fortinet supports most safety standards for Information Technology Equipment requirements. Please refer to the URL below to check all available certifications with Fortinet https://www.fortinet.com/corporate/about-	Clause stands deleted

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
						us/product-certifications	
62	99			EMC: Emissions certification 47CFR Part 15 (CFR 47) Class A, AS/NZS CISPR22 Class A, CISPR22 Class A, EN55022 Class A, ICES003 Class A, VCCI Class A, EN61000- 3-2, EN61000-3-3, KN22 Class A, CNS13438 Class AEMC: Immunity, certification EN55024 (including EN 61000-4-5), CISPR24, EN300386, KN24	EMC:EN 55032:2015 + AC:2016, Class AEN 55035:2017 + A11:2020EN 61000-3-2:2014EN 61000-3-3:2013	Fortinet supports most safety standards for Information Technology Equipment requirements. Please refer to the URL below to check all available certifications with Fortinet https://www.fortinet.com/corporate/about-us/product-certifications	Clause stands deleted

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
63	99			Environmental Reduction of Hazardous Substances (RoHS) including Directive 2011/65/EU	RoHS2: EN IEC 63000:2018/ EN 50581:2012	Fortinet supports most safety standards for Information Technology Equipment requirements. Please refer to the URL below to check all available certifications with Fortinet https://www.fortinet.com/corporate/about-us/product-certifications	Clause stands deleted
64	99			Operating Temperature range: -5 to +50 deg C	32°–122°F (0°–50°C)	The proposed temperatures are more applicable to harsh environments like plants and factories. Since this Request for Proposal (RFP) is for SD-WAN for IT infrastructure, ideally, room temperature should be the best	Clause stands deleted

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
						criteria. I request you to change the operating temperature from (0°– 50°C)	
65	Page 42 of 160	SD WAN General Specifications		The proposed SD WAN solution should support traffic flow/packet forwarding on WAN links based on SLA. The proposed SD WAN solution should be able to load balance across multiple links simultaneously (up to 6 includes MPLS, ILL, Broadband, LTE links) at spoke locations and multiple links simultaneously (up to 08	Request GMDC to change the below to: The proposed SD WAN solution should support traffic flow/packet forwarding on WAN links based on SLA. The proposed SD WAN solution should be able to load balance across multiple links simultaneously (up to 4 includes MPLS, ILL,	In the shared Architecture GMDC has 2 MPLS links and 2 ILL links from different service providers hence request to allow support for upto 4 links.	Please refer the response given in point no. 5

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
				includes MPLS, ILL) at OCI sites.	Broadband, LTE links) at spoke locations and multiple links simultaneously (up to 04 includes MPLS, ILL) at OCI sites		
66	Page 43 of 160	SD WAN General Specifications		The proposed SD WAN devices/appliances in the proposed SD WAN solution should be able to interoperate with the existing products of different OEM. (e.g.: - cisco, juniper, checkpoint, D-link, Fortinet, Alcatel etc.)	Request GMDC to help us understand what level of integration is required. Also what may be the intention of Integration.		Please refer the response given in point no. 7

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
67	Page 47 of 160	Hardware and Software specifications for SDWAN Device at CO, Ahmedabad Section 8 Technical Specifications Specification for SD WAN Edge devices to be installed at CO, Ahmedabad. Specific Point - Advance Networking		Should support the below mentioned protocols : Device should support End to End segmentation for minimum 25 segment and should be scalable to 50 scalable segment	Request to help provide more inputs on this requirement/point		SD-WANs can segment traffic at the edge of the network and maintain separation through all relevant points in the network. To achieve this, a typical SD-WAN builds a single overlay across all enterprise links based on an encryption protocol like an IPsec, and maps VLANs or IP address ranges to those defined tunnels at each location. Segmentation with SD-WAN allows for complete visibility and control into each network segment.

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
							With its centralized management and orchestration, an SD-WAN solution optimizes the use of link and bandwidth through the enforcement of network-specific or segment-specific policies in an end-to-end segmentationWe are asking that the device should support 25 such segments and the same should be scalable to support 50 segments in future without changing the hardware

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
68	Page 47 of 160	Hardware and Software specifications for SDWAN Device at CO, Ahmedabad Section 8 Technical Specifications Specification for SD WAN Edge devices to be installed at CO, Ahmedabad. Specific Point - Advance Networking		Should support the following QOS Features • like LLQ, WFQ, PBR, Class of service, Real-Time Transport Protocol (RTP) header compression, DiffServ & HQoS	Requesting GMDC to consider to please remove WFQ, DiffServ & HQoS	There will be enough internet at the Spoke locations over multiple links for GMDC to even require QoS	Please refer the response in point no. 31

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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
69	Page 48 of 160	Hardware and Software specifications for SDWAN Device at CO, Ahmedabad Section 8 Technical Specifications Specification for SD WAN Edge devices to be installed at CO, Ahmedabad. Specific Point -SD WAN Services		SD-WAN Services Basic path optimization with • App QoE	Request GMDC to consider to please remove App QOE	This function is typically done by Application Caching tools and ideally s not a SDWAN function and hence the request.	Clause stands deleted

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
70	Page 50 of 160	Hardware and Software specifications for SDWAN Device at CO, Ahmedabad Section 8 Technical Specifications Specification for SD WAN Edge devices to be installed at CO, Ahmedabad. Specific point : Security Services to be embedded in the SDWAN Box		Request to please add the point : The solution should be capable of analysing unknown (seen for the first time) C2 requests inline & allow/block based on the analysis done. This is required for detecting unknown C2 traffic for which there are not existing definitions or no signatures in place.	Request GMDC to consider this point	DNS security is very critical for securing the networks these days there are a lot of attacks in relation	No change

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
71	Page 50 of 160	Hardware and Software specifications for SDWAN Device at CO, Ahmedabad Section 8 Technical Specifications Specification for SD WAN Edge devices to be installed at CO, Ahmedabad. Specific point : Security Services to be embedded in the SDWAN Box		Request to please add the point : Should support prevention against advance DNS based attacks trying to abuse DNS Protocols. Proposed solution should support DGA Based attacks, Cybersquatting attacks.	Request GMDC to consider this point	DNS security is very critical for securing the networks these days there are a lot of attacks in relation	No change

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
72	Page 50 of 160	Hardware and Software specifications for SDWAN Device at CO, Ahmedabad Section 8 Technical Specifications Specification for SD WAN Edge devices to be installed at CO, Ahmedabad. Specific point : Key Security Features		Key Security Features With the above licensing the following key functionalities associated to cybersecurity needs to be achieved: • Dual Factor Authentication for administration.	Request GMDC to Modify this to "Solution should be able to integrate with Third Party Dual Factor Authentication for administration"		Please consider the revised specification as below:Key Security Features With the above licensing the following key functionalities associated to cybersecurity needs to be achieved: Dual Factor Authentication for administration. Bidder may provide OEM certified 3rd party solution at no extra cost to GMDC

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
73	Page 51 of 160	Hardware and Software specifications for SDWAN Device at CO, Ahmedabad Section 8 Technical Specifications Specification for SD WAN Edge devices to be installed at CO, Ahmedabad. Key Security Features		Securing access to IAAS and SAAS	Please help let know if you require this license from Day 1		Yes

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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
74	Page 71 of 160	SPECIFICATIO N FOR CENTRALIZED MANAGEMEN T, MONITORING, ORCHESTRATI ON AND ANALYTIC DEVICES FOR SDWAN MANAGEMEN T, MONITORING AND ANALYSIS		Receiver or log collection component must store the data locally if communication with centralized controllers is unavailable. The minimum holding period shall be of 10 days.	Request GMDC to modify this point to "receiver or log collection component must store the data locally if communication with centralized controllers is unavailable. The minimum holding period shall be of 10 days. Also, the spoke devices should be able to hold the logs and must have out of the box reporting capabilities with an in-built HDD (of 128 GB or higher) for log storage incase communication to the central log server is unavailable."	To have basic redundancy and ensure availability of logs	Please refer the response in point no. 47

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
75	Page 46 of 160	Hardware and Software specifications for SDWAN Device at CO, Ahmedabad Section 8 Technical Specifications. Specification for SD WAN Edge devices to be installed at CO, Ahmedabad. Specific Point - Hardware and Software specifications - SD WAN Equipment's - Ethernet Interfaces		Minimum 10 1G Copper WAN other than Heartbeat and Management port	Minimum 8 1G WAN Including Heartbeat and other than Management		Please refer the response in point no. 08

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
76	Page 53 of 160	Hardware and Software specifications for SDWAN Device at CO, Ahmedabad Section 8 Technical Specifications. Specification for SD WAN Virtual Appliance to be installed at OCI. Specific Point - Hardware and Software specifications - SD WAN Equipment's - Virtual Ethernets Interfaces		Minimum 10 1G WAN other than Heartbeat and Management port.	Minimum 8 1G WAN including Heartbeat and Management port.		No change

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
77	Page 60 of 160	Hardware and Software specifications for SDWAN Device at CO, Ahmedabad Section 8 Technical Specifications. Specification for SD WAN devices to be installed at project offices and remote offices. Specific Point - Hardware and Software specifications - SD WAN Equipment's - Ethernets Interfaces		Minimum 8 1G Copper WAN other than Heartbeat and Management port	Minimum 8 1G WAN including Heartbeat and Management port.		Please refer the response in point no. 14

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
78	Additional point request			Additional point request: In the RFP you have advised to consider that SDWAN vendor should have Next Generation Firewall (NGFW) features in same appliance. We request to help consider that OEM should be a leader in Gartner Leaders Magic quadrant for SD WAN and Network firewalls for the last year .	Since SD WAN and Firewall are advised to be in same appliance and hence request to consider for Gartner's Leaders Magic quadrant for both		No change
79	45			1.2 The OEM should be in the Leadership Quadrant of Latest Gartner Magic Quadrant for SDWAN for the year.		Gartner has Global parameter to certify any vendor which does not implies for Indian OEM. Hence requesting you to remove the clause/Make it optional. The Specification should follow the existing TECGR specification for SDWAN. The TEC GR	No change

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
						for SD-WAN considers India specific WAN needs and is customised specification for India. https://tec.gov.in/pdf/GRs/_TEC-GR-IT-SDW-001-01-MAY-19.pdf .	
80	45			1.4 The appliances/Hardware/Software that is being offered by the SD WAN OEM should be MEF 3.0 Certified as per the MEF standards defined. OEM to give the details of the same with supporting from the MEF portal		MEF 3.0 is a Global certification which does not implies for Indian OEM. Hence requesting you to remove the clause/Make it optional. The Specification should follow the existing TECGR specification for SDWAN. The TEC GR for SD-WAN considers India specific WAN needs and is customised specification for India. https://tec.gov.in/pdf/	No Change

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
						GRs/_TEC-GR-IT-SDW-001-01-MAY-19.pdf.	
81	45			1.5 All hardware for SDWAN and Switching should be preferably from same OEM or from Gartner's Leader.		Gartner has Global parameter to certify any vendor which does not implies for Indian OEM. Hence requesting you to remove the clause/Make it optional. The Specification should follow the existing TECGR specification for SDWAN. The TEC GR for SD-WAN considers India specific WAN needs and is customised specification for India. https://tec.gov.in/pdf/	No Change

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
						GRs/_TEC-GR-IT-SDW-001-01-MAY-19.pdf.	
82	48			should support Multicast forwarding using <ul style="list-style-type: none"> • PIM sparse (rfc 4601) or dense mode (rfc 3973), PIM rendezvous point 		Request to share the application where Multicast is required by GMDC.	Will be shared with the qualified bidders.
83	48			Basic path optimization with <ul style="list-style-type: none"> • FEC and packet duplication, • App QoE • RBAC by VPN 		Request to consider equivalent mechanism As the Solution provides reliable communication over multiple ISP links which guarantees the delivery of the packets to the other end, which over comes the traditional feature's like FEC & Packet duplication. So Request you to consider the equivalent mechanism which would not compromise on the delivery of packets.	Please refer to the response given in point no. 69

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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
84	49			Should support •Forward Error Correction (FEC) for packet loss compensation, •packet duplication for best real-time application performance, •per packet / flow-based load balancing across multiple wan links		Request to consider equivalent mechanism As the Solution provides reliable communication over multiple ISP links which guarantees the delivery of the packets to the other end, which over comes the traditional feature's like FEC & Packet duplication. So Request you to consider the equivalent mechanism which would not compromise on the delivery of packets.	If the functionality is met with alternate configuration using other protocols the same would be treated as a compliance

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
85	49			<ul style="list-style-type: none"> •The SDWAN Solution being offered should have support for NextGen Firewall features including but not limited to Zone-Based Stateful Firewall, Application Aware Firewall and application inspection and control feature, IPS, IDS, Anti-Malware, Web Filtering. •If the same is not available in SDWAN Edge Device, bidder to offer additional device of same OEM as SDWAN in HA to support the functionality. 		<p>Request for Modification:- If the same is not available in SDWAN Edge Device, bidder to offer additional device of same/different OEM such that SDWAN in HA to support the functionality.</p>	No change
86	52			<p>1.2 The OEM should be in the Leadership Quadrant of Latest Gartner Magic Quadrant for SDWAN for the year.</p>		<p>Gartner has Global parameter to certify any vendor which does not implies for Indian OEM. Hence requesting you to remove the clause/Make it optional. The</p>	No Change

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
						<p>Specification should follow the existing TECGR specification for SDWAN. The TEC GR for SD-WAN considers India specific WAN needs and is customised specification for India. https://tec.gov.in/pdf/GRs/_TEC-GR-IT-SDW-001-01-MAY-19.pdf.</p>	

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
87	52			1.4 The appliances/Hardware/Software that is being offered by the SD WAN OEM should be MEF 3.0 Certified as per the MEF standards defined. OEM to give the details of the same with supporting from the MEF portal		MEF 3.0 is a Global certification which does not implies for Indian OEM. Hence requesting you to remove the clause/Make it optional. The Specification should follow the existing TECGR specification for SDWAN. The TEC GR for SD-WAN considers India specific WAN needs and is customised specification for India. https://tec.gov.in/pdf/GRs/_TEC-GR-IT-SDW-001-01-MAY-19.pdf .	No Change

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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
88	52			1.5 All hardware for SDWAN and Switching should be preferably from same OEM or from Gartner's Leader.		Gartner has Global parameter to certify any vendor which does not implies for Indian OEM. Hence requesting you to remove the clause/Make it optional. The Specification should follow the existing TECGR specification for SDWAN. The TEC GR for SD-WAN considers India specific WAN needs and is customised specification for India. https://tec.gov.in/pdf/GRs/_TEC-GR-IT-SDW-001-01-MAY-19.pdf .	No Change
89	55			should support Multicast forwarding using <ul style="list-style-type: none"> • PIM sparse (rfc 4601) or dense mode (rfc 3973), PIM rendezvous point 		Request to share the application where Multicast is required by GMDC.	Please refer the response in point no. 82

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
90	55			Basic path optimization with• FEC and packet duplication,• App QoE• RBAC by VPN		Request to consider equivalent mechanism As the Solution provides reliable communication over multiple ISP links which guarantees the delivery of the packets to the other end, which over comes the traditional feature's like FEC & Packet duplication. So Request you to consider the equivalent mechanism which would not compromise on the delivery of packets.	Please refer the response in point no. 69
91	56			Should support•Forward Error Correction (FEC) for packet loss compensation,•packet duplication for best real-time application performance,•per packet /		Request to consider equivalent mechanism As the Solution provides reliable communication over multiple ISP links which guarantees the delivery	Please refer the response in point no. 84

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
				flow-based load balancing across multiple wan links		of the packets to the other end, which over comes the traditional feature's like FEC & Packet duplication. So Request you to consider the equivalent mechanism which would not compromise on the delivery of packets.	
92	56			<ul style="list-style-type: none"> •The SDWAN Solution being offered should have support for NextGen Firewall features including but not limited to Zone-Based Stateful Firewall, Application Aware Firewall and application inspection and control feature, IPS, IDS, Anti-Malware, Web Filtering. •If the same is not available in SDWAN Edge Device, bidder to offer additional 		Request for Modification: - If the same is not available in SDWAN Edge Device, bidder to offer additional device of same/different OEM such that SDWAN in HA to support the functionality.	Please refer the response in point no. 85

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
				device of same OEM as SDWAN in HA to support the functionality.			
93	59			1.2 The OEM should be in the Leadership Quadrant of Latest Gartner Magic Quadrant for SDWAN for the year.		Gartner has Global parameter to certify any vendor which does not implies for Indian OEM. Hence requesting you to remove the clause/Make it optional. The Specification should follow the existing TECGR specification for SDWAN. The TEC GR for SD-WAN considers India specific WAN needs and is customised specification for India. https://tec.gov.in/pdf/GRs/_TEC-GR-IT-SDW-001-01-MAY-19.pdf.	No Change

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
94	59			1.4 The appliances/Hardware/Software that is being offered by the SD WAN OEM should be MEF 3.0 Certified as per the MEF standards defined. OEM to give the details of the same with supporting from the MEF portal		MEF 3.0 is a Global certification which does not implies for Indian OEM. Hence requesting you to remove the clause/Make it optional. The Specification should follow the existing TECGR specification for SDWAN. The TEC GR for SD-WAN considers India specific WAN needs and is customised specification for India. https://tec.gov.in/pdf/GRs/_TEC-GR-IT-SDW-001-01-MAY-19.pdf.	No Change
95	59			1.5 All hardware for SDWAN and Switching should be preferably from same OEM or from Gartner's Leader.		Gartner has Global parameter to certify any vendor which does not implies for Indian OEM. Hence requesting you to remove the	No Change

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
						<p>clause/Make it optional. The Specification should follow the existing TECGR specification for SDWAN. The TEC GR for SD-WAN considers India specific WAN needs and is customised specification for India. https://tec.gov.in/pdf/GRs/_TEC-GR-IT-SDW-001-01-MAY-19.pdf.</p>	
96	61			<p>should support Multicast forwarding using</p> <ul style="list-style-type: none"> • PIM sparse (rfc 4601) or dense mode (rfc 3973), PIM rendezvous point 		<p>Request to share the application where Multicast is required by GMDC.</p>	<p>Please refer the response in point no. 82</p>

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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
97	62			Basic path optimization with• FEC and packet duplication,• App QoE• RBAC by VPN		Request to consider equivalent mechanism As the Solution provides reliable communication over multiple ISP links which guarantees the delivery of the packets to the other end, which over comes the traditional feature's like FEC & Packet duplication. So Request you to consider the equivalent mechanism which would not compromise on the delivery of packets.	Please refer the response in point no. 69

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
98	62			Should support •Forward Error Correction (FEC) for packet loss compensation, •packet duplication for best real-time application performance, •per packet / flow-based load balancing across multiple wan links		Request to consider equivalent mechanism As the Solution provides reliable communication over multiple ISP links which guarantees the delivery of the packet to the other end, which over comes the traditional feature's like FEC & Packet duplication. So Request you to consider the equivalent mechanism which would not compromise on the delivery of packets.	Please refer the response in point no. 84

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
99	63			<ul style="list-style-type: none"> •The SDWAN Solution being offered should have support for NextGen Firewall features including but not limited to Zone-Based Stateful Firewall, Application Aware Firewall and application inspection and control feature, IPS, IDS, Anti-Malware, Web Filtering. •If the same is not available in SDWAN Edge Device, bidder to offer additional device of same OEM as SDWAN in HA to support the functionality. 		<p>Request for Modification:- If the same is not available in SDWAN Edge Device, bidder to offer additional device of same/different OEM such that SDWAN in HA to support the functionality.</p>	Please refer the response in point no. 85
100	91	Hardware and Software for ITAM (Asset Management) And ITSM (ServiceManagement)		The proposed The proposed tool must be ITIL v3/v4 compliant and should be Pink elephant certified on minimum 7 processes, including Availability Management, Event Management, Incident	The Pinkverify body, managed by People Cart (Owner of ITIL - https://www.linkedin.com/pulse/breaking-news-end-era-peoplecert-terminates-partnership/), has been terminated from	"The proposed solution should be aligned with ITIL framework principles and certified with ITIL4 with minimum 7 practices like Monitoring and Event Management,	Please consider specification Revised as:"The proposed solution should be aligned with ITIL framework principles and certified with ITIL4/Equivalent with

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
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				Management, ProblemManagement, Change Management, Request Fulfilment, Service Level Management, Service CatalogueManagement, Service Asset & Configuration Management, Asset Management, Release & Deployment Management and Knowledge Management	the owner of ITIL itself. PinkVerify cannot be considered as a part of the pre-qualification process. This certificate doesn't stand valid anymore so we request authorities to modify this clause according to the following guidelines.	Incident Management, Service Request Management, Problem Management, Change Enablement, Release Management and Knowledge Management."	minimum 7 practices like Monitoring and Event Management, Incident Management, Service Request Management, Problem Management, Change Enablement, Release Management and Knowledge Management."Bidder to define the processes and certification as a part of compliance along with supporting documents
101	75	Hardware and Software for ITAM (Asset Management) And ITSM		General		In order to calculate the hardware sizing and license count, please provide following detailsNMS1. No of	Refer the unpriced BOQ Section 7 which has details of NMS License QtyQty of Assets to be

