

**REPLIES TO THE PRE BID QUERIES Tender No. IGL/ET2/CP/CM18453 for "Hiring of Secure SDWAN Network Connectivity Services at IGL Installations"**

S.No	Page No	Section	Point No	Specification	Queries	Bidder's Remarks	IGL REPLIES
1	62	I	35	The Proposed SDWAN Solution should provide the Digital user experience Monitoring dashboard (GUI) in a single pane for each individual branch.	Please change as " The Proposed SDWAN Solution should provide the Digital user experience Monitoring dashboard (GUI) or CLI in a single pane for each individual branch."		Clarification :-These functionalities should be available on site basis, not user basis.
			a)	Number of connections initiated.	Number of connections initiated.		
			b)	Number of connection aborted	Number of connection aborted		
			c)	Number of re-transmissions	Number of re-transmissions		
			d)	Application performance wise rating	Application performance wise rating/Category		
			e)	Network Response Time	Application Name (Well-known and custom)		
			f)	Application Name (Well-known and custom)	Source IP		
			g)	Source IP	Destination IP		
			h)	Destination IP	Number of session		
			i)	Number of session	Analytics		
			j)	User experience			
2	64	III	7	For DC, DR, Nauroji Nagar Office and Kaka nagar :- The proposed SDWAN hardware should be scalable to support up to 2 Gbps of throughput with all services like IPSec, Anti-virus, IPS, SSL/TLS Decryption, Url filtering, IP filtering, etc from Day-1.	Please remove URL Filtering and IP Filtering and ask these feature in separate section	Most of the OEM's declare Threat Protection throughput which includes all the security services. Also URL filtering is already enabled in perimeter firewall and enabling on multiple layer will only scan the traffic twice which is overhead to the data traffic which will be scanned two times.	Clarification: We have asked this feature for limited sites as per locations names mentioned, as per requirement branch / site locations may directly access internet and other services without traffic coming to HO location with protection.

3	64	III	8	For Noida sec 03 and ISID office:- The proposed SDWAN hardware should be scalable to support up to 250 Mbps of throughput with all services like IPSec, Anti-virus, IPS, SSL/TLS Decryption, Url filtering, IP filtering, etc from Day-1.	Please remove URL Filtering and IP Filtering and ask these feature in separate section	Most of the OEM's declare Threat Protection throughput which includes all the security services. Also URL filtering is already enabled in perimeter firewall and enabling on multiple layer will only scan the traffic twice which is overhead to the data traffic which will be scanned two times.	Clarification: We have asked this feature for limited sites as per locations names mentioned, as per requirement branch / site locations may directly access internet and other services without traffic coming to HO location with protection.
4	65	VI	3.c	Path performance	Same as Point number 1 in Query. Point needs to be removed because this is favouring single OEM. SDWAN is a network solution and full fledged DEM can be only be achived with endpoint monitoring with agent installation on all endpoint which actually monitor the application from endpoint machine. As per the scope of RFP the monitoring of SDWAN is already taken care under the section V. Centralized management, monitoring and Configuration Section.		Clarification :- This point refer to the traffic between central site to branch location only and not related to user.
5	7	I	Clause 3	Mobilization Period	Mobilization period will be 03 months from the date of issue of first notification of award / Letter of Acceptance (LOA).	Requesting you to amend the clause from 03 month to 05 months. Justification : List of Locations of site is 167 and we have to deliver/supply of Links, Network equipment and APs and later commisioning at each locations most of the locations are remotely will take more than 03 Months till Sign off.So requesting you to amend the clause	Tender condition prevails

6	63	II. General Hardware Specification for SDWAN	22	The bidder needs to provide a display unit at central site for connectivity status of all sites.	Kindly share exact details of display unit required i.e. size in inches, type of connectivity - HDMI, ethernet etc.	This point is raised to make sure that every bidder is meeting minimum criteria to provide display unit. Display unit comes in a range of INR few thousands to	Clarification: The display unit requires for monitoring of links status in real time for the inscope locations. The standard size Display size shall be minimum 43 inches with minimum 1 HDMI, 1 Ethernet, 1
7	64	IV	1	SD-WAN device performance should be in line with the capacity of bandwidth terminating for link 1 & 2 and scalable to support double capacity of Bandwidth from day one.	SD-WAN device performance should be in line with the capacity of bandwidth terminating for link 1, 2 & 5G and scalable to support double capacity of Bandwidth from day one.	Branches should consider maximum 5G dongle bandwidth also from day one. This project is for 5 years and if service provider is considering 4G they should give mandate they will be supplying 4G for next 5 years else if they upgrade to 5G they shall consider bandwidth from day one.	Tender condition prevails
8	65	A. Switches	5	The switches must seamlessly integrate with the existing monitoring tools and ITSM platforms, ensuring compatibility for efficient network management and streamlined incident handling.	Kindly provide details of existing Monitoring tools and ITSM platforms to check the compatinility or confirm if it supports open API	To confirm if proposed platform is compatible with existing ITSM & monitoring platforms	Clarification:- Our SOC team is currently using ArcSight SIEM solution for 24*7 monitoring and alerts. ITSM tool in use is ManageEngine
9	66	For important locations - Offices/Control Rooms/Stores: Type 1	3	Should support 3 dBi for 2.4 Ghz, 3dBi for 5 Ghz	Should support 4.5 dBi for 2.4 Ghz, 4.5 dBi for 5 Ghz	Lower the dBi increases the chances for more disconnections issues on the wireless signals. Higher dBi value have better antenna gain and longer range with strong connectivity.	Tender condition prevails
10	68	2. Special Condition Of Contract	3	For DC and DR replacement for Hardware/ Software failure should include within 4 Hours after authorization of replacement. For other locations support should be on same day/next day.	Requesting to change the hardware replacement for other locations to Next Business Day	OEM provide NBD support for hardware replacement	Tender condition prevails

11	General			Additional Clause	<p>We kindly request to add following clause</p> <p>Any company that has undergone restructuring / demerger / business transfer, can submit credentials or any other document, as applicable of its subsidiary company subject to the subsidiary being 100% owned by the parent company.</p>		Tender condition prevails
12	68	OPERATIONS AND MAINTENANCE SERVICES	Clause 3.0	<p>Should provide two no of resident engineers support for Working Days (Monday to Saturday) in working Hours (9AM to 6PM) facilities to raise trouble tickets, Coordination and customer support. On Holidays, resident engineer has to remotely coordinate with NOC for resolving the issues. These engineers may need to visit site locations as and when required. These engineers should be provided once the DC link is delivered.</p>	<p>Resident Engineer Qualification and experienced is not mention in SoW</p> <p>Kindly elaborate have To give L1/L2?</p>	Kindly address	One L1 and One L2 resource
13	77-78	SECTION VI SCHEDULE OF RATES	Section IV	<p>In SOR tables there is not provision for Resident engineer Price. Please confirm we have to bundle with in Links or it will get amend SOR</p>	Kindly confirm		Clarification :- There is no separate line Item for resident engineer. This may be considered while quoting along with the links charges.
14	68	EXISTING LIST OF LOCATIONS		<p>At the end of Table you mentioned in RFP "Rest of the locations are kept as provision. Please consider one switch and one WiFi access point at each location. Location details will be shared later</p>	<p>Please give an exact list of Locations which is kept as provision for which one switch and one WiFi access point have to cater at each location. and also confirm this will consider as in L1 or its out of L1</p>	Kindly address	Clarification :-The n/w switch and access point shall be provided at the time of link activation only.

15		7.1	Technical BEC -I		Multiple work orders for the SDWAN connectivity services should be accepted. The work orders dates should be in a given year only.		Tender condition prevails
16		7.1	Technical BEC -II		Internet links and SDWAN orders happen separately due to licensing fee involvements. Please decouple the SDWAN and Internet prerequisites and allow different purchase orders for SDWAN and Internet.		Tender condition prevails
17		7.1	Technical BEC -III		Orders would come from different entities. So please allow both entities PO to be considered.		Tender condition prevails
18		7.1	Technical BEC -IV		If the company is certified as ISO 27001 then NOC center need not be certified separately. Please clarify.		Tender condition prevails
19		7.1	Technical BEC -V		ISO 27001 covers all Network and Security provisions. Please consider NOC and SOC as single operations.		Tender condition prevails
20	1.0 - Scope of Work			Providing bandwidth for internet all the locations and with cloud-based DDoS mentioned locations	Whether DDOS can be applied on Spectra ISP backbone		Clarification :-The DDoS protection can be applied at ISP backbone.
21				Implement NextGen WAN solution	Considering SD-WAN must scaleable for UTM functionality, do we need to procure UTM license for IGL Bhavan, DR Electronic City and KAKA Nagar.		Clarification :-Bidder to consider all the required licenses.
22		1.0 - point (O)		Vendor to follow Cyber Security best practices as per industry norms & IGL guideline	Considering 27001 needs to be followed, if any additional point needs to be factored, kindly confirm		Clarification :-Bidder to follow Cyber security best practices as per ISO 27001 standards.

23		1.0 - I. - Point 3		<p>The software defined network controller should be capable of running in public cloud (Amazon Web Services, Microsoft Azure, Oracle Cloud and Google Compute Engine)</p>	<p>Spectra will provide SD-WAN infrastructure on FortiNet and It works on Forti-Manager, does not have separate SD-WAN Controller like VERSA SD-WAN Environment.</p> <p>Note: If Forti-Manager goes down, Production traffic does not impact, only new changes to the environment can not be done</p> <p>Note: Forti-Manager is placed at Spectra Hub not on Public Cloud</p> <p>Kindly confirm if that is fine.</p>		Tender condition prevails
24		1.0 - I. - Point 4		<p>The data plane at the branch locations, data center and in public cloud (Amazon Web Services, Microsoft Azure, Oracle Cloud and Google compute Engine) should be programmable from the central software defined network controller</p>	<p>Data Plane would be controlled by FortiGate-Manager and Forti-Manager would be placed at Spectra Hub "Data Center" on public Cloud.</p> <p>Kindly confirm if that is OK</p>		Tender condition prevails
25		1.0 - I. - Point 9		<p>The system should support 4G/LTE dongles/SIM on the branch device as a WAN link with the ability to do load sharing of links with broadband and ILL</p>	<p>Either 4G or LTE or SIM, however, only for Spoke Location</p> <p>Kindly confirm if that is OK</p>		Clarification :- This functionality requires for branch / site location devices.
26		1.0 - I. - Point 11		<p>The SD WAN should have the ability to bind multiple MPLS links and an MPLS link with public internet link</p>	<p>Whether IGL is using MPLS or just an ask that SD-WAN must support MPLS functionality</p>		Tender condition prevails
27		1.0 - I. - Point 17		<p>The SD WAN should be capable of sending duplicate data over both links for guaranteed delivery of all applications data and it has to be configurable feature need to be enabled if required</p>	<p>Possible, however, it affect the overall performance of SD-WAN Boxes"Performance", best option is load balancing.</p> <p>Kindly confirm if duplicate copy to be send or not</p>		Clarification :- SDWAN solution should have the ability to identify the best path and data should send over it

28		1.0 - I. - Point 19		The SD WAN should support one way latency and traffic loss monitoring	"It works on Outbound traffic" define the latency between hub and Spoke"  Kindly confirm		Tender condition prevails
29		1.0 - I. - Point 20		The SD WAN should continuously access performance of critical voice, video or data applications at any given time with the ability	Are you talking about QOS and Bandwidth Classification, VOIP and Data ?  Kindly confirm		Clarification :- The solution should access & prioritized the traffic based on its type like voice, video or data as per requirement.
30		1.0 - I. - Point 26		If a failure of one or more network links occurs and there isn't enough remaining bandwidth to serve all current sessions, current sessions should be adjusted to conform with the QoS policies	Are you saying, ongoing session must not be disturbed but new session can be disturbed or  kindly clarify this point		Tender condition prevails
31		1.0 - I. - Point 27		Should support SSL/TLS Inspection for Invalid, expired or untrusted certificate	Are you sayign to enable SSL inspection for https traffic or  kindly clarify, where exactly the certificates would be used and expectation for which traffic. IS there any Certificate Server owned by IGL, if, yes, kindly clarify those details		Clarification :- For internet traffic.
32		1.0 - I. - Point 28		Should also support passive SLA monitoring of the actual application steered, without the need of sending any active probes, when the application traffic is flowing through the CPE	Metric would be used like Latency, Jitter, packet loss and throughput  Hope that is fine		Tender condition prevails
33		1.0 - I. - Point 29		Should support a combination of Active and Passive SLA to effectively address different applications under different scenarios with configurable check interval, failure and restore thresholds	Hope we must consider a common SLA for the link availability, not specific to Primary and Secondary Internet link.		Tender condition prevails

34		1.0 - I. - Point 30		Capable of HA (High Availability) Active/Passive or Active/Active and should be capable of auto & manual failover in case the active device fails	Considering HA for the SD-WAN devices, where 2 Boxes are factored, not the standalone SD-WAN site, also not considering HA for AP or Layer Switches		Tender condition prevails
35		1.0 - I. - Point 34		Tunnel should be automatic & dynamic without any manual configuration on the edges and the controller	Minimal Configurartion would be required at Spoke sites to connect with Hub and Forti-Gate manager while templates are getting setup at initial time.  Kindly confirm if that is OK		Tender condition prevails
36		1.0 - I. - Point 37		The system should allow to schedule the upgrade of devices either individually or in batches as per requirement and the process should be completely automated. In case the upgrade fails, the device should be rolled back to previous stable configuration which was running before upgrade	Whether IGL is considering the batch upgrade for SD-WAN boxes, AP and Switches altogether or asking for any specific technology		Tender condition prevails
37		1.0 - I. - Point 39		Edge device should support zero- touch provisioning requiring minimal or no configuration at a remote location	Minimal Configurartion would be required at Spoke sites to connect with Hub and Forti-Gate manager  or  while device is getting dispatched, minimal configurartion ca be setup before delivery.  Kindly confirm if that is OK		Tender condition prevails
38		1.0 - I. - Point 43		The bidder should implement access control system at each site locations with the use of managed switches and managed Wi-Fi	Whether IGL is considering AAA "TACACS and RADIUS" or Anything else		Clarification :-The bidder to implement access control at in scope site location to stop unathorized access. Bidder may consider any method based on latest standards & security.



