| Pre bid Queries and Responses | | | | | |
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| **Tender Name** | **Request for Proposal for Procurement, Installation, Commissioning and Management of SDWAN for MSEDCL Remote Offices** | | | | |
| **Tender No.** | **Tender No:MSEDCL/IT/SDWAN/2020-21 Dated: 18/08/2020 Version -1.0** | | | | |
| **SrNo** | **Section (Name & No.)** | **Statement as per RFP** | **Query by Bidder** | **Justification for query (if any)** | **MSEDCL'S Response** |
| 1 | Scope of Work | Bidder has to migrate existing WAN links (MPLS/ILL/FTTH Broadband/Broadband links) on new SD-WAN devices and Its bidders responsibility to commission any new FTTH broadband, MPLS, ILL, broadband link on supplied wifi enabled SD-WAN device during the contract period. | Please provide an option to supply the SD-WAN appliance with integrated Wi-Fi or with an external Access Point for wider participation of the OEMs.<br>Please modify the clause as follows:<br>"Bidder has to migrate existing WAN links (MPLS/ILL/FTTH Broadband/Broadband links) on new SD-WAN devices and Its bidders responsibility to commission any new FTTH broadband, MPLS, ILL, broadband link on supplied wifi enabled SD-WAN device with integrated or external access point during the contract period." | The SD-WAN appliance will be placed inside the network rack. Having a SD-WAN appliance with integrated Wi-Fi will defeat the entire purpose of having Wi-Fi at the branch location as the Wi-Fi coverage will never reach the users causing degraded user experience. The access point ideally has to be external and wall mounted or ceiling mounted for better Wi-Fi coverage. | Refer Revised RFP/ Corrigendum |
| 2 | Scope of Work | It is bidders responsibility to Install ,configure the SD-WAN controller HUB at MSEDCL cloud. Spoke devices are at Remote Office locations. All the location communicate with each other and forming the full MESH topology ( Refer the Methodology under Section D Scope of Work 4 Methodology ) . | Please modify the clause as follows for wider participation of OEMs:<br>"It is bidders responsibility to Install ,configure the SD-WAN controller at AWS Cloud and HUB device at MSEDCL/AWS transit VPC cloud. Spoke devices are at Remote Office locations. All the location communicate with each other and forming the full MESH topology ( Refer the Methodology under Section D Scope of Work 4 Methodology )" | Every OEM has its own way of deploying SD-WAN solution. We offer **AWS hosted** cloud-based SD-WAN controllers that offer following benefits:<br>1) Simplified and accelerated SD-WAN deployment, while reducing the cost of running these controllers on their own by MSEDCL **(MSEDCL does not have to pay for expensive AWS EC2 instances for the controller)**<br>2) The cloud deployment model also includes monitoring services for the instances and advanced analytics.<br>**3) We as on OEM take the responsibility of installation, deployment, High availability, backups/snapshots of the controller on customer's behalf thus delivering true cloud service offering.**<br>4) MSEDCL will be provided with dedicated instance of SD-WAN controller over cloud with exclusive Administrator access created using MSEDCL AWS credentials.<br>5) Our solution provides clear separation of Management/Control plane from data plane thus ensuring scalability and that no customer data traverses through the | Refer Revised RFP/ Corrigendum |
| 3 | Scope of Work | It is bidders responsibility to provide MSEDCL Cloud infra requirement like Instance type ,Storage Space, Nos. of Public IP etc. at the time of bidding in Annexure 18. | Please modify the clause as follows for wider participation of OEMs:<br>"It is bidders responsibility to provide MSEDCL Cloud/MSEDCL AWS Transit VPC infra requirement like Instance type ,Storage Space, Nos. of Public IP etc. at the time of bidding in Annexure 18." | Every OEM has its own way of deploying SD-WAN solution. We offer AWS hosted cloud-based SD-WAN controllers that offer following benefits:<br>1) Simplified and accelerated SD-WAN deployment, while reducing the cost of running these controllers on their own by MSEDCL **(MSEDCL does not have to pay for expensive AWS EC2 instances for the controller)**<br>**2) We as on OEM take the responsibility of installation, deployment, High availability, backups/snapshots of the controller on customer's behalf thus delivering true cloud service offering.**<br>3) Our solution provides clear separation of Management/Control plane from data plane thus ensuring scalability and that no customer data traverses through the control plane. (The data plane consists of SD-WAN branch devices and **SD-WAN HUB virtual appliance which will be deployed automatically using MSEDCL AWS credentials in a dedicated AWS Transit VPC for MSEDCL**)<br>**4) The MSEDCL AWS transit VPC will** | Refer Revised RFP/ Corrigendum |

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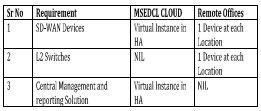
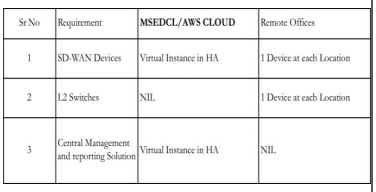
| 4 | Scope of Work | Bidder should provide the Centralized Management (Configuration, Network Management, Backup etc.) and Centralised Reporting tool for managing complete SD-WAN solution and should have the capacity to store the logs for 12 months on MSEDCL Cloud | Please modify the clause as follows for wider participation of OEMs:<br>"Bidder should provide the Centralized Management (Configuration, Network Management, Backup etc.) and Centralised Reporting tool for managing complete SD-WAN solution and should have the capacity to store the logs for 12 months on MSEDCL/AWS Cloud." | Every OEM has its own way of deploying SD-WAN solution. We offer AWS hosted cloud-based SD-WAN controllers that offer following benefits:<br>1) Simplified and accelerated SD-WAN deployment, while reducing the cost of running these controllers on their own by MSEDCL (MSEDCL does not have to pay for expensive AWS EC2 instances for the controller)<br>2) We as on OEM take the responsibility of installation, deployment, High availability, backups/snapshots of the controller on customer's behalf thus delivering true cloud service offering.<br>3) MSEDCL will be provided with dedicated instance of SD-WAN controller over cloud with exclusive Administrator access created using MSEDCL AWS credentials. | Refer Revised RFP/ Corrigendum |
| 5 | Scope of Work | Any other component required to complete the solution but not limited to Scope defined in RFP will be in the bidder's scope with no extra cost to MSEDCL. | Request you to clarify the clause. As per our understanding, anything that is not in the scope of the RFP is not the responsibility of the bidder. Any additional component (not mentioned as part of the BoQ) required to complete the solution as per the scope of the RFP will be bidder's responsibility. | | Bidder has to consider all the component to deliver the solution as per the scope of work,SLA and specification etc mention in the RFP |
| 6 | 3. Hardware/Virtual Instance Requirements Details |  <br>| Sr No | Requirement | MSEDCL CLOUD | Remote Offices |<br>|---|---|---|---|<br>| 1 | SD-WAN Devices | Virtual Instance in HA | 1 Device at each Location |<br>| 2 | L2 Switches | NIL | 1 Device at each Location |<br>| 3 | Central Management and reporting Solution | Virtual Instance in HA | NIL | | Please modify the clause as follows for wider participation of OEMs:<br>  <br>| Sr No | Requirement | MSEDCL/AWS CLOUD | Remote Offices |<br>|---|---|---|---|<br>| 1 | SD-WAN Devices | Virtual Instance in HA | 1 Device at each Location |<br>| 2 | L2 Switches | NIL | 1 Device at each Location |<br>| 3 | Central Management and reporting Solution | Virtual Instance in HA | NIL | | Every OEM has its own way of deploying SD-WAN solution. We offer AWS hosted cloud-based SD-WAN controllers that offer following benefits:<br>1) Simplified and accelerated SD-WAN deployment, while reducing the cost of running these controllers on their own by MSEDCL **(MSEDCL does not have to pay for expensive AWS EC2 instances for the controller)**<br>**2) We as on OEM take the responsibility of installation, deployment, High availability, backups/snapshots of the controller on customer's behalf thus delivering true cloud service offering.**<br>**3) MSEDCL will be provided with dedicated instance of SD-WAN controller over cloud with exclusive Administrator access created using MSEDCL AWS credentials.**<br>**4**) Our solution provides clear separation of Management/Control plane from data plane thus ensuring scalability and that no customer data traverses through the control plane. (The data plane consists of SD-WAN branch devices and **SD-WAN HUB** | Refer Revised RFP/ Corrigendum |

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| 7 | 4. Methodology<br>4.1 Architecture | Solution should be Amazon cloud ready with supported software image at Hub location i.e. MSEDCL Cloud and Hardware based at Spoke location. | Please modify the clause as follows for wider participation of OEMs:<br>"Solution should be Amazon cloud ready with supported software image at Hub location i.e. MSEDCL Cloud/MSEDCL AWS Transit VPC and Hardware based at Spoke location." | Every OEM has its own way of deploying SD-WAN solution. We offer AWS hosted cloud-based SD-WAN controllers that offer following benefits:<br>1) Simplified and accelerated SD-WAN deployment, while reducing the cost of running these controllers on their own by MSEDCL **(MSEDCL does not have to pay for expensive AWS EC2 instances for the controller)**<br>**2) We as on OEM take the responsibility of installation, deployment, High availability, backups/snapshots of the controller on customer's behalf thus delivering true cloud service offering.**<br>**3) MSEDCL will be provided with dedicated instance of SD-WAN controller over cloud with exclusive Administrator access created using MSEDCL AWS credentials.**<br>**4**) Our solution provides clear separation of Management/Control plane from data plane thus ensuring scalability and that no customer data traverses through the control plane. (The data plane consists of SD-WAN branch devices and **SD-WAN HUB** | Refer Revised RFP/ Corrigendum |
| 8 | 4. Methodology<br>4.1 Architecture | Solution should be provided with centralized Management tool, reporting tool on MSEDCL Amazon cloud. All the proposed virtual software images should be certified and supported by MSEDCL Cloud. Solution should have support for cloud based architecture. | Please modify the clause as follows for wider participation of OEMs:<br>"Solution should be provided with centralized Management tool, reporting tool on MSEDCL Amazon/AWS cloud. All the proposed virtual software images should be certified and supported by MSEDCL Cloud. Solution should have support for cloud based architecture." | Every OEM has its own way of deploying SD-WAN solution. We offer AWS hosted cloud-based SD-WAN controllers that offer following benefits:<br>1) Simplified and accelerated SD-WAN deployment, while reducing the cost of running these controllers on their own by MSEDCL **(MSEDCL does not have to pay for expensive AWS EC2 instances for the controller)**<br>**2) We as on OEM take the responsibility of installation, deployment, High availability, backups/snapshots of the controller on customer's behalf thus delivering true cloud service offering.**<br>**3) MSEDCL will be provided with dedicated instance of SD-WAN controller over cloud with exclusive Administrator access created using MSEDCL AWS credentials.**<br>**4**) Our solution provides clear separation of Management/Control plane from data plane thus ensuring scalability and that no customer data traverses through the control plane. (The data plane consists of SD-WAN branch devices and **SD-WAN HUB** | Refer Revised RFP/ Corrigendum |
| 9 | 4.2 Technology | Solution should support MPLS, FTTH, 4G, wired broadband links with link speed minimum 8 Mbps to 1 Gbps. | The edge device is asked with only 200 Mbps of encrypted throughput only. Our understanding is that the SD-WAN solution proposed should have an option to support devices which can hadle bandwidth ranging from 8Mbps to 1Gbps as and when required in future. Please confirm if the understanding is correct. | | Device must capable to configure the Link capacity on interface |
| 10 | 4.2 Technology | V. The remote SD_WAN appliance should be Wi-Fi enabled and securely configured SSID | Please provide an option to supply the SD-WAN appliance with integrated Wi-Fi or with an external Access Point for wider participation of the OEMs.<br>Please modify the clause as follows:<br>" The remote SD_WAN appliance should be Wi-Fi enabled with integrated or external access point and securely configured SSID" | The SD-WAN appliance will be placed inside the network rack. Having a SD-WAN appliance with integrated Wi-Fi will defeat the entire purpose of having Wi-Fi at the branch location as the Wi-Fi coverage will never reach the users causing degraded user experience. The access point ideally has to be external and wall mounted or ceiling mounted for better Wi-Fi coverage. | Refer Revised RFP/ Corrigendum |
| 11 | 4.3 Network Integration | I. Hub location Cloud device should support in-path and out of path installation | Please elaborate the meaning of this point for better understanding of the requirement. | | Type Deployment of the SD-WAN controller on cloud infrastructure |

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| 12 | 4.8 Orchestration and Management | SDWAN solution should provide centralized and simplified management for improving productivity. Solution should be managed centrally on MSEDCL cloud with following features | Please modify the clause as follows for wider participation of OEMs:<br>"SDWAN solution should provide centralized and simplified management for improving productivity. Solution should be managed centrally on MSEDCL/AWS cloud with following features" | Every OEM has its own way of deploying SD-WAN solution. We offer AWS hosted cloud-based SD-WAN controllers that offer following benefits:<br>1) Simplified and accelerated SD-WAN deployment, while reducing the cost of running these controllers on their own by MSEDCL **(MSEDCL does not have to pay for expensive AWS EC2 instances for the controller)**<br>**2) We as on OEM take the responsibility of installation, deployment, High availability, backups/snapshots of the controller on customer's behalf thus delivering true cloud service offering.**<br>**3) MSEDCL will be provided with dedicated instance of SD-WAN controller over cloud with exclusive Administrator access created using MSEDCL AWS credentials.**<br>**4**) Our solution provides clear separation of Management/Control plane from data plane thus ensuring scalability and that no customer data traverses through the control plane. (The data plane consists of SD-WAN branch devices and **SD-WAN HUB** | Refer Revised RFP/ Corrigendum |
| 13 | Section – E Detail Technical Specifications 1. SD-WAN Controller at MSEDCL Cloud | 1. SD-WAN Controller at MSEDCL Cloud | Please modify the clause as follows for wider participation of OEMs:<br>" 1. SD-WAN Controller at MSEDCL/AWS Cloud" | Every OEM has its own way of deploying SD-WAN solution. We offer AWS hosted cloud-based SD-WAN controllers that offer following benefits:<br>1) Simplified and accelerated SD-WAN deployment, while reducing the cost of running these controllers on their own by MSEDCL **(MSEDCL does not have to pay for expensive AWS EC2 instances for the controller)**<br>**2) We as on OEM take the responsibility of installation, deployment, High availability, backups/snapshots of the controller on customer's behalf thus delivering true cloud service offering.**<br>**3) MSEDCL will be provided with dedicated instance of SD-WAN controller over cloud with exclusive Administrator access created using MSEDCL AWS credentials.**<br>**4**) Our solution provides clear separation of Management/Control plane from data plane thus ensuring scalability and that no customer data traverses through the control plane. (The data plane consists of SD-WAN branch devices and **SD-WAN HUB** | Refer Revised RFP/ Corrigendum |
| 14 | Section – E Detail Technical Specifications 1. SD-WAN Controller at MSEDCL Cloud | 1. SD-WAN controller must be MSEDCL cloud ready. SDWAN virtual appliance and should be installed in MSEDCL cloud with High Availability. | Please modify the clause as follows for wider participation of OEMs:<br>"1. SD-WAN controller must be MSEDCL/AWS cloud ready. SDWAN virtual appliance and should be installed in MSEDCL cloud/MSEDCL AWS Transit VPC with High Availability." | Every OEM has its own way of deploying SD-WAN solution. We offer AWS hosted cloud-based SD-WAN controllers that offer following benefits:<br>1) Simplified and accelerated SD-WAN deployment, while reducing the cost of running these controllers on their own by MSEDCL **(MSEDCL does not have to pay for expensive AWS EC2 instances for the controller)**<br>**2) We as on OEM take the responsibility of installation, deployment, High availability, backups/snapshots of the controller on customer's behalf thus delivering true cloud service offering.**<br>**3) MSEDCL will be provided with dedicated instance of SD-WAN controller over cloud with exclusive Administrator access created using MSEDCL AWS credentials.**<br>**4**) Our solution provides clear separation of Management/Control plane from data plane thus ensuring scalability and that no customer data traverses through the control plane. (The data plane consists of SD-WAN branch devices and **SD-WAN HUB** | Refer Revised RFP/ Corrigendum |