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
		(ServiceManagement)				network devices to be monitored along with the bifurcation (routers, switches, firewalls, servers, UPS and any other SNMP devices)Log & Flow management1. Total EPS (Event per second)Helpdesk 1. No of technicians for Helpdesk 2. No of assets to be monitored for asset management3. No of endpoints for Patch management	Monitored No of Helpdesk Licenses :25 +5
102	90	Hardware and Software for ITAM (Asset Management) And ITSM (Service Management)		System licensing should be based only on Physical Hosts and not charge separately for individual guest VMs running on VM Hosts	Different OEM has different licensing methodology. as per this clause it seems to be OEM specific.	Hence, we request you to remove this clause from Hardware and Software for ITAM (Asset Management) And ITSM (Service Management) section.	No change

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
103	89	Hardware and Software for ITAM (Asset Management) And ITSM (ServiceManagement)		Solution should support packet-based intrusion detections based on signatures	packet based intrusion detection are part of security solution which is different than NMS solution.NMS primarily focuses on monitoring of network devices. and security solution focus on network security.	This separation of NMS and security solution allows dedicated teams or tools to focus solely on identifying vulnerabilities, while the NMS solution concentrates on the monitoring of network devices.Hence request department to separate NMS , security Solution. and remove these points from Hardware and Software for ITAM (Asset Management) And ITSM (ServiceManagement) section.	Bidder can offer this feature using add on module / Lic with the OEM offering. OEM to give the Letter confirming compliance and certification testing for the product being offered

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
104	89	Hardware and Software for ITAM (Asset Management) And ITSM (Service Management)		Solution should also feature signature- based detection techniques and allow drilldown to packets from alerts	signature-based detection intrusion detection are part of security solution which is different than NMS solution. NMS primarily focuses on monitoring of network devices. and security solution focus on network security.	This separation of NMS and security solution allows dedicated teams or tools to focus solely on identifying vulnerabilities, while the NMS solution concentrates on the monitoring of network devices. Hence request department to separate NMS, security and Vulnerability Solution. and remove these points from Hardware and Software for ITAM (Asset Management) And ITSM (Service Management) section.	Bidder can offer this feature using add on module / Lic with the OEM offering. OEM to give the Letter confirming compliance and certification testing for the product being offered

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105	91	Hardware and Software for ITAM (Asset Management) And ITSM (ServiceManagement)		All the actions taken during the remote access should be recorded and have ability to audit them later.	This is a feature of privilege-based access management (PAM) solution, which is different than NMS solution.NMS primarily focuses on monitoring of network devices. and security solution focus on network security.	This separation of NMS and PAM solution allows dedicated teams or tools to focus solely on access management, while the NMS solution concentrates on the monitoring of network devices/SDWAN.Hence request department to separate EMS , PAM Solution. and remove these points from Hardware and Software for ITAM (Asset Management) And ITSM (ServiceManagement) section.	Bidder can offer this feature using add on module / Lic with the OEM offering. OEM to give the Letter confirming compliance and certification testing for the product being offered
106	91	Hardware and Software for ITAM (Asset Management) And ITSM (Service Management)		All CLI session should have command control, any command that is not authorized cannot be used and session should be terminated	This is a feature of privilege-based access management (PAM) solution which is different than NMS solution. NMS primarily focuses on	This separation of NMS and PAM solution allows dedicated teams or tools to focus solely on access management, while the NMS solution concentrates on the	Bidder can offer this feature using add on module / Lic with the OEM offering. OEM to give the Letter confirming compliance and

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					monitoring of network devices. and security solution focus on network security.	monitoring of network devices/SDWAN. Hence request department to separate EMS , PAM Solution. and remove these points from Hardware and Software for ITAM (Asset Management) And ITSM (Service Management) section.	certification testing for the product being offered

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107	91	Hardware and Software for ITAM (Asset Management) And ITSM (ServiceManagement)		Administrator should be able to view the live session of any ongoing session and can terminate them also	This is a feature of privilege-based access management (PAM) solution which is different than NMS solution. NMS primarily focuses on monitoring of network devices. and security solution focus on network security.	This separation of NMS and PAM solution allows dedicated teams or tools to focus solely on access management, while the NMS solution concentrates on the monitoring of network devices/SDWAN. Hence request department to separate EMS, PAM Solution. and remove these points from Hardware and Software for ITAM (Asset Management) And ITSM (ServiceManagement) section..	Bidder can offer this feature using add on module / Lic with the OEM offering. OEM to give the Letter confirming compliance and certification testing for the product being offered

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
108	91	Hardware and Software for ITAM (Asset Management) And ITSM (Service Management)		Any file being transferred should be via the Zero trust system. File will be scanned for virus and only then be transferred to the target location	<p>These specifications are part of security solution which is different than NMS solution.</p> <p>NMS primarily focuses on monitoring of network devices. and security solution focus on network security.</p>	<p>This separation of NMS and security solution allows dedicated teams or tools to focus solely on working on security related points , while the NMS solution concentrates on the monitoring of network devices.</p> <p>Hence request department to separate NMS , security Solution. and remove these points from Hardware and Software for ITAM (Asset Management) And ITSM (Service Management) section..</p>	Bidder can offer this feature using add on module / Lic with the OEM offering. OEM to give the Letter confirming compliance and certification testing for the product being offered

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
109	88	Hardware and Software for ITAM (Asset Management) And ITSM (Service Management)		Tool must provide option to perform standard compliance checks like PCI-DSS, NIST, DISA etc. across all target CLI-based network devices	PCI (payment card security data security standard), DSS NIST DISA are compliances related banking industry, which is different than current RFP requirement,	Hence, we request you to remove this clause from Hardware and Software for ITAM (Asset Management) And ITSM (Service Management) section.	Bidder can offer this feature using add on module / Lic with the OEM offering. OEM to give the Letter confirming compliance and certification testing for the product being offered
110	88	Hardware and Software for ITAM (Asset Management) And ITSM (Service Management)		Tool must provide option for target CLI-based network device vulnerability detection based on their model number and firmware version. It should also provide options to remedy the vulnerabilities with help of pre-configured scripts for certain vulnerability types.	This is a feature of privilege based access management (PAM) solution which is different than NMS solution. NMS primarily focuses on monitoring of network devices. and security solution focus on network security.	This separation of NMS and PAM solution allows dedicated teams or tools to focus solely on access management, while the NMS solution concentrates on the monitoring of network devices. Hence request department to separate EMS , PAM Solution. and remove these points from Hardware	Bidder can offer this feature using add on module / Lic with the OEM offering. OEM to give the Letter confirming compliance and certification testing for the product being offered

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						and Software for ITAM (Asset Management) And ITSM (Service Management) section..	
111	91	Hardware and Software for ITAM (Asset Management) And ITSM (Service Management)		Additional clause	In order to avoid tempering with SLA calculation, we recommend authority to select solution with in-built database for ensuring better control and flexibility along with lower TCO, we request the authority to incorporate the below clause:	"The monitoring module of proposed solution must not use any third party database (including RDBMS and open source) to store data in order to provide full flexibility and control on collected data as well as avoiding tempering with SLA calculations."	No change

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112	91	Hardware and Software for ITAM (Asset Management) And ITSM (ServiceManagement)		Additional clause	In order to provide complete visibility of IT infrastructure including servers with micro level monitoring (on need basis) through which granular level details can be captured along with flexibility of monitoring through agent and agentless approach. Hence, we request the authority to add the following clause in the NMS specification:	"The proposed NMS solution must provide agentless as well as agent-based monitoring for server infrastructure. The agents should be able to set polling interval as low as 1 second with low overhead on target server infrastructure."	No Change

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
113	91	Hardware and Software for ITAM (Asset Management) And ITSM (Service Management)		Additional clause	In order to select established NMS OEM with strong financial background in the industry, we request the authority to incorporate the below clause:	"NMS OEM must have average annual turnover of atleast INR 20 Cr. or above in last 3 financial years Excluding the current financial year with positive net worth and presence of min. 10 years in the market having the experience of deployment . CA certificate need to be submitted at time of bid submission."	No Change

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
114		ITAM / ITSM		Additional Clause	The proposed solution should be aligned with ITIL framework principles and certified with ITIL4 with minimum practices of Monitoring and Event Management, Incident Management, Service Request Management, Problem Management, Change Enablement, Release Management and Knowledge Management. (a documentary proof of the same should be provided at the time of bidding).		Please refer the response given in Point no. 100
115	27	Criteria for Evaluation & comparison of Technical Bid			>= 1 & <=2 Purchase Order 5 Marks >=3 & <=4 Purchase Order 10 Marks >=5 Purchase Order 15 Marks		Please refer the updated QCBS table for change in the Criterion

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116	27	Criteria for Evaluation & comparison of Technical Bid		Additional clause	Deployment of Central Orchestrator on OEM Cloud 5 marks Deployment of Central Orchestrator on GMDC Premise / OCI Cloud. 10 Marks		No change
117	47	Section 8, Clause VPN/Overlay		Should support • IKEv1, IKEv2, VRF-aware IPsec, IPsec over IPV6, Hardware-accelerated DES, 3DES, AES 128, AES 192, and AES 256 from day 1.	Deployment of Central Orchestrator	SD-WAN solution derives all the functionality using software features and is not dependent on any hardware type. Hence request to allow software/hardware-based features	The support for the above defined should be available in the offered device. Configuration and operational functionality if available thru associated software will be treated as compliant

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
118	48	Section 8, SD-WAN Services		Basic path optimization with <ul style="list-style-type: none"> • FEC and packet duplication, • App QoE • RBAC by VPN 	Need more clarity on use case for path optimization with "App QoE" and "RBAC by VPN"	App QoE usually gives application performance experience and ranking while RBAC is related to restricted access to users for specific roles. Please clarify how these will be used for path optimization or traffic steering	Please refer the response in point no. 69
119	54	Section 8, SPECIFICATION FOR SDWAN VIRTUAL APPLIANCE TO BE PROVISIONED AT OCI, Clause VPN/Overlay		Should support <ul style="list-style-type: none"> • IKEv1, IKEv2, VRF-aware IPsec, IPsec over IPV6, Hardware-accelerated DES, 3DES, AES 128, AES 192, and AES 256 from day 1. 	Request to modify the clause as below: Should support <ul style="list-style-type: none"> • IKEv1, IKEv2, VRF-aware IPsec, IPsec over IPV6, software/Hardware-accelerated DES, 3DES, AES 128, AES 192, and AES 256 from day 1. 	SD-WAN solution derives all the functionality using software features and is not dependent on any hardware type. Hence request to allow software/hardware-based features	The support for the above defined should be available in the offered device. Configuration and operational functionality if available thru associated software will be treated as compliant

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120	60	Section 8, SPECIFICATION FOR SDWAN DEVICES TO BE INSTALLED AT PROJECT SITES AND REMOTE OFFICES, clause Ethernet Interfaces		Minimum 8 1G Copper WAN other than Heartbeat and Management port.	There will be 2 Hardware devices deployed at each project site/remote office. The requirement of 8x1 G copper ports is on each CPE or combined capacity of both CPEs together ?	Can OEM suggest 2 CPEs each having 6 x 1G copper ports to meet this requirement ? 4 WAN/LAN ports + 1 Heartbeat/HA port + 1 management port on each CPE	Please refer the response in point no. 14.
121	61	Section 8, SPECIFICATION FOR SDWAN DEVICES TO BE INSTALLED AT PROJECT SITES AND REMOTE OFFICES, Clause VPN/Overlay		Should support• IKEv1, IKEv2, VRF-aware IPsec, IPsec over IPV6, Hardware-accelerated DES, 3DES, AES 128, AES 192, and AES 256 from day 1.	Request to modify the clause as below:Should support• IKEv1, IKEv2, VRF-aware IPsec, IPsec over IPV6, software /Hardware-accelerated DES, 3DES, AES 128, AES 192, and AES 256 from day 1.	SD-WAN solution derives all the functionality using software features and is not dependent on any hardware type. Hence request to allow software/hardware based features	The support for the above defined should be available in the offered device. Configuration and operational functionality if available thru associated software will be treated as compliant

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122	70	Hardware and Software specifications for SDWAN MANAGEMENT, MONITIRING, REPORTING AND ANALYTIC MODULE		should be able to create customized single console dashboard for the monitoring all links, all appliances.	Request to modify the clause as below: should be able to create customized have single console dashboard for the monitoring all links, all appliances.	The solution does provide single console dashboard for monitoring all links, devices, central infrastructure, etc. However, customization may not be possible since this is a pure-play SDWAN solution which cannot match a full-fledged NMS solution	You can offer the customization features thru NMS which the bidder needs to offer along with the solution

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123	70	Hardware and Software specifications for SDWAN MANAGEMENT, MONITIRING, REPORTING AND ANALYTIC MODULE		the software defined controller must be able to monitor and report top applications by usage across all project locations, in a project location along with the data rate and flow usage. This data must be stored by the controller for a minimum of 1 year.	Request to modify the clause as below: the software defined controller must be able to monitor and report top applications by usage across all project locations, in a project location along with the data rate and flow usage. This data must be stored by the controller for a minimum of 1-year 90 days. Data for upto 1 year must be archived in external storage and may be used later for creating consolidated reports.	Storing the data for 1 year may have impact on performance of the analytics engine while fetching the reports. It is highly recommended to store the logs for upto 90 days on analytics whereas archive the older logs which can be retrieved later, if required.	Please consider the revised specifications as below: the software defined controller must be able to monitor and report top applications by usage across all project locations, in a project location along with the data rate and flow usage. This data must be stored by the controller for a minimum of 1 year 90 days. Data for upto 1 year must be archived in external storage and may be used later for creating consolidated reports.

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
124	71	Hardware and Software specifications for SDWAN MANAGEMENT, MONITIRING, REPORTING AND ANALYTIC MODULE		should provide analysis of network traffic patterns over months, days, or minutes by drilling down. The proposed SD WAN solution should be able to map the traffic, IP address, and MAC of each host on the network, allowing for easy identification of each host and the traffic in the network.	Request to modify the clause as below:should provide analysis of network traffic patterns over months, days, or minutes by drilling down. The proposed SD WAN solution should be able to map the traffic, IP address, and MAC of each host on the network, allowing for easy identification of each host and the traffic in the network.	SDWAN solution can generally identify the end host IP address, device type, etc and can be integrated with NAC solution as per requirement. However, there is no reporting of MAC address of the end host from where user is connecting. Request to modify the clause	No Change
125	72	Hardware and Software specifications for SDWAN MANAGEMENT, MONITIRING, REPORTING AND ANALYTIC MODULE		solution must be capable of exporting traffic statistics to Net Flow, excel, text file, etc.	Request to modify the clause as below: solution must be capable of exporting traffic statistics to Net Flow, excel, text file , etc.	exporting the logs to netflow collectors or excel or pdf files is supported, text file is not a recommended method to export such logs.	Please consider the revised specification as below solution must be capable of exporting traffic statistics to Net Flow, excel, etc.

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
126	73	Hardware and Software specifications for SDWAN MANAGEMENT, MONITIRING, REPORTING AND ANALYTIC MODULE		should come with license/subscription of Security Automation Service to enable further automation for incident response with enhanced monitoring and escalation, built-in incident management workflows, connectors, playbooks	Request to remove this clause.	The requested functionality is not related to SDWAN solution and such features are typically part of dedicated Network monitoring systems (NMS solutions). Request to remove the clause from SDWAN analytics	You can offer the customization features thru NMS which the bidder needs to offer along with the solution
127	73	Hardware and Software specifications for SDWAN MANAGEMENT, MONITIRING, REPORTING AND ANALYTIC MODULE		Should facilitate Analytics with event correlation and real-time detection across all logs, with Indicators of Compromise (IOC) service and detection of advanced threats	Request to remove this clause.	The requested functionality is not related to SDWAN solution and such features like event correlation, IOC, etc are typically part of dedicated Network monitoring systems (NMS solutions). Request to remove the clause from SDWAN analytics	You can offer the customization features thru NMS which the bidder needs to offer along with the solution

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
128	73	Hardware and Software specifications for SDWAN MANAGEMENT, MONITIRING, REPORTING AND ANALYTIC MODULE		should support automation driven analytics need for providing full visibility of network devices, systems, and users, with correlated log data for threat intelligence and analysis of real-time and historical events	Request to remove this clause.	The requested functionality is not related to SDWAN solution and such features like log correlation etc are typically part of dedicated Network monitoring systems (NMS solutions). Request to remove the clause from SDWAN analytics	You can offer the customization features thru NMS which the bidder needs to offer along with the solution
129	73	Hardware and Software specifications for SDWAN MANAGEMENT, MONITIRING, REPORTING AND ANALYTIC MODULE		With automation driven analytics the team will have access to correlated views and reports that will provide deep insights with context and meaning of network activity, risks, vulnerabilities, attack attempts, and investigation of operational anomalies with monitoring of sanctioned and	Request to remove this clause.	The requested functionality is not related to SDWAN solution and such features like log correlation etc are typically part of dedicated Network monitoring systems (NMS solutions). Request to remove the	You can offer the customization features thru NMS which the bidder needs to offer along with the solution

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
				unsanctioned user activity for SaaS applications		clause from SDWAN analytics	
130	73	Hardware and Software specifications for SDWAN MANAGEMENT, MONITORING, REPORTING AND ANALYTIC MODULE		The analyzer should provide around 50+ Templates for building Custom reports and should have around 1500+ ready to use datasets, charts and macros for analysing Secure SD-WAN, VPN, network anomaly detection, threat assessments, 360 Security Reviews, situational awareness, self-harm and risk indicators	Request to remove this clause.	The requested functionality is not related to SDWAN solution and such features are typically part of dedicated Network monitoring systems (NMS solutions). Request to remove the clause from SDWAN analytics	You can offer the customization features thru NMS which the bidder needs to offer along with the solution

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
131	74	Hardware and Software specifications for SDWAN MANAGEMENT, MONITIRING, REPORTING AND ANALYTIC MODULE		The data of these reports for purpose of flexible viewing by the stakeholders can be exported to PDF, HTML, CSV, XML, and JSON. Other that this if any other formats are supported the bidder should mention the same.	Request to remove this clause.	The requested functionality is not related to SDWAN solution and such features are typically part of dedicated Network monitoring systems (NMS solutions). Request to remove the clause from SDWAN analytics	You can offer the customization features thru NMS which the bidder needs to offer along with the solution
132	65	Hardware and Software specifications for SDWAN Device at Remote Locations		SD-WAN solution should have API based automation with simple step by step automated workflows to integrate with Cloud security solution providers s like Umbrella SIG / Zscaler / equivalent using IPSEC/GRE tunnels in future whenever required.	SD-WAN solution shoud support of API to integrate with third-party orchestration and management systems.	This clause currently supports a specific OEM. Please consider revision for this clause to allow participation from other Gartner Leader OEMs.	Refer to the response given in point no. 32

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
133	103	Rack Specification		The cabinet must be Nano ceramic coated, Electro phoretic (EC) dip coat priming 10 to 15 Microns average and then powder coated to RAL 7035 textured Pure Polyester (PP) to 80 to 120 Microns average	Please allow epoxy polyester instead of pure polyester. For all racks as they are indoor	for better performance and durability	Please consider specification Revised as below: The cabinet must be powder coated
134	111/12	24U rack Specification		Number of slots type IEC 60320/C13 (total): 12, Number of slots type IEC 60320/C19 (total): 4	In 24U Rack - PDU with 12xC13 and 4XC 19 will be with more length, and cant be mounted vertically in the rack, can we go with 16A/1P CEE 12xC13+1xC19	for proper setup and space management	No Change
135	Additional clarity	Rack Specification			Qty of PDU each Rack ?	for better integration and compatibility for more options.	No Change
136					Do we need power strip with Indian 5Amp outlets ?		No Change
137	Page 48 of 160	Hardware and Software specifications for SDWAN Device at CO, Ahmedabad Section 8		SD-WAN Services Basic path optimization with • App QoE	Request GMDC to consider to please remove App QOE	This function is typically done by Application Caching tools and ideally s not a SDWAN function and hence the request.	Please refer the response in point no. 69

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
		Technical Specifications Specification for SD WAN Edge devices to be installed at CO, Ahmedabad. Specific Point -SD WAN Services					
138	Page 71 of 160	SPECIFICATIO N FOR CENTRALIZED MANAGEMEN T, MONITORING, ORCHESTRATI ON AND ANALYTIC DEVICES FOR SDWAN MANAGEMEN T,		Receiver or log collection component must store the data locally if communication with centralized controllers is unavailable. The minimum holding period shall be of 10 days.	Request GMDC to modify this point to "receiver or log collection component must store the data locally if communication with centralized controllers is unavailable. The minimum holding period shall be of 10 days. Also, the spoke devices should be able to hold the logs and must have out of the box reporting capabilities with an in-built HDD (of 128 GB	To have basic redundancy and ensure availability of logs	Please refer the response in point no. 47

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
		MONITORING AND ANALYSIS			or higher) for log storage incase communication to the central log server is unavailable."		
139	Page 95 of 160	SPECIFICATON FOR NETWORK SWITCHES MAKE: SAME OEM FROM WHICH SDWAN PRODUCTS ARE OFFERED OR FROM		The switch should have minimum of 4 SPF slot	Request to modify the point to " The switch should have minimum of 4 SFP+ slot/ports. "		This is minimum requirements. Bidder can offer product with higher specifications

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
		GARTNER'S LEADERS					
140	Page 95 of 160	SPECIFICATON FOR NETWORK SWITCHES MAKE: SAME OEM FROM WHICH SDWAN PRODUCTS ARE OFFERED OR FROM GARTNER'S LEADERS		Switch shall have minimum 56 Gbps of switching fabric and 41 Mpps of forwarding rate	Request to modify the point to " Switch shall have minimum 128 Gbps of switching fabric and 95 Mpps of forwarding rate "	As per industry best practice and Based on IEEE calculation it should be 24x1+4x10=64G x2 - 128 Gbps (Full duplex/non blocking) and 64x1.488=95.23 Mpps.	This is minimum requirements. Bidder can offer product with higher specifications

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
141	Page 95 of 160	SPECIFICATON FOR NETWORK SWITCHES MAKE: SAME OEM FROM WHICH SDWAN PRODUCTS ARE OFFERED OR FROMGARTNER'S LEADERS		Switch Need to support 600 IPv4/MAC security ACEs and IPv6 security ACEs	Request to modify the point to " Shall have 512 ingress and egress access list entries. "	It should be generic not specific any particular OEM	Clause stands deleted
142	Page 95 of 160	SPECIFICATON FOR NETWORK SWITCHES MAKE: SAME OEM FROM WHICH SDWAN PRODUCTS ARE OFFERED OR FROM		Should have minimum 64 STP instances	Request to modify the point to "Should have minimum 32 STP/MST instances. "		Please refer the response in point no. 54

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
		GARTNER'S LEADERS					
143	Page 96 of 160	SPECIFICATON FOR NETWORK SWITCHES MAKE: SAME OEM FROM WHICH SDWAN PRODUCTS ARE OFFERED OR FROM GARTNER'S LEADERS		Switch will support 10240-byte Jumbo Ethernet frame from day 1	Request to modify the point to " Switch will support 9216-byte Jumbo Ethernet frame from day 1. "	It should not be proprietary and generic to IEEE standard (https://www.etherneta lliance.org/wp-content/uploads/2011/10/EA-Ethernet-Jumbo-Frames-v0-1.pdf)	Please consider specification Revised as below : Switch shall support Jumbo Ethernet frame from day one .