39		1.0 - II. - Point 3		<p>The proposed solution should have cloud-based/ On Prem controller to manage all the edge devices</p>	<p>In Fortinet SD-WAN, there is no specific controller, Forti-Gate Manager does all the job and even if Forti-Gate Manager goes down, Production traffic does not affect.</p> <p>Forti-Manager would be placed at Spectra Hub "Cloud" not on public Cloud.</p> <p>Kindly confirm if that is fine.</p>		tender condition prevails
40		1.0 - II. - Point 4		<p>The SD WAN should be capable to use all the available links like</p> <p>a. MPLS</p> <p>b. Any kind Internet</p>	<p>Spectra consider, there is no MPLS, however, believe, IGL considering for future propective</p>		tender condition prevails
41		1.0 - II. - Point 5		<p>The SD WAN should have the ability to bind multiple MPLS links and/or public internet links</p>	<p>Whether IGL is having MPLS connectivity as well, need to understand the architecture</p>		tender condition prevails
42		1.0 - II. - Point 13		<p>The SD WAN should support L3 protocol functionality like Static routes, OSPFV2, OSPFV3, BGP v3, BGP v4, Policy based routing and IPv6 QoS</p>	<p>Technically, yes FortiGate supports all these functionality</p> <p>However, are you using IPV6 or OSPF and BGP,</p> <p>Kindly provide the details</p>		tender condition prevails
43		1.0 - II. - Point 6		<p>The SD WAN should support IPv4 and IPv6 from day one</p>	<p>Whether IGL is using IPV6 setup, technically, this is supported, however, we need to understand if IPV6 is used</p>		Clarification :- Currently, we are using IPV4 but devices should support IPV6 as well.
44		1.0 - II. - Point 10		<p>The SD WAN must include the ability to support network topologies like Hub and Spoke, Full mesh</p>	<p>Hub and Spoke Topology is recommended, however, full mesh is also supported.</p> <p>Is it OK, if Spectra offer the Solution with Hub and Spoke mechanism</p>		tender condition prevails

45		1.0 - II. - Point 12	The hardware at DC, DR and Kaka Nagar should be capable of supporting two times the bandwidth specified in scope	Spectra has consider 50% usage of the boxes  if bandwidth is upgraded, still boxes would have capability to support, hope that is fine.		tender condition prevails
46		1.0 - II. - Point 16	The solution should be quoted as per bandwidth requirement of the branches. The proposed appliance should meet the minimum requirement of bandwidth along with future scalability of double the proposed bandwidth & other technical specifications as per RFP	Whether IGL is saying that, we should double the bandwidth while sizing the main sites or branch site SD-WAN boxes. For Example : IGL bhavan will have 400 Mbps * 2 and if we double, Box should support 1600 Mbps Kindly confirm		tender condition prevails
47		1.0 - II. - Point 17	The solution should support on-device SSL/TLS decryption, including decrypting TLS v1.3 traffic, to identify Custom applications based on its Layer 7 signatures and not based on IP address. This information should be used to successfully perform SDWAN steering of Custom HTTPS application traffic	Known/reconized Application will be shown with details , however, unknown appliacion would not be identified with name, will this be OK		tender condition prevails
48		1.0 - II. - Point 19	Zero Touch Provisioning of SD-WAN device should be available	Minimal Configuartion would be required at Spoke sites to connect with Hub and Forti-Gate manager  or the minimal configuartion can be done before transportation		tender condition prevails

49		1.0 - II. - Point 22	The bidder needs to provide a display unit at central site for connectivity status of all sites	<p>While giving the Sd-WAN setup with Fortigate environment, FortiGate analyzer can be used, which would be placed at Spectra Hub "POP" and ISP would be given read access to the Analyzer, portal can be used to check the link status, SD-WAN device status etc. which can be used at any laptop. Do you need any Big Screen for analyzer at DC site or online/via Internet portal can be accessed from any machine. Kindly provide the details</p>		<p>Clarification :- The display unit requires for monitoring of links status in real time for the inscope locations. The standard size Display size shall be minimum 43 inches with minimum 1 HDMI, Ethernet, Wireless port etc.</p>
50		1.0 - II. - Point 25	The system should ensure that the site locations will have their specific static IP's which need to be configured for SDWAN devices. This may vary from 5-10 IP's at each site locations and minimum 64 IP's at Central locations.	<p>At Branch location, BB links are also factored, on BB link static IP can not be given, kindly clarify. If branch site is having ILL, what would be use of static IP at branch site</p> <p>Whether IGL is having Server at DC, DR and KAKA site on which 64 static IP needs to be procured.</p> <p>Considering total 64 Public IP's "inclusive SD-WAN interface IP and it's Gateway and Network ID" for IGL BHawan, DR site and Kaka Site. rest all site, we will consider 10 IP's</p>		tender condition prevails

51		1.0 - III. - Point 2		In case external switches are required to achieve Active-Active HA of SD-WAN device, then the switches must be managed devices and should be provisioned in redundancy to avoid a single point of failure in the network. These switches will be under vendor scope	WAN switches will not work in redundancy, 1 ISP link will terminate to Switch1 and ISP2 link will terminate at Switch2, however, further Switch1 and Switch2 will connect both the devices to avoid any failure, so that FW HA can work. Will not require WAN switches to be in redundant mode  Hope that is fine		tender condition prevails
52		1.0 - III. - Point 4		SD-WAN should have redundant Power Supply and should be deployed in HA	Recheck		Clarification :-This point refers to specific high bandwidth locations which are critical.
53		1.0 -V. - Point 1		All central controller & analytics platforms shall be provided, deployed & managed by bidder at IGL data center / Bidder's Cloud. The solution at DC and DR sites/ Bidder's cloud should be in high availability to avoid single point of failure	Forti-Manager would be placed at Spectra Hub. For which read access can be given to IGL Will that be OK		tender condition prevails
54		1.0 -V. - Point 2		The centralized management appliance installed at DC and DR must provide a single, unified platform for network service provisioning, monitoring and assurance, change and compliance management	recheck with IGL. Forti-Manager would be placed at Spectra Hub, hope that is OK		Tender condition prevails.
55		1.0 -V. - Point 4		The solution must support zero touch provisioning / plug-n-play for new branches, which entails on-site branch personnel having to make physical (i.e. cabling) changes only and administrators not having to make configuration changes to bring new branches online	Minimal Configuration would be required at Spoke sites to connect with Hub and Forti-Gate manager		Clarification :- Bidder may use the pre configured devices to minimize the onsite configuration at the time to bring new site online, it will save time as well. However if some configuration requires at site that is fine to bring site up.

56		1.0 -V. - Point 6		The solution must support end-to-end real-time flow visualization for the application paths for identifying issues and taking corrective actions	<p>Tracking can be be done on Link basis "SLA"</p> <p>Link Failover can be happen with protocol ICMP, HTTP, DNS, we can bind these protocol with any standard appliaction listed in t he box.</p> <p>Hope that is OK</p>		Tender condition prevails
57		1.0 -V. - Point 9		The centralized management appliance shall have NMS capabilities and must support network wide device and network visibility for all the devices in the scope of the solution	<p>FortiGate Devices would be managed by Forti-Manager, AP would be managed by AP controller as per the.</p> <p>LAN switch and PoE switches would not be centralized controlled</p> <p>SD-WAN device, Switches will be integarted along with NAGIOUS Tool, hope that is fine.</p>		Tender condition prevails
58		1.0 -V. - Point 10		The solution must be able to collect and aggregate traffic statistics for all WAN paths. Traffic statistics should include path utilization, application specific utilization and path performance	<p>transaction Data will be provided, which includes Data In Bytes</p> <p>Hope that is fine, kindly confirm</p>		Tender condition prevails

59		1.0 -V. - Point 12		The solution must store historical traffic and performance information to assist with trouble analysis, traffic forecasting and SLA compliance	<p>storing logs ( Analytics Logs ) would be for 3 Months only. Further 2 GB per site from each location, so we can say 2 GB * 175 size is required other wise data would be purged.</p> <p>If in case, IGL download the raw data from FortiGate FW, Spectra can assist in resorting if needed, however, would need engagement from OEM and time consuming process. these request must not be frequent.</p> <p>Kindly confirm</p>		Tender condition prevails
60		1.0 -VI. - Point 2		<p>The SD WAN should support granular Real-Time Monitoring and Historical Reporting like</p> <p>a. Statistic bandwidth usage of all available links.</p> <p>b. Network Statistics including continuous performance monitoring of loss, latency, and packet ordering for all network paths and link utilization</p>	<p>1. Supported via MRTG for Internet links only. "Excludes any Application"</p> <p>2. Packet loss, Jitter "yes"</p>		Tender condition prevails
61		1.0 -VI. - Point 3		<p>The SD WAN should be able to generate report for</p> <p>a. Traffic statistics of all the included path</p> <p>b. Specific application utilization</p> <p>c. Path performance</p>	<p>1. Yes, Standard reports can be provided without any customization" which includes Bandwidth Data as in Tranaction data"</p>		Tender condition prevails
62		1.0 -VI. - Point 7		<p>The SD WAN controller should contain a single dashboard which includes all other device status like CPU, Link Status, event logs etc</p>	would be happening via Forti-Manager		Tender condition prevails
63		1.0 -VI. - Point 9		The solution should provide an option for scheduling reports	<p>Standard report can be automated from SD-WAN Analyzer.</p>		Tender condition prevails

64	1.0 -VI. - Point 10			Bidder to provide the display unit for 24*7 monitoring of link status at central site	Whether Cloud based portal is sufficient or not, I mean Fortigate Analyzer access or need specific unit on site, kindly provide more details		Clarification: The display unit requires for monitoring of links status in real time for the inscope locations. The standard size Display size shall be minimum 43 inches with minimum 1 HDMI, Ethernet, Wireless port etc.
65		A. - Point 1		Visibility, user access control, and threat mitigation at the switch port level	<p>This does not happen via SD-WAN boxes, Whether IGL want us to factor NAC Solution.</p> <p>Whether IGL wants user validation via connecting via either WIFI or LAN, user must be authenticated with Username and Password than poster validation with "OS/AV" etc than it should be allowed to connect to Network.</p> <p>if Yes, Whether IGL can provide VM Hardware on which EMS server can be installed, however, Spectra can install EMS license and manage EMS prospective but VM hardware would be managed by IGL, Spectra can define at exact hardware specifications</p>		Clarification :-To provide the desired functionality if Any additional hardware/software licences required for the implementation of the project will be in the scope of the vendor.
66		A. - Point 2		It should be able to create rule set based on connected device manufacturer and operating system, user groups and then assign specific VLAN to device	Let me know if you are expecting NAC + AAA functionality, generally NAC does the end user poster validation, however, here the expectation is to assign the different VLAN and groups,generally, this is done with NAC + AAA functions, not only with NAC.		Clarification:- The bidder to implement access control at in scope site location to stop unauthorized access. Bidder may consider any method based on latest standards & security. The separate VLAN may required at sites based on the device.