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| 15 | Section – E Detail Technical Specifications 1. SD-WAN Controller at MSEDCL Cloud | SD-WAN controller must have functions like WAN Optimization, Forward Error Correction or Packet Duplication with capability to send duplicate packets over a single tunnel. | Please modify the clause as follows for wider participation of OEMs:<br>"SD-WAN controller must have functions like WAN/Flow Optimization, Forward Error Correction or Packet Duplication with capability to send duplicate packets over a single tunnel" | | Refer Revised RFP/ Corrigendum |
| 16 | Section – E Detail Technical Specifications 1. SD-WAN Controller at MSEDCL Cloud | SD-WAN controller instance must deliver at least 2.5 Gbps throughput after enabling all features on instance (Like URL Filtering, Firewall, SSL inspection/IPSEC etc.) and 40% instance resources should be free during the contract period, its bidders responsibility to maintain 40 % Free resource (CPU, Memory, Storage, Bandwidth Based Licenses etc.) and it must be free of cost during contract period | Please modify the clause as follows for wider participation of OEMs:<br>"SD-WAN HUB device instance must deliver at least 2.5 Gbps throughput. The SD-WAN device should provide **no packet drops with no performance degradation** after enabling all features on instance (Like Firewall, SSL inspection/ IPSEC etc.). Required instance resources should be factored during the contract period by the bidders to maintain **no packet drops and no performance degradation** (CPU, Memory, Storage, Bandwidth Based Licenses etc.) and it must be free of cost" | The virtual HUB SD-WAN edge appliance will be deployed in the AWS cloud where all the applications are hosted. There are on users in AWS host VPCs who are going to access internet..so URL filtering is NOT required as a feature on the HUB SD-WAN edge appliance. URL filtering is required on the remote edge SD-WAN appliance. Also it is requested to ask for **No packet drops and no performance degradation** by the proposed virtual appliance with all the services turned ON for the given contract period. Asking for 40% free resources will unnecessarily lead to oversizing of the box thereby increasing the overall cost of the project. | Refer Revised RFP/ Corrigendum |
| 17 | Section – E Detail Technical Specifications 1. SD-WAN Controller at MSEDCL Cloud | The virtual instance provisioned in the MSEDCL cloud should support vNICS and Enhanced Networking (MSEDCL Cloud) | Please modify the clause as follows for wider participation of OEMs:<br>"The virtual instance provisioned in the MSEDCL cloud/MSEDCL AWS Transit VPC should support vNICS and Enhanced Networking (MSEDCL Cloud/MSEDCL AWS Transit VPC)" | Every OEM has its own way of deploying SD-WAN solution. We offer AWS hosted cloud-based SD-WAN controllers that offer following benefits:<br>1) Simplified and accelerated SD-WAN deployment, while reducing the cost of running these controllers on their own by MSEDCL **(MSEDCL does not have to pay for expensive AWS EC2 instances for the controller)**<br>**2) We as on OEM take the responsibility of installation, deployment, High availability, backups/snapshots of the controller on customer's behalf thus delivering true cloud service offering.**<br>**3) MSEDCL will be provided with dedicated instance of SD-WAN controller over cloud with exclusive Administrator access created using MSEDCL AWS credentials.**<br>**4**) Our solution provides clear separation of Management/Control plane from data plane thus ensuring scalability and that no customer data traverses through the control plane. (The data plane consists of SD-WAN branch devices and **SD-WAN HUB** | Refer Revised RFP/ Corrigendum |
| 18 | Section – E Detail Technical Specifications 1. SD-WAN Controller at MSEDCL Cloud | SD-WAN controller appliance support IPv6 | Please modify the clause as follows for wider participation of OEMs:<br>"SD-WAN controller/HUB appliance should support IPv6" | The SD-WAN controller is never in the data path and is only responsible for SD-WAN fabric configuration, management and administration. The SD-WAN edge devices and the HUB device will form part of the data plane by establishing secure tunnels as per the topology desired by MSEDCL. The data plane supports both IPv4 and IPv6. | Refer Revised RFP/ Corrigendum |
| 19 | Section – E Detail Technical Specifications 1. SD-WAN Controller at MSEDCL Cloud | Must have complete traffic visibility in terms of per user/per Tunnel bandwidth consumption, per user /Per Tunnel no. of sessions creation, per user /Per Tunnel traffic analyses such as no. of send and receive bytes, per use /Per Tunnel application access, destination traffic. | Please modify the clause as follows for wider participation of OEMs:<br>"Must have complete traffic visibility in terms of per user/IP address bandwidth consumption, per user/IP address no. of flows/sessions/application accessed" | | Refer Revised RFP/ Corrigendum |

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| 20 | 2. Remote Location SD-WAN Appliance | Provide Dedicated WI-FI based SD-WAN appliance and have zero touch deployment features. | Please provide an option to supply the SD-WAN appliance with integrated Wi-Fi or with an external Access Point for wider participation of the OEMs.<br>Please modify the clause as follows:<br>"Provide Dedicated WI-FI based SD-WAN appliance or SD-WAN appliance with external Access Point and have zero touch deployment features" | The SD-WAN appliance will be placed inside the network rack. Having a SD-WAN appliance with integrated Wi-Fi will defeat the entire purpose of having Wi-Fi at the branch location as the Wi-Fi coverage will never reach the users causing degraded user experience. The access point ideally has to be external and wall mounted or ceiling mounted for better Wi-Fi coverage. | Refer Revised RFP/ Corrigendum |
| 21 | 2. Remote Location SD-WAN Appliance | SD-WAN controller must offer SD-WAN functionalities along with security features such as stateful inspection firewall, App Aware Firewall, Web/URL Filtering for local internet and should be able to block infected and malicious domains | Please modify the clause as follows :<br>SD-WAN appliance must offer SD-WAN functionalities along with security features such as stateful inspection firewall, App Aware Firewall, Web/URL Filtering, IPS for local internet and should be able to block infected and malicious domains | IPS will be required to secure the brach if we are going to give Direct Internet Access from Brach. Please modify the clause so as to provide comprehensive security at the branch device. | Refer Revised RFP/ Corrigendum |
| 22 | 2. Remote Location SD-WAN Appliance | SD-WAN device must have functions like Flow Optimization, Forward Error Correction or Packet Duplication with capability to send duplicate packets over a single tunnel. | Please modify the clause as follows for wider participation of OEMs:<br>"SD-WAN device must have functions like **Traffic Flow Optimization**, Forward Error Correction or Packet Duplication with capability to send duplicate packets over a single tunnel." | | Refer Revised RFP/ Corrigendum |
| 23 | 2. Remote Location SD-WAN Appliance | SD-WAN edge device must deliver at least 200Mbps encrypted throughput after enabling all features on instance (Like URL Filtering, Firewall, SSL inspection/ IPSEC etc.) and 40% instance resources should be free during the contract period, its bidders responsibility to maintain 40 % free resource (CPU, Memory, Storage, Bandwidth Based Licenses etc.) and it must be free of cost | Please modify the clause as follows for wider participation of OEMs:<br>"SD-WAN edge device must deliver at least 200Mbps of encrypted throughput performance. The SD-WAN device should provide **no packet drops and no performance degradation** after enabling all features on instance (Like URL Filtering, Firewall, SSL inspection/ IPSEC etc.) and required instance resources should be factored during the contract period by the bidders to maintain **no packet drops and no performance degradation** (CPU, Memory, Storage, Bandwidth Based Licenses etc.) and it must be free of cost" | It is requested to ask for **No packet drops and no performance degradation** by the proposed virtual appliance with all the services turned ON for the given contract period. Asking for 40% free resources will unnecessarily lead to oversizing of the box thereby increasing the overall cost of the project. Required B/W and software licenses will be factored along with appropriate SD-WAN edge device to deliver no packet drop performance with all the security features enabled. | Refer Revised RFP/ Corrigendum |
| 24 | 2. Remote Location SD-WAN Appliance | SD-WAN appliance should support minimum 250 SD- WAN Nodes | Please clarify if 250 SD-WAN Nodes mean 250 edge to edge IPSec Tunnels needed to create full mesh topology as asked in the RFP with every other edge location? | | Yes,250 edge to edge IPSec Tunnels needed to create full mesh topology as asked in the RFP with every other edge location |
| 25 | 3. L2 Manageable Switch | Shall have minimum 4 Mb of packet buffer size, 16K MAC Addresses and 4K VLAN | 1K VLANs is more than enough at the branch locations. Also, the buffer size has to be 4MB instead of 4Mb. Request you to modify the clause and rectify the typo error :<br>"Shall have minimum 4 MB of packet buffer size, 16K MAC Addresses and 4K VLAN Ids" | 1K VLANs is more than enough at the branch locations.<br>Without the presence of enough port buffer memory there is a high possibility of packets getting dropped as the switch runs out of buffer memory. This might happen when the switch experiences high bursty traffic (could be voice, video or bursty data traffic). | Typo ERROR |

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| 26 | 5. Administration, Management and Logging | Solution must offer MSEDCL cloud based solution in high availability for centralized management, real time monitoring & customisable reporting solution to store logs and reports with dashboard capability. | Please modify the clause as follows for wider participation of OEMs:<br>"Solution must offer MSEDCL/AWS cloud based solution in high availability for centralized management, real time monitoring & customisable reporting solution to store logs and reports with dashboard capability." | Every OEM has its own way of deploying SD-WAN solution. We offer **AWS hosted** cloud-based SD-WAN controllers that offer following benefits:<br>1) Simplified and accelerated SD-WAN deployment, while reducing the cost of running these controllers on their own by MSEDCL **(MSEDCL does not have to pay for expensive AWS EC2 instances for the controller)**<br>2) The cloud deployment model also includes monitoring services for the instances and advanced analytics.<br>**3) We as on OEM take the responsibility of installation, deployment, High availability, backups/snapshots of the controller on customer's behalf thus delivering true cloud service offering.**<br>4) MSEDCL will be provided with dedicated instance of SD-WAN controller over cloud with exclusive Administrator access created using MSEDCL AWS credentials.<br>5) Our solution provides clear separation of Management/Control plane from data plane thus ensuring scalability and that no customer data traverses through the | Refer Revised RFP/ Corrigendum |
| 27 | 5. Administration, Management and Logging | Logging and reporting solution must have ready-made report template such as Top Users, Top Application, Top Destinations, Interface utilization per device per link, CPU and Memory usage of each device, malware / threat analysis report etc. | Please modify the clause as follows for wider participation of OEMs:<br>"Logging and reporting solution must have ready-made report template such as Top Users/**Top IP Addresses**, Top Application, Top Destinations, Interface utilization per device per link, CPU and Memory usage of each device, malware / threat analysis report etc." | | Refer Revised RFP/ Corrigendum |
| 28 | 5. Administration, Management and Logging | SD-WAN solution should support integration with external workflow management solution to offer workflow functionality for authorization before any change management execution | Please provide information on the existing external workflow management solution if any. | | As per RFP |
| 29 | Annexure 2: Price Bid MSEDCL/IT/SD WAN/2020-21 | SD-WAN Controller at MSEDCL Cloud in HA (Separate Primary & Secondary Devices) | Please modify the clause as follows for wider participation of OEMs:<br>SD-WAN Controller at MSEDCL/AWS Cloud in HA (Separate Primary & Secondary Devices) | Every OEM has its own way of deploying SD-WAN solution. We offer **AWS hosted** cloud-based SD-WAN controllers that offer following benefits:<br>1) Simplified and accelerated SD-WAN deployment, while reducing the cost of running these controllers on their own by MSEDCL **(MSEDCL does not have to pay for expensive AWS EC2 instances for the controller)**<br>2) The cloud deployment model also includes monitoring services for the instances and advanced analytics.<br>**3) We as on OEM take the responsibility of installation, deployment, High availability, backups/snapshots of the controller on customer's behalf thus delivering true cloud service offering.**<br>4) MSEDCL will be provided with dedicated instance of SD-WAN controller over cloud with exclusive Administrator access created using MSEDCL AWS credentials.<br>5) Our solution provides clear separation of Management/Control plane from data plane thus ensuring scalability and that no customer data traverses through the | Refer Revised RFP/ Corrigendum |

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| 30 | Annexure 2: Price Bid MSEDCL/IT/SD WAN/2020-21 | Logging , Reporting and Monitoring at MSEDCL Cloud | Please modify the clause as follows for wider participation of OEMs:<br>Logging , Reporting and Monitoring at MSEDCL/AWS Cloud | Every OEM has its own way of deploying SD-WAN solution. We offer **AWS hosted** cloud-based SD-WAN controllers that offer following benefits:<br>1) Simplified and accelerated SD-WAN deployment, while reducing the cost of running these controllers on their own by MSEDCL **(MSEDCL does not have to pay for expensive AWS EC2 instances for the controller)**<br>2) The cloud deployment model also includes monitoring services for the instances and advanced analytics.<br>**3) We as on OEM take the responsibility of installation, deployment, High availability, backups/snapshots of the controller on customer's behalf thus delivering true cloud service offering.**<br>4) MSEDCL will be provided with dedicated instance of SD-WAN controller over cloud with exclusive Administrator access created using MSEDCL AWS credentials.<br>5) Our solution provides clear separation of Management/Control plane from data plane thus ensuring scalability and that no customer data traverses through the | Refer Revised RFP/ Corrigendum |
| 31 | Annexure 2: Price Bid MSEDCL/IT/SD WAN/2020-21 | Installation Charges ( The Installation of MSEDCL CLoud Controller and sample Location must be done by OEM) | Please modify the clause as follows for wider participation of OEMs:<br>Installation Charges ( The Installation of MSEDCL Cloud/MSEDCL's AWS Controller and sample Location must be done by OEM/OEM certified partner) | Every OEM has its own way of deploying SD-WAN solution. We offer **AWS hosted** cloud-based SD-WAN controllers that offer following benefits:<br>1) Simplified and accelerated SD-WAN deployment, while reducing the cost of running these controllers on their own by MSEDCL **(MSEDCL does not have to pay for expensive AWS EC2 instances for the controller)**<br>2) The cloud deployment model also includes monitoring services for the instances and advanced analytics.<br>**3) We as on OEM take the responsibility of installation, deployment, High availability, backups/snapshots of the controller on customer's behalf thus delivering true cloud service offering.**<br>4) MSEDCL will be provided with dedicated instance of SD-WAN controller over cloud with exclusive Administrator access created using MSEDCL AWS credentials.<br>5) Our solution provides clear separation of Management/Control plane from data plane thus ensuring scalability and that no customer data traverses through the | Refer Revised RFP/ Corrigendum |
| 32 | 2. Remote Location SD-WAN Appliance | Additional Clause | The proposed SD-WAN edge device should have minimum 8GB DRAM and 8GB Flash to ensure higher performance | Each of the branch locations will be connected to MSEDCL's AWS VPC over secure IPSec tunnels. At the same time every branch will have Direct Internet Access configured for users to browse the internet securely from the branch itself. This will require multiple services to be turned ON on the edge device like IPSec, QoS, Deep Packet Inspection, Firewall, IPS, URL Filtering, NAT, Flow export etc. Each of these services consume CPU cycles and memory on the device..So it is absolutely necessary that the edge device is provisioned with enough memory resources for improved performance. | Refer Revised RFP/ Corrigendum |
| 33 | 4.8 Orchestration and Management | Additional Clause | Solution must have dedicated SD-WAN Orchestrator which works with Controller to configure and monitor SD-WAN networks | SD-WAN Orchestrator, controller and management station can bring agiity and automation in overall network and also change the overall dynamics. | As Per RFP |
| 34 | 4.8 Orchestration and Management | Additional Clause | Solution should provide Controller on MSEDCL/AWS cloud to simplify IPsec VPN setup. | This would be required to reduced the complexity in setting up IPSec tunnels between the edge devices and HUB location. | As per RFP |