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
144	Page 96 of 160	SPECIFICATON FOR NETWORK SWITCHES MAKE: SAME OEM FROM WHICH SDWAN PRODUCTS ARE OFFERED OR FROMGARTNE R'S LEADERS		Switch should support Shaped Round Robin (SRR) scheduling and Weighted Tail Drop (WTD) congestion avoidance.	Request to modify the point to " Switch should support Shaped Round Robin (SRR) scheduling/Weighted round robin (WRR) and Weighted Tail Drop (WTD) congestion avoidance/ weighted random early detection (WRED). "	For effective Performance	This is minimum requirements. Bidder can offer product with higher specifications
145	Page 97 of 160	SPECIFICATON FOR NETWORK SWITCHES MAKE: SAME OEM FROM WHICH SDWAN PRODUCTS ARE OFFERED OR FROM		Operating Temperature range: -5 to +50 deg C	Request to modify the point to " Operating Temperature range: 0 to +50 deg C . "		Please refer the response given in point no. 64

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
		GARTNER'S LEADERS					
146	Page 98 of 160	SPECIFICATON FOR NETWORK SWITCHES MAKE: SAME OEM FROM WHICH SDWAN PRODUCTS ARE OFFERED OR FROM GARTNER'S LEADERS		Switch need to support Access Control Lists (ACLs) for IPv6 and IPv4 security and Quality-of-Service (QoS) ACL elements (ACEs).	Request to modify the point to " Switch need to support Access Control Lists (ACLs) for IPv6 and IPv4 security and Quality-of-Service (QoS). "		Please consider specification Revised as below: Switch need to support Access Control Lists (ACLs) for IPv6 and IPv4 security and Quality-of-Service (QoS)

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
147	Page 98 of 160	SPECIFICATON FOR NETWORK SWITCHES MAKE: SAME OEM FROM WHICH SDWAN PRODUCTS ARE OFFERED OR FROMGARTNER'S LEADERS		Switch should have features like Port based ACLs, SSH, Kerberos, and SNMP v3, TACACS+ and RADIUS authentication, Web authentication redirection, Multilevel security on console access, Spanning Tree Root Guard (STRG), Internet Group Management Protocol (IGMP) filtering,	Request to modify the point to " Switch should have features like Port based ACLs, SSH, Kerberos, and SNMP v3, TACACS+ and RADIUS authentication, Web authentication, Spanning Tree Root Guard (STRG)/STP BPDU, Internet Group management Protocol (IGMP) filtering/snooping."		Please consider specification Revised as below:Switch should have features like Port based ACLs, SSH, Kerberos, and SNMP v3, TACACS+ and RADIUS authentication, Web authentication, Spanning Tree Root Guard (STRG)/STP BPDU, Internet Group management Protocol (IGMP) filtering/snooping."

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
148	Page 98 of 160	SPECIFICATON FOR NETWORK SWITCHES MAKE: SAME OEM FROM WHICH SDWAN PRODUCTS ARE OFFERED OR FROM GARTNER'S LEADERS		Switch support 802.1X with Network Edge Access Topology (NEAT), which extends identity and user distribution, which enables you to load-balance users with the same group name across multiple different VLANs.	Vendor specific, Kindly delete the clause all Gartner Leader get Qualify.		Please refer the response in point no. 60

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
149	91		Hardware and Software for ITAM (Asset Management) And ITSM (Service Management)	The proposed The proposed tool must be ITIL v3/v4 compliant and should be Pink elephant certified on minimum 7 processes, including Availability Management, Event Management, Incident Management, Problem Management, Change Management, Request Fulfilment, Service Level Management, Service Catalogue Management, Service Asset & Configuration Management, Asset Management, Release & Deployment Management and Knowledge Management	The Pink verify body, managed by People Cart (Owner of ITIL - https://www.linkedin.com/pulse/breaking-news-end-era-peoplecert-terminates-partnership/), has been terminated from the owner of ITIL itself. Pink Verify cannot be considered as a part of the pre-qualification process. This certificate doesn't stand valid anymore so we request authorities to modify this clause according to the following guidelines.	"The proposed solution should be aligned with ITIL framework principles and certified with ITIL4 with minimum 7 practices like Monitoring and Event Management, Incident Management, Service Request Management, Problem Management, Change Enablement, Release Management and Knowledge Management."	Please refer the response in point no. 100
150	75		Hardware and Software for	General		In order to calculate the hardware sizing and license count, please provide following	Please refer the response in point no. 101

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
			ITAM (Asset Management) And ITSM (Service Management)			detailsNMS1. No of network devices to be monitored along with the bifurcation (routers, switches, firewalls, servers, UPS and any other SNMP devices)Log & Flow management1. Total EPS (Event per second)Helpdesk 1. No of technicians for Helpdesk 2. No of assets to be monitored for asset management3. No of endpoints for Patch management	
151	90		Hardware and Software for ITAM (Asset Management) And	System licensing should be based only on Physical Hosts and not charge separately for individual guest VMs running on VM Hosts	Different OEM has different licensing methodology. as per this clause it seems to be OEM specific.	Hence we request you to remove this clause from Hardware and Software for ITAM (Asset Management) And ITSM (Service Management) section.	Please refer the response in point no. 102

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
			ITSM (Service Management)				
152	89		Hardware and Software for ITAM (Asset Management) And ITSM (Service Management)	Solution should support packet-based intrusion detections based on signatures	packet based intrusion detection are part of security solution which is different than NMS solution.NMS primarily focuses on monitoring of network devices. and security solution focus on network security.	This separation of NMS and security solution allows dedicated teams or tools to focus solely on identifying vulnerabilities, while the NMS solution concentrates on the monitoring of network devices.Hence request department to separate NMS , security Solution. and remove these points from Hardware and Software for ITAM (Asset Management) And ITSM (ServiceManagement) section.	Please refer the response in point no. 103

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
153	89		Hardware and Software for ITAM (Asset Management) And ITSM (Service Management)	Solution should also feature signature-based detection techniques and allow drilldown to packets from alerts	signature-based detection intrusion detection are part of security solution which is different than NMS solution. NMS primarily focuses on monitoring of network devices. and security solution focus on network security.	This separation of NMS and security solution allows dedicated teams or tools to focus solely on identifying vulnerabilities, while the NMS solution concentrates on the monitoring of network devices. Hence request department to separate NMS , security and Vulnerability Solution. and remove these points from Hardware and Software for ITAM (Asset Management) And ITSM (Service Management) section.	Please refer the response in point no. 104
154	91		Hardware and Software for	All the actions taken during the remoteaccess should be recorded and	This is a feature of privilege based access management (PAM) solution, which is different	This separation of NMS and PAM solution allows dedicated teams or tools to focus solely	Please refer the response in point no. 105

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			ITAM (Asset Management) And ITSM (Service Management)	haveability to audit them later.	than NMS solution.NMS primarily focuses on monitoring of network devices. and security solution focus on network security.	on access management, while the NMS solution concentrates on the monitoring of network devices/SDWAN.Hence request department to separate EMS , PAM Solution. and remove these points from Hardware and Software for ITAM (Asset Management) And ITSM (ServiceManagement) section.	
155	91		Hardware and Software for ITAM (Asset Management) And ITSM (Service	All CLI session should have command control, any command that is not authorized cannot be used and session should be terminated	This is a feature of privilege based access management (PAM) solution which is different than NMS solution. NMS primarily focuses on monitoring of network devices. and security solution focus on network security.	This separation of NMS and PAM solution allows dedicated teams or tools to focus solely on access management, while the NMS solution concentrates on the monitoring of network devices/SDWAN. Hence request	Please refer the response in point no. 106

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
			Management)			department to separate EMS , PAM Solution. and remove these points from Hardware and Software for ITAM (Asset Management) And ITSM (Service Management) section.	
156	91		Hardware and Software for ITAM (Asset Management) And ITSM (Service Management)	Administrator should be able to view the live session of any ongoing session and can terminate them also	This is a feature of privilege-based access management (PAM) solution which is different than NMS solution. NMS primarily focuses on monitoring of network devices. and security solution focus on network security.	This separation of NMS and PAM solution allows dedicated teams or tools to focus solely on access management, while the NMS solution concentrates on the monitoring of network devices/SDWAN. Hence request department to separate EMS , PAM Solution. and remove these points from Hardware and Software for ITAM (Asset Management) And ITSM	Please refer the response in point no. 107

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
						(ServiceManagement) section..	

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
157	91		Hardware and Software for ITAM (Asset Management) And ITSM (Service Management)	Any file being transferred should be via the Zero trust system. File will be scanned for virus and only then be transferred to the target location	These specifications are part of security solution which is different than NMS solution. NMS primarily focuses on monitoring of network devices. and security solution focus on network security.	This separation of NMS and security solution allows dedicated teams or tools to focus solely on working on security related points , while the NMS solution concentrates on the monitoring of network devices. Hence request department to separate NMS , security Solution. and remove these points from Hardware and Software for ITAM (Asset Management) And ITSM (Service Management) section..	Please refer the response in point no. 108

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
158	88		Hardware and Software for ITAM (Asset Management) And ITSM (Service Management)	Tool must provide option to perform standard compliance checks like PCI-DSS, NIST, DISA etc. across all target CLI-based network devices	PCI (payment card security data security standard), DSS NIST DISA are compliances related banking industry, which is different than current RFP requirement,	Hence, we request you to remove this clause from Hardware and Software for ITAM (Asset Management) And ITSM (Service Management) section.	Please refer the response in point no. 109
159	88		Hardware and Software for ITAM (Asset Management) And ITSM (Service Management)	Tool must provide option for target CLI-based network device vulnerability detection based on their model number and firmware version. It should also provide options to remedy the vulnerabilities with help of pre-configured	This is a feature of privilege-based access management (PAM) solution which is different than NMS solution. NMS primarily focuses on monitoring of network devices. and security solution focus on network security.	This separation of NMS and PAM solution allows dedicated teams or tools to focus solely on access management, while the NMS solution concentrates on the monitoring of network devices. Hence request department to separate	Please refer the response in point no. 110

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
			Management)	scripts for certain vulnerability types.		EMS , PAM Solution. and remove these points from Hardware and Software for ITAM (Asset Management) And ITSM (Service Management) section..	
160	91		Hardware and Software for ITAM (Asset Management) And ITSM (Service Management)	Additional clause	In order to avoid tempering with SLA calculation, we recommend authority to select solution with in-built database for ensuring better control and flexibility along with lower TCO, we request the authority to incorporate the below clause:	"The monitoring module of proposed solution must not use any third-party database (including RDBMS and open source) to store data in order to provide full flexibility and control on collected data as well as avoiding tempering with SLA calculations."	Please refer the response in point no. 111

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
161	91		Hardware and Software for ITAM (Asset Management) And ITSM (Service Management)	Additional clause	In order to provide complete visibility of IT infrastructure including servers with micro level monitoring (on need basis) through which granular level details can be captured along with flexibility of monitoring through agent and agentless approach. Hence, we request the authority to add the following clause in the NMS specification:	"The proposed NMS solution must provide agentless as well as agent based monitoring for server infrastructure. The agents should be able to set polling interval as low as 1 second with low overhead on target server infrastructure."	Please refer the response in point no. 112

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
162	91		Hardware and Software for ITAM (Asset Management) And ITSM (Service Management)	Additional clause	In order to select established NMS OEM with strong financial background in the industry, we request the authority to incorporate the below clause:	"NMS OEM must have average annual turnover of atleast INR 20 Cr. or above in last 3 financial years Excluding the current financial year with positive net worth and presence of min. 10 years in the market having the experience of deployment . CA certificate need to be submitted at time of bid submission."	Please refer the response in point no. 113
163	100	Voltage harmonic distortion		< 1% (linear load), <3% (Non-Linear Load)	Request to allow <2% for Linear loads & <5% for Non-linear loads	We kindly request your consideration to amend the same, which will have no impact on the overall performance of the UPS system. Additionally, the department will receive an enhanced techno-commercial offer.	Please consider specification Revised as below: < 2% (linear load), <5% (Non-Linear Load)

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
164	100	Overload Capacity on Normal Mode		105% ~ 125%: 10min	Request to allow 5min at 105% - 125% Load	We kindly request your consideration to amend the same, which will have no impact on the overall performance of the UPS system. Additionally, the department will receive an enhanced techno-commercial offer.	Please consider specification Revised as below:105% ~ 125%: 05 min
165	100	Noise		Acoustic Noise level : <48db	Request to allow 55db at full load / <48db at 50 to 75% load	As it is going to be mounted inside the closed type AC RACK, We kindly request your consideration to amend the same, which will have no impact on the overall performance of the UPS system. Additionally, the department will receive an enhanced techno-commercial offer.	Clause stands deleted

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166	99	Battery Backup 1 Hr		1 Hr Backup	Request to mention 1 Hr Backup for Lithium battery at End of Life (5 yr.) with minimum capacity of Li-ion battery of 8.064 kwh	We kindly request your consideration the same, However this technical changes will help to get 1 hr backup till end of life (5 yr) of Li-ion batteries with capacity of 8.064kwh, so there will be no discrepancies among various approved makes of OEM	Please consider specification Revised as below: 1 Hr Backup for Lithium battery at End of Life (5 yr.)
167	102	Lithium Batteries Approved Make		SAMSUNG, LG, PANASONIC, TOSHIBA	Request to approve ENERTECT make Lithium batteries as it is technically approved and their delivery timelines is less compare to other approved makes	As per RFP, SITC shall be completed within 12 weeks however some of approved make Li-ion battery OEM takes more than 12 week's delivery so we hereby request to allow Enertect make Li-ion battery OEM and please extend overall SITC 16 week.	Please consider specification Revised as below:SAMSUNG, LG, PANASONIC, TOSHIBA, ENERTECT

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168	102	Specifications for Data Center Rack /1/ Frame Structure		Basic frame: Frame of sturdy frame section construction, consisting of 9 x folded rolled hollow frame section punched in 25mm DIN pitch pattern. All profile edges are radiused. The corners are stiffened with welded 3 Axis corner blocks	Mentioned 9 x folded rolled hollow frame is specific to an OEM	We hereby request to amend as basic frame: Frame of sturdy frame section construction, CRCA frame section punched in 25mm DIN pitch pattern. All profile edges are radiused. this change will allow to participate other approved make OEM and department will get overall better techno commercial offer.	Please consider specification Revised as below: Bidder to offer the Rack as per their frame construction technology but the frame must be welded
169	102	Specifications for Data Center Rack /3/ Enclosure		Indoor IP54 Enclosure	In continuation above point this specification is specific to an OEM, mentioned rating is applicable for outdoor applications however as per specs title "INDOOR 42U AC RACKS SPECIFICATIONS FOR DATA CENTER SITE" so placement of rack would	We kindly request your consideration to amend the same, which will have no impact on the overall performance of the cooling rack solution. Additionally, the department will receive an enhanced techno-commercial offer.	No change

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					be inside of the department's premise.		
170	102	Specifications for Data Center Rack /6 Doors and locking system		Front single glass and rear 1.5 mm thick sheet steel double door with PU Foamed Seal (Gasketing inside the doors) with removable galvanized rectangular frame with holes on a 25 mm DIN pitch pattern with 3-point locking system. The hinges and retainers should be copper nickel chrome plated with SS hinge pins. The doors should be swapped to LH if required	Mentioned specification is specific to an OEM	We kindly request your consideration to amend the same as per OEM design standard	Please consider specification Revised as below: Front single glass and rear double door with three-point locking system

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				with door opening angle 130 deg to VDI.			
171	102	Specifications for Data Center Rack /8/ Regulatory Compliances		IP54 to EN60529, ISO 9001, 14001, 45001 comply with EIA 310, DIN 41494 and IEC 297 standards	It should be as ISO 9001, 14001, 45001 comply with EIA 310, DIN 41494 and IEC 297 standards	We hereby request consider Rack certification as ISO 9001, 14001, 45001 comply with EIA 310, DIN 41494 and IEC 297 standards	Clause stands deleted

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172	103	Specifications for Data Center Rack /9/ Painting		The cabinet must be Nano ceramic coated, Electro phoretic (EC) dip coat priming 10 to 15 Microns average and then powder coated to RAL 7035 textured Pure Polyester (PP) to 80 to 120 Microns average	Mentioned specification is specific to an OEM	The cabinet must be Epoxy polyester powder coated to RAL 7021/7035 to 80 to 120 Microns average	Please consider specification Revised as below: The cabinet must be powder coated
173	103	Specifications for Data Center Rack /21/Cooling unit output		2300 Watts or Greater at L35L35 1800 Watts at L35L50	Mentioned Unit Capacity mentioned which is designed for industrial product application only and this would be vary on actual site conditions & ambient temperature. Actual IT load with required In rack cooling temperature & ambient conditions should be the deciding factors for the cooling unit capacity finalization else there can be under or over sizing of the solution leading to	We hereby request you to please share actual IT load details with required in-rack cooling temperature and peak ambient temperature and please specify actual Cooling unit sizing & capacity to deliver the proper solution.	Please consider specification Revised as below: 2300 Watts at L35L35 / 1800 Watts at L35L50 / 0.6 Ton or higher

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					high temperature or high humidity inside the rack.		
174	103	Specifications for Data Center Rack /22/Rated Power inputs		Less than 1.05Kw	Department/Bidder to specify as per unit capacity finalization as per IT load	We kindly request your consideration to amend the same as per OEM design standard	Clause stands deleted
175	104	Specifications for Data Center Rack /23/ Air throughput		More than 1240 m3-h	Department/Bidder to specify as per unit capacity finalization as per IT load	We kindly request your consideration to amend the same as per OEM design standard	Clause stands deleted

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
176	104	Specifications for Data Center Rack /27/ Remote monitoring		Device Interface: 2 x RJ45 CAN bus 1 x Micro USB type B (device) for USB 2.0 1 x Micro-SD memory card slot for SD 2.0 1 x USB 2.0 high-speed functions (EHCI) 1 x acknowledgement button 1 x push-in spring connection terminal for NTC sensor 2 x RJ45 jack for RS 485 interface (climate control unit interface) Remote monitoring solution should support remote control of the cooling unit. it shall real time monitor the temperature of cooling unit, external ambient temperature and Temperature with humidity real time status inside of the rack.	This is OEM specific product specification and there is similar features asked in IP-PDU too. however, multiple devices with similar features will increase the cost and complexity in management. so please clarify the same	We hereby request to consider as Remote monitoring solution should support monitoring of the cooling unit. it shall real time monitor the temperature of cooling unit and Temperature with humidity real time status inside of the rack.	Please consider specification Revised as below: Remote monitoring solution should support remote control of the cooling unit. it shall real time monitor the temperature of cooling unit, external ambient temperature and Temperature with humidity real time status inside of the rack. Bidder to give details of the architecture and all sensors and software being offered for the above solution
177	104	Specifications for Data Center Rack		Remote monitoring	Suggestion	In accordance with the RFP requirement for an SD WAN solution, there	The same will be monitored in the Asset Management

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		/27/ Remote monitoring				is published the technical specifications and requirements for the products/solution in section 6 and other product's technical specs, it seems overall solution requirement emphasize the need for centralized monitoring. Same functionality of centralized monitoring of real time status of both 24U and 42U AC racks available without impacting additional cost therefore considering the multiple locations, we hereby suggest to add centralized monitoring system to monitor Data Center site (42U Rack AC) & other remote location (24U racks) in a	system that will be deployed

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						single dashboard from a centralized location All the essential data will be in a single dashboard for all the sites through software based Central monitoring system leading to Increased visibility, control and ensure high-availability readiness. We kindly request your acceptance and confirmation for the same.	
178	105	Specifications for Data Center Rack /28/Intelligent PDU with remote management and individual power slot		Compact power distributor for deployment in IT server and network enclosures. Vertical/horizontal installation using the supplied universal brackets for common IT racks. Robust aluminium housing with permanently mounted output slots, IEC 60320/C13	In continuation of PDU specification are OEM specific with aluminium housing Kindly accept metal housing as pe OEM design	Kindly accept metal housing as pe OEM design and revised specification shall be as Compact power distributor for deployment in IT server and network enclosures. Vertical/horizontal	Please consider specification Revised as below: Compact power distributor for deployment in IT server and network enclosures. Vertical/horizontal installation using the supplied universal

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
		on/off function		or IEC 60320/C19 as well as CEE 7/3 (earthing-pin). The fuse circuits and phases are colour-coded for multiphase PDU variants.		installation using the supplied universal brackets for common IT racks. Robust aluminium/metal housing with permanently mounted output slots, IEC 60320/C13 or IEC 60320/C19 as well as CEE 7/3 (earthing-pin). The fuse circuits and phases are colour-coded for multiphase PDU variants.	brackets for common IT racks. Robust aluminium/metal housing with permanently mounted output slots, IEC 60320/C13 or IEC 60320/C19 as well as CEE 7/3 (earthing-pin). The fuse circuits and phases are colour-coded for multiphase PDU variants.
179	107	27/ Intelligent PDU with remote management and individual power slot on/off function		The integral TFT colour display enables the basic configuration setting and quick access to the electrical consumption data.		We request you to consider as the integral TFT/LED colour display enables the basic configuration setting and quick access to the electrical consumption data.	Please consider specification Revised as below: The integral colour display enables the basic configuration setting and quick access to the electrical consumption data.