67		A. - Point 3		It should automatically onboard the Wired and Wireless devices onto the LAN by imposing unified security and networking controls on the Management	Considering NAC solution, correct me if wrong		Clarification:- To provide the desired functionality if Any additional hardware/software licences required for the implementation of the project will be in the scope of the vendor.
68		A. - Point 6		It Should have option to create switch profiles to allow specific settings to be applied to all authorized Switches	Needs to understand from IGL in detail		Clarification:- Bidder to provide centralized switch management
69		A. - Point 7		Central management solution should have Robust Monitoring – Topology views of all managed switches, Port level view, Status monitoring views from single console.	Needs to understand from IGL in detail		Clarification:- Bidder to provide centralized switch management
70		A. - Point 8		Should support switch administrators can use MAC addresses to quarantine hosts and users connected to a Switch unit. Quarantined MAC addresses should be isolated from the rest of the network and LAN	Needs to understand from IGL in detail		Tender condtion prevails
71		A. - Point 9		Switch must support micro segmentation to block intra-VLAN traffic to prevent the direct client-to-client traffic visibility at the layer-2 VLAN layer	Need to provide the used case for this point		Tender condtion prevails



72		A. - Point 10		Should support in-built network access control feature in switch manager to bounce all the devices by default in onboarding VLAN and based on the devices matching with the specified criteria, devices should be assigned to a specific VLAN. Criteria must support: a.MAC address, b. hardware vendor, c. device family, d. device type, e. device operating system and user group. If bidder not supported in-built, they should include all the required hardware and software resources	Considering NAC solution, correct me if wrong.		Clarification:- To provide the desired functionality if Any additional hardware/software licences required for the implementation of the project will be in the scope of the vendor.
73		A. - Point 11		Should have option to create switch profiles to allow specific settings to be applied to all authorized Switches	Considering NAC solution, correct me if wrong Where the end device poster can be check.		Clarification :- There is no limitation on the additional features apart from the mentioned that can provide by the bidder.
74		layer 2 & Authentiaction Requirement I. Point 2		Switch should prevent direct client-to-client traffic visibility at the layer-2 VLAN	as layer 2 switch, same IP segment can talk via switch, otherwise all traffic will go via Firewall/SD-WAN. Kindly confirm		Tender condition prevails
75				Should support 802.1x MAC-based authentication, IEEE 802.1x MAC Access Bypass (MAB)	Kindly provide the used case for this point		Tender condition prevails
76				Should support IEEE 802.1x Guest and Fallba	Kindly provide the used case for this point		Tender condition prevails
77				Should support IEEE 802.1x Dynamic VLAN	Kindly provide the used case for this point		Tender condition prevails
78		B. - Point 1		Visibility, user access control, and threat mitigation at the switch port level to which Access point is connected from day one	Considering NAC Solution, correct me if wrong Exact details about NAC or NAC + AAA is not shown in RFP, Kindly elobrate		Clarification:- The bidder to implement access control at in scope site location to stop unauthorized access. Bidder may consider any method based on latest standards & security. The separate VLAN may required at sites based on the device.

79		B. - Point 4		Data communication between devices should take place in encrypted form to ensure end-to-end security of user information/ data along with implementation of Wireless Security Standards such as WPA, WPA2 and WPA3 with 802.1x and pre-shared key	Between which devices, data should be encrypted.  Seems, 801.1X needs to be integrated, which requires Active Directory, along with AAA functionality and poster validation with NAC, kindly confirm which Solution you are exploring.		Tender condition prevails
80		B. - Point 6		The Solution must have capability to deploy Access point in Point-to-point topology with centralized management and data encryption	Kindly elobrate the requirement Used case of WIDS/WIPS, SD-WAN will have feature of Anti-malware from Network layer prospective. Kindly elobrate		Tender condition prevails
81		B. - Point 8		Wireless Access points Should support Integrated intrusion detection and prevention system (WIDS/WIPS)			Tender conditions prevails
82		2.0 - Point 6		The proposed SDWAN solution should be capable of integrating with existing IGL SOC centre	All the Spectra provisioned devices would be integrated along with Spectra NOC, kindly provide the details, what all device setup you are expecting to be done on SD-WAN boxes by Spectra. Are you here asking that IGL SOC carries any SIEM or any other tool Do let me know what additional functionality is expected from Spectra for this integration, with which device this would be integrated		clarification:- IGL have SOC services running on ArcSight SIEM solution. The SDWAN solution should be able to integrate with SIEM solution.

83		2.0 - Point 7		Bidder to do the security assessment, mitigation of all devices used under this project and submit the report every 6 months	Kindly elobrate any specific Security assessment, are you saying, Vulnerability assessment or any specific thing to be executed for all the devices. which devices needs to be included SD-WAN ? Switches ? We need to understand the scope in details		Clarification:- Bidder to do the vulnerability assesmnet, mitigation, patching / update /upgrade and hardnening etc for all inscope devices.
84					Do you want WIFI setup in IGL Bhavan, IGL DR and KAKA Site, as per previous discussion, on these sites WIFI is not required, however, in the RFP, these sites are included		Clarification:- The bidder has to keep the WiFi as mentioned in the location list only. Installation shall be done on the requirement basis.
85					Whether the Resident Engineer would sitting in DC Whether Resident Engineer would be given laptop by IGL Whether resident Engineer travel expense from one site to another site would be owned by IGL		Clarification:- Sitting location of the residnent engineer will be DC. Laptop / PC for the resident engineers have to be provided by the bidder. All charges including transport charges, telephone monthly charges etc to be borne by the bidder.
86					Hope IGL is having internal Firewall at IGL Bhavan, IGL DR and KAKA Site, which would remain as it is, correct me if wrong		Clarification:- Internal Networking architecture shall be shared to the qualified bidder at the time of implementation

87	9	7.1 Technical BEC, (point no. V)		Bidder should have their own NOC (Network Operations Centre) in India which should be ISO 27001 certified.	<p>We kindly request the removal of the referenced clause, as ISO/IEC 27001 certification is applicable to an organization or company as a whole, and not specifically to individual departments such as the NOC/SOC.</p> <p>Additionally, please confirm if the ISO 27001 certification held by the organization can be submitted as valid documentary proof in this context.</p>		Tender condition prevail.
88	9	7.1 Technical BEC, (point no. VI)		Bidder should have their own SOC (Security Operations Centre) in India which should be ISO 27001 certified.			Tender condition prevail.
89		Additional clause must be added			<p><b>Demonstration Requirement:</b>The OEM/Bidder shall provide a comprehensive demonstration of all key features and functionalities proposed in response to this RFP. The demo must clearly showcase how the solution meets the technical and functional requirements outlined in this document. The demonstration should be scheduled within 7 days of the technical bid submission and must be conducted either onsite or virtually, as per the discretion of the purchaser. Failure to provide a satisfactory demonstration may result in disqualification of the bid.</p>	<p>Requiring a demonstration ensures that the proposed solution is not only theoretically compliant with the RFP specifications but also practically viable. It allows the evaluation committee to validate the actual performance, usability, and compatibility of the solution with the stated requirements. A live demo helps identify potential gaps, assess user interface and experience, and confirm that the OEM/bidder possesses the claimed capabilities. This step minimizes the risk of post-award issues and ensures informed decision-making based on tangible evaluation.</p>	Tender condition prevails.

90	67	Hardware Specifications for Wireless (Type-1)	Should support Wifi6E tri-radio 2.4, 5 and 5 Ghz	<p>Wi-Fi 6E and tri-radio requirements are vendor-specific and not necessary for a base-level 2x2 access point. Comparable performance can be achieved using a dual-radio Wi-Fi 6 access point, making it a more cost-effective and practical solution. Request you to kindly ammend this requirment as "<b>Should support Wifi6 Dual-radio 2.4, and 5 Ghz</b>"</p>		Clarification :- Should support Wifi6E minimum radio frequencies of 2.4 and 5 Ghz. Wi-Fi device should be enterprise grade also.
91	65	VI. SD-WAN Reports and Analytics: Point # 6	<p>The SD-WAN must provide the following reports of Individual link quality/ Virtual link quality on daily, weekly, monthly, yearly etc.</p> <p>a. Packet loss in the links b. Jitter on the links c. Latency of links</p>	<p>Historical reporting will capture reports for parameters like latency, packet loss and link utilization. However, jitter is a very dynamic parameter and is used for real-time analysis of link quality, but not captured in historical reports. Hence request to modify the clause as below:</p> <p><i>"The SD-WAN must provide the following reports of Individual link quality/ Virtual link quality on daily, weekly, monthly, yearly etc.</i></p> <p><i>a. Packet loss in the links</i> <i>b. Latency of links "</i></p>		Tender condition prevails.
92	65	Reports and Analytics: Point #	All Switches and Wi-Fi Access points should be managed through central dashboard for better visibility and control.	Switches and Wi-Fi APs are not a part of SDWAN solution and hence cannot be monitored via SDWAN dashboards. Request to remove this clause from SDWAN analytics section and add in the relevant section of switches and wifi ap.		Clarification:- The centralied dashboard for visibility & control, for Switches & Wi-Fi Access points shall be separate from SDWAN dashboard.

93		Page 8 , 9 & 85 , Technical BEC	<p>BEC - I. Bidder should have successfully executed single work order for providing managed secured SDWAN connectivity services of minimum Rs. 1.21 Crores in India in last 7 years reckoned from the date of issue of tender. <b>Page 9 Documents Required</b> - Single work order / purchase order copy &amp; its completion certificate defining the complete scope of work issued from the end client to the bidder duly certified by end client must be submitted along with the offer with executed value in last 7 years. Copy of detailed purchase order / contract with SOR.</p>	<p>We are one of the largest SDWAN implementor across the globe and have done various instalations with different clients. Most of our clients have global presence (In India as well) and we have NDA agreements with all of them due to which we are not in a position to produce any PO copy /completion certificates.</p> <p>We hereby request you to allow submission of undertaking by the CEO / CountryHead along with CA certificates on its letter head confirming the completion of work along with end client name, project details and its values. Supported by end client email confirmation on SDWAN implementations.</p>		Tender condition prevails.
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94		Page 8 , 10 & 85 , Technical BEC	<p>III. Bidder should have implemented and managed SDWAN solution with at least 100 links with OEM (Fortinet / Cisco / Palo Alto Networks / Versa Networks / HPE) via single work order. <b>Page 10 Documents Required</b> - Copy of work order and Completion Certificate/ document with satisfactory performance duly certified by client for implemented and managed SDWAN solution with at least 100 links with OEM (Fortinet / Cisco / Palo Alto Networks / Versa Networks / HPE) via single work order.</p>	<p>We are one of the largest SDWAN implementor across the globe and have done various instalations with different clients. Most of our clients have global presence (In India as well) and we have NDA agreements with all of them due to which we are not in a position to produce any PO copy /completion certificates.</p> <p>We hereby request you to allow submission of undertaking by the CEO / CountryHead along with CA certificates on its letter head confirming the completion of work along with end client name, project details and its values. Supported by end client email confirmation on SDWAN implementations.</p>		Tender condition prevails.
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95		<p>Page 38 &amp; 26.0 TERMINATION FOR OWNER'S CONVENIENCE</p>	<p>sent to the Contractor, may terminate the Agreement, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Owner's convenience, the extent to which performance of the Contractor under the Agreement is terminated, and the date upon which such termination becomes effective.</p> <p>26.2 The Work that is complete and ready for commissioning as on the date of Contractor's receipt of notice of termination shall be accepted by the Owner on the terms and prices mutually agreed at that time.</p> <p>26.3 For the remaining Work, the Owner may elect:</p> <p>(a) To have any portion completed and delivered at the Agreement terms and prices and / or</p> <p>(b) To cancel the remainder and pay to the Contractor an agreed amount for partially completed Goods and Services and for materials and parts previously procured by the Contractor; and/or</p> <p>(c) To pay any reasonable and</p>	<p>It's an one sided clause / arbitrary clause because such projects require higher capex based investment and any termination in between will cause heavy losses to the bidder/ Implementor. Hence we request you to either remove this clause or make it mutual for both parties with 90 days notice.</p>		<p>Tender conditions prevails</p>
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96		Page 39 & 28.0 SETTLEMENT OF DISPUTES	<p>28.4 Indraprastha Gas Limited will nominate three independent persons who can be the Sole Arbitrator and intimate the same to Vendor. The Vendor needs to choose one person from the said nominees as Sole Arbitrator. If Vendor fails to choose the arbitrator within thirty (30) days from receipt of a nomination by Indraprastha Gas Limited, Indraprastha Gas Limited will have right to choose the Sole Arbitrator.</p>	Arbitrator appointment shall take place in accordance with the provisions of the Arbitration and Conciliation Act, 1996. We request you to amend the clause accordingly .		Tender conditions prevails
97		Page 39 & 29.0 LIMITATION OF LIABILITY	<p>29.1 Except in cases of wilful negligence or wilful misconduct, and in the case of infringement, the Contractor shall not be liable to the Purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits provided that this exclusion shall not apply to any obligation of the Contractor to pay Price Reduction to the Purchaser and the aggregate liability of the Contractor to the Purchaser, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.</p>	We request following amendments in the clause - As per this clause cost of repairing or replacing defective equipments is unlimited which is preventing us from participation we would request you to remove this from LOL clause or limit the liabilities for repairing or replacing the defective equipments TCV (Total Contact Value) only .		Tender conditions prevails
98		Page 52 & 9.PENALTY	<p>Further, if up time of any locations during any month is less than 50%, IGL will not make any payment for that location during that month</p>	We request you to clarify that "by any location", IGL means Central as well as Site locations . Also, We request you please put some minimum payment % in place of no payment.		Tender condition pravails