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| 35 | Annexure 4: Format for Authorization Letters from OEMs | We herewith certify that the IT infrastructure proposed in the RFP are not end-of-the life as well as end-of-sale and we hereby undertake to support this equipment / software for the duration of minimum 7 years from the date of submission of the bid. | Please modify the clause as:<br>We herewith certify that the IT infrastructure proposed in the RFP **is latest** and are not end-of-the life as well as end-of-sale and we hereby undertake to support this equipment / software for the duration of minimum 7 years from the date of submission of the bid. | Please inlcude this point to ensure that the equipment provided is latest from the OEM. This is will ensure that the OEM does not propose any product which is not latest and not decalred End of Sale. | As per RFP |
| 37 | Scope of Work | Bidder has to migrate existing WAN links (MPLS/ILL/FTTH Broadband/Broadband links) on new SD-WAN devices and Its bidders responsibility to commission any new FTTH broadband, MPLS, ILL, broadband link on supplied wifi enabled SD-WAN device during the contract period. | Please provide an option to supply the SD-WAN appliance with integrated Wi-Fi or with an external Access Point for wider participation of the OEMs.<br>Please modify the clause as follows:<br>"Bidder has to migrate existing WAN links (MPLS/ILL/FTTH Broadband/Broadband links) on new SD-WAN devices and Its bidders responsibility to commission any new FTTH broadband, MPLS, ILL, broadband link on supplied wifi enabled SD-WAN device with integrated or external access point during the contract period." | The SD-WAN appliance will be placed inside the network rack. Having a SD-WAN appliance with integrated Wi-Fi will defeat the entire purpose of having Wi-Fi at the branch location as the Wi-Fi coverage will never reach the users causing degraded user experience. The access point ideally has to be external and wall mounted or ceiling mounted for better Wi-Fi coverage. | Refer revised RFP/ Corrigendum |
| 38 | Scope of Work | It is bidders responsibility to Install ,configure the SD-WAN controller HUB at MSEDCL cloud. Spoke devices are at Remote Office locations. All the location communicate with each other and forming the full MESH topology ( Refer the Methodology under Section D Scope of Work 4 Methodology ) . | Please modify the clause as follows for wider participation of OEMs:<br>"It is bidders responsibility to Install ,configure the SD-WAN controller at AWS Cloud and HUB device at MSEDCL/AWS transit VPC cloud. Spoke devices are at Remote Office locations. All the location communicate with each other and forming the full MESH topology ( Refer the Methodology under Section D Scope of Work 4 Methodology ) ." | Every OEM has its own way of deploying SD-WAN solution. We offer **AWS hosted** cloud-based SD-WAN controllers that offer following benefits:<br>1) Simplified and accelerated SD-WAN deployment, while reducing the cost of running these controllers on their own by MSEDCL **(MSEDCL does not have to pay for expensive AWS EC2 instances for the controller)**<br>2) The cloud deployment model also includes monitoring services for the instances and advanced analytics.<br>**3) We as on OEM take the responsibility of installation, deployment, High availability, backups/snapshots of the controller on customer's behalf thus delivering true cloud service offering.**<br>4) MSEDCL will be provided with dedicated instance of SD-WAN controller over cloud with exclusive Administrator access created using MSEDCL AWS credentials.<br>5) Our solution provides clear separation of Management/Control plane from data plane thus ensuring scalability and that no customer data traverses through the | Refer revised RFP/ Corrigendum |
| 39 | Scope of Work | It is bidders responsibility to provide MSEDCL Cloud infra requirement like Instance type ,Storage Space, Nos. of Public IP etc. at the time of bidding in Annexure 18. | Please modify the clause as follows for wider participation of OEMs:<br>"It is bidders responsibility to provide MSEDCL Cloud/MSEDCL AWS Transit VPC infra requirement like Instance type ,Storage Space, Nos. of Public IP etc. at the time of bidding in Annexure 18." | Every OEM has its own way of deploying SD-WAN solution. We offer AWS hosted cloud-based SD-WAN controllers that offer following benefits:<br>1) Simplified and accelerated SD-WAN deployment, while reducing the cost of running these controllers on their own by MSEDCL **(MSEDCL does not have to pay for expensive AWS EC2 instances for the controller)**<br>**2) We as on OEM take the responsibility of installation, deployment, High availability, backups/snapshots of the controller on customer's behalf thus delivering true cloud service offering.**<br>3) Our solution provides clear separation of Management/Control plane from data plane thus ensuring scalability and that no customer data traverses through the control plane. (The data plane consists of SD-WAN branch devices and **SD-WAN HUB virtual appliance which will be deployed automatically using MSEDCL AWS credentials in a dedicated AWS Transit VPC for MSEDCL**)<br>**4) The MSEDCL AWS transit VPC will** | Refer revised RFP/ Corrigendum |

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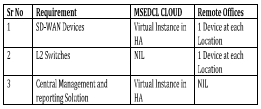
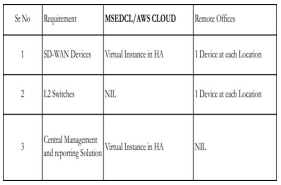
| 40 | Scope of Work | Bidder should provide the Centralized Management (Configuration, Network Management, Backup etc.) and Centralised Reporting tool for managing complete SD-WAN solution and should have the capacity to store the logs for 12 months on MSEDCL Cloud | Please modify the clause as follows for wider participation of OEMs:<br>"Bidder should provide the Centralized Management (Configuration, Network Management, Backup etc.) and Centralised Reporting tool for managing complete SD-WAN solution and should have the capacity to store the logs for 12 months on MSEDCL/AWS Cloud." | Every OEM has its own way of deploying SD-WAN solution. We offer AWS hosted cloud-based SD-WAN controllers that offer following benefits:<br>1) Simplified and accelerated SD-WAN deployment, while reducing the cost of running these controllers on their own by MSEDCL (MSEDCL does not have to pay for expensive AWS EC2 instances for the controller)<br>2) We as on OEM take the responsibility of installation, deployment, High availability, backups/snapshots of the controller on customer's behalf thus delivering true cloud service offering.<br>3) MSEDCL will be provided with dedicated instance of SD-WAN controller over cloud with exclusive Administrator access created using MSEDCL AWS credentials. | Refer revised RFP/ Corrigendum |
| 41 | Scope of Work | Any other component required to complete the solution but not limited to Scope defined in RFP will be in the bidder's scope with no extra cost to MSEDCL. | Request you to clarify the clause. As per our understanding, anything that is not in the scope of the RFP is not the responsibility of the bidder. Any additional component (not mentioned as part of the BoQ) required to complete the solution as per the scope of the RFP will be bidder's responsibility. | | Bidder has to consider all the component to deliver the solution as per the scope of work and specification mention in the RFP |
| 42 | 3. Hardware/Virtual Instance Requirements Details |  <br>**Sr No** / **Requirement** / **MSEDCL CLOUD** / **Remote Offices**<br>1 / SD-WAN Devices / Virtual Instance in HA / 1 Device at each Location<br>2 / L2 Switches / NIL / 1 Device at each Location<br>3 / Central Management and reporting Solution / Virtual Instance in HA / NIL | Please modify the clause as follows for wider participation of OEMs:<br>  <br>Sr No / Requirement / **MSEDCL/AWS CLOUD** / Remote Offices<br>1 / SD-WAN Devices / Virtual Instance in HA / 1 Device at each Location<br>2 / L2 Switches / NIL / 1 Device at each Location<br>3 / Central Management and reporting Solution / Virtual Instance in HA / NIL | Every OEM has its own way of deploying SD-WAN solution. We offer AWS hosted cloud-based SD-WAN controllers that offer following benefits:<br>1) Simplified and accelerated SD-WAN deployment, while reducing the cost of running these controllers on their own by MSEDCL **(MSEDCL does not have to pay for expensive AWS EC2 instances for the controller)**<br>**2) We as on OEM take the responsibility of installation, deployment, High availability, backups/snapshots of the controller on customer's behalf thus delivering true cloud service offering.**<br>**3) MSEDCL will be provided with dedicated instance of SD-WAN controller over cloud with exclusive Administrator access created using MSEDCL AWS credentials.**<br>**4**) Our solution provides clear separation of Management/Control plane from data plane thus ensuring scalability and that no customer data traverses through the control plane. (The data plane consists of SD-WAN branch devices and **SD-WAN HUB** | Refer revised RFP/ Corrigendum |

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| 43 | 4. Methodology<br>4.1 Architecture | Solution should be Amazon cloud ready with supported software image at Hub location i.e. MSEDCL Cloud and Hardware based at Spoke location. | Please modify the clause as follows for wider participation of OEMs:<br>"Solution should be Amazon cloud ready with supported software image at Hub location i.e. MSEDCL Cloud/MSEDCL AWS Transit VPC and Hardware based at Spoke location." | Every OEM has its own way of deploying SD-WAN solution. We offer AWS hosted cloud-based SD-WAN controllers that offer following benefits:<br>1) Simplified and accelerated SD-WAN deployment, while reducing the cost of running these controllers on their own by MSEDCL **(MSEDCL does not have to pay for expensive AWS EC2 instances for the controller)**<br>**2) We as on OEM take the responsibility of installation, deployment, High availability, backups/snapshots of the controller on customer's behalf thus delivering true cloud service offering.**<br>**3) MSEDCL will be provided with dedicated instance of SD-WAN controller over cloud with exclusive Administrator access created using MSEDCL AWS credentials.**<br>**4**) Our solution provides clear separation of Management/Control plane from data plane thus ensuring scalability and that no customer data traverses through the control plane. (The data plane consists of SD-WAN branch devices and **SD-WAN HUB** | Refer revised RFP/ Corrigendum |
| 44 | 4. Methodology<br>4.1 Architecture | Solution should be provided with centralized Management tool, reporting tool on MSEDCL Amazon cloud. All the proposed virtual software images should be certified and supported by MSEDCL Cloud. Solution should have support for cloud based architecture. | Please modify the clause as follows for wider participation of OEMs:<br>"Solution should be provided with centralized Management tool, reporting tool on MSEDCL Amazon/AWS cloud. All the proposed virtual software images should be certified and supported by MSEDCL Cloud. Solution should have support for cloud based architecture." | Every OEM has its own way of deploying SD-WAN solution. We offer AWS hosted cloud-based SD-WAN controllers that offer following benefits:<br>1) Simplified and accelerated SD-WAN deployment, while reducing the cost of running these controllers on their own by MSEDCL **(MSEDCL does not have to pay for expensive AWS EC2 instances for the controller)**<br>**2) We as on OEM take the responsibility of installation, deployment, High availability, backups/snapshots of the controller on customer's behalf thus delivering true cloud service offering.**<br>**3) MSEDCL will be provided with dedicated instance of SD-WAN controller over cloud with exclusive Administrator access created using MSEDCL AWS credentials.**<br>**4**) Our solution provides clear separation of Management/Control plane from data plane thus ensuring scalability and that no customer data traverses through the control plane. (The data plane consists of SD-WAN branch devices and **SD-WAN HUB** | Refer revised RFP/ Corrigendum |
| 45 | 4.2 Technology | Solution should support MPLS, FTTH, 4G, wired broadband links with link speed minimum 8 Mbps to 1 Gbps. | The edge device is asked with only 200 Mbps of encrypted throughput only. Our understanding is that the SD-WAN solution proposed should have an option to support devices which can hadle bandwidth ranging from 8Mbps to 1Gbps as and when required in future. Please confirm if the understanding is correct. | | Device must capable to configure the Link capacity on interface |
| 46 | 4.2 Technology | V. The remote SD_WAN appliance should be Wi-Fi enabled and securely configured SSID | Please provide an option to supply the SD-WAN appliance with integrated Wi-Fi or with an external Access Point for wider participation of the OEMs.<br>Please modify the clause as follows:<br>" The remote SD_WAN appliance should be Wi-Fi enabled with integrated or external access point and securely configured SSID" | The SD-WAN appliance will be placed inside the network rack. Having a SD-WAN appliance with integrated Wi-Fi will defeat the entire purpose of having Wi-Fi at the branch location as the Wi-Fi coverage will never reach the users causing degraded user experience. The access point ideally has to be external and wall mounted or ceiling mounted for better Wi-Fi coverage. | Refer revised RFP/ Corrigendum |
| 47 | 4.3 Network Integration | I. Hub location Cloud device should support in-path and out of path installation | Please elaborate the meaning of this point for better understanding of the requirement. | | Deployment methodology of the SD-WAN controller on cloud infrastructure |

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| 48 | 4.8 Orchestration and Management | SDWAN solution should provide centralized and simplified management for improving productivity. Solution should be managed centrally on MSEDCL cloud with following features | Please modify the clause as follows for wider participation of OEMs:<br>"SDWAN solution should provide centralized and simplified management for improving productivity. Solution should be managed centrally on MSEDCL/AWS cloud with following features" | Every OEM has its own way of deploying SD-WAN solution. We offer AWS hosted cloud-based SD-WAN controllers that offer following benefits:<br>1) Simplified and accelerated SD-WAN deployment, while reducing the cost of running these controllers on their own by MSEDCL **(MSEDCL does not have to pay for expensive AWS EC2 instances for the controller)**<br>**2) We as on OEM take the responsibility of installation, deployment, High availability, backups/snapshots of the controller on customer's behalf thus delivering true cloud service offering.**<br>**3) MSEDCL will be provided with dedicated instance of SD-WAN controller over cloud with exclusive Administrator access created using MSEDCL AWS credentials.**<br>**4**) Our solution provides clear separation of Management/Control plane from data plane thus ensuring scalability and that no customer data traverses through the control plane. (The data plane consists of SD-WAN branch devices and **SD-WAN HUB** | Refer revised RFP/ Corrigendum |
| 49 | Section – E Detail Technical Specifications 1. SD-WAN Controller at MSEDCL Cloud | 1. SD-WAN Controller at MSEDCL Cloud | Please modify the clause as follows for wider participation of OEMs:<br>" 1. SD-WAN Controller at MSEDCL/AWS Cloud" | Every OEM has its own way of deploying SD-WAN solution. We offer AWS hosted cloud-based SD-WAN controllers that offer following benefits:<br>1) Simplified and accelerated SD-WAN deployment, while reducing the cost of running these controllers on their own by MSEDCL **(MSEDCL does not have to pay for expensive AWS EC2 instances for the controller)**<br>**2) We as on OEM take the responsibility of installation, deployment, High availability, backups/snapshots of the controller on customer's behalf thus delivering true cloud service offering.**<br>**3) MSEDCL will be provided with dedicated instance of SD-WAN controller over cloud with exclusive Administrator access created using MSEDCL AWS credentials.**<br>**4**) Our solution provides clear separation of Management/Control plane from data plane thus ensuring scalability and that no customer data traverses through the control plane. (The data plane consists of SD-WAN branch devices and **SD-WAN HUB** | Refer revised RFP/ Corrigendum |
| 50 | Section – E Detail Technical Specifications 1. SD-WAN Controller at MSEDCL Cloud | 1. SD-WAN controller must be MSEDCL cloud ready. SDWAN virtual appliance and should be installed in MSEDCL cloud with High Availability. | Please modify the clause as follows for wider participation of OEMs:<br>"1. SD-WAN controller must be MSEDCL/AWS cloud ready. SDWAN virtual appliance and should be installed in MSEDCL cloud/MSEDCL AWS Transit VPC with High Availability." | Every OEM has its own way of deploying SD-WAN solution. We offer AWS hosted cloud-based SD-WAN controllers that offer following benefits:<br>1) Simplified and accelerated SD-WAN deployment, while reducing the cost of running these controllers on their own by MSEDCL **(MSEDCL does not have to pay for expensive AWS EC2 instances for the controller)**<br>**2) We as on OEM take the responsibility of installation, deployment, High availability, backups/snapshots of the controller on customer's behalf thus delivering true cloud service offering.**<br>**3) MSEDCL will be provided with dedicated instance of SD-WAN controller over cloud with exclusive Administrator access created using MSEDCL AWS credentials.**<br>**4**) Our solution provides clear separation of Management/Control plane from data plane thus ensuring scalability and that no customer data traverses through the control plane. (The data plane consists of SD-WAN branch devices and **SD-WAN HUB** | Refer revised RFP/ Corrigendum |