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
RFP No. GMDC/CO/IT/SDWAN/01/23-24



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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
180	107	32/Approvals		UL + C-UL- FTTA	Kindly remove as same is OEM specific	We request you to consider as optional	Clause stands deleted
181	107	33/Certificates		EAC	Kindly remove as same is OEM specific	We request you to consider as optional	Clause stands deleted
182	108	Temperature range Bearing		: -40 °C...+70 °C	Kindly remove as same is OEM specific	AS per Gujarat/ given location weather condition we hereby request to the temp range support +10 to 50C	Please consider specification Revised as below: Minimum: 10°C...+50 °C
183	108	Specifications for 24U rack / 1/ Fame Structure		Basic frame: Frame of sturdy frame section construction, consisting of 9 x folded rolled hollow frame section punched in 25mm DIN pitch pattern. All profile edges are radiused. The corners are stiffened with welded 3 Axis corner blocks	Mentioned 9 x folded rolled hollow frame is specific to an OEM	We hereby request to amend as basic frame: Frame of sturdy frame section construction, CRCA frame section punched in 25mm DIN pitch pattern. All profile edges are radiused. this change will allow to participate other approved make OEM and department will get	Please refer the response given in Point no. 168

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
						overall better techno commercial offer.	
184	108	Specifications for 24U rack /6/ Doors and locking system		The hinges and retainers should be copper nickel chrome plated with SS hinge pins. The doors should be swapped to LH if required with door opening angle 130 deg to VDI.	Mentioned specification seems to be specific to an OEM	We kindly request to consider as the Door hinges & locking mechanism should be as per OEM design standard	Clause stands deleted

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
185	109	Specifications for 24U rack /9/ Painting		The cabinet must be Nano ceramic coated, Electro phoretic (EC) dip coat priming 10 to 15 Microns Average and then powder coated to RAL 7035 textured Pure Polyester (PP) to 80 to 120 Microns.	Mentioned specification seems to be specific to an OEM	We kindly request your consideration to amend the same as per OEM design standard	Please refer the response given in Point no. 172
186	109	Cooling unit /21/General		Energy-efficient Side - mounted cooling units with integral e-Comfort controller, Ri Nano coating on the condenser and electrical condensate evaporation.	Mentioned specification seems to be specific to an OEM	We kindly request to consider as Energy-efficient Side -mounted cooling units with integral controller , condenser and electrical condensate evaporation.	Please consider specification Revised as below: Energy-efficient Side - mounted cooling units with integral controller, condenser and electrical condensate evaporation.

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
187	109	Cooling unit /22/Cooling Output		1000 Watts at L35L35 600 Watts at L35L50	Mentioned Unit Capacity mentioned which is designed for industrial product application only and this would be vary on actual site conditions & ambient temperature. Actual IT load with required In rack cooling temperature & ambient conditions should be the deciding factors for the cooling unit capacity finalization else there can be under or over sizing of the solution leading to high temperature or high humidity inside the rack.	We hereby request you to please share actual IT load details with required in-rack cooling temperature and peak ambient temperature and please specify actual Cooling unit sizing & capacity to deliver the proper solution.	Please consider specification Revised as below: 1000 Watts at L35L35 / 600 Watts at L35L50 / 0.2 Ton or Higher
188	110	Cooling unit /23/ Rated Power inputs		Less than 0.59Kw	Department/Bidder to specify as per unit capacity finalization as per IT load	We kindly request your consideration to amend the same as per OEM design standard	Clause stands deleted

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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
189	110	26 Remote Monitoring		Device Interface: 2 x RJ45 CAN bus 1 x Micro USB type B (device) for USB 2.0 1 x Micro-SD memory card slot for SD 2.0 1 x USB 2.0 high-speed functions (EHCI) 1 x acknowledgement button 1 x push-in spring connection terminal for NTC sensor 2 x RJ45 jack for RS 485 interface (climate control unit interface) Remote monitoring solution should support remote control of the cooling unit. it shall real time monitor the temperature of cooling unit, external ambient temperature and Temperature with humidity real time status inside of the rack.	This is OEM specific product specification and there is similar features asked in IP-PDU too. however, multiple devices with similar features will increase the cost and complexity in management. so please clarify the same	We hereby request to consider as Remote monitoring solution should support monitoring of the cooling unit. it shall real time monitor the temperature of cooling unit and Temperature with humidity real time status inside of the rack.	Please refer the response in Point no. 176
190	110	26 Remote Monitoring		Remote monitoring	In continuation of PDU specification are OEM specific with aluminium	Kindly accept metal housing as pe OEM design and revised	Please refer the response in Point no. 178

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
					housing Kindly accept metal housing as per OEM design	specification shall be as Compact power distributor for deployment in IT server and network enclosures. Vertical/horizontal installation using the supplied universal brackets for common IT racks. Robust aluminium/metal housing with permanently mounted output slots, IEC 60320/C13 or IEC 60320/C19 as well as CEE 7/3 (earthing-pin). The fuse circuits and phases are colour-coded for multiphase PDU variants.	

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
191	110	27/ Intelligent PDU with remote management and individual power slot on/off function		Compact power distributor for deployment in IT server and network enclosures. Vertical/horizontal installation using the supplied universal brackets for common IT racks. Robust aluminium housing with permanently mounted output slots, IEC 60320/C13 or IEC 60320/C19 as well as CEE 7/3 (earthing-pin). The fuse circuits and phases are colour-coded for multiphase PDU variants.	In continuation of PDU specification are OEM specific with aluminium housing Kindly accept metal housing as pe OEM design	Kindly accept metal housing as pe OEM design and revised specification shall be as Compact power distributor for deployment in IT server and network enclosures. Vertical/horizontal installation using the supplied universal brackets for common IT racks. Robust aluminium/metal housing with permanently mounted output slots, IEC 60320/C13 or IEC 60320/C19 as well as CEE 7/3 (earthing-pin). The fuse circuits and phases are colour-coded for multiphase PDU variants.	Please refer the response in Point no. 178

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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
192	112	27/ Intelligent PDU with remote management and individual power slot on/off function		The integral TFT colour display enables the basic configuration setting and quick access to the electrical consumption data.		We request you to consider as the integral TFT/LED colour display enables the basic configuration setting and quick access to the electrical consumption data.	Please refer the response in Point no. 179
193	112	29/Air throughput		More than 680 m3-h	Department/Bidder to specify as per unit capacity finalization as per IT load	We kindly request your consideration to amend the same as per OEM design standard	Clause stands deleted
194	113	30/Refrigerant-cooling		R513a	Mentioned refrigerant - cooling is offered by OEM specific product only	We kindly request to amend as R134a refrigerant cooling which is Environment friendly, zero ozone depleting refrigerant	Clause stands deleted
195	113	32/Approvals		UL + C-UL- FTTA	Kindly remove as same is OEM specific	We request you to consider as optional	Please refer the response in Point no. 180
196	113	33/Certificates		EAC	Kindly remove as same is OEM specific	We request you to consider as optional	Please refer the response in Point no. 181

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
197		Temperature range Bearing		: -40 °C...+70 °C	Kindly remove as same is OEM specific	AS per Gujarat/ given location weather condition we hereby request to the temp range support +10 to 50C	Please refer the response in Point no. 182
198	11	SECTION – 2 PROJECT BRIEF AND DETAILS		Post release of the Workorder to the successful Bidder selected by the bidding process the successful Bidder should complete the entire project on turnkey basis within 12 weeks times which includes Supply, Installation, Testing and Commissioning of all the links including configuration of SD WAN devices etc.	Request to consider 16 weeks considering the OEM delivery timelines		No change

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
199	34	Liquidated Damages for delay in implementation		1 % percent per week (Delay of more than 3 days will be counted as a week for determination of Liquidated damages) or part thereof of purchase order subject to maximum deduction of 10% of the purchase order	Request to consider 0.5% percent per week		No change
200	18	SECTION 4 – PRE-QUALIFICATION CRITERIAS		Experience of Executing similar works associated to WAN deployment, management & Monitoring of WAN solution and associated O&M in India within the last three years.Two Purchase orders of WAN Solution with Minimum 10 Sites in single Order costing not less than 1 Cr value each	Experience of Executing similar works associated to WAN deployment, management & Monitoring of WAN solution and associated O&M in India within the last five years.Two Purchase orders of WAN Solution with Minimum 10 Sites in single Order costing not less than 1 Cr value each		Please consider specification Revised as below: Experience of Executing similar works associated to WAN deployment, management & Monitoring of WAN solution and associated O&M in India within the last seven years. Two Purchase orders of WAN Solution with Minimum 10 Sites in single Order

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
							costing not less than 1 Cr value each
201	27	Criteria for evaluation and comparison of technical bids.		No. of Certified Personals for SDWAN services.	No. of Certified Personals for SDWAN services. (NSE 1, NSE 2, NSE 3, NSE 4, CCNA & CCNP) > = 1 Employee and < 2 Employees (5 Marks) > = 2 Employees and < 8 Employees (5 Marks) > = 10 Employees 15 (5 Marks)	Kindly include wider Certification under technical criteria to showcase better strength and quality. (NSE 1, NSE 2, NSE 3, NSE 4, CCNA, CCNP)	Clause stands deleted Please refer the updated QCBS table in the document
202	27	Criteria for evaluation and comparison of technical bids.		OEM SDWAN Projects in in last Three Year as on bid submission date.	OEM SDWAN Projects in in last Five Year as on bid submission date.		Please consider specification Revised as below: OEM SDWAN Projects in in last

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
							Seven Years as on bid submission date.
203	18	SECTION 4 – PRE-QUALIFICATION CRITERIAS(Sr. no. 4)		Experience of Executing similar works associated to WAN deployment, management & Monitoring of WAN solution and associated O&M in India within the last three years. Two Purchase orders of WAN Solution with Minimum 10 Sites in single Order costing not less than 1 Cr value each	We would like to propose a slight modification to the pre-qualification requirement for bidders. Recommendation: Experience of Executing similar works associated to WAN deployment, management & Monitoring of WAN solution and associated O&M in India within the last three seven years. Two Purchase orders of WAN Solution with Minimum 10 Sites in single Order costing not less than 1 Cr value each from the last date of bid submission.		Please refer the response in Point no. 200

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
204	18	SECTION 4 – PRE-QUALIFICATION CRITERIAS (Sr. no. 5)		The bidder should have overall average annual turnover of at least INR 50 Crore (Turnover from System Integration Business) in last 3 financial years (FY20- 21, FY 21-22, FY 22-23).	We would like to propose a slight modification to the financial capability requirement for bidders. Recommendation : The bidder should have overall average annual turnover of at least INR 50 Crore (Turnover from System Integration Business) in last 3 financial years (FY20- 21, FY 21-22, FY 22-23).	Organization Annual Report or Balance Sheet mainly do not contain bifurcation , business wise turnover.	Please consider revised specification as below : The bidder should have overall average annual turnover of at least INR 25 Crore (Turnover from System Integration Business) in last 3 financial years (FY20- 21, FY 21-22, FY 22- 23). For Turnover Bifurcation bidder can give the letter from the Statutory Auditor/Chartered Accountant

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
205	18	SECTION 4 – PRE-QUALIFICATION CRITERIAS(Sr. no. 5)		Certificate(s) from statutory auditor with all relevant details from the bidder. The bidder shall provide a copy of each of audited annual report to ascertain its turnover & net-worth.	We would like to propose a slight modification to the financial capability requirement for bidders. Recommendation :Certificate(s) from statutory auditor/ Chartered Accountant with all relevant details from the bidder. The bidder shall provide a copy of each of audited annual report to ascertain its turnover & net-worth.		Please consider revised specification as below : Certificate(s) from statutory auditor/Chartered Accountant with all relevant details from the bidder. The bidder shall provide a copy of each of audited annual report to ascertain its turnover & net-worth.

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
206	27	Criteria for evaluation and comparison of technical bids. (Sr.No. 1.3)		Experience of Executing similar works associated to SDWAN deployment / O&M within the last three years >= 1 & < 5 Purchase orders 5 marks >= 5 & < 10 Purchase orders 10 marks >= 10 Purchase orders 15 marks	We would like to propose a slight modification to the pre qualification requirement for bidders. Recommendation :Experience of Executing similar works associated to SDWAN deployment / O&M within the last three seven years >= 1 & < 5 Purchase orders 5 marks >= 5 & < 10 Purchase orders 10 marks >= 10 Purchase orders 15 marks -> = 1 & < 2 Purchase orders 5 marks >= 2 & < 3 Purchase orders 10 marks >= 4 Purchase orders 15 marks .		Refer the updated QCBS table in the document

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
207	27	Criteria for evaluation and comparison of technical bids. (Sr.No. 1.3)		Experience of Executing similar works associated to SDWAN deployment / O&M within the last three years > = 1 & < 5 Purchase orders 5 marks > = 5 & < 10 Purchase orders 10 marks > = 10 Purchase orders 15 marks	We understand ongoing project shall be considered under this clause. Please clarify our understanding.		Yes The PO where work is in progress will be considered
208	27	Criteria for evaluation and comparison of technical bids. (Sr.No. 1.5)		OEM SDWAN Projects in in last Three Year as on bid submission date. > = 5 & < 10 Purchase orders of SD WAN Solution : 4 Marks > = 10 & < 15 Purchase orders of SD WAN Solution : 8 Marks > = 15 Purchase orders of SD WAN Solution : 11 Marks	We understand this clause should be meet and qualify by proposed OEM. Please clarify		Yes For this clause we will evaluate the OEM credentials based on the no. of purchase order they have executed for SDWAN Hardware and associated security

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
209	15			Implementation Requirement: Bidder to consider OEM Implementation services while submitting the commercial Proposal. Design & Implementation for proposed entire SDWAN solution should be done by OEM Person only.	Since it is only hardware supply bid, allow bidder or its authorised partners to carryout the implementation.		No change
210	40			The centralized management solution shall have NMS capabilities and must support network wide device and network visibility for all the devices in the scope of the SDWAN solution. The NMS should be configured to monitor all the links terminated on the devices irrespective of the type of link (MPLS, broadband, LTE, Internet etc.).	Do you need NMS implementation in GMDC premise or NMS can be hosted in ISP/ cloud and subscription based access can provide to GMDC.		NMS will be hosted in the cloud and bidder needs to provide Subscription based access to GMDC

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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
211	41			In the proposed SD WAN solution, it should be possible to have control and data communication on two different paths	Do you need separation of control and data planes.		This is a feature of the Software Defined product
212	42			The proposed SD WAN solution should allow automatic/dynamic tunnels to be created without manually configuring any static overlays from project devices to Hub locations.	The tunnels will be always on even when there is no traffic. Hope it is okay.		Yes
213	42			In the SD WAN solution, the tunnel/VRF creation should be automatic & dynamic without any manual configuration on the edges and the controller.	The tunnels will be always on even when there is no traffic. Hope it is okay. These are not dynamic tunnels .		Yes

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
214	45			SD-WAN hardware should be a hardened appliance of OEM running SD-WAN firmware on it and OEM should test function and scale parameters along with hardware and software together	Allow bidder to provide any x86 based processing device as SDWAN hardware and SDWAN software to be loaded on to this device by SDWAN OEM.		No change
215	46	Hardware and Software specifications SDWAN EQUIPMENTS		OS Certification • Operating System should be tested and certified for EAL 3/NDPP or above under Common Criteria Certification	These are vendor specific. Request amendment to following: OS Certification • Operating System should be tested and certified for EAL 3/NDPP OR Equivalent or above Certification		Please consider revised specification as below : OS Certification Operating System should be tested and certified for EAL 3/NDPP or Certified by Equivalent OS test bed parameters under Common Criteria Certification
216	100			Specifications of 5 KVA Online UPS with 1 Hr Backup with Lithium Battery	Pls allow for other reputed OEMS well like Numeric, Fuji Electric etc.		No change

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
				MAKE UPS: APC by Schneider, VERTIV, ABB MAKE BATTERIES: SAMSUNG, LG, PANASONIC, TOSHIBA			
217	102			INDOOR 42U AC RACKS SPECIFICATIONS FOR DATA CENTER SITE MAKE: RITTAL, VERTIV, HOFFMAN AND APC by SCHNEIDER	Since you have mentioned the specifications, do not restrict to a few vendors only.		Please refer the updated make details in Technical Specification change table You can offer Racks from RITTAL, VERTIV and APC by SHCNEIDER
218	29			Signing of Contract, Service Level Agreement and Non-Disclosure Agreement (NDA)	If there is any format please share of our validation		Please refer Section 9 Annexure XII.