99		Page 52 & 9.PENALTY	In case central location link is down, all the remote locations may be treated as down and penalty, as defined above may be applicable to all the locations till services restored	Please confirm as per IGL, central locations are Kaka Nagar Delhi, DC Delhi R K Puram sec 9 and DR Bengaluru. Also clarify that penalty will be applicable when Primary and Secondary links of all the central locations is down and not in a scenario when any one or few central locations being down .		Clarification:- Central location is considered as IGL Bhawan
100		Page 60 & 1. SCOPE OF WORK	d) Network management using centralized Monitoring System from bidders' cloud	In reference to this point , Please confirm if the Bidder can use SDWAN Manager/Controller hosted in Cloud or On-Prem for management and monitoring of SDWAN,LAN & WLAN Devices.		Clarification:- SDWAN Controller can be hosted in cloud. The login credentials of IGL should be different.
101		Page 60 & 1. SCOPE OF WORK	l) Dedicated Internet lease line of 20 Mbps on fiber/Copper at site locations. This will work as a primary link. m) Broadband with unlimited data with minimum 100 Mbps bandwidth/ Internet connection on RF/fiber/Cu with 4 Mbps bandwidth. This may work as secondary/back up link	In Schedule of rates, its mentioned 20Mbps ILL and 100Mbps Broadband should be on fiber , please confirm can we propose 20Mbps ILL on Fiber/Copper and 100Mbps Broadband on RF/fiber/Cu as per scope of work.		Tender condition pravails
102		Page 65 & VI. SD-WAN Reports and Analytics	10. Bidder to provide the display unit for 24*7 monitoring of link status at central site.	Please clarify if IGL will be using their existing ITSM and monitoring tool.		Clarification: The display unit requires for monitoring of links status in real time for the inscope locations. The standard size Display size shall be minimum 43 inches with minimum 1 HDMI, Ethernet, Wireless port etc.

103		Page 68 & 3. OPERATIONS AND MAINTENANCE SERVICES	<p>3. Should provide two no of resident engineers support for Working Days (Monday to Saturday) in working Hours (9AM to 6PM) facilities to raise trouble tickets, Coordination and customer support. On Holidays, resident engineer has to remotely coordinate with NOC for resolving the issues. These engineers may need to visit site locations as and when required. These engineers should be provided once the DC link is delivered</p>	Request to clarify if the resident engineers are required to provide support remotely during 6PM to 9 AM from Monday to Sunday and which IGL office these resident engineers will be stationed.		Clarification:- Sitting location of the resident engineer will be DC. Laptop / PC for the resident engineers have to be provided by the bidder. All charges including transport charges, telephone monthly charges etc to be borne by the bidder.
104		Page 68 & 3. OPERATIONS AND MAINTENANCE SERVICES	EXISTING LIST OF LOCATIONS	We request you to share the LAT & LONG of 14 locations where its shows "NIL".		Clarification:- Please refer to the locations address provided.
105		Page 76	Rest of the locations are kept as provision. Please consider one switch and one WiFi access point at each location. Location details will be shared later.	As per SCHEDULE OF RATES , we have total 200 locations & as per EXISTING LIST OF LOCATIONS, we have 167 locations, so kindly clarify if we need to consider SDWAN router also for these 33 locations apart from one switch and one WIFI access point.		Clarification:- The bidder has to deliver the link with SDWAN solution at the provisioned locations
106		Page 78	SCHEDULE OF RATES	As per SCHEDULE OF RATES , we have total 200 locations in scope & as per EXISTING LIST OF LOCATIONS, location details of only 167 sites is shared. Please share the location details of remaining 33 locations.		Clarification:- Location details will be shared later as and when the site location live
107			General	Request to confirm who will be responsible to arrange rack space to install sdwan router & switches, power, passive cabling(from switch/Sdwan router to Access point) .		Clarification:- Rack space is already available

108		Page 61 & I. Technical Specification and Functionality Requirement for SDWAN	12. The SD-WAN should be able to build connections dynamically between two SDWAN devices leveraging multiple links and apply logic for best path selection, traffic switching, QOS and dynamic link bonding.	Please clarify how frequently does the system need to assess link quality for path selection (real-time, periodic).		Clarification:- Traffic should sent via best path
109		Page 61 & I. Technical Specification and Functionality Requirement for SDWAN	18. The SD-WAN should continuously check the link flaps and link quality parameters and traverse the traffic accordingly. i.e. if the link is not stable then put the link in monitor state, once the link is stable for particular time then start sending traffic on that link. Link flaps or link up/down must not affect the traffic as long as other link is available.	Please advise which specific metrics define "link quality" — latency, jitter, packet loss, or a weighted combination.		Clarification:- General parameters for checking the quality of a link shall be considered
110		Page 61 & I. Technical Specification and Functionality Requirement for SDWAN	2. The SD-WAN should be able to load balance across links simultaneously or leverage the secondary link for spill-over the bandwidth required for one session exceeds the available bandwidth on the best link. This lets high bandwidth applications have as much bandwidth as they need to perform optimally. So the effective bandwidth at IGL Bhawan should be 800 mbps, Kaka Nagar should be 400mbps and DR site of 400mbps.	Kindly confirm if the specified bandwidth requirements (800 Mbps at IGL Bhawan, etc.) is for committed throughput or peak utilization. Also, is the simultaneous usage of all available links always expected or only during peak traffic scenarios. For spill-over functionality, Please confirm if there is a preferred link hierarchy, or should all links be treated equally.		Clarification:- Both links should be treated equally and should work in Active -Active mode

111		Page 61 & I. Technical Specification and Functionality Requirement for SDWAN	3. The software defined network controller should be capable of running in public cloud (Like Amazon Web Services, Microsoft Azure, Oracle Cloud and Google Compute Engine etc.)	Please clarify if the controller is expected to be deployed in multiple cloud environments simultaneously (multi-cloud). Also, Should the deployment in cloud be redundant/highly available and is there a preference for any specific cloud platforms (e.g., AWS over Azure).		Tender condition prevails
112		Page 61 & I. Technical Specification and Functionality Requirement for SDWAN	4. The data plane at the branch locations, data center and in public cloud (Amazon Web Services, Microsoft Azure, Oracle Cloud and Google compute Engine) should be programmable from the central software defined network controller.	Please confirm what is the level of programmability required — configuration updates only or full API-based control (e.g., for dynamic QoS changes). Also clarify if there are any security constraints around cloud-based programmability of the data plane.		Tender condition prevails
113		Page 61 & I. Technical Specification and Functionality Requirement for SDWAN	5. The architecture should allow for internet break out at the local at branch, centralized location, remote entity (remote location) and cloud based on the application and the policy defined in the software defined network controller.	Please clarify should breakout policies be based solely on application identity, or also on user/device identity or time of day. Also, please let us know what is the level of granularity expected in internet breakout policies (per session, per app, per user, etc.).		Clarification:- Site level Internet breakout shall be considered
114		Page 61 & I. Technical Specification and Functionality Requirement for SDWAN	6. The tunnel creation should be automatic without any manual configuration on the edges and the controller.	Please confirm should the tunnel creation be completely zero-touch, or can it involve lightweight bootstrapping. Also confirm how will the edges authenticate themselves to the controller — certificates, keys, or other methods.		Tender condition prevails
115		Page 61 & I. Technical Specification and Functionality Requirement for SDWAN	8. The system architecture should allow the use the most preferred link based upon Link characteristics for critical applications as defined in policy	Please confirm if there is a predefined application list and corresponding preferred links, or should the SD-WAN detect and classify applications dynamically.		Clarification:- List of critical applications will be shared with the successful bidder only.

116		Page 61 & I. Technical Specification and Functionality Requirement for SDWAN	9. The system should support 4G/LTE dongles/SIM on the branch device as a WAN link with the ability to do load sharing of links with broadband and ILL.	Please clarify Is LTE support expected as an always-on WAN link or purely for backup.Also , Are there specific throughput expectations or SIM providers to be supported in this scenario.		Clarification:- LTE shall be considered as backup
117		Page 61 & I. Technical Specification and Functionality Requirement for SDWAN	12. The SD-WAN should be able to build connections dynamically between two SDWAN devices leveraging multiple links and apply logic for best path selection, traffic switching, QOS and dynamic link bonding.	Please confirm does the session-level link bonding require maintaining packet order.Are there constraints on latency difference between bonded links?		Tender condition prevails
118		Page 61 & I. Technical Specification and Functionality Requirement for SDWAN	13. The SD-WAN should support link failover due to packet loss, jitter, latency, link flap etc. without TCP and UDP session failover.	We request you to confirm the acceptable failover time (in milliseconds) for voice/video sessions. Also clarify if it is required to maintain session continuity for both TCP and UDP during link failover.		Tender condition prevails
119		Page 61 & I. Technical Specification and Functionality Requirement for SDWAN	17. The SDWAN should be capable of sending duplicate data over both links for guaranteed delivery of all applications data and it has to be configurable feature need to be enabled if required.	For guaranteed delivery, Please confirm if the duplicate packet mechanism be selective (only for specific apps) or global. Also , Let us know how should packet deduplication be handled at the receiving end?		Clarification:- There should not be any data loss over SDWAN network due to packet loss and link quality, if such happens solution should be capable of to resend the data to ensure no data loss.
120		Page 61 & I. Technical Specification and Functionality Requirement for SDWAN	18. The SD-WAN should continuously check the link flaps and link quality parameters and traverse the traffic accordingly. i.e. if the link is not stable then put the link in monitor state, once the link is stable for particular time then start sending traffic on that link. Link flaps or link up/down must not affect the traffic as long as other link is available.	Please clarify the defination of a "stable" link — specific thresholds or observation periods. Also, Are there historical performance logs or thresholds that need to be retained or reported.		Clarification:- Stable link means that there is optimum latency with out any packet drops

121		Page 61 & I. Technical Specification and Functionality Requirement for SDWAN	21. The SD-WAN must integrate transparently into the existing routing infrastructure. The solution must be completely transparent to existing routing protocols (eg:- OSPF, BGP etc.). All routing functions, including “dynamic path selection” or any other network routing decisions.	Please clarify should the SD-WAN solution passively observe existing routing (OSPF/BGP) or actively participate in routing. Also, Is policy-based routing expected to coexist with dynamic routing. Please confirm.		Tender condition prevails
122		Page 62 & I. Technical Specification and Functionality Requirement for SDWAN	25. The SD-WAN solution must be able to apply QoS policies to all the traffic seen in the network, including TCP, UDP and other non-TCP traffic types.	Please let us know how many traffic classes are required for QoS (voice, video, data, etc.). Also, Are there any existing QoS markings or should the SD-WAN handle classification from scratch.		Clarification:- Information shall be shared at the time of implementation with qualified bidder only.
123		Page 62 & I. Technical Specification and Functionality Requirement for SDWAN	24. The SD-WAN solution should support encryptions for end-to-end communication. The solution should use standard encryption technology, such as AES256/above to provide secure connectivity over any type of WAN link. Rekeying functionality should be available in the solution for encryptions.	Please let us know what encryption standards are acceptable (IPSec, TLS, etc.) for WAN traffic. Is encryption mandatory for all traffic types or only inter-site traffic?		Tender condition prevails
124	8	7. BIDDER EVALUATION CRITERIA (BEC)	I) Bidder should have successfully executed single work order for providing managed secured SDWAN connectivity services of minimum Rs. 1.21 Crores in India in last 7 years reckoned from the date of issue of tender.	We are requesting you to consider the value of work executed in case of ongoing multi year contract which should be INR 1.21 crore or more for the bidder's qualification under the subject clause. Requesting concurrence		Tender condition prevails