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| 51 | Section – E Detail Technical Specifications 1. SD-WAN Controller at MSEDCL Cloud | SD-WAN controller must have functions like WAN Optimization, Forward Error Correction or Packet Duplication with capability to send duplicate packets over a single tunnel. | Please modify the clause as follows for wider participation of OEMs:<br>"SD-WAN controller must have functions like WAN/Flow Optimization, Forward Error Correction or Packet Duplication with capability to send duplicate packets over a single tunnel" | | Refer revised RFP/ Corrigendum |
| 52 | Section – E Detail Technical Specifications 1. SD-WAN Controller at MSEDCL Cloud | SD-WAN controller instance must deliver at least 2.5 Gbps throughput after enabling all features on instance (Like URL Filtering, Firewall, SSL inspection/IPSEC etc.) and 40% instance resources should be free during the contract period, its bidders responsibility to maintain 40 % Free resource (CPU, Memory, Storage, Bandwidth Based Licenses etc.) and it must be free of cost during contract period | Please modify the clause as follows for wider participation of OEMs:<br>"SD-WAN HUB device instance must deliver at least 2.5 Gbps throughput. The SD-WAN device should provide **no packet drops with no performance degradation** after enabling all features on instance (Like Firewall, SSL inspection/ IPSEC etc.). Required instance resources should be factored during the contract period by the bidders to maintain **no packet drops and no performance degradation** (CPU, Memory, Storage, Bandwidth Based Licenses etc.) and it must be free of cost" | The virtual HUB SD-WAN edge appliance will be deployed in the AWS cloud where all the applications are hosted. There are on users in AWS host VPCs who are going to access internet..so URL filtering is NOT required as a feature on the HUB SD-WAN edge appliance. URL filtering is required on the remote edge SD-WAN appliance. Also it is requested to ask for **No packet drops and no performance degradation** by the proposed virtual appliance with all the services turned ON for the given contract period. Asking for 40% free resources will unnecessarily lead to oversizing of the box thereby increasing the overall cost of the project. | Refer revised RFP/ Corrigendum |
| 53 | Section – E Detail Technical Specifications 1. SD-WAN Controller at MSEDCL Cloud | The virtual instance provisioned in the MSEDCL cloud should support vNICS and Enhanced Networking (MSEDCL Cloud) | Please modify the clause as follows for wider participation of OEMs:<br>"The virtual instance provisioned in the MSEDCL cloud/MSEDCL AWS Transit VPC should support vNICS and Enhanced Networking (MSEDCL Cloud/MSEDCL AWS Transit VPC)" | Every OEM has its own way of deploying SD-WAN solution. We offer AWS hosted cloud-based SD-WAN controllers that offer following benefits:<br>1) Simplified and accelerated SD-WAN deployment, while reducing the cost of running these controllers on their own by MSEDCL **(MSEDCL does not have to pay for expensive AWS EC2 instances for the controller)**<br>**2) We as on OEM take the responsibility of installation, deployment, High availability, backups/snapshots of the controller on customer's behalf thus delivering true cloud service offering.**<br>**3) MSEDCL will be provided with dedicated instance of SD-WAN controller over cloud with exclusive Administrator access created using MSEDCL AWS credentials.**<br>**4**) Our solution provides clear separation of Management/Control plane from data plane thus ensuring scalability and that no customer data traverses through the control plane. (The data plane consists of SD-WAN branch devices and **SD-WAN HUB** | Refer revised RFP/ Corrigendum |
| 54 | Section – E Detail Technical Specifications 1. SD-WAN Controller at MSEDCL Cloud | SD-WAN controller appliance support IPv6 | Please modify the clause as follows for wider participation of OEMs:<br>"SD-WAN controller/HUB appliance should support IPv6" | The SD-WAN controller is never in the data path and is only responsible for SD-WAN fabric configuration, management and administration. The SD-WAN edge devices and the HUB device will form part of the data plane by establishing secure tunnels as per the topology desired by MSEDCL. The data plane supports both IPv4 and IPv6. | Refer revised RFP/ Corrigendum |
| 55 | Section – E Detail Technical Specifications 1. SD-WAN Controller at MSEDCL Cloud | Must have complete traffic visibility in terms of per user/per Tunnel bandwidth consumption, per user /Per Tunnel no. of sessions creation, per user /Per Tunnel traffic analyses such as no. of send and receive bytes, per use /Per Tunnel application access, destination traffic. | Please modify the clause as follows for wider participation of OEMs:<br>"Must have complete traffic visibility in terms of per user/IP address bandwidth consumption, per user/IP address no. of flows/sessions/application accessed" | | Refer revised RFP/ Corrigendum |

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| 56 | 2. Remote Location SD-WAN Appliance | Provide Dedicated WI-FI based SD-WAN appliance and have zero touch deployment features. | Please provide an option to supply the SD-WAN appliance with integrated Wi-Fi or with an external Access Point for wider participation of the OEMs.<br>Please modify the clause as follows:<br>"Provide Dedicated WI-FI based SD-WAN appliance or SD-WAN appliance with external Access Point and have zero touch deployment features" | The SD-WAN appliance will be placed inside the network rack. Having a SD-WAN appliance with integrated Wi-Fi will defeat the entire purpose of having Wi-Fi at the branch location as the Wi-Fi coverage will never reach the users causing degraded user experience. The access point ideally has to be external and wall mounted or ceiling mounted for better Wi-Fi coverage. | Refer revised RFP/ Corrigendum |
| 57 | 2. Remote Location SD-WAN Appliance | SD-WAN controller must offer SD-WAN functionalities along with security features such as stateful inspection firewall, App Aware Firewall, Web/URL Filtering for local internet and should be able to block infected and malicious domains | Please modify the clause as follows :<br>SD-WAN appliance must offer SD-WAN functionalities along with security features such as stateful inspection firewall, App Aware Firewall, Web/URL Filtering, IPS for local internet and should be able to block infected and malicious domains | IPS will be required to secure the brach if we are going to give Direct Internet Access from Brach. Please modify the clause so as to provide comprehensive security at the branch device. | Refer revised RFP/ Corrigendum |
| 58 | 2. Remote Location SD-WAN Appliance | SD-WAN device must have functions like Flow Optimization, Forward Error Correction or Packet Duplication with capability to send duplicate packets over a single tunnel. | Please modify the clause as follows for wider participation of OEMs:<br>"SD-WAN device must have functions like **Traffic Flow Optimization**, Forward Error Correction or Packet Duplication with capability to send duplicate packets over a single tunnel." | | Refer revised RFP/ Corrigendum |
| 59 | 2. Remote Location SD-WAN Appliance | SD-WAN edge device must deliver at least 200Mbps encrypted throughput after enabling all features on instance (Like URL Filtering, Firewall, SSL inspection/ IPSEC etc.) and 40% instance resources should be free during the contract period, its bidders responsibility to maintain 40 % free resource (CPU, Memory, Storage, Bandwidth Based Licenses etc.) and it must be free of cost | Please modify the clause as follows for wider participation of OEMs:<br>"SD-WAN edge device must deliver at least 200Mbps of encrypted throughput performance. The SD-WAN device should provide **no packet drops and no performance degradation** after enabling all features on instance (Like URL Filtering, Firewall, SSL inspection/ IPSEC etc.) and required instance resources should be factored during the contract period by the bidders to maintain **no packet drops and no performance degradation** (CPU, Memory, Storage, Bandwidth Based Licenses etc.) and it must be free of cost" | It is requested to ask for **No packet drops and no performance degradation** by the proposed virtual appliance with all the services turned ON for the given contract period. Asking for 40% free resources will unnecessarily lead to oversizing of the box thereby increasing the overall cost of the project. Required B/W and software licenses will be factored along with appropriate SD-WAN edge device to deliver no packet drop performance with all the security features enabled. | Refer revised RFP/ Corrigendum |
| 60 | 2. Remote Location SD-WAN Appliance | SD-WAN appliance should support minimum 250 SD- WAN Nodes | Please clarify if 250 SD-WAN Nodes mean 250 edge to edge IPSec Tunnels needed to create full mesh topology as asked in the RFP with every other edge location? | | Yes,250 edge to edge IPSec Tunnels needed to create full mesh topology as asked in the RFP with every other edge location |
| 61 | 3. L2 Manageable Switch | Shall have minimum 4 Mb of packet buffer size, 16K MAC Addresses and 4K VLAN | 1K VLANs is more than enough at the branch locations. Also, the buffer size has to be 4MB instead of 4Mb. Request you to modify the clause and rectify the typo error :<br>"Shall have minimum 4 MB of packet buffer size, 16K MAC Addresses and 4K VLAN Ids" | 1K VLANs is more than enough at the branch locations.<br>Without the presence of enough port buffer memory there is a high possibility of packets getting dropped as the switch runs out of buffer memory. This might happen when the switch experiences high bursty traffic (could be voice, video or bursty data traffic). | Typo Error |

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| 62 | 5. Administration, Management and Logging | Solution must offer MSEDCL cloud based solution in high availability for centralized management, real time monitoring & customisable reporting solution to store logs and reports with dashboard capability. | Please modify the clause as follows for wider participation of OEMs:<br>"Solution must offer MSEDCL/AWS cloud based solution in high availability for centralized management, real time monitoring & customisable reporting solution to store logs and reports with dashboard capability." | Every OEM has its own way of deploying SD-WAN solution. We offer **AWS hosted** cloud-based SD-WAN controllers that offer following benefits:<br>1) Simplified and accelerated SD-WAN deployment, while reducing the cost of running these controllers on their own by MSEDCL **(MSEDCL does not have to pay for expensive AWS EC2 instances for the controller)**<br>2) The cloud deployment model also includes monitoring services for the instances and advanced analytics.<br>**3) We as on OEM take the responsibility of installation, deployment, High availability, backups/snapshots of the controller on customer's behalf thus delivering true cloud service offering.**<br>4) MSEDCL will be provided with dedicated instance of SD-WAN controller over cloud with exclusive Administrator access created using MSEDCL AWS credentials.<br>5) Our solution provides clear separation of Management/Control plane from data plane thus ensuring scalability and that no customer data traverses through the | Refer revised RFP/ Corrigendum |
| 63 | 5. Administration, Management and Logging | Logging and reporting solution must have ready-made report template such as Top Users, Top Application, Top Destinations, Interface utilization per device per link, CPU and Memory usage of each device, malware / threat analysis report etc. | Please modify the clause as follows for wider participation of OEMs:<br>"Logging and reporting solution must have ready-made report template such as Top Users/**Top IP Addresses**, Top Application, Top Destinations, Interface utilization per device per link, CPU and Memory usage of each device, malware / threat analysis report etc." | | As per RFP |
| 64 | 5. Administration, Management and Logging | SD-WAN solution should support integration with external workflow management solution to offer workflow functionality for authorization before any change management execution | Please provide information on the existing external workflow management solution if any. | | As per RFP |
| 65 | Annexure 2: Price Bid MSEDCL/IT/SD WAN/2020-21 | SD-WAN Controller at MSEDCL Cloud in HA (Separate Primary & Secondary Devices) | Please modify the clause as follows for wider participation of OEMs:<br>SD-WAN Controller at MSEDCL/AWS Cloud in HA (Separate Primary & Secondary Devices) | Every OEM has its own way of deploying SD-WAN solution. We offer **AWS hosted** cloud-based SD-WAN controllers that offer following benefits:<br>1) Simplified and accelerated SD-WAN deployment, while reducing the cost of running these controllers on their own by MSEDCL **(MSEDCL does not have to pay for expensive AWS EC2 instances for the controller)**<br>2) The cloud deployment model also includes monitoring services for the instances and advanced analytics.<br>**3) We as on OEM take the responsibility of installation, deployment, High availability, backups/snapshots of the controller on customer's behalf thus delivering true cloud service offering.**<br>4) MSEDCL will be provided with dedicated instance of SD-WAN controller over cloud with exclusive Administrator access created using MSEDCL AWS credentials.<br>5) Our solution provides clear separation of Management/Control plane from data plane thus ensuring scalability and that no customer data traverses through the | Refer revised RFP/ Corrigendum |

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| 66 | Annexure 2: Price Bid MSEDCL/IT/SD WAN/2020-21 | Logging , Reporting and Monitoring at MSEDCL Cloud | Please modify the clause as follows for wider participation of OEMs:<br>Logging , Reporting and Monitoring at MSEDCL/AWS Cloud | Every OEM has its own way of deploying SD-WAN solution. We offer **AWS hosted** cloud-based SD-WAN controllers that offer following benefits:<br>1) Simplified and accelerated SD-WAN deployment, while reducing the cost of running these controllers on their own by MSEDCL **(MSEDCL does not have to pay for expensive AWS EC2 instances for the controller)**<br>2) The cloud deployment model also includes monitoring services for the instances and advanced analytics.<br>**3) We as on OEM take the responsibility of installation, deployment, High availability, backups/snapshots of the controller on customer's behalf thus delivering true cloud service offering.**<br>4) MSEDCL will be provided with dedicated instance of SD-WAN controller over cloud with exclusive Administrator access created using MSEDCL AWS credentials.<br>5) Our solution provides clear separation of Management/Control plane from data plane thus ensuring scalability and that no customer data traverses through the | Refer revised RFP/ Corrigendum |
| 67 | Annexure 2: Price Bid MSEDCL/IT/SD WAN/2020-21 | Installation Charges ( The Installation of MSEDCL CLoud Controller and sample Location must be done by OEM) | Please modify the clause as follows for wider participation of OEMs:<br>Installation Charges ( The Installation of MSEDCL Cloud/MSEDCL's AWS Controller and sample Location must be done by OEM/OEM certified partner) | Every OEM has its own way of deploying SD-WAN solution. We offer **AWS hosted** cloud-based SD-WAN controllers that offer following benefits:<br>1) Simplified and accelerated SD-WAN deployment, while reducing the cost of running these controllers on their own by MSEDCL **(MSEDCL does not have to pay for expensive AWS EC2 instances for the controller)**<br>2) The cloud deployment model also includes monitoring services for the instances and advanced analytics.<br>**3) We as on OEM take the responsibility of installation, deployment, High availability, backups/snapshots of the controller on customer's behalf thus delivering true cloud service offering.**<br>4) MSEDCL will be provided with dedicated instance of SD-WAN controller over cloud with exclusive Administrator access created using MSEDCL AWS credentials.<br>5) Our solution provides clear separation of Management/Control plane from data plane thus ensuring scalability and that no customer data traverses through the | Refer revised RFP/ Corrigendum |
| 68 | 2. Remote Location SD-WAN Appliance | Additional Clause | The proposed SD-WAN edge device should have minimum 8GB DRAM and 8GB Flash to ensure higher performance | Each of the branch locations will be connected to MSEDCL's AWS VPC over secure IPSec tunnels. At the same time every branch will have Direct Internet Access configured for users to browse the internet securely from the branch itself. This will require multiple services to be turned ON on the edge device like IPSec, QoS, Deep Packet Inspection, Firewall, IPS, URL Filtering, NAT, Flow export etc. Each of these services consume CPU cycles and memory on the device..So it is absolutely necessary that the edge device is provisioned with enough memory resources for improved performance. | Refer revised RFP/ Corrigendum |
| 69 | 4.8 Orchestration and Management | Additional Clause | Solution must have dedicated SD-WAN Orchestrator which works with Controller to configure and monitor SD-WAN networks | SD-WAN Orchestrator, controller and management station can bring agiity and automation in overall network and also change the overall dynamics. | As per RFP |
| 70 | 4.8 Orchestration and Management | Additional Clause | Solution should provide Controller on MSEDCL/AWS cloud to simplify IPsec VPN setup. | This would be required to reduced the complexity in setting up IPSec tunnels between the edge devices and HUB location. | As per RFP |