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
219	30			Service Level Requirements (SLA)	Requesting Customer to please add exclusions to Service Levels as follows:Service availability Percentage, Network Latency, Network Packet Loss, Jitter and MT Repair measurements do not include Downtime resulting in whole or in part from one or more of the following causes:i. Any act or omission on the part of the Customer including but not limited to failure to notify the Customer care Desk of RJIL through the process defined by RJIL of a Service Disruptionii. The failure of Last Mile Access (Fixed Line / wireless) obtained from third party that is not provided or managed by Company.iii. The failure of		No change

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
					Customer's applications, equipment, or facilities including any third party equipmentiv. Refusal by Customer to allow testing or repair of Service or Service Equipment and use by Customer of the Service on an impaired basis, including refusal to allow access to Customer Premises to the Company personnel, v. Customer not providing stable power and the other infrastructure required for Service Equipment and/or CPEvi. Events or occurrences that result in "No problem Found" Troubleshootsvii. Troubleshoot Tickets associated with new installations or upgradesviii. Customer initiated change request in		

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
					the service while the change request is under progress.ix. Planned repairs, modifications or maintenance notified to Customer in advance, x. Unauthorized changes to Service Equipment or CPE made by Customer without notifying the Company, xi. Suspension of Service by the Company xii. Force Majeure Events, xiii. Customer scheduled maintenance,		
220	36	Termination for convenience:		Service Level requirements will be necessarily	We request not to surrender /terminate the links for convenience.		No change

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
221	36	Risk purchase:		If successful bidder fails to cure the breach in the agreed duration and accept its inability to correct, GMDC may terminate the part of the contract that is breached and employ a third party to do the work at the risk & cost of successful bidder. The successful Bidder shall not be liable for any compensation for the work executed this way. The successful bidder shall execute the balance part of work as agreed under the contract	Please let us know how would be other service provider selected. Further what is max capping for Risk Purchase ?		The maximum Risk Purchase will not exceed the contract value

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
222	36			Foreclosure: In case of any necessity arising due to working conditions or any unforeseen reason not in the control of the GMDC or any reason whatsoever GMDC shall be at liberty to Fore close the contract without assigning any reasons or notice there for. For this no compensation will be payable to the successful bidder	We request not to surrender /terminate the links for convenience.		No change
223	137	ANNEUXRE X Contract Agreement Draft		ANNEUXRE X Contract Agreement Draft	Considering the nature of services, Customer Application from(CAF) which is a regulatory documents shall be executed by Customer. Hence the CAF shall form part of the Contract documents and shall prevail for regulatory terms and related		No change

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
					compliance. Trust this is acceptable ?		
224	143	3.3 Confidentiality		3.3 Confidentiality	We request for mutual confidentiality clause so that both parties information is protected		No change
225	146	4.6 Sub-ISPs		4.6 Sub-ISPs	Certain activities are sub contracted such O&M activities , call center , installation and commission of equipment's, etc. however core telecom services shall never be subcontracted		No change
226	150	10 OWNERSHIP OF PROJECT		10 OWNERSHIP OF PROJECT	The provision of clause shall not be applicable considering the nature of services		No change
227	153	ANNEXURE XI Non-Disclosure Agreement (NDA) Draft		NON - DISCLOSURE AGREEMENT	We request for mutual confidentiality agreement so that both parties information is protected		No change

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
228	156	ANNEXURE XI Non-Disclosure Agreement (NDA) Draft		4.2 The duration of time for which the Receiving Party shall maintain received Confidential Information in confidence in accordance with the covenants herein shall end ten (10) years following the date of the expiration or early termination of the Term (the "Confidentiality Period").	We request that the survival period shall be for 3 years post termination or expiry of the Agreement		No change
229	Additional	Additional		Documents to be executed by Customer	The Provision of services by the bidder and use of the same by the Customer will be as per T&C of the unified license , in compliance with applicable laws. 2. Customer shall execute documents as may be required for subscribing to the services in compliance with regulatory requirement.		No change This is not a connectivity Requirement. It is a system integration job

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
230	27	1.2		No. of Certified Personals for SDWAN services.	Which Certification is sought under this clause, The Networking Certifications may be specified	The Networking Certifications sought under the works of this tender may be clarified	Clause stands deleted Please refer the updated QCBS table in the document
231	21	Consortium / Joint Venture:		Consortium / Joint Venture are not allowed.	Consortium for maximum two members may be allowed	TCIL is a wholly owned Government of India Public Sector Enterprise under the administrative control of DOT. TCIL has been undertaking various projects in all fields of telecommunications and information technology and also continuously deploying new technologies in the field of Telecom Software, Switching and Transmission Systems, Cellular Services, Rural Telecommunications, Optical Fibre based Backbone Transmission	No change

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
						Systems etc .Consortium may be allowed so that we can bring in SDWAN related expertise in addition to our experience of Setting up WAN networks pan India.	
232	27	1.3		Experience of Executing similar works associated to SDWAN deployment / O&M within the last three years	Definition of similar works	Similar works shall include Setting up of WAN	Works related to installation and O&M of SDWAN devices
233	27	2		Policy frameworks etc.	Please Clarify what policy frameworks		Policy frameworks for Security architecture

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
234	26	QCBS (Quality cum Cost Basis Selection)		QCBS (Quality cum Cost Basis Selection)	As the architecture and required Hardware with locations is already proposed, two bid system with L1 Evaluation Criteria is proposed	QCBS method is generally used in case of Consultancy Assignments. As the hardware and location where SDWAN is to be deployed is already specified in the tender, it broadly falls under SITC category thus L1 Evaluation method should be used.	No change
235	18	SECTION 4 – PRE-QUALIFICATION CRITERIAS, Point No. 4		Experience of Executing similar works associated to WAN deployment, management & Monitoring of WAN solution and associated O&M in India within the last three years.	We understand the RFP is for SDWAN and In Technical evaluation you have asked for the experience of SDWAN hence Humbly requesting a confirmation if this is a Typo or you need bidder with WAN experience also and not only of SDWAN.		Yes WAN experience for PQ SDWAN experience for QCBS

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
236	27	1.3		Experience of Executing similar works associated to SDWAN deployment / O&M within the last three years	Markings are kept on number of projects however marking should be kept on value of the projects as well. i.e. order value of 1-5 Cr, 5 to 10 Cr and 10-25 Cr.	This will help the bidders to score higher markings who has got less projects but values are more than few hundred crores.	No change
237	95	SPECIFICATON FOR NETWORK SWITCHES		MAKE: SAME OEM FROM WHICH SDWAN PRODUCTS ARE OFFERED OR FROM GARTNER'S LEADERS	Our understanding is that the OEM who complies to SDWAN solution, by default complies in the network switches specifications as well. Please confirm.		We have offered the pool of brands and bidder to select the OEM from the offered pool based on the compliance checks
238	99	Specifications of UPS for Remote Sites		MAKE UPS: APC by Schneider, VERTIV, ABB MAKE BATTERIES: SAMSUNG, LG, PANASONIC, TOSHIBA	Our understanding is that the OEM mentioned here, by default complies to the given specifications. Please confirm.		We have offered the pool of brands and bidder to select the OEM from the offered pool based on the compliance checks.
239	102	Specifications of AC racks for DC and remote sites		MAKE: RITTAL, VERTIV, HOFFMAN AND APC by SCHNEIDER	Our understanding is that the oem mentioned here, by default complies to the		Please refer to the response given in point no. 238

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
					given specifications. Please confirm.		
240	113	Workstation and LFDs		SPECIFICATIONS FOR WORKSTATION HP/DELL + LFD'S - SAMSUNG/SONY/PANASONIC/LG	Our understanding is that the oem mentioned here, by default complies to the given specifications. Please confirm.		Please refer to the response given in point no. 238
241	116	Specifications of Stabilizers		MAKE: BELTRONICPOWER, AUTOMATIC ELECTRIC, JINDAL RECTIFIERS, HEMA ELECTRIAL	Our understanding is that the oem mentioned here, by default complies to the given specifications. Please confirm.		Please refer to the response given in point no. 238
242	75	SPECIFICATION FOR ENTERPRISE MANAGEMENT SYSTEMS FOR IT ASSET MANAGEMENT, MONITORING, SLA COMPLIANCE		MAKE: MANAGEENGINE, EVEREST, MOTADATA, BMC REMEDIES, SERVICE NOW, HP, IBM, SOLARWINDS	Our understanding is that the oem mentioned here, by default complies to the given specifications. Please confirm.		Please refer to the response given in point no. 238

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
		AND IT SERVICE MANAGEMENT					
243	118	Minimum Number of Resources			Resource cost is not reflecting in price bid hence requesting you to add the same.		Refer Page no. 112 and 113 of the bid. The details of the resources are given. You need to consider the cost accordingly and offer the same under the NOC head
244	119	Note		In addition to providing services as per the above-mentioned service window, the bidder is required to provide services on Sundays /Holidays in case of urgent requirement of the GMDC without any extra cost.	GMDC must pay a fix amount per visit to justify the ask for resources outside defined timelines.	This is to ensure that the resources are called for a genuine urgency.	Not accepted
245	15	Project Implementation Timeline		Tentative Time in Weeks - 12 weeks from Issue of PO	Request SITC timelines to be increased to 15 Weeks.	This is a prestigious project hence it is important that the SITC is done in a proper professional manner	Please refer the response in point no. 198

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
						without any haste. Hence we have a humble request to increase the timelines from 12 weeks to 15 Weeks.	
246	15	Implementation Requirement		Bidder to consider OEM Implementation services while submitting the commercial Proposal. Design & Implementation for proposed entire SDWAN solution should be done by OEM Person only.	Please allow bidder to manage the same.	In Technical Evaluation criteria you have asked for Certified Personals for SDWAN services. This means that whosoever bidder bids has qualified resources to deliver SDWAN hence bidder should be allowed to manage the Implementation.	No change

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
247	31	NA		SLA for Network Equipment (SD-WAN) at CO-Ahmedabad, RO-Bhubaneshwar and OCI (Mumbai / Hyderabad) *: Classification CO-Ahmedabad, RO-Bhuvneshwar, OCI-Mumbai & Hyderabad Response Time (#) T 10 Minutes Resolution Time (#) R Within 4 hours from the time of logging incident	We request you to please amend this clause as - Response Time (#) T 30 Mins Resolution Time (#) R Within 24 Hrs from the time of logging incident		No change
248	40	NA		Reports & Analytics - Report export formats: csv, pdf, xlsx, email notification. Should also have provision to integrate with SMS & Email gateway.	Please provide existing deployed SMS gateway details		Will be shared with the qualified bidders.

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
249	18	SECTION 4 - Point No. 4		Experience of Executing similar works associated to WAN deployment, management & Monitoring of WAN solution and associated O&M in India within the last three years. Two Purchase orders of WAN Solution with Minimum 10 Sites in single Order costing not less than 1 Cr value each	We request you to please amend this clause as Two purchase orders with minimum 10 sites in single Order costing not less than 50 lakhs value each.		Please refer the response in point no. 200
250	33	NA		Payments terms - For Material Supply - • 80% against receipt of material post inspection and Certification of GMDC/TPA personnel for Installation, • 20% post Installation, Go Live and Acceptance Test	We request you to please keep the payment terms for Supply as - 100% against receipt of material post inspection and Certification of GMDC/TPA personnel. As we need to give 100% payment to the OEM against the delivery.		No change

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
251	11	SECTION – 2 PROJECT BRIEF AND DETAILS		Project Implementation Timeline Post release of the Workorder to the successful Bidder selected by the bidding process the successful Bidder should complete the entire project on turnkey basis within 12 weeks times which includes Supply, Installation, Testing and Commissioning of all the links including configuration of SD WAN devices etc.	We request you to please amend this clause as - Post release of the Workorder to the successful Bidder selected by the bidding process the successful Bidder should complete the entire project on turnkey basis within 20 weeks times which includes Supply, Installation, Testing and Commissioning of all the links including configuration of SD WAN devices etc.		Please refer the response in point no. 198
252	18	4		Experience of Executing similar works associated to WAN deployment, management & Monitoring of WAN solution and associated O&M in India within the last three years.	(As you already mentioned in page No-27, line item 1.3 that SDWAN / O&M Deployment) Request for increase "one year" in Experience	Experience of Executing similar works associated to WAN deployment, management & Monitoring of WAN solution"/ "associated O&M in India within the last "Four" years.	Please refer the response in point no. 200

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
				Two Purchase orders of WAN Solution with Minimum 10 Sites in single Order costing not less than 1 Cr value each			
253	18	5		The bidder should have overall average annual turnover of at least INR 50 Crore(Turnover from System Integration Business) in last 3 financial years (FY2021, FY 21-22, FY 22-23).	Request for Change Turn Over Criteria	We request to you Please change the Turnover Criteria each year's 30 Cr . Also As per Government Guide line in 19-20, 20-21, Department of Finance Government of Gujarat issued a GR to hold the procurement & same will be affected on our business. So requesting you to ammend the turnover Criteria from 50 Cr to 30Cr average annual Turn over for three years.In Current GIL GEM Tender No: GEM/2023/B/3302292:	Please refer the response in point no. 204

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
						27 Cr. is the minimum average annual financial turnover of the bidder during the last three year for the requirement of 20000 (Twenty thousand) quantity of desktops & 3.75 Cr. average turnover for last three year for 5000 qty of printers and this GIL bid is live as of today.	
254	27	1.1		Annual Turnover (As mentioned in the PQ section revenue earned) > = 50 Crores & < 65 Crores as per the PQ req	Request for Change Turn Over Criteria	Request you to ammend the turnover Criteria from 50 Cr to 30Cr average annual Turnover for three years.	

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
255	27	1.3		Experience of Executing similar works associated to SDWAN deployment / O&M within the last three years	Request for Add - Firewall Deployment / Network Security in bidder's experience criteria	(As per page No.- 27, line items no : 1.5 - already you have asked for OEM's Experience. So request you to please Remove/Replace this clause for bidder or add Firewall Deployment/Network Security in bidder Experience criteria)	No change
					Request for increase "one year" in Experience	Experience of Executing similar works associated to SDWAN/Firewall deployment/Network Security / O&M within the last 04 years	Please refer the response in point no. 206

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
256	124	SECTION -8 PRICED BOQ FOR TECHNICAL DETAILS OF TOOLS, MANPOWER DETAILS 3rd Point in last page of this section		All the passive components like Patch cords/UTP Cables (Fiber +Copper) etc. as per the requirement of installation should be taken in the cost.	>>Need actual qty of Passive component details with quantity which are Need to be install to fulfil the requirement.		Bidder to estimate the qty and add the pricing accordingly in the Priced Bid
257	47	Section 8, Clause VPN/Overlay		Should support• IKEv1, IKEv2, VRF-aware IPsec, IPsec over IPV6, Hardware-accelerated DES, 3DES, AES 128, AES 192, and AES 256 from day 1.	Request to modify the clause as below:Should support• IKEv1, IKEv2, VRF-aware IPsec, IPsec over IPV6, software /Hardware-accelerated DES, 3DES, AES 128, AES 192, and AES 256 from day 1.	SD-WAN solution derives all the functionality using software features and is not dependent on any hardware type. Hence request to allow software/hardware based features	Please refer the response in Point no. 117

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
258	48	Section 8, SD-WAN Services		Basic path optimization with <ul style="list-style-type: none"> • FEC and packet duplication, • App QoE • RBAC by VPN 	Need more clarity on use case for path optimization with "App QoE" and "RBAC by VPN"	App QoE usually gives application performance experience and ranking while RBAC is related to restricted access to users for specific roles. Please clarify how these will be used for path optimization or traffic steering	Please refer the response in Point no. 69
259	54	Section 8, SPECIFICATION FOR SDWAN VIRTUAL APPLIANCE TO BE PROVISIONED AT OCI, Clause VPN/Overlay		Should support <ul style="list-style-type: none"> • IKEv1, IKEv2, VRF-aware IPsec, IPsec over IPV6, Hardware-accelerated DES, 3DES, AES 128, AES 192, and AES 256 from day 1. 	Request to modify the clause as below: Should support <ul style="list-style-type: none"> • IKEv1, IKEv2, VRF-aware IPsec, IPsec over IPV6, software/Hardware-accelerated DES, 3DES, AES 128, AES 192, and AES 256 from day 1. 	SD-WAN solution derives all the functionality using software features and is not dependent on any hardware type. Hence request to allow software/hardware based features	Please refer the response in Point no. 119

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
260	60	Section 8, SPECIFICATION FOR SDWAN DEVICES TO BE INSTALLED AT PROJECT SITES AND REMOTE OFFICES, clause Ethernet Interfaces		Minimum 8 1G Copper WAN other than Heartbeat and Management port.	There will be 2 Hardware devices deployed at each project site/remote office. The requirement of 8x1 G copper ports is on each CPE or combined capacity of both CPEs together ?	Can OEM suggest 2 CPEs each having 6 x 1G copper ports to meet this requirement ? 4 WAN/LAN ports + 1 Heartbeat/HA port + 1 management port on each CPE	Please refer the response in point no. 14.
261	61	Section 8, SPECIFICATION FOR SDWAN DEVICES TO BE INSTALLED AT PROJECT SITES AND REMOTE OFFICES, Clause VPN/Overlay		Should support• IKEv1, IKEv2, VRF-aware IPsec, IPsec over IPV6, Hardware-accelerated DES, 3DES, AES 128, AES 192, and AES 256 from day 1.	Request to modify the clause as below:Should support• IKEv1, IKEv2, VRF-aware IPsec, IPsec over IPV6, software /Hardware-accelerated DES, 3DES, AES 128, AES 192, and AES 256 from day 1.	SD-WAN solution derives all the functionality using software features and is not dependent on any hardware type. Hence request to allow software/hardware based features	Please refer the response in Point no. 121

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
262	70	Hardware and Software specifications for SDWAN MANAGEMENT, MONITORING, REPORTING AND ANALYTIC MODULE		should be able to create customized single console dashboard for the monitoring all links, all appliances.	Request to modify the clause as below: should be able to create customized have single console dashboard for the monitoring all links, all appliances.	The solution does provide single console dashboard for monitoring all links, devices, central infrastructure, etc. However, customization may not be possible since this is a pure-play SDWAN solution which cannot match a full-fledged NMS solution	Please refer the response in Point no. 122
263	70	Hardware and Software specifications for SDWAN MANAGEMENT, MONITORING, REPORTING AND ANALYTIC MODULE		the software defined controller must be able to monitor and report top applications by usage across all project locations, in a project location along with the data rate and flow usage. This data must be stored by the controller for a minimum of 1 year.	Request to modify the clause as below: the software defined controller must be able to monitor and report top applications by usage across all project locations, in a project location along with the data rate and flow usage. This data must be stored by the controller for a minimum of 1-year 90 days. Data for upto 1	Storing the data for 1 year may have impact on performance of the analytics engine while fetching the reports. It is highly recommended to store the logs for upto 90 days on analytics whereas archive the older logs which can be retrieved later, if required.	Please refer the response in Point no. 123

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
					year must be archived in external storage and may be used later for creating consolidated reports.		
264	71	Hardware and Software specifications for SDWAN MANAGEMENT, MONITIRING, REPORTING AND ANALYTIC MODULE		should provide analysis of network traffic patterns over months, days, or minutes by drilling down. The proposed SD WAN solution should be able to map the traffic, IP address, and MAC of each host on the network, allowing for easy identification of each host and the traffic in the network.	Request to modify the clause as below:should provide analysis of network traffic patterns over months, days, or minutes by drilling down. The proposed SD WAN solution should be able to map the traffic, IP address, and MAC of each host on the network, allowing for easy identification of each	SDWAN solution can generally identify the end host IP address, device type, etc and can be integrated with NAC solution as per requirement. However, there is no reporting of MAC address of the end host from where user is connecting. Request to modify the clause	Please refer the response in Point no. 124

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
					host and the traffic in the network.		
265	72	Hardware and Software specifications for SDWAN MANAGEMENT, MONITIRING, REPORTING AND ANALYTIC MODULE		solution must be capable of exporting traffic statistics to Net Flow, excel, text file, etc.	Request to modify the clause as below: solution must be capable of exporting traffic statistics to Net Flow, excel, text file , etc.	exporting the logs to netflow collectors or excel or pdf files is supported, text file is not a recommended method to export such logs.	Please refer the response in Point no. 125

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
266	73	Hardware and Software specifications for SDWAN MANAGEMENT, MONITIRING, REPORTING AND ANALYTIC MODULE		should come with license/subscription of Security Automation Service to enable further automation for incident response with enhanced monitoring and escalation, built-in incident management workflows, connectors, playbooks	Request to remove this clause.	The requested functionality is not related to SDWAN solution and such features are typically part of dedicated Network monitoring systems (NMS solutions). Request to remove the clause from SDWAN analytics	Please refer the response in Point no. 126
267	73	Hardware and Software specifications for SDWAN MANAGEMENT, MONITIRING, REPORTING AND ANALYTIC MODULE		Should facilitate Analytics with event correlation and real-time detection across all logs, with Indicators of Compromise (IOC) service and detection of advanced threats	Request to remove this clause.	The requested functionality is not related to SDWAN solution and such features like event correlation, IOC, etc are typically part of dedicated Network monitoring systems (NMS solutions). Request to remove the clause from SDWAN analytics	Please refer the response in Point no. 127

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
268	73	Hardware and Software specifications for SDWAN MANAGEMENT, MONITIRING, REPORTING AND ANALYTIC MODULE		should support automation driven analytics need for providing full visibility of network devices, systems, and users, with correlated log data for threat intelligence and analysis of real-time and historical events	Request to remove this clause.	The requested functionality is not related to SDWAN solution and such features like log correlation etc are typically part of dedicated Network monitoring systems (NMS solutions). Request to remove the clause from SDWAN analytics	Please refer the response in Point no. 128
269	73	Hardware and Software specifications for SDWAN MANAGEMENT, MONITIRING, REPORTING AND ANALYTIC MODULE		With automation driven analytics the team will have access to correlated views and reports that will provide deep insights with context and meaning of network activity, risks, vulnerabilities, attack attempts, and investigation of operational anomalies with monitoring of sanctioned and	Request to remove this clause.	The requested functionality is not related to SDWAN solution and such features like log correlation etc are typically part of dedicated Network monitoring systems (NMS solutions). Request to remove the	Please refer the response in Point no. 129

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
				unsanctioned user activity for SaaS applications		clause from SDWAN analytics	
270	73	Hardware and Software specifications for SDWAN MANAGEMENT, MONITORING, REPORTING AND ANALYTIC MODULE		The analyzer should provide around 50+ Templates for building Custom reports and should have around 1500+ ready to use datasets, charts and macros for analysing Secure SD-WAN, VPN, network anomaly detection, threat assessments, 360 Security Reviews, situational awareness, self-harm and risk indicators	Request to remove this clause.	The requested functionality is not related to SDWAN solution and such features are typically part of dedicated Network monitoring systems (NMS solutions). Request to remove the clause from SDWAN analytics	Please refer the response in Point no. 130

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
271	74	Hardware and Software specifications for SDWAN MANAGEMENT, MONITIRING, REPORTING AND ANALYTIC MODULE		The data of these reports for purpose of flexible viewing by the stakeholders can be exported to PDF, HTML, CSV, XML, and JSON. Other that this if any other formats are supported the bidder should mention the same.	Request to remove this clause.	The requested functionality is not related to SDWAN solution and such features are typically part of dedicated Network monitoring systems (NMS solutions). Request to remove the clause from SDWAN analytics	Please refer the response in Point no. 131
272	146	Clause no: 4.6		Sub-MSPs: Sub-contracting is not permitted as per the clause mentioned in the RFP.	Request to remove this clause.		No changes
273	35	Penalties during the O&M Period		Penalties during the O&M Period	Request to remove this clause.	Request to reduce the penalties amount to Rs. 100/-per day for resolution and max up to 0.5% of Quarterly bill.	No change

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
274	40	Reports & Analytics		Report export formats: csv, pdf, xlsx, email notification. Should also have provision to integrate with SMS & Email gateway.	Logging / Reporting solution send the alerts via email notifications. However the Email-Alerts to integrate with to your SMS service through email-to-SMS gateway. This way SMS alerts can be configurable. Request you to please consider this change request.	Report export formats: csv, pdf, xlsx, email notification. Should also have provision to integrate with Email / SMS.	Please refer the response in Point no. 23
275	41	SDWAN General Specifications -Controller / Management Engine / Orchestrator		All the routing information from the edge devices and distributes route prefixes, encryption key to all Edges. The controller/ manager / orchestrator shall maintain centralized routing table, controls route advertisement as per policy, creates end to end segments on network, instructs data plane to change traffic flow as per the defined policy.	Every OEM has its own unique approach to designing solutions and architectures. OEM, a leader in the SD-WAN market according to Gartner, stands out with its unique and unbeatable solution design. OEM Secure SD-WAN offers a centralized controller-less architecture, where each edge device maintains	All the routing information from the edge devices and distributes route prefixes, encryption key to all Edges. Routing information shall be distributed as per the SD-WAN architecture either maintain at Edge device or centralized controller/Manager, creates end to end segments on network,	Please refer the response in Point no. 24

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
				Controller/ manager / orchestrator shall be available in virtual form factor and should provide Active-Active instances across DC and DR.	control-plane autonomy at the branch edge. This means that the solution does not require a centralized or cloud-based controller to manage control-plane operations for application steering. Instead, each FortiGate edge device operates independently, evaluating the efficacy of available paths and selecting the most appropriate path for applications to traverse the WAN. This selection could be an overlay interface (IPsec) or an underlay interface (MPLS, DIA)	instructs data plane to change traffic flow as per the defined policy. Controller shall be available in either physical/virtual form factor and should provide Active-Active instances across DC and DR.	