125	9	7. BIDDER EVALUATION CRITERIA (BEC)	III) Bidder should have implemented and managed SDWAN solution with at least 100 links with OEM (Fortinet / Cisco / Palo Alto Networks / Versa Networks / HPE) via single work order.	Our understanding is that bidder's can provide separate contracts of SD WAN connectivity as proof of value of work executed (1.21 Cr or more) and contract with at least 100 links with any one of the OEM referred here as proof of their experience. Please confirm whether our understanding is correct		Tender condition prevails.
126	60	SCOPE OF WORK	The Bidder shall ensure: a) Seamless transition from the existing network to the proposed SDWAN network with minimal service disruption	Please clarify who is current provider and what services which are currently installed in IGL?		Clarification:- We are using SDWAN solution, the details will be shared with successful bidder.
127	60	SCOPE OF WORK	Set up two dedicated Internet lease lines of 400 Mbps bandwidth with 2 Gbps protection from DDOS on fiber each at IGL Bhawan. h) Set up two dedicated Internet lease lines of 200 Mbps bandwidth with 1 Gbps protection from DDOS on fiber each at Kaka Nagar. i) Set up two dedicated Internet lease lines of 200 Mbps with 1 Gbps protection from DDOS on fiber each at DR Bengaluru. j) Set up two dedicated Internet lease lines of 100 Mbps on fiber each at IGL ISID Office. k) Set up two dedicated Internet lease lines of 50 Mbps on fiber each at Noida sec 03 Office.	Please clarify the following 1. Will you place order to two different ISPs for each of the two ILL links asked for or Successful bidder should provide both Links? 2. If successful bidder has to provide both the links is it allowed to deliver the second link to be delivered on third party last mile?		Clarification:- Bidder should provide the end to end connectivity with SDWAN solution. The proposed solution should be fully managed services.
128	63	SCOPE OF WORK	43. The bidder should implement access control system at each site locations with the use of managed switches and managed Wi-Fi.	Do you mean that centralized management of Switches and Wi-Fi infra.?		Tender condition prevails



129	63	II. General Hardware Specification for SDWAN	The bidder has to provide a complete SDWAN network connectivity managed solution through any one of the OEMs. i.e, Fortinet, Cisco, Palo-Alto Networks, HPE and Versa Networks	Request to amend the clause to: The bidder has to provide a complete SDWAN network connectivity managed solution through any one of the OEMs. i.e, Fortinet, Cisco, Palo-Alto Networks, HPE, Versa Networks, Netskope and Juniper Networks		Tender condition prevails
130	63	II. General Hardware Specification for SDWAN	11. The proposed hardware should be able to communicate with the existing products of different vendors (eg: - Cisco, HP, Juniper, Fortinet etc.) Routers, Switches and firewall.	Your ask is SDWAN. It will not communicate with NON SDWAN hardware even with existing vendors. Who are incumbent vendors in IGL?		Tender condition prevails
131	63	II. General Hardware Specification for SDWAN	25. The system should ensure that the site locations will have their specific static IP's which need to be configured for SDWAN devices. This may vary from 5-10 IP's at each site locations and minimum 64 IP's at Central locations.	Request amendment to up to /29 subnet i.e. total 8 IP address with 5 nos customer usable at other sites and 16 Nos i.e. /28 subnet at Central site (i.e. site such as DC, DR, Kaka Nagar, ISDI and Sector 3 Noida office).		Tender condition prevails
132	.		Additional Query	Need Clarity whether Customer will provide following at all sites? 1. UPS Power approx. 100W 2. Network rack Space approx. 3RU 3. Proper earthing with E-N voltage <2 Volt		Tender condition prevails

133	76	SOW	Rest of the locations are kept as provision. Please consider one switch and one WiFi access point at each location. Location details will be shared later.	<p>we have noted that as per SECTION VI SCHEDULE OF RATES bidders are required to quote the rates for 200 locations whereas as per EXISTING LIST OF LOCATIONS only 167 locations are available with Lat long and addresses. We presume that Providing ILL and broadband connectivity to rest of the 33 locations will not be made mandatory and the connectivity will be provided subject to technical and commercial feasibility as bidder cannot assess the feasibility status at bidding stage due to non availability of location details.</p> <p>Requesting concurrence</p>		Clarification:- The provisioned connectivity details count can be figured out by cross matching the SOR site count and location list.
134	78-79	SECTION VI SCHEDULE OF RATES	Unit Rate per day (INR) (excl. of GST)	Our understanding is that the unit rates are to be quoted for total number of links at a particular location on per day basis. Please confirm whether our understanding is correct		Clarification:- Unit rate of particular site includes the ILL/BB charges, device charges etc
135	51	6.0 DURATION OF CONTRACT / MOBILIZATION PERIOD SECTION IV SPECIAL CONDITIONS OF CONTRACT (SCC)	Mobilization Period: Mobilization period will be 03 months from the date of issue of first notification of award / Letter of Acceptance (LOA).	<p>We presume that the mobilization period being referred here is for the timeline of commissioning of links as per scope of the RFP at IGL locations as per SOR (up to 200 locations)</p> <p>However any delay in delivering the links for permission issues from IGL / Clarity on locations /reasons which are not attributable to service provider/bidder are to be compensated suitably and excluded from imposing Liquidated Damages</p>		Tender condition prevails