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| 71 | Annexure 4: Format for Authorization Letters from OEMs | We herewith certify that the IT infrastructure proposed in the RFP are not end-of-the life as well as end-of-sale and we hereby undertake to support this equipment / software for the duration of minimum 7 years from the date of submission of the bid. | Please modify the clause as:<br>We herewith certify that the IT infrastructure proposed in the RFP **is latest** and are not end-of-the life as well as end-of-sale and we hereby undertake to support this equipment / software for the duration of minimum 7 years from the date of submission of the bid. | Please inlcude this point to ensure that the equipment provided is latest from the OEM. This is will ensure that the OEM does not propose any product which is not latest and not decalred End of Sale. | As per RFP |
| 72 | 4.3 Network Integration | Additional Clause | The proposed SD-WAN appliance, Switch and Access Point should be from the same OEM for better interoperability and management. | Having disparate solutions from different OEMs will defeat the entire purpose of simplifying the entire infrastructure. There might be integration issues which might arise during the deployment phase. It is recommended that the SD-WAN edge appliance, branch switch and access point are of the same OEM. | Refer revised RFP/ Corrigendum |
| 73 | | | | | |
| 75 | Scope of Work | Bidder has to migrate existing WAN links (MPLS/ILL/FTTH Broadband/Broadband links) on new SD-WAN devices and Its bidders responsibility to commission any new FTTH broadband, MPLS, ILL, broadband link on supplied wifi enabled SD-WAN device during the contract period. | Please provide an option to supply the SD-WAN appliance with integrated Wi-Fi or with an external Access Point for wider participation of the OEMs.<br>Please modify the clause as follows:<br>"Bidder has to migrate existing WAN links (MPLS/ILL/FTTH Broadband/Broadband links) on new SD-WAN devices and Its bidders responsibility to commission any new FTTH broadband, MPLS, ILL, broadband link on supplied wifi enabled SD-WAN device with integrated or external access point during the contract period." | The SD-WAN appliance will be placed inside the network rack. Having a SD-WAN appliance with integrated Wi-Fi will defeat the entire purpose of having Wi-Fi at the branch location as the Wi-Fi coverage will never reach the users causing degraded user experience. The access point ideally has to be external and wall mounted or ceiling mounted for better Wi-Fi coverage. | Refer revised RFP/ Corrigendum |
| 76 | Scope of Work | It is bidders responsibility to Install ,configure the SD-WAN controller HUB at MSEDCL cloud. Spoke devices are at Remote Office locations. All the location communicate with each other and forming the full MESH topology ( Refer the Methodology under Section D Scope of Work 4 Methodology ) . | Please modify the clause as follows for wider participation of OEMs:<br>"It is bidders responsibility to Install ,configure the SD-WAN controller at AWS Cloud and HUB device at MSEDCL/AWS transit VPC cloud. Spoke devices are at Remote Office locations. All the location communicate with each other and forming the full MESH topology ( Refer the Methodology under Section D Scope of Work 4 Methodology ) ." | Every OEM has its own way of deploying SD-WAN solution. We offer **AWS hosted** cloud-based SD-WAN controllers that offer following benefits:<br>1) Simplified and accelerated SD-WAN deployment, while reducing the cost of running these controllers on their own by MSEDCL **(MSEDCL does not have to pay for expensive AWS EC2 instances for the controller)**<br>2) The cloud deployment model also includes monitoring services for the instances and advanced analytics.<br>**3) We as on OEM take the responsibility of installation, deployment, High availability, backups/snapshots of the controller on customer's behalf thus delivering true cloud service offering.**<br>4) MSEDCL will be provided with dedicated instance of SD-WAN controller over cloud with exclusive Administrator access created using MSEDCL AWS credentials.<br>5) Our solution provides clear separation of Management/Control plane from data plane thus ensuring scalability and that no customer data traverses through the | Refer revised RFP/ Corrigendum |

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| 77 | Scope of Work | It is bidders responsibility to provide MSEDCL Cloud infra requirement like Instance type ,Storage Space, Nos. of Public IP etc. at the time of bidding in Annexure 18. | Please modify the clause as follows for wider participation of OEMs:<br>"It is bidders responsibility to provide MSEDCL Cloud/MSEDCL AWS Transit VPC infra requirement like Instance type ,Storage Space, Nos. of Public IP etc. at the time of bidding in Annexure 18." | Every OEM has its own way of deploying SD-WAN solution. We offer AWS hosted cloud-based SD-WAN controllers that offer following benefits:<br>1) Simplified and accelerated SD-WAN deployment, while reducing the cost of running these controllers on their own by MSEDCL **(MSEDCL does not have to pay for expensive AWS EC2 instances for the controller)**<br>**2) We as on OEM take the responsibility of installation, deployment, High availability, backups/snapshots of the controller on customer's behalf thus delivering true cloud service offering.**<br>3) Our solution provides clear separation of Management/Control plane from data plane thus ensuring scalability and that no customer data traverses through the control plane. (The data plane consists of SD-WAN branch devices and **SD-WAN HUB virtual appliance which will be deployed automatically using MSEDCL AWS credentials in a dedicated AWS Transit VPC for MSEDCL**)<br>**4) The MSEDCL AWS transit VPC will** | Refer revised RFP/ Corrigendum |
| 78 | Scope of Work | Bidder should provide the Centralized Management (Configuration, Network Management, Backup etc.) and Centralised Reporting tool for managing complete SD-WAN solution and should have the capacity to store the logs for 12 months on MSEDCL Cloud | Please modify the clause as follows for wider participation of OEMs:<br>"Bidder should provide the Centralized Management (Configuration, Network Management, Backup etc.) and Centralised Reporting tool for managing complete SD-WAN solution and should have the capacity to store the logs for 12 months on MSEDCL/AWS Cloud." | Every OEM has its own way of deploying SD-WAN solution. We offer AWS hosted cloud-based SD-WAN controllers that offer following benefits:<br>1) Simplified and accelerated SD-WAN deployment, while reducing the cost of running these controllers on their own by MSEDCL (MSEDCL does not have to pay for expensive AWS EC2 instances for the controller)<br>2) We as on OEM take the responsibility of installation, deployment, High availability, backups/snapshots of the controller on customer's behalf thus delivering true cloud service offering.<br>3) MSEDCL will be provided with dedicated instance of SD-WAN controller over cloud with exclusive Administrator access created using MSEDCL AWS credentials. | Refer revised RFP/ Corrigendum |
| 79 | Scope of Work | Any other component required to complete the solution but not limited to Scope defined in RFP will be in the bidder's scope with no extra cost to MSEDCL. | Request you to clarify the clause. As per our understanding, anything that is not in the scope of the RFP is not the responsibility of the bidder. Any additional component (not mentioned as part of the BoQ) required to complete the solution as per the scope of the RFP will be bidder's responsibility. | | Bidder has to consider all the component to deliver the solution as per the scope of work,SLA and specification etc mention in the RFP |

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| 80 | 3. Hardware/Virtual Instance Requirements Details | <table><tr><th>Sr No</th><th>Requirement</th><th>MSEDCL CLOUD</th><th>Remote Offices</th></tr><tr><td>1</td><td>SD-WAN Devices</td><td>Virtual Instance in HA</td><td>1 Device at each Location</td></tr><tr><td>2</td><td>L2 Switches</td><td>NIL</td><td>1 Device at each Location</td></tr><tr><td>3</td><td>Central Management and reporting Solution</td><td>Virtual Instance in HA</td><td>NIL</td></tr></table> | Please modify the clause as follows for wider participation of OEMs:<br><table><tr><td>Sr. No</td><td>Requirement</td><td>MSEDCL/AWS CLOUD</td><td>Remote Offices</td></tr><tr><td>1</td><td>SD-WAN Devices</td><td>Virtual Instance in HA</td><td>1 Device at each Location</td></tr><tr><td>2</td><td>L2 Switches</td><td>NIL</td><td>1 Device at each Location</td></tr><tr><td>3</td><td>Central Management and reporting Solution</td><td>Virtual Instance in HA</td><td>NIL</td></tr></table> | Every OEM has its own way of deploying SD-WAN solution. We offer AWS hosted cloud-based SD-WAN controllers that offer following benefits:<br>1) Simplified and accelerated SD-WAN deployment, while reducing the cost of running these controllers on their own by MSEDCL **(MSEDCL does not have to pay for expensive AWS EC2 instances for the controller)**<br>**2) We as on OEM take the responsibility of installation, deployment, High availability, backups/snapshots of the controller on customer's behalf thus delivering true cloud service offering.**<br>**3) MSEDCL will be provided with dedicated instance of SD-WAN controller over cloud with exclusive Administrator access created using MSEDCL AWS credentials.**<br>**4**) Our solution provides clear separation of Management/Control plane from data plane thus ensuring scalability and that no customer data traverses through the control plane. (The data plane consists of SD-WAN branch devices and **SD-WAN HUB** | Refer revised RFP/ Corrigendum |
| 81 | 4. Methodology 4.1 Architecture | Solution should be Amazon cloud ready with supported software image at Hub location i.e. MSEDCL Cloud and Hardware based at Spoke location. | Please modify the clause as follows for wider participation of OEMs:<br>"Solution should be Amazon cloud ready with supported software image at Hub location i.e. MSEDCL Cloud/MSEDCL AWS Transit VPC and Hardware based at Spoke location." | Every OEM has its own way of deploying SD-WAN solution. We offer AWS hosted cloud-based SD-WAN controllers that offer following benefits:<br>1) Simplified and accelerated SD-WAN deployment, while reducing the cost of running these controllers on their own by MSEDCL **(MSEDCL does not have to pay for expensive AWS EC2 instances for the controller)**<br>**2) We as on OEM take the responsibility of installation, deployment, High availability, backups/snapshots of the controller on customer's behalf thus delivering true cloud service offering.**<br>**3) MSEDCL will be provided with dedicated instance of SD-WAN controller over cloud with exclusive Administrator access created using MSEDCL AWS credentials.**<br>**4**) Our solution provides clear separation of Management/Control plane from data plane thus ensuring scalability and that no customer data traverses through the control plane. (The data plane consists of SD-WAN branch devices and **SD-WAN HUB** | Refer revised RFP/ Corrigendum |
| 82 | 4. Methodology 4.1 Architecture | Solution should be provided with centralized Management tool, reporting tool on MSEDCL Amazon cloud. All the proposed virtual software images should be certified and supported by MSEDCL Cloud. Solution should have support for cloud based architecture. | Please modify the clause as follows for wider participation of OEMs:<br>"Solution should be provided with centralized Management tool, reporting tool on MSEDCL Amazon/AWS cloud. All the proposed virtual software images should be certified and supported by MSEDCL Cloud. Solution should have support for cloud based architecture." | Every OEM has its own way of deploying SD-WAN solution. We offer AWS hosted cloud-based SD-WAN controllers that offer following benefits:<br>1) Simplified and accelerated SD-WAN deployment, while reducing the cost of running these controllers on their own by MSEDCL **(MSEDCL does not have to pay for expensive AWS EC2 instances for the controller)**<br>**2) We as on OEM take the responsibility of installation, deployment, High availability, backups/snapshots of the controller on customer's behalf thus delivering true cloud service offering.**<br>**3) MSEDCL will be provided with dedicated instance of SD-WAN controller over cloud with exclusive Administrator access created using MSEDCL AWS credentials.**<br>**4**) Our solution provides clear separation of Management/Control plane from data plane thus ensuring scalability and that no customer data traverses through the control plane. (The data plane consists of SD-WAN branch devices and **SD-WAN HUB** | Refer revised RFP/ Corrigendum |

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| 83 | 4.2 Technology | Solution should support MPLS, FTTH, 4G, wired broadband links with link speed minimum 8 Mbps to 1 Gbps. | The edge device is asked with only 200 Mbps of encrypted throughput only. Our understanding is that the SD-WAN solution proposed should have an option to support devices which can hadle bandwidth ranging from 8Mbps to 1Gbps as and when required in future. Please confirm if the understanding is correct. | | Device must capable to configure the Link capacity on interface |
| 84 | 4.2 Technology | V. The remote SD_WAN appliance should be Wi-Fi enabled and securely configured SSID | Please provide an option to supply the SD-WAN appliance with integrated Wi-Fi or with an external Access Point for wider participation of the OEMs.<br>Please modify the clause as follows:<br>" The remote SD_WAN appliance should be Wi-Fi enabled with integrated or external access point and securely configured SSID" | The SD-WAN appliance will be placed inside the network rack. Having a SD-WAN appliance with integrated Wi-Fi will defeat the entire purpose of having Wi-Fi at the branch location as the Wi-Fi coverage will never reach the users causing degraded user experience. The access point ideally has to be external and wall mounted or ceiling mounted for better Wi-Fi coverage. | Refer revised RFP/ Corrigendum |
| 85 | 4.3 Network Integration | I. Hub location Cloud device should support in-path and out of path installation | Please elaborate the meaning of this point for better understanding of the requirement. | | Type Deployment of the SD-WAN controller on cloud infrastructure |
| 86 | 4.8 Orchestration and Management | SDWAN solution should provide centralized and simplified management for improving productivity. Solution should be managed centrally on MSEDCL cloud with following features | Please modify the clause as follows for wider participation of OEMs:<br>"SDWAN solution should provide centralized and simplified management for improving productivity. Solution should be managed centrally on MSEDCL/AWS cloud with following features" | Every OEM has its own way of deploying SD-WAN solution. We offer AWS hosted cloud-based SD-WAN controllers that offer following benefits:<br>1) Simplified and accelerated SD-WAN deployment, while reducing the cost of running these controllers on their own by MSEDCL **(MSEDCL does not have to pay for expensive AWS EC2 instances for the controller)**<br>**2) We as on OEM take the responsibility of installation, deployment, High availability, backups/snapshots of the controller on customer's behalf thus delivering true cloud service offering.**<br>**3) MSEDCL will be provided with dedicated instance of SD-WAN controller over cloud with exclusive Administrator access created using MSEDCL AWS credentials.**<br>**4**) Our solution provides clear separation of Management/Control plane from data plane thus ensuring scalability and that no customer data traverses through the control plane. (The data plane consists of SD-WAN branch devices and **SD-WAN HUB** | Refer revised RFP/ Corrigendum |
| 87 | Section – E Detail Technical Specifications<br>1. SD-WAN Controller at MSEDCL Cloud | 1. SD-WAN Controller at MSEDCL Cloud | Please modify the clause as follows for wider participation of OEMs:<br>" 1. SD-WAN Controller at MSEDCL/AWS Cloud" | Every OEM has its own way of deploying SD-WAN solution. We offer AWS hosted cloud-based SD-WAN controllers that offer following benefits:<br>1) Simplified and accelerated SD-WAN deployment, while reducing the cost of running these controllers on their own by MSEDCL **(MSEDCL does not have to pay for expensive AWS EC2 instances for the controller)**<br>**2) We as on OEM take the responsibility of installation, deployment, High availability, backups/snapshots of the controller on customer's behalf thus delivering true cloud service offering.**<br>**3) MSEDCL will be provided with dedicated instance of SD-WAN controller over cloud with exclusive Administrator access created using MSEDCL AWS credentials.**<br>**4**) Our solution provides clear separation of Management/Control plane from data plane thus ensuring scalability and that no customer data traverses through the control plane. (The data plane consists of SD-WAN branch devices and **SD-WAN HUB** | Refer revised RFP/ Corrigendum |