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
276	42	SDWAN General Specifications -Controller / Management Engine / Orchestrator		The proposed SD WAN solution should ensure that the virtual private network specific configuration is not to be attached to physical or logical WAN.	Our understanding from this clause is VPN configuration is not tied to a specific physical or logical WAN, but rather it is managed by the SD-WAN solution itself. If it corrects then not require any changes.	GMDC needs to confirm their requirement and determine how to achieve this functionality.	Please refer the response in Point no. 06
277	42	SDWAN General Specifications -Controller / Management Engine / Orchestrator		The proposed SD WAN solution should ensure that virtual private network configuration and policy is pre-formed in the controller / manager / orchestrator. The addition of one or more project devices in to the network should not require any changes in the virtual private network configuration in software defined network controller.	Our understanding for the clause is when you add one or more project devices into the network, it should not require any changes in the VPN configuration in the software-defined network controller. If this is the requirement then all the changes in configurations for the new project can be performed from the centralized management solution. So request to make this clause as	The proposed SD WAN solution should ensure that virtual private network configuration and policy is pre-formed in the controller / manager / orchestrator. The addition of one or more project devices in to the network should not require any changes in the virtual private network configuration in software defined network controller/Manager.	Please refer the response in Point no. 26

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
278	42	SDWAN General Specifications -Controller / Management Engine / Orchestrator		The proposed SD WAN solution should allow for internet break out at the local project, centralized location, remote entity (remote location) based on the application and the policy defined in the Central SD WAN controller.	Same as above every OEM have it's way to design. In our architecture policy defined from central management appliance. So request to add Manager in the clause.	The proposed SD WAN solution should allow for internet break out at the local project, centralized location, remote entity (remote location) based on the application and the policy defined in the Central SD WAN controller/Manager.	Please refer the response in Point no. 27
279	44	SDWAN General Specifications -Controller / Management Engine / Orchestrator		SD-WAN Edge Devices should build secure Control plane sessions with Controllers, Orchestration, Management engines and encrypted Data Plane sessions with peer edge devices and forwards actual application traffic in encrypted tunnels.	Proposed SD WAN Solution can be configured to have a separate control plane and data plane per segment. The segregation of the Control Plane from the Data Plane is achieved using the feature 'End-to-End Segmentation over Single Overlay and same can be achieved through Manager.	SD-WAN Edge Devices should build secure Management plane sessions with Controllers/Orchestration/Management engines and encrypted Data Plane sessions with peer edge devices and forwards actual application traffic in encrypted tunnels.	Please refer the response in Point no. 28

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
280	44	SDWAN General Specifications -Controller / Management Engine / Orchestrator		SD-WAN Solution shall support deployment of any kind of topologies such as full- mesh, hub- spoke and partial mesh or any arbitrary topology. It should be possible to change network topology only by pushing policy from central controller and shall not require any device-by-device configurations	In our solution through our Manager centralized configuration can be pushed	SD-WAN Solution shall support deployment of any kind of topologies such as full- mesh, hub-spoke and partial mesh or any arbitrary topology. It should be possible to change network topology only by pushing policy from central controller/Manager and shall not require any device by device configurations	Please refer the response in Point no. 29
281	45	Hardware and Software specifications for SDWAN Device at CO, Ahmedabad 1.5)		All hardware for SDWAN and Switching should be preferably from same OEM or from Gartner's Leader	We strongly recommend for optimal performance, both the Hub and Branch CPE devices should be equipped with hardware and software exclusively provided by the same SD-WAN OEM. Additionally, comprehensive TAC support for both the	The Hub and Branch CPE device should have the hardware and software supplied by the same SDWAN OEM and the TAC support for both hardware and software should be by the same SDWAN OEM.	Please refer the response in Point no. 30

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
					hardware and software must be sourced from the same SD-WAN OEM. (No third party HW or Software should be part of solution)		
282	47	Hardware and Software specifications SDWAN EQUIPMENTS (QoS)		<p>Should support the following QOS Features</p> <ul style="list-style-type: none"> • like LLQ, WFQ, PBR, Class of service, Real-Time Transport Protocol (RTP) header compression, DiffServ & HQoS • Traffic shaping based on bandwidth limits per application and WAN link, rate limits per application and WAN link, • prioritization of application traffic per WAN link, marking/remarking DSCP bits for influencing traffic QoS on egress 	This clause currently supports a specific OEM. Please consider revising this clause to allow participation from other Gartner Leader OEMs.	<p>Should support the following QOS Features</p> <ul style="list-style-type: none"> • like PBR, Class of service, DiffServ • Traffic shaping based on bandwidth limits per application and WAN link, rate limits per application and WAN link, • prioritization of application traffic per WAN link, marking/remarking DSCP bits for influencing traffic QoS on egress 	Please refer the response in Point no. 31

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
RFP No. GMDC/CO/IT/SDWAN/01/23-24



PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
				devices • application steering based on ToS marking		devices, • application steering based on ToS marking	
283	51	Cloud Integration of SDWAN Device for security Purposes		SD-WAN solution should have API based automation with simple step by step automated workflows to integrate with Cloud security solution providers s like Umbrella SIG / Zscaler / equivalent using IPSEC/GRE tunnels in future whenever required.	This clause currently supports a specific OEM. Please consider revising this clause to allow participation from other Gartner Leader OEMs.	SD-WAN solution should support of API to integrate with third-party orchestration and management systems.	Please refer the response in Point no. 32
284	51	Safety Standards Compliance		SD WAN Device shall conform to UL 60950 or IEC 60950 or CSA 60950 or EN 60950 Standards for Safety requirements of Information Technology Equipment.	OEM supports most safety standards for Information Technology Equipment requirements.	SAFETY: IEC 62368-1:2014, 2nd Ed. EN 62368-1:2014 + A11:2017 IEC 62368-1:2018, 3rd Edition EN 62368-1:2020+A11:2020 , RoHS -EN IEC	Please refer the response in Point no. 33

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
						63000:2018/ EN 50581:2012	
285	51	EMC Compliance		SD WAN Device shall conform to EN 55022 Class A/B or CISPR22 Class A/B or CE Class A/B or FCC Class A/B Standards for EMC (Electro Magnetic Compatibility) requirements.	OEM supports most safety standards for Information Technology Equipment requirements.	EN 55032:2015 + A11:2020, Class B EN 55035:2017 + A11:2020 EN 61000-3-2:2019 EN 61000-3-3:2013 + A1:2019	Please refer the response in Point no. 34
286	51	Operating temperature		0° to 55° C / 32° to 131° F	The proposed temperatures are more applicable to harsh environments like plants and factories. Since this Request for Proposal (RFP) is for SD-WAN for IT infrastructure, ideally, room temperature should be the best criteria. I request you to change the operating temperature from 0°C to 40°C.	Request to allow 32°F to 104°F (0°C to 40°C)	Please refer the response in Point no. 35

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
287	51	Operating relative humidity		5% to 85% at 40° C	The proposed temperatures are more applicable to harsh environments like plants and factories. Since this Request for Proposal (RFP) is for SD-WAN for IT infrastructure, ideally, room temperature should be the best criteria. I request you to change the Operating relative humidity 10% to 90% non-condensing	Request to allow 10% to 90% non-condensing	Please refer the response in Point no. 36

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
288	55	QoS		Should support the following QoS Features• like LLQ, WFQ, PBR, Class of service, Real-Time Transport Protocol (RTP) header compression, DiffServ & HQoS• Traffic shaping based on bandwidth limits per application and WAN link,rate limits per application and WAN link,• prioritization of application traffic per WAN link, marking/remarking DSCP bits for influencing traffic QoS on egress devices• application steering based on ToS marking	This clause currently supports a specific OEM. Please consider revising this clause to allow participation from other Gartner Leader OEMs.	Should support the following QoS Features• like PBR, Class of service, DiffServ • Traffic shaping based on bandwidth limits per application and WAN link,rate limits per application and WAN link,•prioritization of application traffic per WAN link, marking/remarking DSCP bits for influencing traffic QoS on egress devices,•application steering based on ToS marking	Please refer the response in Point no. 31

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
289	58	Cloud Integration of SDWAN Device for security Purposes		SD-WAN solution should have API based automation with simple step by step automated workflows to integrate with Cloud security solution providers s like Umbrella SIG / Zscaler / equivalent using IPSEC/GRE tunnels in future whenever required.	This clause currently supports a specific OEM. Please consider revising this clause to allow participation from other Gartner Leader OEMs.	SD-WAN solution shoud support of API to integrate with third-party orchestration and management systems.	Please refer the response in Point no. 32

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
290	61	QoS		Should support the following QoS Features• like LLQ, WFQ, PBR, Class of service, Real-Time Transport Protocol (RTP) header compression, DiffServ & HQoS• Traffic shaping based on bandwidth limits per application and WAN link,rate limits per application and WAN link,• prioritization of application traffic per WAN link, marking/remarking DSCP bits for influencing traffic QoS on egress devices• application steering based on ToS marking	This clause currently supports a specific OEM. Please consider revising this clause to allow participation from other Gartner Leader OEMs.	Should support the following QoS Features• like PBR, Class of service, DiffServ • Traffic shaping based on bandwidth limits per application and WAN link,rate limits per application and WAN link,•prioritization of application traffic per WAN link, marking/remarking DSCP bits for influencing traffic QoS on egress devices,•application steering based on ToS marking	Please refer the response in Point no. 31

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
291	65	Cloud Integration of SDWAN Device for security Purposes		SD-WAN solution should have API based automation with simple step by step automated workflows to integrate with Cloud security solution providers s like Umbrella SIG / Zscaler / equivalent using IPSEC/GRE tunnels in future whenever required.	This clause currently supports a specific OEM. Please consider revision for this clause to allow participation from other Gartner Leader OEMs.	SD-WAN solution should support of API to integrate with third-party orchestration and management systems.	Please refer the response in Point no. 32
292	65	Safety Standards Compliance		SD WAN Device shall conform to UL 60950 or IEC 60950 or CSA 60950 or EN 60950 Standards for Safety requirements of Information Technology Equipment.	OEM supports most safety standards for Information Technology Equipment requirements.	SAFETY:IEC 62368-1:2014, 2nd Ed.EN 62368-1:2014 + A11:2017IEC 62368-1:2018, 3rd EditionEN 62368-1:2020+A11:2020 , RoHS -EN IEC 63000:2018/ EN 50581:2012	Please refer the response in Point no. 33

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
293	65	EMC Compliance		SD WAN Device shall conform to EN 55022 Class A/B or CISPR22 Class A/B or CE Class A/B or FCC Class A/B Standards for EMC (Electro Magnetic Compatibility) requirements.	OEM supports most safety standards for Information Technology Equipment requirements.	EN 55032:2015 + A11:2020, Class B EN 55035:2017 + A11:2020 EN 61000-3-2:2019 EN 61000-3-3:2013 + A1:2019	Please refer the response in Point no. 34
294	65	Operating temperature		0° to 55° C / 32° to 131° F	The proposed temperatures are more applicable to harsh environments like plants and factories. Since this Request for Proposal (RFP) is for SD-WAN for IT infrastructure, ideally, room temperature should be the best criteria. I request you to change the operating temperature from 0°C to 40°C.	Request to allow 32°F to 104°F (0°C to 40°C)	Please refer the response in Point no. 35

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
295	65	Operating relative humidity		5% to 85% at 40° C	The proposed temperatures are more applicable to harsh environments like plants and factories. Since this Request for Proposal (RFP) is for SD-WAN for IT infrastructure, ideally, room temperature should be the best criteria. I request you to change the Operating relative humidity 10% to 90% non-condensing	Request to allow 10% to 90% non-condensing	Please refer the response in Point no. 36
296	71	SPECIFICATIO N FOR CENTRALIZED MANAGEMEN T, MONITORING, ORCHESTRATI ON AND ANALYTIC DEVICES FOR SDWAN		Receiver or log collection component must store the data locally if communication with centralized controllers is unavailable. The minimum holding period shall be of 10 days.	In our solution edge devices sending real-time logs to the FortiAnalyzer solution. In case we loose connection from central analyzer/manager respective CPE appliance will hold the logs based on the appliance internal available memory which	Please consider revision for this clause to allow participation from other Gartner Leader OEMs.	Please refer the response in Point no. 47

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
		MANAGEMENT, MONITORING AND ANALYSIS				could be very based on the logs volume on branch.	
297	71	SPECIFICATION FOR CENTRALIZED MANAGEMENT, MONITORING, ORCHESTRATION AND ANALYTIC DEVICES FOR SDWAN MANAGEMENT, MONITORING AND ANALYSIS		Should further be able to provide network packet flow diagram to illustrate network communication between multiple application tiers	As the OEM Secure SD-WAN Solution able to provide a logical topology of connected devices. If it is correct understanding then not require any changes.	GMDC needs to confirm its requirements	Please refer the response in Point no. 48

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
298	71	SPECIFICATIO N FOR CENTRALIZED MANAGEMEN T, MONITORING, ORCHESTRATI ON AND ANALYTIC DEVICES FOR SDWAN MANAGEMEN T, MONITORING AND ANALYSIS		Logs must be retained in each individual device for a period of at least six month, with inbuilt capability or with external database where storing for longer duration is possible, depending on size of the data or cloud.	Based on our understanding from this clause, GMDC requires a centralized logging and reporting solution with the capability to retain logs for a minimum of six months. Kindly confirm the deployment, whether it is on-premise or on OCI Cloud.	GMDC needs to confirm its requirements	Please refer the response in Point no. 49
299	72	SPECIFICATIO N FOR CENTRALIZED MANAGEMEN T, MONITORING, ORCHESTRATI ON AND ANALYTIC DEVICES FOR		The device should support minimum one day storage capability.	As per the above clause, you are requested to ensure that the minimum holding period is 10 days. Therefore, this appears to be repetitive.	GMDC needs to confirm its requirements	Please refer the response in Point no. 50

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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
		SDWAN MANAGEMEN T, MONITORING AND ANALYSIS					
300	95	SPECIFICATON FOR NETWORK SWITCHES MAKE: SAME OEM FROM WHICH SDWAN PRODUCTS ARE OFFERED OR FROM GARTNER'S LEADERS		Uplink ports can be used to connect up to eight switches and manage them via a single IP address.	OEM has it's own architecture to manage multiple switches from single IP either via stacking functionality or via Fortigate switch controller and can manage multiple switches from single IP.	Uplink ports can be used to connect up to eight switches and manage them via a single IP address with or without controller.	Please refer the response in Point no. 51
301	95	SPECIFICATON FOR NETWORK SWITCHES MAKE: SAME OEM FROM WHICH		Switch should have internal memory and flash memory that will ensure that switching speeds for a non-blocking architecture are managed in the	Please allow minimum flash with 128MB	Switch should have internal memory and flash memory that will ensure that switching speeds for a non-blocking architecture are	Please refer the response in Point no. 52

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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
		SDWAN PRODUCTS ARE OFFERED OR FROM GARTNER'S LEADERS		designated time frame. The Switch should have 512MB RAM and 256MB Flash		managed in the designated time frame. The Switch should have 512MB RAM and 128MB Flash	
302	95	SPECIFICATON FOR NETWORK SWITCHES MAKE: SAME OEM FROM WHICH SDWAN PRODUCTS ARE OFFERED OR FROM GARTNER'S LEADERS		Shall have minimum IPv4 and IPv6 multicast routes and 1024 IGMP groups	Values asked favouring to specific OEM model. Request for relax clauses with features support	Switch should have support for multicast routes	Please refer the response in Point no. 53

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
303	95	SPECIFICATON FOR NETWORK SWITCHES MAKE: SAME OEM FROM WHICH SDWAN PRODUCTS ARE OFFERED OR FROM GARTNER'S LEADERS		Should have minimum 64 STP instances	Please allow minimum 16	Should have minimum 16 STP instances or Higher	Please refer the response in Point no. 54
304	95	SPECIFICATON FOR NETWORK SWITCHESMAKE: SAME OEM FROM WHICH SDWAN PRODUCTS ARE OFFERED OR FROM		Switch should support 1024 IPv4 multicast routes, IGMP groups and IPv6 multicast groups	Count of the routes is depends on Model to Model for each OEM. Request you to kindly remove specific value and relax this clause	Switch should support IPv4 multicast routes, IGMP groups and IPv6 multicast groups	Please refer the response in Point no. 55

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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
		GARTNER'S LEADERS					
305	96	SPECIFICATON FOR NETWORK SWITCHES MAKE: SAME OEM FROM WHICH SDWAN PRODUCTS ARE OFFERED OR FROM GARTNER'S LEADERS		Must have the capabilities to enable automatic configuration of switch ports as devices connect to the switch for the device type.	Our understating for this clause this is NAC functionality integration. Or specific to OEM smart port functionality .	Suggest to remove this clause	Please refer the response in Point no. 56

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
306	96	SPECIFICATON FOR NETWORK SWITCHES MAKE: SAME OEM FROM WHICH SDWAN PRODUCTS ARE OFFERED OR FROM GARTNER'S LEADERS		Switch should support DHCP, Auto Negotiation, DTP, LACP, UDLD, MDIX, VTP, TFTP, NTP, Per-port broadcast, multicast, Static routing, Layer 2 trace route and unicast storm control.	DTP (Dynamic Trunking Protocol), UDLD (Unidirectional Link Detection), MDIX (Medium Dependent Interface Crossover), and VTP (VLAN Trunking Protocol favouring to specific OEM	Suggest remove this clause.	Please refer the response in Point no. 57
307	97	SPECIFICATON FOR NETWORK SWITCHES MAKE: SAME OEM FROM WHICH SDWAN PRODUCTS ARE OFFERED OR FROM		Switch should support MTBF of more than 20,00,000	Our switch support MTBF >10 years	Switch should support MTBF > 10 years	Please refer the response in Point no. 58

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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
		GARTNER'S LEADERS					
308	97	SPECIFICATON FOR NETWORK SWITCHES MAKE: SAME OEM FROM WHICH SDWAN PRODUCTS ARE OFFERED OR FROM GARTNER'S LEADERS		Switch should have intelligent power management, allows flexible power allocation across all ports. With Perpetual PoE, the PoE+ power is maintained during a switch reload. So that there is no power disruption during a switch reboot.	Our understating the ask clause functionality is for POE switches and aling with specific OEM.	Request remove this clause	Please refer the response in Point no. 59

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
RFP No. GMDC/CO/IT/SDWAN/01/23-24



PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
309	98	SPECIFICATON FOR NETWORK SWITCHES MAKE: SAME OEM FROM WHICH SDWAN PRODUCTS ARE OFFERED OR FROM GARTNER'S LEADERS		Switch support 802.1X with Network Edge Access Topology (NEAT), which extends identity and user distribution, which enables you to load-balance users with the same group name across multiple different VLANs.	Network Edge Access Topology (NEAT) functionality is favouring to specific OEM.	Request remove this clause	Please refer the response in Point no. 60
310	99	SPECIFICATON FOR NETWORK SWITCHES MAKE: SAME OEM FROM WHICH SDWAN PRODUCTS ARE OFFERED OR FROM		Safety certification UL 60950-1 Second Edition, CAN/CSA-C22.2 No. 60950-1 Second Edition, EN 60950-1 Second Edition, IEC 60950-1 Second Edition, AS/NZS 60950-1	OEM supports most safety standards for Information Technology Equipment requirements.	SAFETY:IEC 62368-1:2014, 2nd Ed.EN 62368-1:2014 + A11:2017IEC 62368-1:2018, 3rd Ed.EN IEC 62368-1:2020 + A11:2020	Please refer the response in Point no. 61