136	34	SECTION III GENERAL CONDITIONS OF CONTRACT (GCC)	<p>15.0 LATENT DEFECT</p> <p>If any latent defect (a defect which could not have manifested itself in the normal course of inspection and testing as per relevant codes, test procedures and contract specifications and normal usage as per industry practice will be referred to as latent defect) surfaces within five years of completion of contracted Work, the Contractor shall rectify and make good, as the case may be, within technically reasonable period to the satisfaction of the Purchaser and without any additional liability on the Purchaser, whatsoever.</p>	<p>Please note that the scope of subject RFP is service based and services will be offered as per the service uptime guaranteed as per the scope of RFP and agreement. Latent defect and warranty are applicable for Supply contracts hence the clauses are not applicable to subject service based contract as the equipment will not be offered as sale of equipments. Please delete the latent defect clause from the subject RFP scope</p>		<p>This being a generic clause and applicable on supply contract</p>
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137	35	SECTION III GENERAL CONDITIONS OF CONTRACT (GCC)	<p>19.1 The Contractor shall notify the Owner in writing of all sub-contracts awarded under this Agreement if not already notified in the Contractor's bid and incorporated in the Agreement. Such notification and incorporation shall not relieve the Contractor from any liability or obligation under the Agreement.</p> <p>19.2 Such sub-contracted services shall have to be necessarily in full compliance with the terms and conditions of the Agreement and do not relieve the Contractor of any of his contractual obligations. The Contractor shall be solely responsible for any action, deficiency or negligence of his sub-contractors.</p> <p>19.3 For any sub-contract, the Purchaser is entitled to demand from the Contractor, for approval of the list sub-contractors the Contractor intends to involve and of the orders he may entrust to them. The Purchaser may further demand that proposals of competitors be produced for him to examine. Approval by the Owner cannot give rise to any</p>	<p>Kindly note that the certain ancillary activities such as installation, O&amp;M may be subcontracted. Further we understand that we do not require to notify the authority in case of sub-contracting to the affiliates of the bidder.</p>		Tender conditions prevails
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138	37	SECTION III GENERAL CONDITIONS OF CONTRACT (GCC)	<p>DEFAULT</p> <p>23.1 Except for the cases provided for in Clause "Force Majeure", if the Supplier fails to execute the work or any part thereof with such diligence as will ensure its completion within the time specified in the contract or extension thereof or fails to perform any of his obligation under the contract or in any manner commits a breach of any of the provisions of the contract it shall be open to the owner at its option by written notice to the supplier</p> <p>(a) TO DETERMINE THE CONTRACT in which event the Contract shall stand terminated and shall cease to be in force and effect on and from the date appointed by the Owner on that behalf, where upon the Contractor shall stop forthwith any of the Contractor's work then in progress, except such Work as the Owner may, in writing, require to be done to safeguard any property or Work, or installations from damage, and the Owner, for its part, may take over the work</p>	<p>1. In case breach of obligation by the bidder kindly provide 90 days cure period to rectify such breach of obligation.</p> <p>2. In case the customer invokes the risk purchase clause the price shall be arrived through a competitive bidding process and not otherwise. Further the price applicable for same goods and similar goods could be different as such the Bidder should not be fastened with liabilities arising out of procurement of similar goods whose costing and pricing could be different.</p>		Tender conditions prevails
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139	38	SECTION III GENERAL CONDITIONS OF CONTRACT (GCC)	<p>OWNER'S CONVENIENCE</p> <p>26.1 The Owner, by written notice sent to the Contractor, may terminate the Agreement, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Owner's convenience, the extent to which performance of the Contractor under the Agreement is terminated, and the date upon which such termination becomes effective.</p> <p>26.4 IGL reserves the right to award the contract for a shorter duration than the specified or foreclose it with adequate advance notice not less than 30 days due to change in its business requirement.</p>	<p>1. The selected Bidder is required to make considerable investments in execution of the project. As such termination for convenience by the customer will make bidder to suffer significant losses . As such we request to delete termination for convenience by customer.</p> <p>2. Kindly note that any foreclosure of the contract should be due to material breach of contract by the bidder and after providing 90 days cure period and not otherwise due to change in business requirement.</p>		Tender conditions prevails
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140	39	SECTION III GENERAL CONDITIONS OF CONTRACT (GCC)	<p>28.4 Indraprastha Gas Limited will nominate three independent persons who can be the Sole Arbitrator and intimate the same to Vendor. The Vendor needs to choose one person from the said nominees as Sole Arbitrator. If Vendor fails to choose the arbitrator within thirty (30) days from receipt of a nomination by Indraprastha Gas Limited, Indraprastha Gas Limited will have right to choose the Sole Arbitrator.</p> <p>28.5 The Arbitration proceedings shall be held in Delhi and shall be conducted in English Language. The decision of such arbitration shall be binding and conclusive upon the Parties. The Parties to the arbitration shall equally share the costs and expenses of any such arbitration.</p>	<p>In accordance with the Supreme Court decision in Perkins Eastman Architects DPC &amp; Anr. V. HSCC (India) Limited where the court took the view that in an arbitration agreement providing for adjudication by a sole arbitrator, the appointment of the sole arbitrator cannot be made unilaterally by one of the parties. We propose arbitrator to be mutually appointed by both the parties. Request modification.</p>		Tender conditions prevails
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141	39	SECTION III GENERAL CONDITIONS OF CONTRACT (GCC)	<p>29.0 LIMITATION OF LIABILITY</p> <p>29.1 Except in cases of wilful negligence or wilful misconduct, and in the case of infringement, the Contractor shall not be liable to the Purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits provided that this exclusion shall not apply to any obligation of the Contractor to pay Price Reduction to the Purchaser and the aggregate liability of the Contractor to the Purchaser, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.</p>	<p>Liability cap to the extent of contract value is a showstopper clause for the bidder's to participate in this RFP. The liability cap should be restricted to Annual contract value only. Further Please understand that price reduction cannot be exclusion to indirect damages. Therefore, kindly modify the clause accordingly.</p>		Tender conditions prevails
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142	41	36.0 TRANSFER OF TITLE SECTION III GENERAL CONDITIONS OF CONTRACT (GCC)	<p>36.1 The title of Ownership in respect of equipment, materials etc. supplied by Contractor for incorporation in permanent works for execution of contract shall pass on to Owner on the date of issue of completion certificate.</p> <p>36.2 However, Owner shall have the lien on all such equipment, materials, etc. at any time during the performance of the contract after the date on which Owner releases any advance payment towards the said equipment, materials, etc. and contractor shall thereafter be bound to use the same only for the purpose intended under the contract.</p> <p>36.3 Ownership of any Goods supplied by domestic / foreign Contractor will transfer to purchaser on receipt of Goods at IGL stores or any other specified location as per the Contract Agreement.</p>	<p>Since scope of subject contract is providing secured SD WAN connectivity at IGL locations on service basis, the facilities (SDWAN, L2 Switch, WIFI Devices) will be offered as bundled service with connectivity and shall remain the property of ISP throughout the contract period for resolving the service issue and warranty claims with OEMs. The facilities will be taken back at the end of contract period.</p> <p>Also please note that any telecom equipment requires license for possession or transfer of telecom equipment's. Therefore, only in case any equipment's/devices are billed to the customer, the equipment can be transferred which is not the model scope of this RFP.</p> <p>Requesting you to review this clause and delete/made it not applicable for the subject RFP scope</p>		Tender conditions prevails
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143	42	<p>40.0 CONTRACTOR TO INDEMNIFY THE OWNER</p> <p>SECTION III GENERAL CONDITIONS OF CONTRACT (GCC)</p>	<p>indemnify the Owner and every member, officer and employee of the Owner, also the Engineer-In-Charge and his staff against all actions, proceedings, claims, demands, costs and expenses whatsoever arising out of all actions, proceedings, claims, demands, costs and expenses which may be made against the Owner for or in respect of or arising out of any failure by the Contractor in the performance of his obligations under the Contract. The Owner shall not be liable for or in respect of consequence of any accident or injury to any workmen or other person in the employment of the Contractor or his sub-contractor and Contractor shall indemnify and keep indemnified the Owner against all such damages and compensations and against all claims, damages, proceedings, costs, charges and expenses whatsoever in respect thereof or in relation thereof.</p> <p>40.2 Should the Owner have to pay any money in respect of such claims or demands as aforesaid the amount so paid and the costs</p>	<p>The Contractor shall indemnify the Owner and every member, officer and employee of the Owner, also the Engineer-In-Charge and his staff against all third party actions, proceedings, claims, demands, costs and expenses whatsoever arising out of all actions, proceedings, claims, demands, costs and expenses which may be made against the Owner for or in respect of or arising out of any failure by the Contractor in the performance of his obligations under the Contract. The Owner shall not be liable for or in respect of consequence of any accident or injury to any workmen or other person in the employment of the Contractor or his sub-contractor and Contractor shall indemnify and keep indemnified the Owner against all such third party damages and compensations and against all claims, damages, proceedings, costs, charges and expenses whatsoever in respect thereof or in relation thereof.</p>		Tender conditions prevails
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144	43	45.0 DEFENCE OF SUITS: SECTION III GENERAL CONDITIONS OF CONTRACT (GCC)	<p>If any action in court is brought against the Owner or an officer or agent of the Owner, for the failure, omission or neglect on the part of the Contractor to perform any acts, matters, covenants or things under the Contract, or damage or injury caused by the alleged omission or negligence on the part of the Contractor, his agents, representatives or his Sub-Contractor's, or in connection with any claim based on lawful demands of Sub-Contractor's workmen, suppliers or employees, the Contractor, shall in such cases indemnify and keep the Owner and/or their representatives harmless from all losses, damages, expenses or decrees arising out of such action.</p>	<p>Kindly modify the clause as below:</p> <p>If any action in court is brought against the Owner or an officer or agent of the Owner, for the failure, omission or neglect on the part of the Contractor to perform any acts, matters, covenants or things under the Contract, or damage or injury caused by the alleged omission or negligence on the part of the Contractor, his agents, representatives or his Sub-Contractor's, or in connection with any claim based on lawful demands of Sub-Contractor's workmen, suppliers or employees, the Contractor, shall in such cases indemnify and keep the Owner and/or their representatives harmless from all losses, damages, expenses or decrees arising out of such action to the extend of the court awarded damages.</p>		Tender conditions prevails
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145	51	<p>PRICE REDUCTION SCHEDULE (PRS)</p> <p>SECTION IV SPECIAL CONDITIONS OF CONTRACT (SCC)</p>	<p>8.3 Price Reduction will be applicable @½% of the total order value (inclusive of taxes) per week of delay or part thereof in supply/completion of work subject to a maximum (ceiling) of 5% of total order value (inclusive of taxes) for orders of goods, works and services.</p> <p>8.4 The portion of the supply/services/works completed in all respect shall not be considered for applying PRS, if delivered within the contractual delivery period. The remaining supply/services/works, which has been completed beyond the contractual period, shall attract PRS @½% for the value of the supply/service/works in respect of which default in delivery has taken place subject to maximum of 5%.</p>	<p>Please clarify whether the subject clause of Price Reduction schedule is same as that of the clause for Cl. No. PENALTY- For Installation.</p> <p>If yes please confirm which clause will be applicable for this RFP scope.</p> <p>If the clauses are different, please delete the Price reduction schedule clause as we cannot have 2 clause for penalizing the Late delivery.</p>	<p>Tender conditions prevails</p> <p>Both the clauses are applicable</p>
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146	52	<p>9.0 PENALTY</p> <p>SECTION IV SPECIAL</p> <p>CONDITIONS OF</p> <p>CONTRACT (SCC)</p>	<p>The down time due to following situations shall not be considered for penalty calculation purpose.</p> <p>i. Down time due to power failure / switch off of networking equipment's or device failure issue due to electrical parameters abnormal at IGL side</p> <p>ii. Scheduled maintenance activity by bidder with prior intimation to IGL and acceptance by IGL.</p>	<p>add exclusions to the penalty as follows:</p> <p>(i) Any act or omission on part of the customer including but limited to failure to notify the customer care desk of the bidder through the process defined by the bidder of the service disruption.</p> <p>(ii) Failure of customer application equipment, or facilities including any third party equipment.</p> <p>(iii) Refusal of 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 premise of the company personnel.</p> <p>(iv) Customer not providing infrastructure required for service equipment and/or CPE.</p> <p>(v) Events or occurrences that result in "No problem found" trouble tickets.</p> <p>(vi) Trouble tickets associated with new installation or updates.</p> <p>(vii) Customer initiated change</p>		Tender conditions prevails
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147	53 and 54	<p>14. TERMINATION FOR DEFAULT</p> <p>SECTION IV SPECIAL CONDITIONS OF CONTRACT (SCC)</p>	<p>CLAUSE IS MODIFIED AS BELOW)</p> <p>14.1 The following provisions may be included in the tenders depending upon nature and relevance of procurement:</p> <p>14.2 Except for the cases of Force Majeure, if the Contractor fails to execute the work or any part thereof with such diligence as will ensure its completion within the time specified in the contract or extension thereof or fails to perform any of his obligation under the contract or in any manner commits a breach of any of the provisions of the contract, it shall be open to the owner at its option by written notice to the Contractor:</p> <p>i. To determine the contract in which event the Contract shall stand terminated and shall cease to be in force and effect on and from the date appointed by the Owner on that behalf, where upon the Contractor shall stop forthwith any of the Contractor's work then in progress, except such Work as the Owner may, in writing, require to be done to safeguard any property</p>	<p>1. In case of any default kindly provide 90 days cure period to rectify such default, if the bidder fails to rectify such default with the said timeframe the customer may terminate the contract.</p> <p>2. In case the customer invokes the risk purchase clause the price shall be arrived through a competitive bidding process and not otherwise. Further the price applicable for same goods and similar goods could be different as such the Bidder should not be fastened with liabilities arising out of procurement of similar goods whose costing and pricing could be different.</p>		Tender conditions prevails
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148	54	<p>14.5 Failure by Contractor</p> <p>SECTION IV SPECIAL CONDITIONS OF CONTRACT (SCC)</p>	<p>execute the work as per contract:  If pursuant to award of work, the contractor fails to commence work in a manner described in the contract or if the contractor fails to execute the work in conformity with the documents and if the contractor fails to execute work in accordance with the time schedule or if the contractor substantially suspends work for a period of 14 days without authority of Engineer-In-charge or if the contractor fails to carry out and execute the work to the satisfaction of the Engineer In-charge or if contractor fails to supply sufficient or suitable construction plant, temporary works, labour, materials or things or if the contractor commits, suffer or permit any breach of any of the provision of the contract on his part to be performed or observed or persist in any of the above mentioned breaches of the contract for 14 days after notice in writing shall have been given to the contractor by the Engineer In-charge requiring such breach to be remedied or if the contractor shall abandon the work or if the</p>	<p>1. We understand that any suspension of work will be solely attributable to the bidder and force majeure event shall be exception.  2. The term fail to carry out and execute the work to the satisfaction is the EIC is too broad and subject to difference of interpretation/opinion. Therefore any termination should only be for material breach of contract.  3. Please understand that the telecom equipment's/devices are subject to license and any entity without such license cannot possess such equipment's.</p>		<p>Tender conditions prevails</p>
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149	55	<p>14.5 Failure by Contractor</p> <p>SECTION IV SPECIAL CONDITIONS OF CONTRACT (SCC)</p>	<p>parts and materials: Owner reserves right to make good, alter, reconstruct or remove such works as may be found to be defective or unsound or imperfect or inferior to the quality specified. The owner is required to give a notice to the contractor for 7 days to remove any defects or deficiencies, pointed out in the said notice and upon failure of the contractor to do so to proceed with the above mentioned remedies. In the event of the owner taking charge of repairs / replacements as aforesaid, the cost incurred thereon becomes recoverable from the contractor.</p> <p>The clause under reference further provides for the contractor's full and extreme liability to be satisfied by the payments to the owner of extra costs of such replacements procured including erection / installation as provided for in the contract; such extra cost being the ascertained difference between the price paid by the owner for such replacements and the contract price portion for such defective plants and repayments of</p>	<p>Subject clause is more applicable to supply contract hence the same is to be deleted as the clause is not applicable for connectivity services wherein the bidder will be committed to provide connectivity basis the uptime agreed.</p> <p>Please review and modify accordingly</p>		<p>This being a generic clause and applicable on supply contract</p>
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150	55	SECTION IV SPECIAL CONDITIONS OF CONTRACT (SCC)	<p>(ARBITRATION) (CORRESPONDING CLAUSE OF GCC IS MODIFIED AS BELOW)</p> <p>15.1 Except as otherwise provided in the Contract where decision of Engineer-in-Charge is final and binding on the contractor, in the event of any claims, disputes or differences arising out of or in connection with this Agreement, the same shall be settled through Arbitration as provided hereunder. The disputing Party shall serve a written notice of dispute to the other Party within fifteen (15) days of arising of such claim, dispute or difference.</p> <p>15.2 Pursuant to such notice, the Parties hereto shall promptly and in good faith attempt to resolve such claim or dispute or difference through discussions and negotiations with a view to bring out an amicable resolution and settlement.</p> <p>15.3 If the said claim or dispute or difference is not resolved through discussions and negotiations within thirty (30) days from the written notice of dispute, then</p>	<p>In accordance with the Supreme Court decision in Perkins Eastman Architects DPC &amp; Anr. V. HSCC (India) Limited where the court took the view that in an arbitration agreement providing for adjudication by a sole arbitrator, the appointment of the sole arbitrator cannot be made unilaterally by one of the parties. We propose arbitrator to be mutually appointed by both the parties. Request modification.</p>		Tender conditions prevails
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151	56 and 57	SECTION IV SPECIAL CONDITIONS OF CONTRACT (SCC)		<p>18.1 Grounds of termination: IGL shall be at liberty to terminate the contracts at its sole discretion on any of the following grounds:</p> <p>i. If the contractor has got the contract by fraudulent means or suppression of material fact, which would have bearing on the award of contract.</p> <p>ii. The contractor goes insolvent</p> <p>iii. If the continuance of the business is stopped by any court of law or any authority of Government.</p> <p>vii. The contractor breaches any of the provision of the contract then IGL shall have liberty to terminate the contract.</p>	<p>Request the customer to modify the clause as below:</p> <p>18.1 Grounds of termination: IGL shall be at liberty to terminate the contracts at its sole discretion on any of the following grounds:</p> <p>i. If the contractor has got the contract by fraudulent means or suppression of material fact, which would have bearing on the award of contract provided that such activities can be proven by way of documentary evidence.</p> <p>ii. The contractor goes insolvent</p> <p>iii. If the continuance of the business is stopped by any court of law or any authority of Government.</p> <p>vii. The contractor breaches any of the provision of the contract then IGL shall have liberty to terminate the contract. Provided a cure period of 90 days is provided to rectify such breach.</p>		Tender conditions prevails
152	9	SECTION I, 7. BIDDER EVALUATION CRITERIA (BEC)	7.1 Technical	VI. Bidder should have their own SOC (Security Operations Centre) in India which should be ISO 27001 certified.	Request to amend this to SOC/NOC in India as the connectivity and SDWAN solution shall be managed by bidders NOC only		Tender condition prevails
153	9	7.0 BIDDER EVALUATION	7.2 Financial	II. Net Worth : Bidder's Net worth should be positive as per the preceding financial year audited financial statement	Request you to remove this clause considering the increase in participation or at least consider EBIDTA positive instead of Net Worth positive		Tender condition prevails

154	55	15. SETTLEMENT	15. SETTLEMENT	15.1 Except as otherwise provided in the Contract where decision of Engineer-in-Charge is final and binding on the contractor, in the event of any claims, disputes or differences arising out of or in connection with this Agreement, the same shall be settled through Arbitration as provided hereunder. The disputing Party shall serve a written notice of dispute to the other Party within fifteen (15) days of arising of such claim, dispute or difference.	The Parties shall try to mutually get the dispute resolved. In the event the Parties are not able to reach the mutual consensus, the dispute shall be referred to a sole arbitrator appointed by mutual consensus of both the Parties, under Indian Arbitration Act 1996		Tender conditions prevails
155	51	PRICE REDUCTION SCHEDULE (PRS)	PRICE REDUCTION SCHEDULE (PRS)	Entire Clause	Kindly reconsider this clause since any reduction in price would result in losses for the successful bidder. May please make Liquidated Damage clause in lieu of this		Tender condition prevails
156		1.0 SCOPE OF WORK, Pg.60		c) Providing the bandwidth for internet with DDoS Mitigation Capacity	Please clarify if we need to provide the DDoS mitigation at the DC, DR and Kaka Nagar locations only or at all the locations where we have ILL links. Kindly share the DDoS volume if needed.		Clarification:- Bidder to provide internet bandwidth with DDoS protection at the locations mentioned i.e, IGL Bhawan, kaka Nagar & DR site ( point no. g, h, I :page no.60)
157		1.0 SCOPE OF WORK, Pg.60		I) Dedicated Internet lease line of 20 Mbps on fiber/Copper at site locations. This will work as a primary link.	Are we good to deliver 20 Mbps ILL links over RF if not feasible on fiber? In the BoQ section, all links are mentioned as fiber only.		Clarification:- RF link are not permitted to use at IGL sites
158		II. General Hardware Specification for SDWAN. Pg 63		15. For the dual link sites, both the links should be from different ISP as well as different POP's and routes.	Please confirm if we can deliver both circuits from different POPs with a Single ISP provider.		Tender condition prevails
159		II. General Hardware Specification for SDWAN. Pg 63		15. For the dual link sites, both the links should be from different ISP as well as different POP's and routes.	Please confirm that where we have a secondary link as broadband, should it also be from a different service provider and a different POP ?		Tender condition prevails