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| 88 | Section – E Detail Technical Specifications 1. SD-WAN Controller at MSEDCL Cloud | 1. SD-WAN controller must be MSEDCL cloud ready. SDWAN virtual appliance and should be installed in MSEDCL cloud with High Availability. | Please modify the clause as follows for wider participation of OEMs:<br>"1. SD-WAN controller must be MSEDCL/AWS cloud ready. SDWAN virtual appliance and should be installed in MSEDCL cloud/MSEDCL AWS Transit VPC with High Availability." | Every OEM has its own way of deploying SD-WAN solution. We offer AWS hosted cloud-based SD-WAN controllers that offer following benefits:<br>1) Simplified and accelerated SD-WAN deployment, while reducing the cost of running these controllers on their own by MSEDCL **(MSEDCL does not have to pay for expensive AWS EC2 instances for the controller)**<br>**2) We as on OEM take the responsibility of installation, deployment, High availability, backups/snapshots of the controller on customer's behalf thus delivering true cloud service offering.**<br>**3) MSEDCL will be provided with dedicated instance of SD-WAN controller over cloud with exclusive Administrator access created using MSEDCL AWS credentials.**<br>**4**) Our solution provides clear separation of Management/Control plane from data plane thus ensuring scalability and that no customer data traverses through the control plane. (The data plane consists of SD-WAN branch devices and **SD-WAN HUB** | Refer revised RFP/ Corrigendum |
| 89 | Section – E Detail Technical Specifications 1. SD-WAN Controller at MSEDCL Cloud | SD-WAN controller must have functions like WAN Optimization, Forward Error Correction or Packet Duplication with capability to send duplicate packets over a single tunnel. | Please modify the clause as follows for wider participation of OEMs:<br>"SD-WAN controller must have functions like WAN/Flow Optimization, Forward Error Correction or Packet Duplication with capability to send duplicate packets over a single tunnel" | | Refer revised RFP/ Corrigendum |
| 90 | Section – E Detail Technical Specifications 1. SD-WAN Controller at MSEDCL Cloud | SD-WAN controller instance must deliver at least 2.5 Gbps throughput after enabling all features on instance (Like URL Filtering, Firewall, SSL inspection/IPSEC etc.) and 40% instance resources should be free during the contract period, its bidders responsibility to maintain 40<br>% Free resource (CPU, Memory, Storage, Bandwidth Based Licenses etc.) and it must be free of cost during contract period | Please modify the clause as follows for wider participation of OEMs:<br>"SD-WAN HUB device instance must deliver at least 2.5 Gbps throughput. The SD-WAN device should provide **no packet drops with no performance degradation** after enabling all features on instance (Like Firewall, SSL inspection/ IPSEC etc.). Required instance resources should be factored during the contract period by the bidders to maintain **no packet drops and no performance degradation** (CPU, Memory, Storage, Bandwidth Based Licenses etc.) and it must be free of cost" | The virtual HUB SD-WAN edge appliance will be deployed in the AWS cloud where all the applications are hosted. There are on users in AWS host VPCs who are going to access internet..so URL filtering is NOT required as a feature on the HUB SD-WAN edge appliance. URL filtering is required on the remote edge SD-WAN appliance. Also it is requested to ask for **No packet drops and no performance degradation** by the proposed virtual appliance with all the services turned ON for the given contract period. Asking for 40% free resources will unnecessarily lead to oversizing of the box thereby increasing the overall cost of the project. | Refer revised RFP/ Corrigendum |
| 91 | Section – E Detail Technical Specifications 1. SD-WAN Controller at MSEDCL Cloud | The virtual instance provisioned in the MSEDCL cloud should support vNICS and Enhanced Networking (MSEDCL Cloud) | Please modify the clause as follows for wider participation of OEMs:<br>"The virtual instance provisioned in the MSEDCL cloud/MSEDCL AWS Transit VPC should support vNICS and Enhanced Networking (MSEDCL Cloud/MSEDCL AWS Transit VPC)" | Every OEM has its own way of deploying SD-WAN solution. We offer AWS hosted cloud-based SD-WAN controllers that offer following benefits:<br>1) Simplified and accelerated SD-WAN deployment, while reducing the cost of running these controllers on their own by MSEDCL **(MSEDCL does not have to pay for expensive AWS EC2 instances for the controller)**<br>**2) We as on OEM take the responsibility of installation, deployment, High availability, backups/snapshots of the controller on customer's behalf thus delivering true cloud service offering.**<br>**3) MSEDCL will be provided with dedicated instance of SD-WAN controller over cloud with exclusive Administrator access created using MSEDCL AWS credentials.**<br>**4**) Our solution provides clear separation of Management/Control plane from data plane thus ensuring scalability and that no customer data traverses through the control plane. (The data plane consists of SD-WAN branch devices and **SD-WAN HUB** | Refer revised RFP/ Corrigendum |

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| 92 | Section – E Detail Technical Specifications 1. SD-WAN Controller at MSEDCL Cloud | SD-WAN controller appliance support IPv6 | Please modify the clause as follows for wider participation of OEMs:<br>"SD-WAN controller/HUB appliance should support IPv6" | The SD-WAN controller is never in the data path and is only responsible for SD-WAN fabric configuration, management and administration. The SD-WAN edge devices and the HUB device will form part of the data plane by establishing secure tunnels as per the topology desired by MSEDCL. The data plane supports both IPv4 and IPv6. | Refer revised RFP/ Corrigendum |
| 93 | Section – E Detail Technical Specifications 1. SD-WAN Controller at MSEDCL Cloud | Must have complete traffic visibility in terms of per user/per Tunnel bandwidth consumption, per user /Per Tunnel no. of sessions creation, per user /Per Tunnel traffic analyses such as no. of send and receive bytes, per use /Per Tunnel application access, destination traffic. | Please modify the clause as follows for wider participation of OEMs:<br>"Must have complete traffic visibility in terms of per user/IP address bandwidth consumption, per user/IP address no. of flows/sessions/application accessed" | | Refer revised RFP/ Corrigendum |
| 94 | 2. Remote Location SD-WAN Appliance | Provide Dedicated WI-FI based SD-WAN appliance and have zero touch deployment features. | Please provide an option to supply the SD-WAN appliance with integrated Wi-Fi or with an external Access Point for wider participation of the OEMs.<br>Please modify the clause as follows:<br>"Provide Dedicated WI-FI based SD-WAN appliance or SD-WAN appliance with external Access Point and have zero touch deployment features" | The SD-WAN appliance will be placed inside the network rack. Having a SD-WAN appliance with integrated Wi-Fi will defeat the entire purpose of having Wi-Fi at the branch location as the Wi-Fi coverage will never reach the users causing degraded user experience. The access point ideally has to be external and wall mounted or ceiling mounted for better Wi-Fi coverage. | Refer revised RFP/ Corrigendum |
| 95 | 2. Remote Location SD-WAN Appliance | SD-WAN controller must offer SD-WAN functionalities along with security features such as stateful inspection firewall, App Aware Firewall, Web/URL Filtering for local internet and should be able to block infected and malicious domains | Please modify the clause as follows :<br>SD-WAN appliance must offer SD-WAN functionalities along with security features such as stateful inspection firewall, App Aware Firewall, Web/URL Filtering, IPS for local internet and should be able to block infected and malicious domains | IPS will be required to secure the brach if we are going to give Direct Internet Access from Brach. Please modify the clause so as to provide comprehensive security at the branch device. | Refer revised RFP/ Corrigendum |
| 96 | 2. Remote Location SD-WAN Appliance | SD-WAN device must have functions like Flow Optimization, Forward Error Correction or Packet Duplication with capability to send duplicate packets over a single tunnel. | Please modify the clause as follows for wider participation of OEMs:<br>"SD-WAN device must have functions like **Traffic Flow Optimization**, Forward Error Correction or Packet Duplication with capability to send duplicate packets over a single tunnel." | | Refer revised RFP/ Corrigendum |
| 97 | 2. Remote Location SD-WAN Appliance | SD-WAN edge device must deliver at least 200Mbps encrypted throughput after enabling all features on instance (Like URL Filtering, Firewall, SSL inspection/ IPSEC etc.) and 40% instance resources should be free during the contract period, its bidders responsibility to maintain 40 % free resource (CPU, Memory, Storage, Bandwidth Based Licenses etc.) and it must be free of cost | Please modify the clause as follows for wider participation of OEMs:<br>"SD-WAN edge device must deliver at least 200Mbps of encrypted throughput performance. The SD-WAN device should provide **no packet drops and no performance degradation** after enabling all features on instance (Like URL Filtering, Firewall, SSL inspection/ IPSEC etc.) and required instance resources should be factored during the contract period by the bidders to maintain **no packet drops and no performance degradation** (CPU, Memory, Storage, Bandwidth Based Licenses etc.) and it must be free of cost" | It is requested to ask for **No packet drops and no performance degradation** by the proposed virtual appliance with all the services turned ON for the given contract period. Asking for 40% free resources will unnecessarily lead to oversizing of the box thereby increasing the overall cost of the project. Required B/W and software licenses will be factored along with appropriate SD-WAN edge device to deliver no packet drop performance with all the security features enabled. | Refer revised RFP/ Corrigendum |
| 98 | 2. Remote Location SD-WAN Appliance | SD-WAN appliance should support minimum 250 SD- WAN Nodes | Please clarify if 250 SD-WAN Nodes mean 250 edge to edge IPSec Tunnels needed to create full mesh topology as asked in the RFP with every other edge location? | | Yes,250 edge to edge IPSec Tunnels needed to create full mesh topology as asked in the RFP with every other edge location |
| 99 | 3. L2 Manageable Switch | Shall have minimum 4 Mb of packet buffer size, 16K MAC Addresses and 4K VLAN | 1K VLANs is more than enough at the branch locations. Also, the buffer size has to be 4MB instead of 4Mb. Request you to modify the clause and rectify the typo error :<br>"Shall have minimum 4 MB of packet buffer size, 16K MAC Addresses and 4K VLAN Ids" | 1K VLANs is more than enough at the branch locations.<br>Without the presence of enough port buffer memory there is a high possibility of packets getting dropped as the switch runs out of buffer memory. This might happen when the switch experiences high bursty traffic (could be voice, video or bursty data traffic). | Typo ERROR |

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| 100 | 5. Administration, Management and Logging | Solution must offer MSEDCL cloud based solution in high availability for centralized management, real time monitoring & customisable reporting solution to store logs and reports with dashboard capability. | Please modify the clause as follows for wider participation of OEMs:<br>"Solution must offer MSEDCL/AWS cloud based solution in high availability for centralized management, real time monitoring & customisable reporting solution to store logs and reports with dashboard capability." | Every OEM has its own way of deploying SD-WAN solution. We offer **AWS hosted** cloud-based SD-WAN controllers that offer following benefits:<br>1) Simplified and accelerated SD-WAN deployment, while reducing the cost of running these controllers on their own by MSEDCL **(MSEDCL does not have to pay for expensive AWS EC2 instances for the controller)**<br>2) The cloud deployment model also includes monitoring services for the instances and advanced analytics.<br>**3) We as on OEM take the responsibility of installation, deployment, High availability, backups/snapshots of the controller on customer's behalf thus delivering true cloud service offering.**<br>4) MSEDCL will be provided with dedicated instance of SD-WAN controller over cloud with exclusive Administrator access created using MSEDCL AWS credentials.<br>5) Our solution provides clear separation of Management/Control plane from data plane thus ensuring scalability and that no customer data traverses through the | Refer revised RFP/ Corrigendum |
| 101 | 5. Administration, Management and Logging | Logging and reporting solution must have ready-made report template such as Top Users, Top Application, Top Destinations, Interface utilization per device per link, CPU and Memory usage of each device, malware / threat analysis report etc. | Please modify the clause as follows for wider participation of OEMs:<br>"Logging and reporting solution must have ready-made report template such as Top Users/**Top IP Addresses**, Top Application, Top Destinations, Interface utilization per device per link, CPU and Memory usage of each device, malware / threat analysis report etc." | | As per RFP |
| 102 | 5. Administration, Management and Logging | SD-WAN solution should support integration with external workflow management solution to offer workflow functionality for authorization before any change management execution | Please provide information on the existing external workflow management solution if any. | | As per RFP |
| 103 | Annexure 2: Price Bid MSEDCL/IT/SD WAN/2020-21 | SD-WAN Controller at MSEDCL Cloud in HA (Separate Primary & Secondary Devices) | Please modify the clause as follows for wider participation of OEMs:<br>SD-WAN Controller at MSEDCL/AWS Cloud in HA (Separate Primary & Secondary Devices) | Every OEM has its own way of deploying SD-WAN solution. We offer **AWS hosted** cloud-based SD-WAN controllers that offer following benefits:<br>1) Simplified and accelerated SD-WAN deployment, while reducing the cost of running these controllers on their own by MSEDCL **(MSEDCL does not have to pay for expensive AWS EC2 instances for the controller)**<br>2) The cloud deployment model also includes monitoring services for the instances and advanced analytics.<br>**3) We as on OEM take the responsibility of installation, deployment, High availability, backups/snapshots of the controller on customer's behalf thus delivering true cloud service offering.**<br>4) MSEDCL will be provided with dedicated instance of SD-WAN controller over cloud with exclusive Administrator access created using MSEDCL AWS credentials.<br>5) Our solution provides clear separation of Management/Control plane from data plane thus ensuring scalability and that no customer data traverses through the | Refer revised RFP/ Corrigendum |

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| 104 | Annexure 2: Price Bid MSEDCL/IT/SD WAN/2020-21 | Logging , Reporting and Monitoring at MSEDCL Cloud | Please modify the clause as follows for wider participation of OEMs:<br>Logging , Reporting and Monitoring at MSEDCL/AWS Cloud | Every OEM has its own way of deploying SD-WAN solution. We offer **AWS hosted** cloud-based SD-WAN controllers that offer following benefits:<br>1) Simplified and accelerated SD-WAN deployment, while reducing the cost of running these controllers on their own by MSEDCL **(MSEDCL does not have to pay for expensive AWS EC2 instances for the controller)**<br>2) The cloud deployment model also includes monitoring services for the instances and advanced analytics.<br>**3) We as on OEM take the responsibility of installation, deployment, High availability, backups/snapshots of the controller on customer's behalf thus delivering true cloud service offering.**<br>4) MSEDCL will be provided with dedicated instance of SD-WAN controller over cloud with exclusive Administrator access created using MSEDCL AWS credentials.<br>5) Our solution provides clear separation of Management/Control plane from data plane thus ensuring scalability and that no customer data traverses through the | Refer revised RFP/ Corrigendum |
| 105 | Annexure 2: Price Bid MSEDCL/IT/SD WAN/2020-21 | Installation Charges ( The Installation of MSEDCL CLoud Controller and sample Location must be done by OEM) | Please modify the clause as follows for wider participation of OEMs:<br>Installation Charges ( The Installation of MSEDCL Cloud/MSEDCL's AWS Controller and sample Location must be done by OEM/OEM certified partner) | Every OEM has its own way of deploying SD-WAN solution. We offer **AWS hosted** cloud-based SD-WAN controllers that offer following benefits:<br>1) Simplified and accelerated SD-WAN deployment, while reducing the cost of running these controllers on their own by MSEDCL **(MSEDCL does not have to pay for expensive AWS EC2 instances for the controller)**<br>2) The cloud deployment model also includes monitoring services for the instances and advanced analytics.<br>**3) We as on OEM take the responsibility of installation, deployment, High availability, backups/snapshots of the controller on customer's behalf thus delivering true cloud service offering.**<br>4) MSEDCL will be provided with dedicated instance of SD-WAN controller over cloud with exclusive Administrator access created using MSEDCL AWS credentials.<br>5) Our solution provides clear separation of Management/Control plane from data plane thus ensuring scalability and that no customer data traverses through the | Refer revised RFP/ Corrigendum |
| 106 | 2. Remote Location SD-WAN Appliance | Additional Clause | The proposed SD-WAN edge device should have minimum 8GB DRAM and 8GB Flash to ensure higher performance | Each of the branch locations will be connected to MSEDCL's AWS VPC over secure IPSec tunnels. At the same time every branch will have Direct Internet Access configured for users to browse the internet securely from the branch itself. This will require multiple services to be turned ON on the edge device like IPSec, QoS, Deep Packet Inspection, Firewall, IPS, URL Filtering, NAT, Flow export etc. Each of these services consume CPU cycles and memory on the device..So it is absolutely necessary that the edge device is provisioned with enough memory resources for improved performance. | Refer revised RFP/ Corrigendum |
| 107 | 4.3 Network Integration | Additional Clause | The proposed SD-WAN appliance, Switch and Access Point should be from the same OEM for better interoperability and management. | Having disparate solutions from different OEMs will defeat the entire purpose of simplifying the entire infrastructure. There might be integration issues which might arise during the deployment phase. It is recommended that the SD-WAN edge appliance, branch switch and access point are of the same OEM. | Refer revised RFP/ Corrigendum |