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
RFP No. GMDC/CO/IT/SDWAN/01/23-24



PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
		GARTNER'S LEADERS					
311	99	SPECIFICATON FOR NETWORK SWITCHES MAKE: SAME OEM FROM WHICH SDWAN PRODUCTS ARE OFFERED OR FROM GARTNER'S LEADERS		EMC: Emissions certification 47CFR Part 15 (CFR 47) Class A, AS/NZS CISPR22 Class A, CISPR22 Class A, EN55022 Class A, ICES003 Class A, VCCI Class A, EN61000- 3-2, EN61000-3-3, KN22 Class A, CNS13438 Class A EMC: Immunity, certification EN55024 (including EN 61000-4-5), CISPR24, EN300386, KN24	OEM supports most safety standards for Information Technology Equipment requirements.	EMC: EN 55032:2015 + AC:2016, Class A EN 55035:2017 + A11:2020 EN 61000-3-2:2014 EN 61000-3-3:2013	Please refer the response in Point no. 62

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
RFP No. GMDC/CO/IT/SDWAN/01/23-24



PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
312	99	SPECIFICATON FOR NETWORK SWITCHES MAKE: SAME OEM FROM WHICH SDWAN PRODUCTS ARE OFFERED OR FROM GARTNER'S LEADERS		Environmental Reduction of Hazardous Substances (RoHS) including Directive 2011/65/EU	OEM supports most safety standards for Information Technology Equipment requirements.	RoHS2: EN IEC 63000:2018/ EN 50581:2012	Please refer the response in Point no. 63
313	99	SPECIFICATON FOR NETWORK SWITCHES MAKE: SAME OEM FROM WHICH SDWAN PRODUCTS ARE OFFERED OR FROM		Operating Temperature range: -5 to +50 deg C	The proposed temperatures are more applicable to harsh environments like plants and factories. Since this Request for Proposal (RFP) is for SD-WAN for IT infrastructure, ideally, room temperature should be the best criteria. I request you to change the	32°–122°F (0°–50°C)	Please refer the response in Point no. 64

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
RFP No. GMDC/CO/IT/SDWAN/01/23-24



PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
		GARTNER'S LEADERS			operating temperature from (0°–50°C)		
314	18	Section 4 Criteria No. 4 (PRE-QUALIFICATION CRITERIAS)		<p>Experience of Executing similar works associated to WAN deployment, management & Monitoring of WAN solution and associated O&M in India within the last three years.</p> <p>Two Purchase orders of WAN Solution with Minimum 10 Sites in single Order costing not less than 1 Cr value each.</p>	<p>Experience of Executing similar works associated to WAN deployment, management & Monitoring of WAN solution in India within the last three years.</p> <p>Two Purchase orders of WAN Solution with Minimum 10 Sites in single Order costing not less than 1 Cr value each.</p> <p align="center">OR</p> <p>One Purchase orders of WAN Solution with Minimum 20 Sites in single Order costing not less than 2 Cr value each.</p>	For better competition.	Please refer the response in Point no. 200

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
RFP No. GMDC/CO/IT/SDWAN/01/23-24



PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
315	18	Section 4 Criteria No. 5 (PRE-QUALIFICATION CRITERIAS)		The bidder should have overall average annual turnover of at least INR 50 Crore (Turnover from System Integration Business) in last 3 financial years (FY20-21, FY 21-22, FY 22-23).	The bidder should have overall average annual turnover of at least INR 35 Crore (Turnover from System Integration Business) in last 3 financial years (FY20-21, FY 21-22, FY 22-23).	For better competition.	Please refer the response in Point no. 204
316	11			Bidding option for the Bidder The Bidder must bid for all the services and solutions and if the bid is not offered as above then the same will be liable to rejection.	As the product range has variety of items please allow Joint Venture or Consortium so multiple companies can jointly participate	Please allow JV	Please refer the response in Point no. 231 regarding the JV part

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
RFP No. GMDC/CO/IT/SDWAN/01/23-24



PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
317	18		5	FINANCIAL CAPABILITY: The bidder should have overall average annual turnover of at least INR 50 Crore (Turnover from System Integration Business) in last 3 financial years (FY20- 21, FY 21-22, FY 22-23).	As per MANUAL FOR RROCUREMENT OF CONSULTANC & OTHER SERVICES published by Government of India Financial Capability: Average Annual financial turnover of related services during the last three years, ending 31st March of the previous financial year, should be at least 30% (Thirty per cent) of the estimated cost.	Please update turnover criteria siting above.	Please refer the response in Point no. 204
318	19		7	The bidder should submit Manufacturer Authorization Form (MAF) for the following products: SDWAN products, Switching products, UPS and accessories, Racks and accessories	As the product range is very large please allow Joint Venture or Consortium so multiple companies can jointly participate	Please allow JV	Please refer the response in Point no. 231 regarding the JV part

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
319	45		1.2	The OEM should be in the Leadership Quadrant of Latest Gartner Magic Quadrant for SDWAN for the year.	As per guidelines from DOT and the Government of India for promoting Make in India products for Electronics and telecommunication, products should be approved by the Government of India Agency.	Please remove this clause or Replace with Indian Certification	Please refer the response in Point no. 79
320	45		1.4	The appliances/Hardware/Software that is being offered by the SD WAN that is being offered by the SD WANOEM should be MEF 3.0 Certified as per the MEF standards defined. OEM to give the details of the same with supporting from the MEF portal	MEF is a global industry association of network, cloud, and technology providers not a certification agency. It including companies blacklisted by Government of India.	Please remove this clause or Replace with Indian Certification	Please refer the response in Point no. 80

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
321	45		1.5	All hardware for SDWAN and Switching should be preferably from Switching should be preferably from same OEM or from Gartner's Leader.	This clause gives is against MSME and Make In India policy of Government of India	Please remove this clause or Replace with Indian Certification	Please refer the response in Point no. 81
322	52		1.2	The OEM should be in the Leadership Quadrant of Latest Gartner Magic Quadrant for SDWAN for the year.	As per guidelines from DOT and the Government of India for promoting Make in India products for Electronics and telecommunication, products should be approved by the Government of India Agency.	Please remove this clause or Replace with Indian Certification	Please refer the response in Point no. 86
323	52		1.4	The appliances/Hardware/Software that is being offered by the SD WAN that is being offered by the SD WANOEM should be MEF 3.0 Certified as per the MEF standards defined. OEM to give the details of the same	MEF is a global industry association of network, cloud, and technology providers not a certification agency. It including companies blacklisted by Government of India.	Please remove this clause or Replace with Indian Certification	Please refer the response in Point no. 87

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
				with supporting from the MEF portal			
324	53		1.5	All hardware for SDWAN and Switching should be preferably from Switching should be preferably from same OEM or from Gartner's Leader.	This clause gives is against MSME and Make In India policy of Government of India	Please remove this clause or Replace with Indian Certification	Please refer the response in Point no. 88
325	53			Virtual Ethernet Interfaces Minimum 10 1G WAN other than Heartbeat and Management port.	Should be minimum 10G	Suggested	No change
326	53			Internet Traffic Throughput Minimum 1 GBPs Full Duplex or greater on Each Device.	Should be minimum 10G	Suggested	No change
327	18		LEGAL ENTITY	Bidder should be a legal entity registered in India under either Indian Companies Act 1956/2013 or LLP Act 2008 since last 5 years on the bid submission date.	The current clause is restrictive in nature adding proprietorship firm will allow more participation in the RFP.	Bidder should be a legal entity registered in India under either Indian Companies Act 1956/2013 or LLP Act 2008 or Proprietorship Firm, active in SI Business since last 5	No change

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
						years on the bid submission date.	
328	18		4	Experience of Executing similar works associated to WAN deployment, management & Monitoring of WAN solution and associated O&M in India within the last three years.Two Purchase orders of WAN Solution with Minimum 10 Sites in single Order costing not less than 1 Cr value each	As the RFP is for End to End SD-WAN Solution, Including LAN, WAN and other Data center Products, requested to consider Bidders with LAN Deployments as well.Orthe Proposed SDWAN OEM Should have similar experience	Experience of Executing similar works associated to LAN and/or WAN deployment, management & Monitoring of WAN solution and associated O&M in India within the last three years.Two Purchase orders of WAN Solution with Minimum 10 Sites in single Order costing not less than 1 Cr value eachor OEM / Bidder to have Experience of Executing similar works associated	No Change

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
						to WAN deployment, management & Monitoring of WAN solution and associated O&M in India within the last three years.Two Purchase orders of WAN Solution with Minimum 10 Sites in single Order costing not less than 1 Cr value each	
329	18		FINANCIAL CAPABILITY	The bidder should have overall average annual turnover of at least INR 50 Crore (Turnover from System Integration Business) in last 3 financial years (FY20-21, FY 21-22, FY 22-23).	the Asked Turnover of SI/Bidder should be in line with GFR Guidelines of 2017. Hence would urge you to reduce the turnover requirement as mentioned in the RFP.	The bidder should have overall average annual turnover of at least INR 30 Crore (Turnover from System Integration Business) in last 3 financial years (FY20-21, FY 21-22, FY 22-23).	Please refer the response in Point no. 204

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
330	45		1.1	OEM should have direct presence in India at-least for 05 years (Supporting documents required)		OEM should have direct presence in India at-least for 03 years (Supporting documents required).	No change
331	45		1.2	The OEM should be in the Leadership Quadrant of Latest Gartner Magic Quadrant for SDWAN for the year.	Requested to remove this clause as this clause is restrictive and discriminatory condition against the Local Suppliers and is in Violation of Public Procurement (Preference to Make in India) Order 2017. MII vendors class 1 and class 2 are exempt from Participation, following the Gartner Magic Quadrant presence as mandatory would hinder all India and Start-up companies from taking part in the bid.	Requested to remove the clause.	Please refer the response in Point no. 79

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
332	45		1.4	The appliances/Hardware/Software that is being offered by the SD WAN OEM should be MEF 3.0 Certified as per the MEF standards defined. OEM to give the details of the same with supporting from the MEF portal	Certifications are not necessary proof of product innovation and performance. They merely create an entry barrier for smaller companies to take part in the tender. This clause should be exempt for the start-up and MII companies.	Requested to remove the clause.	Please refer the response in Point no. 80
333	45		1.5	All hardware for SDWAN and Switching should be preferably from same OEM or from Gartner's Leader.	Requested to remove this clause as this clause is restrictive and discriminatory condition against the Local Suppliers and is in Violation of Public Procurement (Preference to Make in India) Order 2017. MII vendors class 1 and class 2 are exempt from Participation, following the Gartner Magic Quadrant presence as	Requested to remove the clause.	Please refer the response in Point no. 81

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
					mandatory would hinder all India and Start-up companies from taking part in the bid.		
334	46		OS Certification	Operating System should be tested and certified for EAL 3/NDPP or above under Common Criteria Certification.	Requested to Ammend this clause as this clause is restrictive and discriminatory condition against the Local Suppliers and is in Violation of Public Procurement (Preference to Make in India) Order 2017.	Operating System should be should be secure, hardened and tested for vulnerabilities certified by respective OEM via self-certification	Please refer the response in Point no. 215
335	52		1.1	OEM should have direct presence in India at-least for 05 years (Supporting documents required)	Requested to ammend the clause from 5 Years to 3 Year for Larger Participation.	OEM should have direct presence in India at-least for 03 years (Supporting documents required).	No change

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
336	52		1.2	The OEM should be in the Leadership Quadrant of Latest Gartner Magic Quadrant for SDWAN for the year.	Requested to remove this clause as this clause is restrictive and discriminatory condition against the Local Suppliers and is in Violation of Public Procurement (Preference to Make in India) Order 2017. MII vendors class 1 and class 2 are exempt from Participation, following the Gartner Magic Quadrant presence as mandatory would hinder all India and Start-up companies from taking part in the bid.	Requested to remove the clause.	Please refer the response in Point no. 86
337	52		1.4	The appliances/Hardware/Software that is being offered by the SD WAN OEM should be MEF 3.0 Certified as per the MEF standards defined. OEM to give the details of the same with	Certifications are not necessary proof of product innovation and performance. They merely create an entry barrier for smaller companies to take part in the tender. This clause should be exempt	Requested to remove the clause.	Please refer the response in Point no. 87

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
				supporting from the MEF portal	for the start-up and MII companies.		
338	53		1.5	All hardware for SDWAN and Switching should be preferably from same OEM or from Gartner's Leader.	Requested to remove this clause as this clause is restrictive and discriminatory condition against the Local Suppliers and is in Violation of Public Procurement (Preference to Make in India) Order 2017. MII vendors class 1 and class 2 are exempt from Participation, following the Gartner Magic Quadrant presence as mandatory would hinder all India and Start-up companies from taking part in the bid.	Requested to remove the clause.	Please refer the response in Point no. 88

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
339	53		OCI Infra	Bidder to consider cost of OCI IAAS / virtual machine required for 5 Years.	Will GMDC be supplying the Virtual machines or the Bidder has to supply the same? Or Bidder has to incorporate the required Virtualization requirement additionally	Requested to clarify the same.	Bidder has to incorporate the required Virtualization requirement additionally as per the RFP terms
340	53		OS Certification	Operating System should be tested and certified for EAL 3/NDPP or above under Common Criteria Certification.	Requested to Ammend this clause as this clause is restrictive and discriminatory condition against the Local Suppliers and is in Violation of Public Procurement (Preference to Make in India) Order 2017.	Operating System should be should be secure, hardened and tested for vulnerabilities certified by respective OEM via self certification	Please refer the response in Point no. 215
341	59		1.1	OEM should have direct presence in India at-least for 05 years (Supporting documents required)		OEM should have direct presence in India at-least for 03 years (Supporting documents required).	No change

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
342	59		1.2	The OEM should be in the Leadership Quadrant of Latest Gartner Magic Quadrant for SDWAN for the year.	Requested to remove this clause as this clause is restrictive and discriminatory condition against the Local Suppliers and is in Violation of Public Procurement (Preference to Make in India) Order 2017. MII vendors class 1 and class 2 are exempt from Participation, following the Gartner Magic Quadrant presence as mandatory would hinder all India and Startup companies from taking part in the bid.	Requested to remove the clause.	Please refer the response in Point no. 93
343	59		1.4	The appliances/Hardware/Software that is being offered by the SD WAN OEM should be MEF 3.0 Certified as per the MEF standards defined. OEM to give the details of the same with	Certifications are not necessary proof of product innovation and performance. They merely create an entry barrier for smaller companies to take part in the tender. This clause should be exempt	Requested to remove the clause.	Please refer the response in Point no. 94

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
RFP No. GMDC/CO/IT/SDWAN/01/23-24



PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
				supporting from the MEF portal	for the startup and MII companies.		
344	59		1.5	All hardware for SDWAN and Switching should be preferably from same OEM or from Gartner's Leader.	Requested to remove this clause as this clause is restrictive and discriminatory condition against the Local Suppliers and is in Violation of Public Procurement (Preference to Make in India) Order 2017. MII vendors class 1 and class 2 are exempt from Participation, following the Gartner Magic Quadrant presence as mandatory would hinder all India and Startup companies from taking part in the bid.	Requested to remove the clause.	Please refer the response in Point no. 95

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
RFP No. GMDC/CO/IT/SDWAN/01/23-24



PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
345	60		OS Certification	Operating System should be tested and certified for EAL 3/NDPP or above under Common Criteria Certification.	Requested to Ammend this clause as this clause is restrictive and discriminatory condition against the Local Suppliers and is in Violation of Public Procurement (Preference to Make in India) Order 2017.	Operating System should be should be secure, hardened and tested for vulnerabilities certified by respective OEM via self certification	Please refer the response in Point no. 215
346	18		4	Experience of Executing similar works associated to WAN deployment, management & Monitoring of WAN solution and associated O&M in India within the last three years.Two Purchase orders of WAN Solution with Minimum 10 Sites in single Order costing not less than 1 Cr value each	As the RFP is for End to End SD-WAN Solution, Including LAN, WAN and other Data center Products, requested to consider Bidders with LAN Deployments as well.Orthe Proposed SDWAN OEM Should have similar experience	Experience of Executing similar works associated to LAN and/or WAN deployment, management & Monitoring of WAN solution and associated O&M in India within the last three years.Two Purchase orders of WAN Solution with Minimum 10 Sites in single Order costing not less than 1 Cr value eachor OEM / Bidder to have Experience of Executing	Please refer the response in Point no. 328

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
RFP No. GMDC/CO/IT/SDWAN/01/23-24



PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
						similar works associated to WAN deployment, management & Monitoring of WAN solution and associated O&M in India within the last three years.Two Purchase orders of WAN Solution with Minimum 10 Sites in single Order costing not less than 1 Cr value each	
347	18		FINANCIAL CAPABILITY	The bidder should have overall average annual turnover of at least INR 50 Crore (Turnover from System Integration Business) in last 3 financial years (FY20-21, FY 21-22, FY 22-23).	the Asked Turnover of SI/Bidder should be inline with GFR Guidelines of 2017. Hence would urge you to reduce the turnover requirement as mentioned in the RFP.	The bidder should have overall average annual turnover of at least INR 20 Crore (Turnover from System Integration Business) in last 3 financial years (FY20-21, FY 21-22, FY 22-23).	Please refer the response in Point no. 204
348	45		1.1	OEM should have direct presence in India at-least for 05 years (Supporting documents required)		OEM should have direct presence in India at-least for 03 years (Supporting documents required).	Please refer the response in Point no. 330

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
RFP No. GMDC/CO/IT/SDWAN/01/23-24



PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
349	45		1.2	The OEM should be in the Leadership Quadrant of Latest Gartner Magic Quadrant for SDWAN for the year.	Requested to remove this clause as this clause is restrictive and discriminatory condition against the Local Suppliers and is in Violation of Public Procurement (Preference to Make in India) Order 2017. MII vendors class 1 and class 2 are exempt from Participation, following the Gartner Magic Quadrant presence as mandatory would hinder all India and Startup companies from taking part in the bid.	Requested to remove the clause.	Please refer the response in Point no. 79

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
RFP No. GMDC/CO/IT/SDWAN/01/23-24



PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
350	45		1.4	The appliances/Hardware/Software that is being offered by the SD WAN OEM should be MEF 3.0 Certified as per the MEF standards defined. OEM to give the details of the same with supporting from the MEF portal	Certifications are not necessary proof of product innovation and performance. They merely create an entry barrier for smaller companies to take part in the tender. This clause should be exempt for the startup and MII companies.	Requested to remove the clause.	Please refer the response in Point no. 80
351	45		1.5	All hardware for SDWAN and Switching should be preferably from same OEM or from Gartner's Leader.	Requested to remove this clause as this clause is restrictive and discriminatory condition against the Local Suppliers and is in Violation of Public Procurement (Preference to Make in India) Order 2017. MII vendors class 1 and class 2 are exempt from Participation, following the Gartner Magic Quadrant presence as	Requested to remove the clause.	Please refer the response in Point no. 81

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
RFP No. GMDC/CO/IT/SDWAN/01/23-24



PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
					mandatory would hinder all India and Startup companies from taking part in the bid.		
352	46		OS Certification	Operating System should be tested and certified for EAL 3/NDPP or above under Common Criteria Certification.	Requested to Ammend this clause as this clause is restrictive and discriminatory condition against the Local Suppliers and is in Violation of Public Procurement (Preference to Make in India) Order 2017.	Operating System should be should be secure, hardened and tested for vulnerabilities certified by respective OEM via self certification	Please refer the response in Point no. 215
353	52		1.1	OEM should have direct presence in India at-least for 05 years (Supporting documents required)	Requested to ammend the clause from 5 Years to 3 Year for Larger Participation.	OEM should have direct presence in India at-least for 03 years (Supporting documents required).	Please refer the response in Point no. 330

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
RFP No. GMDC/CO/IT/SDWAN/01/23-24



PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
354	52		1.2	The OEM should be in the Leadership Quadrant of Latest Gartner Magic Quadrant for SDWAN for the year.	Requested to remove this clause as this clause is restrictive and discriminatory condition against the Local Suppliers and is in Violation of Public Procurement (Preference to Make in India) Order 2017. MII vendors class 1 and class 2 are exempt from Participation, following the Gartner Magic Quadrant presence as mandatory would hinder all India and Startup companies from taking part in the bid.	Requested to remove the clause.	Please refer the response in Point no. 86
355	52		1.4	The appliances/Hardware/Software that is being offered by the SD WAN OEM should be MEF 3.0 Certified as per the MEF standards defined. OEM to give the details of the same with	Certifications are not necessary proof of product innovation and performance. They merely create an entry barrier for smaller companies to take part in the tender. This clause should be exempt	Requested to remove the clause.	Please refer the response in Point no. 87

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
RFP No. GMDC/CO/IT/SDWAN/01/23-24



PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
				supporting from the MEF portal	for the startup and MII companies.		
356	53		1.5	All hardware for SDWAN and Switching should be preferably from same OEM or from Gartner's Leader.	Requested to remove this clause as this clause is restrictive and discriminatory condition against the Local Suppliers and is in Violation of Public Procurement (Preference to Make in India) Order 2017. MII vendors class 1 and class 2 are exempt from Participation, following the Gartner Magic Quadrant presence as mandatory would hinder all India and Startup companies from taking part in the bid.	Requested to remove the clause.	Please refer the response in Point no. 88

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
RFP No. GMDC/CO/IT/SDWAN/01/23-24



PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
357	53		OCI Infra	Bidder to consider cost of OCI IAAS / virtual machine required for 5 Years.	Will GMDC be supplying the Virtual machines or the Bidder has to supply the same? Or Bidder has to incorporate the required Virtualization requirement additionally	Requested to clarify the same.	Bidder has to incorporate the required Virtualization requirement additionally as per the RFP terms
358	53		OS Certification	Operating System should be tested and certified for EAL 3/NDPP or above under Common Criteria Certification.	Requested to Ammend this clause as this clause is restrictive and discriminatory condition against the Local Suppliers and is in Violation of Public Procurement (Preference to Make in India) Order 2017.	Operating System should be should be secure, hardened and tested for vulnerabilities certified by respective OEM via self certification	Please refer the response in Point no. 215
359	59		1.1	OEM should have direct presence in India at-least for 05 years (Supporting documents required)		OEM should have direct presence in India at-least for 03 years (Supporting documents required).	Please refer the response in Point no. 330

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
RFP No. GMDC/CO/IT/SDWAN/01/23-24



PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
360	59		1.2	The OEM should be in the Leadership Quadrant of Latest Gartner Magic Quadrant for SDWAN for the year.	Requested to remove this clause as this clause is restrictive and discriminatory condition against the Local Suppliers and is in Violation of Public Procurement (Preference to Make in India) Order 2017. MII vendors class 1 and class 2 are exempt from Participation, following the Gartner Magic Quadrant presence as mandatory would hinder all India and Startup companies from taking part in the bid.	Requested to remove the clause.	Please refer the response in Point no. 93
361	59		1.4	The appliances/Hardware/Software that is being offered by the SD WAN OEM should be MEF 3.0 Certified as per the MEF standards defined. OEM to give the details of the same with	Certifications are not necessary proof of product innovation and performance. They merely create an entry barrier for smaller companies to take part in the tender. This clause should be exempt	Requested to remove the clause.	Please refer the response in Point no. 94

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
RFP No. GMDC/CO/IT/SDWAN/01/23-24



PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
				supporting from the MEF portal	for the startup and MII companies.		
362	59		1.5	All hardware for SDWAN and Switching should be preferably from same OEM or from Gartner's Leader.	Requested to remove this clause as this clause is restrictive and discriminatory condition against the Local Suppliers and is in Violation of Public Procurement (Preference to Make in India) Order 2017. MII vendors class 1 and class 2 are exempt from Participation, following the Gartner Magic Quadrant presence as mandatory would hinder all India and Startup companies from taking part in the bid.	Requested to remove the clause.	Please refer the response in Point no. 95

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
RFP No. GMDC/CO/IT/SDWAN/01/23-24



PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
363	60		OS Certification	Operating System should be tested and certified for EAL 3/NDPP or above under Common Criteria Certification.	Requested to Ammend this clause as this clause is restrictive and discriminatory condition against the Local Suppliers and is in Violation of Public Procurement (Preference to Make in India) Order 2017.	Operating System should be should be secure, hardened and tested for vulnerabilities certified by respective OEM via self certification	Please refer the response in Point no. 215
364	18		LEGAL ENTITY	Bidder should be a legal entity registered in India under either Indian Companies Act 1956/2013 or LLP Act 2008 since last 5 years on the bid submission date.	The current clause is restrictive in nature adding proprietorship firm will allow more participation in the RFP.	Bidder should be a legal entity registered in India under either Indian Companies Act 1956/2013 or LLP Act 2008 or Proprietorship Firm, active in SI Business since last 5 years on the bid submission date.	Please refer the response in point no. 327

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
RFP No. GMDC/CO/IT/SDWAN/01/23-24



PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
365	18		4	Experience of Executing similar works associated to WAN deployment, management & Monitoring of WAN solution and associated O&M in India within the last three years.Two Purchase orders of WAN Solution with Minimum 10 Sites in single Order costing not less than 1 Cr value each	As the RFP is for End to End SD-WAN Solution, Including LAN, WAN and other Datacentre Products, requested to consider Bidders with LAN Deployments as well.Orthe Proposed SDWAN OEM Should have similar experience	Experience of Executing similar works associated to LAN and/or WAN deployment, management & Monitoring of WAN solution and associated O&M in India within the last three years.Two Purchase orders of WAN Solution with Minimum 10 Sites in single Order costing not less than 1 Cr value eachor OEM / Bidder to have Experience of Executing similar works associated to WAN deployment, management & Monitoring of WAN solution and associated O&M in India within the last three years.Two Purchase orders of WAN Solution with Minimum	Please refer the response in point no. 328

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
RFP No. GMDC/CO/IT/SDWAN/01/23-24



PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
						10 Sites in single Order costing not less than 1 Cr value each	
366	18		FINANCIAL CAPABILITY	The bidder should have overall average annual turnover of at least INR 50 Crore (Turnover from System Integration Business) in last 3 financial years (FY20-21, FY 21-22, FY 22-23).	the Asked Turnover of SI/Bidder should be inline with GFR Guidelines of 2017. Hence would urge you to reduce the turnover requirement as mentioned in the RFP.	The bidder should have overall average annual turnover of at least INR 10 Crore (Turnover from System Integration Business) in last 3 financial years (FY20-21, FY 21-22, FY 22-23).	Please refer the response in Point no. 204
367	45		1.1	OEM should have direct presence in India at-least for 05 years (Supporting documents required)		OEM should have direct presence in India at-least for 03 years (Supporting documents required).	Please refer the response in Point no. 330

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
RFP No. GMDC/CO/IT/SDWAN/01/23-24



PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
368	45		1.2	The OEM should be in the Leadership Quadrant of Latest Gartner Magic Quadrant for SDWAN for the year.	Requested to remove this clause as this clause is restrictive and discriminatory condition against the Local Suppliers and is in Violation of Public Procurement (Preference to Make in India) Order 2017. MII vendors class 1 and class 2 are exempt from Participation, following the Gartner Magic Quadrant presence as mandatory would hinder all India and Startup companies from taking part in the bid.	Requested to remove the clause.	Please refer the response in Point no. 79

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
RFP No. GMDC/CO/IT/SDWAN/01/23-24



PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
369	45		1.4	The appliances/Hardware/Software that is being offered by the SD WAN OEM should be MEF 3.0 Certified as per the MEF standards defined. OEM to give the details of the same with supporting from the MEF portal	Certifications are not necessary proof of product innovation and performance. They merely create an entry barrier for smaller companies to take part in the tender. This clause should be exempt for the startup and MII companies.	Requested to remove the clause.	Please refer the response in Point no. 80
370	45		1.5	All hardware for SDWAN and Switching should be preferably from same OEM or from Gartner's Leader.	Requested to remove this clause as this clause is restrictive and discriminatory condition against the Local Suppliers and is in Violation of Public Procurement (Preference to Make in India) Order 2017. MII vendors class 1 and class 2 are exempt from Participation, following the Gartner Magic Quadrant presence as	Requested to remove the clause.	Please refer the response in Point no. 81

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
RFP No. GMDC/CO/IT/SDWAN/01/23-24



PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
					mandatory would hinder all India and Startup companies from taking part in the bid.		
371	46		OS Certification	Operating System should be tested and certified for EAL 3/NDPP or above under Common Criteria Certification.	Requested to Ammend this clause as this clause is restrictive and discriminatory condition against the Local Suppliers and is in Violation of Public Procurement (Preference to Make in India) Order 2017.	Operating System should be should be secure, hardened and tested for vulnerabilities certified by respective OEM via self certification	Please refer the response in Point no. 215
372	52		1.1	OEM should have direct presence in India at-least for 05 years (Supporting documents required)	Requested to ammend the clause from 5 Years to 3 Year for Larger Participation.	OEM should have direct presence in India at-least for 03 years (Supporting documents required).	Please refer the response in Point no. 330

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
RFP No. GMDC/CO/IT/SDWAN/01/23-24



PRE-BID QUERY RESPONSES FOR: RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24							
Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
373	52		1.2	The OEM should be in the Leadership Quadrant of Latest Gartner Magic Quadrant for SDWAN for the year.	Requested to remove this clause as this clause is restrictive and discriminatory condition against the Local Suppliers and is in Violation of Public Procurement (Preference to Make in India) Order 2017. MII vendors class 1 and class 2 are exempt from Participation, following the Gartner Magic Quadrant presence as mandatory would hinder all India and Startup companies from taking part in the bid.	Requested to remove the clause.	Please refer the response in Point no. 86
374	52		1.4	The appliances/Hardware/Software that is being offered by the SD WAN OEM should be MEF 3.0 Certified as per the MEF standards defined. OEM to give the details of the same with	Certifications are not necessary proof of product innovation and performance. They merely create an entry barrier for smaller companies to take part in the tender. This clause should be exempt	Requested to remove the clause.	Please refer the response in Point no. 87

Pre-Bid query responses for RFP Document for SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO
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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
				supporting from the MEF portal	for the startup and MII companies.		
375	53		1.5	All hardware for SDWAN and Switching should be preferably from same OEM or from Gartner's Leader.	Requested to remove this clause as this clause is restrictive and discriminatory condition against the Local Suppliers and is in Violation of Public Procurement (Preference to Make in India) Order 2017. MII vendors class 1 and class 2 are exempt from Participation, following the Gartner Magic Quadrant presence as mandatory would hinder all India and Startup companies from taking part in the bid.	Requested to remove the clause.	Please refer the response in Point no. 88

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
376	53		OCI Infra	Bidder to consider cost of OCI IAAS / virtual machine required for 5 Years.	Will GMDC be supplying the Virtual machines or the Bidder has to supply the same? Or Bidder has to incorporate the required Virtualization requirement additionally	Requested to clarify the same.	Bidder has to incorporate the required Virtualization requirement additionally as per the RFP terms
377	53		OS Certification	Operating System should be tested and certified for EAL 3/NDPP or above under Common Criteria Certification.	Requested to Ammend this clause as this clause is restrictive and discriminatory condition against the Local Suppliers and is in Violation of Public Procurement (Preference to Make in India) Order 2017.	Operating System should be should be secure, hardened and tested for vulnerabilities certified by respective OEM via self certification	Please refer the response in Point no. 215
378	59		1.1	OEM should have direct presence in India at-least for 05 years (Supporting documents required)		OEM should have direct presence in India at-least for 03 years (Supporting documents required).	Please refer the response in Point no. 330

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
379	59		1.2	The OEM should be in the Leadership Quadrant of Latest Gartner Magic Quadrant for SDWAN for the year.	Requested to remove this clause as this clause is restrictive and discriminatory condition against the Local Suppliers and is in Violation of Public Procurement (Preference to Make in India) Order 2017. MII vendors class 1 and class 2 are exempt from Participation, following the Gartner Magic Quadrant presence as mandatory would hinder all India and Startup companies from taking part in the bid.	Requested to remove the clause.	Please refer the response in Point no. 93
380	59		1.4	The appliances/Hardware/Software that is being offered by the SD WAN OEM should be MEF 3.0 Certified as per the MEF standards defined. OEM to give the details of the same with	Certifications are not necessary proof of product innovation and performance. They merely create an entry barrier for smaller companies to take part in the tender. This clause should be exempt	Requested to remove the clause.	Please refer the response in Point no. 94

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
				supporting from the MEF portal	for the startup and MII companies.		
381	59		1.5	All hardware for SDWAN and Switching should be preferably from same OEM or from Gartner's Leader.	Requested to remove this clause as this clause is restrictive and discriminatory condition against the Local Suppliers and is in Violation of Public Procurement (Preference to Make in India) Order 2017. MII vendors class 1 and class 2 are exempt from Participation, following the Gartner Magic Quadrant presence as mandatory would hinder all India and Startup companies from taking part in the bid.	Requested to remove the clause.	Please refer the response in Point no. 95

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
382	60		OS Certification	Operating System should be tested and certified for EAL 3/NDPP or above under Common Criteria Certification.	Requested to Ammend this clause as this clause is restrictive and discriminatory condition against the Local Suppliers and is in Violation of Public Procurement (Preference to Make in India) Order 2017.	Operating System should be should be secure, hardened and tested for vulnerabilities certified by respective OEM via self certification	Please refer the response in Point no. 215
383	18		LEGAL ENTITY	Bidder should be a legal entity registered in India under either Indian Companies Act 1956/2013 or LLP Act 2008 since last 5 years on the bid submission date.	The current clause is restrictive in nature adding proprietorship firm will allow more participation in the RFP.	Bidder should be a legal entity registered in India under either Indian Companies Act 1956/2013 or LLP Act 2008 or Proprietorship Firm, active in SI Business since last 5 years on the bid submission date.	Please refer the response in Point no. 327

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
384	18		4	Experience of Executing similar works associated to WAN deployment, management & Monitoring of WAN solution and associated O&M in India within the last three years.	As the RFP is for End to End SD-WAN Solution, Including LAN, WAN and other Datacentre Products, requested to consider Bidders with LAN Deployments as well.	Experience of Executing similar works associated to LAN and/or WAN deployment, management & Monitoring of WAN solution and associated O&M in India within the last three years.	Please refer the response in Point no. 328
				Two Purchase orders of WAN Solution with Minimum 10 Sites in single Order costing not less than 1 Cr value each	Or	Two Purchase orders of WAN Solution with Minimum 10 Sites in single Order costing not less than 1 Cr value each	
					the Proposed SDWAN OEM Should have similar experience	or	

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
						OEM / Bidder to have Experience of Executing similar works associated to WAN deployment, management & Monitoring of WAN solution and associated O&M in India within the last three years.	
						Two Purchase orders of WAN Solution with Minimum 10 Sites in single Order costing not less than 1 Cr value each	

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
385	18		FINANCIAL CAPABILITY	The bidder should have overall average annual turnover of at least INR 50 Crore (Turnover from System Integration Business) in last 3 financial years (FY20-21, FY 21-22, FY 22-23).	Requested to reduce the turnover which will enable Gujarat Based like us to participate in the RFP.	The bidder should have overall average annual turnover of at least INR 10 Crore (Turnover from System Integration Business) in last 3 financial years (FY20-21, FY 21-22, FY 22-23).	Please refer the response in Point no. 204

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386	18	SECTION 4 – PRE-QUALIFICATION CRITERIAS		Experience of Executing similar works associated to WAN deployment, management & Monitoring of WAN solution and associated O&M in India within the last three years.Two Purchase orders of WAN Solution with Minimum 10 Sites in single Order costing not less than 1 Cr value each	<p>1. Request to consider modification of the clause as:Experience of Executing similar works associated to WAN deployment, management & Monitoring of WAN solution and associated O&M in India within the last Seven years.Two Purchase orders of WAN Solution with Minimum 10 Sites in single Order costing not less than 1 Cr value each</p> <p>2. We have under gone restructuring of the company business resulting in formation of wholly owned subsidiary for conducting "Digital Business", operational from July 2020. Hence we request to consider compliance with Experience and existence of the company clauses with the credentials of Bidder's Parent company. Request to consider following clause as NOTE:</p> <p>a. In-case of corporate</p>		Please refer the response in Point no. 200 For Point no. 2 – Experience of the parent company will not be accepted
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					<p>restructuring the earlier entity's incorporation certificate, financial statements, Credentials, etc. may be considered.b. In case of business transfer where Bidder has acquired a Business from an entity ("Seller"), work experience credentials of the Seller in relation to the acquired business may be considered.</p>		
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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
387	18	SECTION 4 – PRE-QUALIFICATION CRITERIAS		1. Bidder should be a legal entity registered in India under either Indian Companies Act 1956/2013 or LLP Act 2008 since last 5 years on the bid submission date.	We have under gone restructuring of the company business resulting in formation of wholly owned subsidiary for conducting "Digital Business", operational from July 2020. Hence we request to consider compliance with Experience and existence of the company clauses with the credentials of Bidder's Parent company. Request to consider following clause as NOTE: a. In-case of corporate restructuring the earlier entity's incorporation certificate, financial statements, Credentials, etc. may be considered. b. In case of business transfer where Bidder has acquired a Business from		Experience and Credentials of the parent company will not be accepted

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
					an entity ("Seller"), work experience credentials of the Seller in relation to the acquired business may be considered.		
388	34	Liquidated Damages for delay in implementation:		If the successful bidder fails to deliver, install and commission any or all of the proposed solution and devices and parts mentioned in the Purchase order (PO) within the timelines mentioned in the RFP from the date of issue of purchase order, Purchaser shall, without prejudice to its other rights and remedies under and in accordance with the Contract, deduct from the Contract price, as liquidated damages, a sum	Request to consider 1% LD on value of undelivered merchandise / Services instead Complete Purchase Order.Request to modify the clause as:If the successful bidder fails to deliver, install and commission any or all of the proposed solution and devices and parts mentioned in the Purchase order (PO) within the timelines mentioned in the RFP from the date of issue of purchase order, Purchaser shall, without		No change

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				equivalent to 1 % percent per week (Delay of more than 3 days will be counted as a week for determination of Liquidated damages) or part thereof of purchase order subject to maximum deduction of 10% of the purchase order.	prejudice to its other rights and remedies under and in accordance with the Contract, deduct from the Contract price, as liquidated damages, a sum equivalent to 1 % percent per week (Delay of more than 3 days will be counted as a week for determination of Liquidated damages) or part thereof of value of <u>undelivered merchandise / Services subject to maximum deduction of 5% of the purchase order.</u>		
389	11	1.		The schedule for e-bidding is as under:	Project Implementation TimeLine----- 12 Weeks	Considering the complexity of the Project SOW in Remote locations, we request extension of the Project timelines for 22 weeks instead of 12 Weeks	Please refer the response in point no. 198

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
390	27	TABLE SHOWING THE DETAILS OF MARKING PER CRITERIA WHICH WILL BE USED FOR THE TECHNICAL QAULIFICATION OF THE BIDDER		1.3 Experience of Executing similar works associated to SDWAN deployment / O&M within the last three years	<p>1. Request to consider modification of the clause as:1.3 Experience of Executing similar works associated to SDWAN deployment / O&M within the last Seven years</p> <p>2. We have under gone restructuring of the company business resulting in formation of wholly owned subsidiary for conducting "Digital Business", operational from July 2020. Hence we request to consider compliance with Experience and existence of the company clauses with the credentials of Bidder's Parent company. Request to consider following clause as NOTE:</p> <p>a. In-case of corporate restructuring the earlier</p>		<p>Please refer the response in point no. 200 associated to change in the timelines.</p> <p>For Point no.2 – Experience of the parent company will not be accepted</p>

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
					entity's incorporation certificate, financial statements, Credentials, etc. may be considered.b. In case of business transfer where Bidder has acquired a Business from an entity ("Seller"), work experience credentials of the Seller in relation to the acquired business may be considered.		
391	27	TABLE SHOWING THE DETAILS OF MARKING PER CRITERIA WHICH WILL BE USED FOR THE		1.3 Experience of Executing similar works associated to SDWAN deployment / O&M within the last three years	We understand that the projects executed prior to last three years but still under O&M within last three year will qualify in compliance with this clause. Kindly confirm.		Yes, all projects under O&M if even they are executed prior to three years will be considered

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		TECHNICAL QAULIFICATION OF THE BIDDER					
392	117	OEM Implementati on Service		Bidder to consider OEM Implementation services while submitting the commercial Proposal. Design & Implementation for proposed entire SDWAN solution should be done by OEM Person only.	Request to consider: Bidder /OEM Implementation services/OEM authorized partner while submitting the commercial Proposal. Design & Implementation for proposed entire SDWAN solution should be done by OEM Person only.		Please refer the response in Point no. 209

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
393	146&32&144	4.6. Sub-MSPs&Assignment & sub contracts&3.7 . MSPs' Actions requiring Authority's prior Approval.		Sub-contracting is not permitted as per the clause mentioned in the RFP.&Assignment by BIDDERThe successful bidder shall not assign or sub-contract, in whole or in part, its rights and obligations to perform under the Service Level Agreement to a third party.& The MSPs shall obtain GMDC's prior approval in writing before taking any of the following actions:(ii) entering into a subcontract for the performance of the Services as per provision of RFP.	We understand that Subcontracting will be allowed for specific Task/ Services on prior approval from GMDC. Kindly confirm.		No Change

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Sr. No.	Bid Page No.	Bid Section No	Para No. / Existing Clause No.	Description as per Bid / Existing Clause	Query of the Bidder	Bidder Clarification/ Justification	GMDC Response
394	27	TABLE SHOWING THE DETAILS OF MARKING PER CRITERIA WHICH WILL BE USED FOR THE TECHNICAL QAULIFICATION OF THE BIDDER		1.3 Experience of Executing similar works associated to SDWAN deployment / O&M within the last three years	kindly confirm if experience of existing Managed SDWAN Projects by Bidder (on cloud) will be considered.		No, it will not be considered