160		Penalty Pg No 52		The bidder should give uptime guarantee of 99.5% or above on monthly basis for all locations specifically for primary link.	For the locations, single BB link is required please consider SLA on best effort basis only and 98.5% where we have a single ILL link.		Tender condition prevails
161		1.0 SCOPE OF WORK, Pg.60		m) Broadband with unlimited data with minimum 100 Mbps bandwidth/ Internet connection on RF/fiber/Cu with 4 Mbps bandwidth. This may work as secondary/back up link.	The clause says it will be secondary link then please clarify about the primary link at the locations only single link of BB is requested.		Clarification:- In some sites as mentioned in the location list are having only one BB link.
162		Penalty Pg No 52		The bidder should give uptime guarantee of 99.5% or above on monthly basis for all locations specifically for primary link.	Though we will try our best to maintain the maximum uptime however request to consider 98.5% uptime for primary link (each link)		Tender condition prevails
163		Penalty Pg No 52		There will be no penalty on backup link if the primary link is working. However if both the links are not working, the penalty for back up link will be same as per above clause.	Please clarify if there will be any in case secondary link is working and primary link is down.		Clarification:- No Penalty. However, restoration of the primary link should be done on priority basis. Auto failover should be done seamlessly.
164		16.3 General Notes: Pg 35		Payment shall be released within 45 days after receipt of relevant documents complete in all respects.	Payment terms seems very stringent. Acceptance should be provided Site wise and should be released within 24-48 hours of delivery		Tender condition prevails
165		16.3 General Notes: Pg 35		Payment shall be released within 45 days after receipt of relevant documents complete in all respects.	In case any of the location is on hold due to customer dependency then the payment must not be put of hold for delivered locations.		Tender condition prevails
166		General		Site access and permission	All kind of permission/access at site from feasibility check to link delivery will be arranged by customer. Inbuilding internal cable routing in false ceiling and under POP wall will be in customer scope of work		Tender condition prevails

167		General		Site readiness	Customer has to ensure the site readiness before bidder depute engineer at site for installation. Delay due to site readiness will not be consider under the delivery time lines and no penalty or LD will be applicable on bidder.		Tender condition prevails
168		General		SLA calculation	SLA/downtime calculation will be done basis the trouble ticket raised by the customer with the bidder central helpdesk. Bidder will share the monthly uptime report with the customer where all the SR will be captured along with detailed RFO/RCA.		Tender condition prevails
169		General		Not Feasible	In case, any of the location is declared as Not Feasible due to any constraint which is beyond the control of the bidder then bidder have the right of declare the location technically not feasible and no penalty/LD must be applicable for the same and the site will be excluded from bidder scope.		Tender condition prevails
170		General		Topology	Please confirm the topology type whether it will be Hub and Spoks/Full Mesh/partial Mesh.		Clarification:- Existing topology is Full Mesh
171		General		Routing Protocol	Please confirm the routing protocol whether it will Static or BGP.		Clarification:- Shall be shared at the time of implementation
172	60	SDWAN Solution		The Bidder shall study the existing SD-WAN setup and design the new secure SD-WAN architecture	What OEM is the Existing SDWAN Solution in Place? This is required to device the migration plan strategy.		Clarification:- The existing SDWAN solution is from Infinity Labs
173	61	SDWAN Solution		The software defined network controller should be capable of running in public cloud (Like Amazon Web Services, Microsoft Azure, Oracle Cloud and Google Compute Engine etc.)	Does IGL has any Cloud presnece today? If so, please list the CSP's		Clarification:- We have some applications hosted at multiple clouds

174	63	General Hardware Specification for SDWAN		SDWAN Device should have the inbuilt security capabilities (Like Anti-virus, Anti-Botnet, , IPS , QoS etc) in the SDWAN device.	Does IGL not require Unified threat protection features of Content filtering ?		Tender condition prevails
175	63	General Hardware Specification for SDWAN		DoS Protection should be available at SD-WAN device level.	Ddos protection is generally Internet Service. Please explain what is meant y SDWAN device level.		Tender condition prevails
176	69	EXISTING LIST OF LOCATIONS		HW, Requirements at Noida and ISID office	At ISID and Noide Sec 3, there are 50-150 users, we suggest to increas ethe AP's to be 3-4 AP's per site to support concurrency?		Tender condition prevails
177	64	General Hardware Specification for SDWAN		Solution should provide the Digital user experience Monitoring dashboard (GUI) in a single pane for each individual branch. a) Number of connections initiated. b)Number of connection aborted c)Number of re-transmissions d)Application performance wise rating e)Network Response Time f)Application Name (Well-known and custom) g)Source IP h)Destination IP i)Number of session j)User experience	because this is favouring single OEM versa. SDWAN is a network solution and full fledged DEM can be only be achived with endpoint monitoring with agent installation on all endpoint which actually monitor the application from endpoint machine. As per the scope of RFP the monitoring of SDWAN is already taken care under the section V. Centralized management, monitoring and Configuration Section. Enabling DEM on SDWAN device leads to considerable performance degradation and LAG in the data traffic.		Clarification:- These functionalities should be available on site basis, not user basis. We are not demanding for DEM.
178	67	Hardware Specifications for Wireless		Should support 3 dBi for 2.4 Ghz &	Should support 4 dBi for 2.4 Ghz, 4 dBi for 5 Ghz	Lower the dBi increases the chances for more disconnections issues on the wireless signals. Higher dBi value have better antenna gain and longer range with strong connectivity.	Tender condition prevails
179	12	Section 1/Clause 12.7		IGL reserves the right to reject any or all the bids received at its discretion without assigning any reason whatsoever.	We propose Bank to be liable for any damages. Loss caused due to such rejection. Further, Bidder should have the right to appeal for any unconditional rejection		Tender conditions prevails

180	31	Section 3/ Clause 7		Confidentiality	We propose this clause to be made mutual in order to protect the information of both parties		Tender conditions prevails
181	35	Section 3/ Clause 18		Assignment	We propose to make this assignment clause mutual. We also propose to include requirement that either party may assign this Agreement and/or a COF to an Affiliate or as part of a corporate reorganization, consolidation, merger or sale of substantially all of its assets by providing advance written notice to the other party of any such proposed assignment.		Tender conditions prevails

182	37	Section 3/ Clause 23		Termination for default	<p>We propose that current clause shall be replaced with the following and any termination should be subject to Early Termination Charges.</p> <p>"a) Either Party (the “Non-Defaulting Party”) may terminate a Service upon written notice of termination to the other Party (“Defaulting Party”) if (i) the Defaulting Party breaches a material provision of this Agreement or the applicable purchase order and the Defaulting Party fails to cure such breach within thirty (30) days after receipt of written notice of breach from the Non-Defaulting Party or (ii) any bankruptcy, insolvency, administration, liquidation, receivership or winding up proceeding is commenced in respect of the Defaulting Party.</p> <p>b) Customer fails to make a payment when due and Customer fails to cure such breach within fifteen (15) days after receipt of written notice from Bidder. "</p>		Tender conditions prevails
183	37	Section 3/ Claus 24		Owner may determine/Terminate the contract	Deletion required		Tender conditions prevails
184	37	Section 3/ Claus 25		Termination for Insolvency	Deletion required		Tender conditions prevails
185	38	Section 3/ Clause 26		Termination for Convenience	<p>We propose deletion of this clause in entirety. The termination can only be with prior written notice of 90 days for cause.</p>		Tender conditions prevails



186	38	Section 3/ Clause 27		Force Majeure	Force Majeure shall be subject to the Customer's payment obligations accruing under this Agreement up to the date of a bona fide Force Majeure Event and notwithstanding anything mentioned in the agreement, If during the Service Term Bidder is unable to provide Services for a period in excess of sixty (60) consecutive days for any reason set forth in this Section, then either Party may terminate the affected Service(s) upon written notice to the other Party, and both Parties shall be released from any further future liability in relation to such Service(s).		Tender conditions prevails
187	39	Section 3/ Clause 28		Settlement of Disputes	The Contractor should have the right to choose any other person as a sole arbitrator, in the event the contractor is failed to come on a conclusion on list of names proposed by IGL		Tender conditions prevails

188	39	Section 3/ Clause 29		Limitation of Liability	<p>exisiting clause with the following:</p> <p>Notwithstanding any other provision hereof, neither party shall be liable for (a) any indirect, incidental, special, consequential, exemplary or punitive damages or (b) any damages for lost profits, lost revenues, loss of goodwill, loss of anticipated savings, loss of customers, loss of data, interference with business or cost of purchasing replacement services, arising out of the performance or failure to perform under this agreement, whether or not caused by the acts or omissions or negligence (including gross negligence or wilful misconduct) of its employees or agents, and regardless of whether such party has been informed of the possibility or likelihood of such damages. For any liability not excluded by the foregoing, Bidder shall in no event be liable in an amount that exceeds, in the aggregate for all such liabilities, the most recent twelve (12)</p>		Tender conditions prevails
189	39	Section 3/ Clause 30		Publicity and Advertisement	<p>We propose to make this clause mutual. Both parties must seek prior written consen before quoting or using name of each other.</p>		Tender conditions prevails

190	42	Section 3/ Clause 40		Contractor to Indemnify the Owner	<p>are already providing LDs, claiming Indemnity is penalizing us twice for the same default. We suggest that clause for indemnity be kept mutual. We further suggest Indemnity clause to be framed as under that either party to indemnify each other for the following:</p> <p>1. For third party IPR infringement claims</p> <p>Provided that the indemnification obligations shall be subject to following :-</p> <p>a) Immediate notice to be sent by the Indemnified party.</p> <p>b) Control of the defence of the claim by the indemnifying party.</p> <p>c) Assistance by the indemnified party in the defence at the expense of the indemnifying party.</p> <p>In no event shall either party be liable to the other for any indirect, incidental, special, consequential, exemplary or punitive damages including, but not limited to, damages for lost revenue, lost profits, loss of goodwill, loss of data, technology, equipment or</p>		Tender conditions prevails
191	43	Section 3/ Clause 45		Defence in Suit	We propose deletion of this clause		Tender conditions prevails
192	45	Section 3/ Clause 52		Compliance with Laws	This clause must be mutual in nature		Tender conditions prevails

193	46	Section 3/ Clause 54		Indemnity	<p>We propose to include the following:</p> <p>"i)The maximum aggregate liability of Bidder, with respect to all indemnity claims under the RFP including intellectual property claims, shall in no event exceeds, the most recent twelve (12) months of charges collected by Bidder pursuant to the applicable PO giving rise to the liability.</p> <p>ii. Under no circumstances shall either Party be liable for any indirect, consequential or incidental losses, damages or claims including loss of profit, loss of business or revenue."</p>		Tender conditions prevails
194	47	Section 3/ Clause 55.10		Indemnity	We propose deletion as the cause is covered under clause 54		Tender conditions prevails
195	47	Section 3/ Clause 55.12 - 55.14		Contractor to indemnify the Employer	We propose deletion as the cause is covered under clause 54		Tender conditions prevails

196	53	Section 4/ Clause 14		Termination for default	<p>We propose that current clause shall be replaced with the following and any termination should be subject to Early Termination Charges.</p> <p>"a) Either Party (the "Non-Defaulting Party") may terminate a Service upon written notice of termination to the other Party ("Defaulting Party") if (i) the Defaulting Party breaches a material provision of this Agreement or the applicable purchase order and the Defaulting Party fails to cure such breach within thirty (30) days after receipt of written notice of breach from the Non-Defaulting Party or (ii) any bankruptcy, insolvency, administration, liquidation, receivership or winding up proceeding is commenced in respect of the Defaulting Party.</p> <p>b) Customer fails to make a payment when due and Customer fails to cure such breach within fifteen (15) days after receipt of written notice from Bidder. "</p>		Tender conditions prevails
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197	57	Section 4/ Clause 18		Termination for failure	<p>We propose that current clause shall be replaced with the following and any termination should be subject to Early Termination Charges.</p> <p>"a) Either Party (the "Non-Defaulting Party") may terminate a Service upon written notice of termination to the other Party ("Defaulting Party") if (i) the Defaulting Party breaches a material provision of this Agreement or the applicable purchase order and the Defaulting Party fails to cure such breach within thirty (30) days after receipt of written notice of breach from the Non-Defaulting Party or (ii) any bankruptcy, insolvency, administration, liquidation, receivership or winding up proceeding is commenced in respect of the Defaulting Party.</p> <p>b) Customer fails to make a payment when due and Customer fails to cure such breach within fifteen (15) days after receipt of written notice from Bidder. "</p>		Tender conditions prevails
198		section 7		Form - 10 : Details of litigation (on Bidder's letter head)	<p>We are unable to comply with this requirement since details of litigation cases form part of our confidential information, which we are unable to share with any third party.</p>		You can give declaration that you have no litigation with IGL or the litigation will not make any impact of on the services which will be provided to IGL