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| 108 | 4.8 Orchestration and Management | Additional Clause | Solution must have dedicated SD-WAN Orchestrator which works with Controller to configure and monitor SD-WAN networks | SD-WAN Orchestrator, controller and management station can bring agiity and automation in overall network and also change the overall dynamics. | As per RFP |
| 109 | 4.8 Orchestration and Management | Additional Clause | Solution should provide Controller on MSEDCL/AWS cloud to simplify IPsec VPN setup. | This would be required to reduced the complexity in setting up IPSec tunnels between the edge devices and HUB location. | As per RFP |
| 110 | Annexure 4: Format for Authorization Letters from OEMs | We herewith certify that the IT infrastructure proposed in the RFP are not end-of-the life as well as end-of-sale and we hereby undertake to support this equipment / software for the duration of minimum 7 years from the date of submission of the bid. | Please modify the clause as:<br>We herewith certify that the IT infrastructure proposed in the RFP **is latest** and are not end-of-the life as well as end-of-sale and we hereby undertake to support this equipment / software for the duration of minimum 7 years from the date of submission of the bid. | Please inlcude this point to ensure that the equipment provided is latest from the OEM. This is will ensure that the OEM does not propose any product which is not latest and not decalred End of Sale. | As per RFP |
| 112 | **SD-WAN Controller at MSEDCL Cloud** | | | | |
| 113 | 7 | SD-WAN controller must respond to measured performance changes (degradation) in addition to link and node state changes (up / down) and adjust application forwarding accordingly. | Please Clarify the statement in terms of what parameters of performance changes you are referring to. It will be helpful if you can describe | | As per the Point no 4,5,6 from Remote Location SD-WAN Appliance Specification given in Section – E Detail Mandatory Technical Specifications of RFP . |
| 114 | 10 | SD-WAN controller instance must deliver at least 2.5 Gbps throughput after enabling all features on instance ( Like URL Filtering, Firewall, SSL inspection/IPSEC etc.) and 40% instance resources should be free during the contract period, its bidders responsibility to maintain 40<br>% free resource (CPU, Memory, Storage, Bandwidth<br>Based Licenses etc.) and it must be free of cost during contract period | I would request to mention Firewall enabling security like (AntiMalware/IPS/Application control) throughput to 3.5 Gbps and Encrypted Tunnel throughput 3 Gbps . | Most of the OEM's have the firewall + Security Throughput and IPSec throughput Separate. Also regarding the free resources it depends on the amount of traffic is getting generated hence if the traffic is using 40% of the memory resources and throughput then it will be under cpu and memory utilization would be below 40. I would suggest to remove this point as this is dynamic and has dependencies | Refer revised RFP/ Corrigendum |
| 115 | 21 | Should support error logs and events present on console / management station. | What type of error logs are expected here. Is it with Sd-WAN or security | | Both SD-WAN errors (Hardware ,Software etc ) and Security errors for all security related issue occurances |
| 116 | | Additional Point | Solution should support category based URL filtering with 80+ URL Categories | | As per RFP |
| 117 | | Additional Point | Proposed vendor must be placed in NSS recommended vendor | | As per RFP |
| 118 | **Remote Location SD-WAN Appliance** | | | | |
| 119 | 9 | SD-WAN edge device must deliver at least 200Mbps encrypted throughput after enabling all features on instance ( Like URL Filtering, Firewall, SSL inspection/ IPSEC etc.) and 40% instance resources should be free during the contract period, its bidders responsibility to maintain 40 % free resource (CPU, Memory, Storage, Bandwidth Based Licenses etc.) and it must be free of cost during contract period | I would request to mention Firewall enabling security like (AntiMalware/IPS/Application control) throughput to 600 Mbps and Encrypted Tunnel throughput of 2.8 Gbps . | Most of the OEM's have the firewall +Security Throughput and IPSec throughput Separate. Also regarding the free resources it depends on the amount of traffic is getting generated hence if the traffic is using 40% of the memory resources and throughput then it will be under cpu and memory utilization would be below 40. I would suggest to remove this point as this is dynamic and has dependencies | Refer revised RFP/ Corrigendum |
| 120 | 20 | The solution should support TLS for management web GUI SSL access for better security or Command Line access SSH | Please let us know if any specific TLS version is required to be supported | | Refer revised RFP/ Corrigendum |
| 121 | | Additional Point | Solution should support category based URL filtering with 80+ URL Categories | | As per RFP |
| 122 | | Additional Point | Proposed vendor must be placed in NSS recommended vendor | | As per RFP |
| 123 | **Administration, Management and Logging** | | | | |
| 124 | 1 | Solution must offer MSEDCL cloud based solution in high availability for centralized management, real time monitoring & customisable reporting solution to store logs and reports with dashboard capability. | Please let us know if On-premise hardware solution will work | | No ,solution should be installed in MSEDCL Cloud only<br>Refer revised RFP/ Corrigendum |
| 126 | **SD-WAN Controller at MSEDCL Cloud** | | | | |

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| 127 | SD-WAN controller must respond to measured performance changes (degradation) in addition to link and node state changes (up / down) and adjust application forwarding accordingly. | Please Clarify the statement in terms of what parameters of performance changes you are referring to. It will be helpful if you can describe | | | As per the Point no 4,5,6 from Remote Location SD-WAN Appliance Specification given in Section – E Detail Mandatory Technical Specifications of RFP . |
| 128 | SD-WAN controller instance must deliver at least 2.5 Gbps throughput after enabling all features on instance ( Like URL Filtering, Firewall, SSL inspection/IPSEC etc.) and 40% instance resources should be free during the contract period, its bidders responsibility to maintain 40 % free resource (CPU, Memory, Storage, Bandwidth Based Licenses etc.) and it must be free of cost during contract period | I would request to mention Firewall enabling security like (AntiMalware/IPS/Application control) throughput to 3.5 Gbps and Encrypted Tunnel throughput 3 Gbps . | Most of the OEM's have the firewall + Security Throughput and IPSec throughput Separate. Also regarding the free resources it depends on the amount of traffic is getting generated hence if the traffic is using 40% of the memory resources and throughput then it will be under cpu and memory utilization would be below 40. I would suggest to remove this point as this is dynamic and has dependencies | | Refer revised RFP/ Corrigendum |
| 129 | Should support error logs and events present on console / management station. | What type of error logs are expected here. Is it with Sd-WAN or security | | | Both SD-WAN errors (Hardware ,Software etc ) and Security errors for all security related issue occurance |
| 130 | Additional Point | Solution should support category based URL filtering with 80+ URL Categories | | | As per RFP |
| 131 | Additional Point | Proposed vendor must be placed in NSS recommended vendor | | | As per RFP |
| 132 | **Remote Location SD-WAN Appliance** | | | | |
| 133 | SD-WAN edge device must deliver at least 200Mbps encrypted throughput after enabling all features on instance ( Like URL Filtering, Firewall, SSL inspection/ IPSEC etc.) and 40% instance resources should be free during the contract period, its bidders responsibility to maintain 40 % free resource (CPU, Memory, Storage, Bandwidth Based Licenses etc.) and it must be free of cost during contract period | I would request to mention Firewall enabling security like (AntiMalware/IPS/Application control) throughput to 600 Mbps and Encrypted Tunnel throughput of 2.8 Gbps . | Most of the OEM's have the firewall +Security Throughput and IPSec throughput Separate. Also regarding the free resources it depends on the amount of traffic is getting generated hence if the traffic is using 40% of the memory resources and throughput then it will be under cpu and memory utilization would be below 40. I would suggest to remove this point as this is dynamic and has dependencies | | Refer revised RFP/ Corrigendum |

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| 134 | The solution should support TLS for management web GUI SSL access for better security or Command Line access SSH | Please let us know if any specific TLS version is required to be supported | | | Refer revised RFP/ Corrigendum |
| 135 | Additional Point | Solution should support category based URL filtering with 80+ URL Categories | | | As per RFP |
| 136 | Additional Point | Proposed vendor must be placed in NSS recommended vendor | | | As per RFP |
| 137 | **Administration, Management and Logging** | | | | |
| 138 | Solution must offer MSEDCL cloud based solution in high availability for centralized management, real time monitoring & customisable reporting solution to store logs and reports with dashboard capability. | Please let us know if On-premise hardware solution will work | | | No ,As per the requirement Mentioned in tender<br>Refer revised RFP/ Corrigendum |
| 139 | | Additional Point | Solution should support category based URL filtering with 80+ URL Categories | | As per RFP |
| 140 | | Additional Point | Proposed vendor must be placed in NSS recommended vendor | | As per RFP |
| 141 | | Additional Point | We assume that infrastructure required for ticketing application will be provided by MSEDCL. Please confirm | | You may provide details of Cloud instance required for ticketing application as per format given in Annexure 18 |
| 142 | | Additional Point | Number of technician (service desk) required | | You need to provide the Support as per RFP |
| 143 | | Additional Point | Expected approximate number of tickets per day | | The no. of locations is given in RFP. The quantum of Tickets will depend on robustness of solution and quality of support. |
| 145 | Tender fee | INR 11800/- (including GST) in form of online payment<br>on MSEDCL eTender website (https://etender.mahadiscom.in) | We are registered Under NSIC AND MSME.<br>The units registered under Single Point Registration Scheme of NSIC are eligible to get the benefits under "Public Procurement Policy for Micro & Small Enterprises (MSEs) Order 2012" as notified by the Government of<br>India, Ministry of Micro Small & Medium Enterprises.<br>So we are requesting you to please exempt us from EMD. **(Attached Certificate)** | | Bidder have to apply for EMD exemption on MSEDCL etender portal ,Exemption will be processed only if the Tender activity mentioned in MSME certificate |
| 146 | Section 5 Tender Fee and Earnest Money / Bid Security Deposit | Earnest money deposit (EMD) in the form of Online on MSEDCL etender Portal /Bank Guarantee / DD from a nationalized/scheduled bank in favor of Maharashtra State Electricity Distribution Company Ltd. payable at Mumbai of INR 6,59,000/- (Six Lakh Fifty Nine<br>Thousand Only) needs to be submitted along with the bid. Unsuccessful bidder's bid security<br>will be discharged /returned within 30 days after the period tender offer validity expire. | We are registered Under NSIC AND MSME.<br>The units registered under Single Point Registration Scheme of NSIC are eligible to get the benefits under "Public Procurement Policy for Micro & Small Enterprises (MSEs) Order 2012" as notified by the Government of<br>India, Ministry of Micro Small & Medium Enterprises.<br>So we are requesting you to please exempt us from EMD. **(Attached Certificate)** | | Bidder have to apply for EMD exemption on MSEDCL etender portal ,Exemption will be processed only if the Tender activity mentioned in MSME certificate |
| 147 | 2. Bidders Pre-Qualification Criteria point no IV | You have asked "T he Bidder should have executed either of similar works in IT Network and Security Infrastructure (Supply ,installation and maintenance). Work orders in the last 5 financial years will be considered " | • Our suggestion is since requirement is of SDWAN and security please change it to "The Bidder should have executed/under execution either of similar works in SDWAN and Security Infrastructure (Supply ,installation ,and maintenance). Work orders in the last 5 financial years will be considered " | | As per RFP |
| 148 | 2. Bidders Pre-Qualification Criteria point no VIII | The Bidder must possess a valid ISO 9001:2015 or latest Certificate | • Since you have asked for 5 years onsite with FMS we will request to add ISO20000 which coveres ITIL service certification and IS27000 as you have asked for Security management and implementing best practices. | | As per RFP |

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| 149 | Scope of Work MSEDCL POINT NO XV | Bidder shall provide FMS Support with sufficient number resident engineers for 5 Years at a centralized place during MSEDCL working days from 9 AM to 7.30 PM . Bidder will be responsible for managing all activities mentioned in the scope and other MSEDCL network related activities which may part of existing or future project. | You have not defined number of resources , this might create ambiguity in factoring and delivering services in Operations. We requesting you to quantifying resources and level of skill required. Which will be level play for all bidder and ensuring SLA for future. | | Bidder has to provide the FMS to meet RFP requirements |
| 150 | 4. Payment Terms | Delivery of all SD-WAN Solution hardware (i.e A1 of Price Bid) 30 % of A1 of Price Bid<br>Installation & Commissioning of all SD-WAN solution hardware (i.e A1 of Price Bid) 40% of A1 of Price Bid<br>Stabilization of all SD-WAN Solution hardware (i.e A1 of Price Bid) 30 % of A1 of Price Bid | We are request to you kindly change the clause as "<br>Delivery of all SD-WAN Solution hardware (i.e A1 of Price Bid) 80 % of A1 of Price Bid<br>Installation & Commissioning of all SD-WAN solution hardware (i.e A1 of Price Bid) 10% of A1 of Price Bid<br>Stabilization of all SD-WAN Solution hardware (i.e A1 of Price Bid) 10 % of A1 of Price Bid" | | As per RFP |
| 151 | **SD-WAN Controller at MSEDCL Cloud** | | | | |
| 152 | 7 | SD-WAN controller must respond to measured performance changes (degradation) in addition to link and node state changes (up / down) and adjust application forwarding accordingly. | Please Clarify the statement in terms of what parameters of performance changes you are referring to. It will be helpful if you can describe | | As per the Point no 4,5,6 from Remote Location SD-WAN Appliance Specification given in Section – E Detail Mandatory Technical Specifications of RFP . |
| 153 | 10 | SD-WAN controller instance must deliver at least 2.5 Gbps throughput after enabling all features on instance ( Like URL Filtering, Firewall, SSL inspection/IPSEC etc.) and 40% instance resources should be free during the contract period, its bidders responsibility to maintain 40 % free resource (CPU, Memory, Storage, Bandwidth Based Licenses etc.) and it must be free of cost during contract period | I would request to mention Firewall enabling security like (AntiMalware/IPS/Application control) throughput to 3.5 Gbps and Encrypted Tunnel throughput 3 Gbps . | Most of the OEM's have the firewall + Security Throughput and IPSec throughput Separate. Also regarding the free resources it depends on the amount of traffic is getting generated hence if the traffic is using 40% of the memory resources and throughput then it will be under cpu and memory utilization would be below 40. I would suggest to remove this point as this is dynamic and has dependencies | Refer revised RFP/ Corrigendum |
| 154 | 21 | Should support error logs and events present on console / management station. | What type of error logs are expected here. Is it with Sd-WAN or security | | Both SD-WAN errors (Hardware ,Software etc ) and Security errors for all security related issue occurance |
| 155 | | Additional Point | Solution should support category based URL filtering with 80+ URL Categories | | As per RFP |
| 156 | | Additional Point | Proposed vendor must be placed in NSS recommended vendor | | As per RFP |
| 157 | **Remote Location SD-WAN Appliance** | | | | |
| 158 | 9 | SD-WAN edge device must deliver at least 200Mbps encrypted throughput after enabling all features on instance ( Like URL Filtering, Firewall, SSL inspection/ IPSEC etc.) and 40% instance resources should be free during the contract period, its bidders responsibility to maintain 40 % free resource (CPU, Memory, Storage, Bandwidth Based Licenses etc.) and it must be free of cost during contract period | I would request to mention Firewall enabling security like (AntiMalware/IPS/Application control) throughput to 600 Mbps and Encrypted Tunnel throughput of 2.8 Gbps . | Most of the OEM's have the firewall +Security Throughput and IPSec throughput Separate. Also regarding the free resources it depends on the amount of traffic is getting generated hence if the traffic is using 40% of the memory resources and throughput then it will be under cpu and memory utilization would be below 40. I would suggest to remove this point as this is dynamic and has dependencies | Refer revised RFP/ Corrigendum |
| 159 | 20 | The solution should support TLS for management web GUI SSL access for better security or Command Line access SSH | Please let us know if any specific TLS version is required to be supported | | Refer revised RFP/ Corrigendum |
| 160 | | Additional Point | Solution should support category based URL filtering with 80+ URL Categories | | As per RFP |
| 161 | | Additional Point | Proposed vendor must be placed in NSS recommended vendor | | As per RFP |
| 162 | **Administration, Management and Logging** | | | | |