199	9	7.2		Annual Turnover : The minimum annual turnover achieved by the bidder as per their audited financial results during any one of preceding three financial years shall be Rs. 2.43 Crores	We suggest the following - "Annual Turnover : The minimum annual turnover achieved by the bidder &/or fully owned subsidiary as per their audited financial results during any one of preceding three financial years shall be Rs. 50 Crores		Tender conditions prevails
200	9	7.4		Single work order / purchase order copy & its completion certificate defining the complete scope of work issued from the end client to the bidder duly certified by end client must be submitted along with the offer with executed value in last 7 years.	Single work order of 25 crores INR / purchase order copy & its completion certificate defining the complete scope of work issued from the end client to the bidder duly certified by end client must be submitted along with the offer with executed value in last 7 years.		Tender condition prevails
201	52	9.0 PENALTY		The bidder should give uptime guarantee of 99.5% or above on monthly basis for all locations specifically for primary link. In case uptime falls below the guaranteed level, IGL will impose penalty as per below table. The amount of penalty may be claimed / adjusted while releasing the quarterly usage charges or from performance bank guarantee.	We suggest "The bidder should give uptime guarantee of 99.5% or above on monthly basis for all Tier 1 and critical locations in HA design specifically for primary link." Table to be read as follows -		tender condition prevails

202					TCL proposes to contract via Novamesh Limited as an Contracting Entity for non network services. (Novamesh is 100% subsidiary of TATA Communications Ltd)		tender condition prevails
203	51	Section 6		DURATION OF CONTRACT / MOBILIZATION PERIOD	TCL should be able to bill customer once service is offered even during 3 months mobilisation period		tender condition prevails
204	35	Section 16.3/ Clause f		(f) No interest charges for delay in payments, if any, shall be payable by Purchaser.	Customer should pay as per the payment term agreed and interest charges will be applicable in case of delay in payment by customer.		Tender conditions prevails
205	51	Section 4/ Clause 8		Price Reduction Schedule	Tata Comm Proposes this clause to be deleted.		tender condition prevails
206	52	Section 4/ Clause 9		Penalties	Tata Comm Proposes this clause to be deleted.		Tender conditions prevails
207	53	Section 4/ Clause 11		Terms of Payment	Payment term to be quarterly advance, net 30 days from invoice submission		tender condition prevails
208	44	Section 3/ Clause 46		Deductions from the Contract Price	Tata Comm Proposes this clause to be deleted.		Tender conditions prevails
209	44	Section 3/ Clause 50		Repeat Order	Prices can vary based on site feasibility and cost increase from OEM.TCL will try to keep the same unit price, but can be different based on cost inputs.		Tender conditions prevails
210	37	Section 3/ Clause 24		Owner may determine/Terminate the contract	Tata Comm will have capex investment to deliver the service, termination for convenience is not accepted. Tata Comm Proposes this clause to be deleted.		Tender conditions prevails
211	37	Section 3/ Clause 25		Termination for Insolvency	Tata Comm Proposes this clause to be deleted.		Tender conditions prevails
212	36	Section 3/ Clause 22		Price Reduction Schedule	Tata Comm Proposes this clause to be deleted.		Tender condition prevails
213	34	Section 3/ Clause 16		Payment Terms	Payment term to be quarterly advance, net 30 days from invoice submission		Tender condition prevails



214	12	Section 1/Clause 12.3		IGL reserves the right to split the total scope of work among more than one bidder.	Preference is to award entire order to one bidder. Scope awarded to TCL should be agreed before COF signing. Once COF is signed, there shouldn't be any change in scope.		Tender conditions prevails
215	10			The SD-WAN should support if the bandwidth of a single session exceeds the availability on any link, the link must be able to use multiple links simultaneously.	Request to modify as follows The proposed SD WAN solution should be able to leverage multiple links simultaneously and load balance across multiple links for different users accessing a single application by distributing the packets/session/flows	Spillover is not applicable to Session based load sharing as a single session cant be split over 2 links."SD-WAN uses per session load balancing as it provides predictive performance. Sessions are load balanced based on 5 tuple information and with multiple sessions multiple links will be used.	Tender condition prevails
216	11			The SD-WAN should have the ability to bind multiple MPLS links and an MPLS link with public internet link	Request to modify as follows "The SD-WAN solution should have the ability to use all available links( MPLS + MPLS, MPLS + Internet) in Active Active fashion "	We understand the requirement is to leverage both links in an active/active irrespective of any combination.	Tender condition prevails
217	12			The SD-WAN should be able to build connections dynamically between two SDWAN devices leveraging multiple links and apply logic for best path selection, traffic switching, QOS and dynamic link bonding.	Request to modify as follows The SD WAN should be able to build connections <b>automatically/dynamically</b> between two SDWAN devices leveraging multiple links and apply logic for best path selection, traffic switching, QOS and dynamic link <b>bonding/aggregation"</b>	Conflicts with #6 where its asked The tunnel creation should be <b>automatic</b> without any manual configuration on the edges and the controller. For consistency Please allow <b>automatically/dynamically.</b>	Clarification:- The desired functionality is to reduce the manual intervention and get the benefits of automation however some times its may required
218	34			Tunnel should be automatic & dynamic without any manual configuration on the edges and the controller.	Request to modify as follows "Tunnel should be automatic/ dynamic without any manual configuration on the edges and the controller."	Conflicts with #6 where its asked The tunnel creation should be automatic without any manual configuration on the edges and the controller. For consistency please allow automatically/dynamically.	Tender condition prevails

219	36		<p>SD-WAN solution should have capability to mitigate the effect of packet drop in underlay for specific or all applications using Forward Error Correction and Packet Replication to improve end-user experience.</p> <p>These features must be enabled dynamically when configured thresholds of SLA are breached, they must not be configured as "Always-on"</p>	<p>Request to modify as follows SD-WAN solution should have capability to mitigate the effect of packet drop in <b>underlay/overlay</b> for specific or all applications using Forward Error Correction and Packet Replication to improve end-user experience.</p>	<p>Conflicts with # 17 where it's mentioned the feature should be configurable if required.</p> <p>Recommended to only enable for highly critical Applications .</p>	<p>Tender conditions prevails</p>
220	38		<p>The system should support load balancing on basis of per packet and per session based on application requirements. Some applications like FTP which are used for bulk file transfer should be able to utilize per packet load balancing to avoid choking of a single link during file downloads, similarly, transaction based applications like SAP should be able to use per session load balancing to achieve best performance from the same device.</p>	<p>Request to modify as follows The proposed SD WAN solution should be able to leverage multiple links simultaneously and load balance across multiple links for different users accessing a single application by distributing the packets/session/flows across multiple links to ensure high application performance for bandwidth intensive applications such as multi-media streaming, video conferencing, backups, and large file transfers.</p>	<p>Please modify for Wider OEM participation as each OEM uses different methods for forwarding Per Packet or Per Session</p>	<p>Clarification:- To achieve the desired feature and functionality there is no limitation specific the any OEM, the bidder may use any method to achieve this.</p>
221	2		<p>SDWAN Device should have the inbuilt security capabilities (Like Anti-virus, Anti-Botnet, , IPS , QoS etc) in the SDWAN device</p>	<p>Request to modify as follows " SDWAN Device should have the inbuilt security capabilities (Like Anti-virus,/Anti-Botnet/Advanced malware protection , IPS , QoS, URL Filtering etc) in the SDWAN device"</p>	<p>Anti virus is more of an Endpoint protection while Advanced Malware protection is applicable for the Network.</p>	<p>Clarification :-This functionality requires to detect, stop and protect from the malicious traffic flow between branch to branch, branch office to central site and from internet.</p>

222	17			<p>The solution should support on-device SSL/TLS decryption, including decrypting TLS v1.3 traffic, to identify Custom applications based on its Layer 7 signatures and not based on IP address. This information should be used to successfully perform SDWAN steering of Custom HTTPS application traffic.</p>	<p>Request to modify as follows The solution should support on-device Deep packet inspection or SSL/TLS decryption to identify custom applications based on its Layer 7 signatures . This information should be used to successfully perform SDWAN steering of Custom HTTPS application traffic.</p>	<p>Not all OEMs require TLS/SSL Decryption for identifying applications as the edge devices are able to identify applications based on signatures and other traffic patterns using Deep packet Inspection techniques.</p>	Tender Condition Prevails
223	7			<p>For DC, DR, Nauroji Nagar Office and Kaka nagar :- The proposed SDWAN hardware should be scalable to support up to 2 Gbps of throughput with all services like IPSec, Anti-virus, IPS, SSL/TLS Decryption, Url filtering, IP filtering, etc from Day-1.</p>	<p>For DC, DR, Nauroji Nagar Office and Kaka nagar :- The proposed SDWAN hardware should be scalable to support up to 2 Gbps of throughput with all services like IPSec, Anti-virus/Advanced Malware protection, IPS, Deep Packet Inspection or SSL/TLS Decryption, Url filtering, IP filtering, etc from Day-1.</p>	<p>Not all OEMs require TLS/SSL Decryption for identifying applications as the edge devices are able to identify applications based on signatures and other traffic patterns using Deep packet Inspection techniques. Anti virus is more of an Endpoint protection while Advanced Malware protection is applicable for the Network.</p>	Tender Condition Prevails
224	8			<p>For Noida sec 03 and ISID office:- The proposed SDWAN hardware should be scalable to support up to 250 Mbps of throughput with all services like IPSec, Anti-virus, IPS, SSL/TLS Decryption, Url filtering, IP filtering, etc from Day-1.</p>	<p>For Noida sec 03 and ISID office:- The proposed SDWAN hardware should be scalable to support up to 250 Mbps of throughput with all services like IPSec, Anti-virus/Advanced Malware Protection, IPS, Deep packet Inspection or SSL/TLS Decryption, Url filtering, IP filtering, etc from Day-1.</p>	<p>Not all OEMs require TLS/SSL Decryption for identifying applications as the edge devices are able to identify applications based on signatures and other traffic patterns using Deep packet Inspection techniques. Anti virus is more of an Endpoint protection while Advanced Malware protection is applicable for the Network.</p>	Tender condition prevails

225	2			SD-WAN device should have a minimum of 6x1 Gig ports. All the interfaces must be configurable as LAN/WAN from the central orchestrator.	SD-WAN device should have a minimum of 6x1 Gig ports. All interfaces must be manageable (IP configuration, NAT, ACLs, routing, etc.) from the central orchestrator. LAN/WAN roles should be appropriately assignable based on hardware design and Requirments..	We understand for these locations only 2 WAN links are required and device should have a spare port in case a ports goes faulty rather re-configuring a port. Most OEMs have designated WAN/LAN Ports. We recommend aligning the requirement to the actual WAN/LAN deployment scenario, which will allow for better sizing, optimized cost,	Clarification :- Currently we have a requirement of 5 ports and the mentioned 6 ports is with respect to the future perspective. In future, the bidder has to provide the SDWAN device with mentioned ports to meet the requirement without any additional financia implication.
226	Page 65 of 101, Section A, Switches			The switches must seamlessly integrate with the existing monitoring tools and ITSM platforms, ensuring compatibility for efficient network management and streamlined incident handling.			Tender condition prevails
227	Page 66 of 101, Section I, Hardware specifications for Managed switches Management. Point 8			Should support Telnet, SSHv2, HTTP, HTTPS with IPv4 and IPv6 Management			Tender condition prevails

228	Page 66 of 101, Section B, Managed Wireless LAN Solution .Point 6			The Solution must have capability to deploy Access point in Point-to-point topology with centralized management and data encryption.			Tender condition prevails
229	Page 67 of 101, Section I, Hardware Specifications for Wireless For important locations – Offices/ Control Rooms/Stores: Type 1, General Requirements, Point 4			Maximum data rate for Radio 1 should be 570 Mbps, Radio 2 should be 1180 Mbps			Tender condition prevails

230	Page 67 of 101, Section I, Hardware Specifications for Wireless For stations only: Type 2, General Requirements, Point 2			Should support Wifi5 dual-radio 2.4 & 5 Ghz			Tender condition prevails
231	Page 67 of 101, Section I, Hardware Specifications for Wireless For stations only: Type 2, General Requirements, Point 2			Maximum data rate for Radio 1 should be 400 Mbps & Radio 2 should be 850 Mbps			Tender condition prevails