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| 163 | 1 | Solution must offer MSEDCL cloud based solution in high availability for centralized management, real time monitoring & customisable reporting solution to store logs and reports with dashboard capability. | Please let us know if On-premise hardware solution will work | | As per RFP |
| 165 | Section- A Bid Data Sheet. Pont no 8 | Bid Security/ Earnest Money. INR 6,59,000/- (Six Lakh Fifty Nine Thousand Only) should be deposited Online on MSEDCL etender portal or in the form of Bank Guarantee / DD from a nationalized/scheduled bank in favour of Maharashtra State Electricity Distribution Company Ltd. payable at Mumbai | We request you to please to consider MSME / NSIC exemption for EMD. The bidders registered with NSIC/MSME, they should be eligible for waiver of EMD. However, they need to provide valid NSIC/MSME Certificate for the same. | **Sir due to this pendamic situation the business are affected and Govt of India is also promoting the MSME organisation so as to bring the economy ontrack. Sir we reuest you to please cnsider the same and allow the MSME organisatio to bid withut subing the EMD or BG.** | Bidder have to apply for EMD exemption on MSEDCL etender portal ,Exemption will be processed only if the Tender activity mentioned in MSME certificate |
| 166 | 6. Contract Performance Security. Point 2 | The Bidder should provide the contract performance guarantee for the sum of 10 % (ten percent) of the Contract Price for due performance of contract. This Contract Performance Security shall be valid till the expiry of 180 days after the end of Contract period | We request to please allow us to submit the 10% BG per year wise. the BG will be submitted per Year wise for the no of years of the contract period. (For eg in our case we can submit 10% BG for a period of 1 year and this can be renewed ever year for next 2 years + 3 months). | | As per RFP |
| 167 | **SD-WAN Controller at MSEDCL Cloud** | | | | |
| 168 | 7 | SD-WAN controller must respond to measured performance changes (degradation) in addition to link and node state changes (up / down) and adjust application forwarding accordingly. | Please Clarify the statement in terms of what parameters of performance changes you are referring to. It will be helpful if you can describe | | As per the Point no 4,5,6 from Remote Location SD-WAN Appliance Specification given in Section – E Detail Mandatory Technical Specifications of RFP . |
| 169 | 10 | SD-WAN controller instance must deliver at least 2.5 Gbps throughput after enabling all features on instance ( Like URL Filtering, Firewall, SSL inspection/IPSEC etc.) and 40% instance resources should be free during the contract period, its bidders responsibility to maintain 40<br>% free resource (CPU, Memory, Storage, Bandwidth<br>Based Licenses etc.) and it must be free of cost during contract period | I would request to mention Firewall enabling security like (AntiMalware/IPS/Application control) throughput to 3.5 Gbps and Encrypted Tunnel throughput 3 Gbps . | Most of the OEM's have the firewall + Security Throughput and IPSec throughput Separate. Also regarding the free resources it depends on the amount of traffic is getting generated hence if the traffic is using 40% of the memory resources and throughput then it will be under cpu and memory utilization would be below 40. I would suggest to remove this point as this is dynamic and has dependencies | Refer revised RFP/ Corrigendum |
| 170 | 21 | Should support error logs and events present on console / management station. | What type of error logs are expected here. Is it with Sd-WAN or security | | Both SD-WAN errors (Hardware ,Software etc ) and Security errors for all security related issue occurances |
| 171 | | Additional Point | Solution should support category based URL filtering with 80+ URL Categories | | As per RFP |
| 172 | | Additional Point | Proposed vendor must be placed in NSS recommended vendor | | As per RFP |
| 173 | **Remote Location SD-WAN Appliance** | | | | |
| 174 | 9 | SD-WAN edge device must deliver at least 200Mbps encrypted throughput after enabling all features on instance ( Like URL Filtering, Firewall, SSL inspection/ IPSEC etc.) and 40% instance resources should be free during the contract period, its bidders responsibility to maintain 40 % free resource (CPU, Memory, Storage, Bandwidth Based Licenses etc.) and it must be free of cost during contract period | I would request to mention Firewall enabling security like (AntiMalware/IPS/Application control) throughput to 600 Mbps and Encrypted Tunnel throughput of 2.8 Gbps . | Most of the OEM's have the firewall +Security Throughput and IPSec throughput Separate. Also regarding the free resources it depends on the amount of traffic is getting generated hence if the traffic is using 40% of the memory resources and throughput then it will be under cpu and memory utilization would be below 40. I would suggest to remove this point as this is dynamic and has dependencies | Refer revised RFP/ Corrigendum |
| 175 | 20 | The solution should support TLS for management web GUI SSL access for better security or Command Line access SSH | Please let us know if any specific TLS version is required to be supported | | Refer revised RFP/ Corrigendum |
| 176 | | Additional Point | Solution should support category based URL filtering with 80+ URL Categories | | As per RFP |
| 177 | | Additional Point | Proposed vendor must be placed in NSS recommended vendor | | As per RFP |
| 178 | **Administration, Management and Logging** | | | | |

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| 179 | 1 | Solution must offer MSEDCL cloud based solution in high availability for centralized management, real time monitoring & customisable reporting solution to store logs and reports with dashboard capability. | Please let us know if On-premise hardware solution will work | | No ,solution should be installed in MSEDCL AWS Cloud only<br>Refer revised RFP/ Corrigendum |
| 180 | Section – D Scope of Work. Point xv | Bidder shall provide FMS Support with sufficient number resident engineers for 5 Years at a centralized place during MSEDCL working days from 9 AM to 7.30 PM . Bidder will be responsible for managing all activities mentioned in the scope and other MSEDCL network related activities which may part of existing or future project | Min 7- 8 Engg to be considered with BE/ B tech/ M.Sc or equivalent with 2 No of L3 resources for Network Engg. They should be CCNA certified | | Bidder has to provide the FMS to meet RFP requirements |
| 182 | **SD-WAN Controller at MSEDCL Cloud** | | | | |
| 183 | 7 | SD-WAN controller must respond to measured performance changes (degradation) in addition to link and node state changes (up / down) and adjust application forwarding accordingly. | Please Clarify the statement in terms of what parameters of performance changes you are referring to. It will be helpful if you can describe | | As per the Point no 4,5,6 from Remote Location SD-WAN Appliance Specification given in Section – E Detail Mandatory Technical Specifications of RFP . |
| 184 | 10 | SD-WAN controller instance must deliver at least 2.5 Gbps throughput after enabling all features on instance ( Like URL Filtering, Firewall, SSL inspection/IPSEC etc.) and 40% instance resources should be free during the contract period, its bidders responsibility to maintain 40<br>% free resource (CPU, Memory, Storage, Bandwidth<br>Based Licenses etc.) and it must be free of cost during contract period | I would request to mention Firewall enabling security like (AntiMalware/IPS/Application control) throughput to 3.5 Gbps and Encrypted Tunnel throughput 3 Gbps . | Most of the OEM's have the firewall + Security Throughput and IPSec throughput Separate. Also regarding the free resources it depends on the amount of traffic is getting generated hence if the traffic is using 40% of the memory resources and throughput then it will be under cpu and memory utilization would be below 40. I would suggest to remove this point as this is dynamic and has dependencies | Refer revised RFP/ Corrigendum |
| 185 | 21 | Should support error logs and events present on console / management station. | What type of error logs are expected here. Is it with Sd-WAN or security | | Both SD-WAN errors (Hardware ,Software etc ) and Security errors for all security related issue occurance |
| 186 | | Additional Point | Solution should support category based URL filtering with 80+ URL Categories | | As per Specification mentioned in the RFP |
| 187 | | Additional Point | Proposed vendor must be placed in NSS recommended vendor | | As per Specification mentioned in the RFP |
| 188 | **Remote Location SD-WAN Appliance** | | | | |
| 189 | 9 | SD-WAN edge device must deliver at least 200Mbps encrypted throughput after enabling all features on instance ( Like URL Filtering, Firewall, SSL inspection/ IPSEC etc.) and 40% instance resources should be free during the contract period, its bidders responsibility to maintain 40 % free resource (CPU, Memory, Storage, Bandwidth Based Licenses etc.) and it must be free of cost during contract period | I would request to mention Firewall enabling security like (AntiMalware/IPS/Application control) throughput to 600 Mbps and Encrypted Tunnel throughput of 2.8 Gbps . | Most of the OEM's have the firewall +Security Throughput and IPSec throughput Separate. Also regarding the free resources it depends on the amount of traffic is getting generated hence if the traffic is using 40% of the memory resources and throughput then it will be under cpu and memory utilization would be below 40. I would suggest to remove this point as this is dynamic and has dependencies | Refer revised RFP/ Corrigendum |
| 190 | 20 | The solution should support TLS for management web GUI SSL access for better security or Command Line access SSH | Please let us know if any specific TLS version is required to be supported | | Refer revised RFP/ Corrigendum |
| 191 | | Additional Point | Solution should support category based URL filtering with 80+ URL Categories | | As per RFP |
| 192 | | Additional Point | Proposed vendor must be placed in NSS recommended vendor | | As per RFP |
| 193 | **Administration, Management and Logging** | | | | |
| 194 | 1 | Solution must offer MSEDCL cloud based solution in high availability for centralized management, real time monitoring & customisable reporting solution to store logs and reports with dashboard capability. | Please let us know if On-premise hardware solution will work | | As per RFP |
| 195 | | | | | |

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| 196 | Clause 4 - Indemnity | The Bidder agrees to indemnify and hold harmless MSEDCL, its officers, employees and agents(each an "Indemnified Party") promptly upon demand at any time and from time to time, from and against any and all losses, claims, damages, liabilities, costs (including reasonable attorney's fees and disbursements | (including reasonable attorney's fees and disbursements as mutually agreed) | Indemnity for attorney fees is uncapped liability / may be totally subjective | As per RFP |
| 197 | Clause 4 (point 3) - | Any compensation / claim or proceeding by any third party against MSEDCL arising out of any act, deed or omission the Bidder | Clause 4 (point 3) - Any compensation / claim or proceeding by any third party against MSEDCL arising out of any act, deed or omission solely and directly attributable to the Bidder, provided the Bidder shall have the first right to defend any such third-party claim. | Bidder should be laible for its own acts or omissions and also should have the right to defend third party claims related to it. | As per RFP |
| 198 | Clause 5 (e) | (e)Bidder hereby indemnify and hold indemnified MSEDCL harmless from and against any and all damages, losses, liabilities, expenses including legal fees and cost of litigation in connection with any action, claim, suit, proceedings as if result of claim made by the third party directly or indirectly arising out of or in connection with this agreement | (e)Bidder hereby indemnify and hold indemnified MSEDCL harmless from and against any and all damages, losses, liabilities, expenses including reasonable legal fees and cost of litigation (as mutually agreed)in connection with any action, claim, suit, proceedings as if result of claim made by the third party directly or indirectly arising out of or in connection with this agreement | The term indirectly must be removed - CRITICAL. Hughes does not undertake indirect or uncapped liability hence reasonable and mutually agreed litigation costs are a must. | As per RFP |
| 199 | Clause 7 | Force Majeure includes but are not limited to acts of God, war, riot, acts of civil or military authorities, fire, floods, accidents, terrorist activity, strikes or shortages of transportation facilities, fuel, energy, labor or material | Force Majeure includes but are not limited to acts of God, pandemics, war, riot, acts of civil or military authorities, fire, floods, accidents, terrorist activity, strikes or shortages of transportation facilities, fuel, energy, labor or material | pandemics included in light of Covid-19 uncertainties | As per RFP |
| 200 | | Notwithstanding anything to the contrary mentioned above, the decision of MSEDCL shall be final and binding on the Bidder. | Notwithstanding anything to the contrary mentioned above, the decision of MSEDCL shall be final and binding on the Bidder, provided the same is reasonable and subject to any rights to arbitration/ dispute resolution between the parties. | MSEDCL must be reasoned and reasonable and Hughes must retain rights to raise in an arbitration and arbitration rights must subsist - CRITICAL | As per RFP |
| 201 | Clause 8 | Mumbai is venue for arbitration | suggest Delhi | Request Delhi as venue if possible | No Change ,As per RFP |
| 202 | Clause 9 | The Bidder shall be liable to MSEDCL for loss or damage occurred or caused or likely to occur on account of any act of omission on the part of the Bidder and its employees, including loss caused to MSEDCL for Procurement, Installation, Commissioning and Management of SDWAN for MSEDCL Remote Offices on account of defect in goods or deficiency in services on the part of Bidder or his agents or any person / persons claiming through or under said Bidder. However, such liability of Bidder shall not exceed the total value of the Agreement. | Delete the term likely to occur | The term "likely to occur" vague and open ended when the liability is not even incurred yet - CRITICAL | As per RFP |
| 203 | Clause 10 | In the event of any question, dispute or difference arising under the agreement or in connection therewith, the same shall be referred to the sole arbitration of the Chairman of Board, MSEDCL or in case his designation is changed or his office is abolished, then in such cases to the sole arbitration of the officer for the time being entrusted (whether in addition to his own duties or otherwise) with the functions of the Chairman of Board, MSEDCL or by whatever designation such an officer may be called (hereinafter referred to as the said officer), and if the Chairman of Board or the said officer is unable or unwilling to act as such, then to the sole arbitration of some other person appointed by the Chairman of Board or the said officer. | In the event of any question, dispute or difference arising under the agreement or in connection therewith, the same shall be referred to the sole arbitration, the arbitrator being mutually agreed and appointed by the parties. of the Chairman of Board, MSEDCL or in case his designation is changed or his office is abolished, then in such cases to the sole arbitration of the officer for the time being entrusted (whether in addition to his own duties or otherwise) with the functions of the Chairman of Board, MSEDCL or by whatever designation such an officer may be called (hereinafter referred to as the said officer), and if the Chairman of Board or the said officer is unable or unwilling to act as such, then to the sole arbitration of some other person appointed by the Chairman of Board or the said officer. | Delete the underlined portion as the arbitrator so appointed unilaterally may be biased. Very Important | As per RFP |
| 204 | Clause 12 | Unilateral Anti-corruption clause | (i)Should apply to both parties – request to make clause mutual. (ii)Further any loss suffered by a non-defaulting party due to breach of applicable anti-corruption law must be indemnified by the defaulting party. | Anti-corruption to be equally applicable on both parties and defaulting party should be liable | As per RFP |
| 205 | Clause 14 | MSEDCL may, without prejudice to any other remedy under this Contract and applicable law, reserves the right to terminate/offload a part of service at the risk, cost and responsibility of the Bidder for breach of contract by providing a written notice of 30 days stating the reason for default to the Bidder and terminate the contract either in whole or in part | MSEDCL may, without prejudice to any other remedy under this Contract and applicable law, reserves the right to terminate/offload a part of service at the risk, cost and responsibility of the Bidder for breach of contract by providing a written notice of 30 days stating the reason for default to the Bidder and terminate the contract either in whole or in part (if such breach relates to a particular purchase order, then only such purchase order): | Clarificatory change if termination is in part | Yes. Purchase order is part of contract. As per RFP |

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| 206 | Clause 16 | To the extent that such disclosure is required for the purposes of this Agreement, either Party may disclose Confidential Information to:<br>b. Its professional advisors and auditors, who require access for the purposes of this Agreement,<br>whom the relevant Party has informed of its obligations under this Article and in respect of whom<br>the relevant Party has informed of its obligations under this Article has used commercially<br>reasonable efforts to ensure that they are contractually obliged to keep such Confidential<br>Information confidential on terms substantially the same as set forth in this Article. Either Party<br>may also disclose confidential Information or any entity with the other Party's prior written<br>consent. | To the extent that such disclosure is required for the purposes of this Agreement, either Party may disclose Confidential Information to:<br>b. Its professional advisors and auditors, who require access for the purposes of this Agreement,<br>whom the relevant Party has informed of its obligations under this Article and in respect of whom<br>the relevant Party has informed of its obligations under this Article has used commercially<br>reasonable efforts to ensure that they are contractually obliged to keep such Confidential Information confidential on terms substantially the same as set forth in this Article. Either Party<br>may also disclose confidential Information or any entity with the other Party's prior written<br>consent. However, books of accounts or information that is not directly related to the services being provided may be witheld at the discretion of either party. | In audits Hughes does not provide access to books of accounts or commercially sensitive information. , Kindly relax | As per RFP |
| 207 | | | Hughes must have the right to suspend and/or terminate the contract for non payment of dues beyond 60 days from due date of payment | | No Change. As per RFP |
| 208 | | | Notwithstanding any other provision of this neither Party shall be liable to the other for any indirect, reliance, special, punitive, consequential, exemplary or incidental damages , (including without limitation damages for harm to business, lost revenues, lost sales, lost savings, lost profits (anticipated or actual), loss of use, downtime, injury to persons or damage to property and claims of third parties), regardless of the form of action,( whether in contract, warranty, strict liability or tort) , (including without limitation negligence of any kind , (whether active or passive) or any other legal or equitable theory arising out of or in connection with this Agreement including the Services, even if a Party has been advised of the possibility of such damages. | | No Change. As per RFP |
| 209 | | Deductions/ LDs - The total deduction per quarter shall not exceed 20% of the total QP value<br>7. Two consecutive quarterly deductions amounting to more than 20% of the QPs on account of any reasons will be deemed to be an event of default and termination | Hughes Contract Policy only allows for total LDs upto 10% of the delayed item | Hughes Business to assess and discuss total potential LDs under the contract as per Hughes Contract Value | Refer revised RFP/ Corrigendum |
| 210 | | VIII. The solution should support non-disruptive integration into the existing networks with full interoperability during migration with existing routing hardware and routing | Interoperability clause posing High Risk. | | No Change ,As per RFP |
| 211 | | | Project/ Operations to access the risk before Biding | | No Change ,As per RFP |
| 212 | | | | | No Change ,As per RFP |
| 213 | | | Further at p-52 its mentioned under cl 15 "MSEDCL reserves the undisputed right to split the scope in any number of contracts or may award contract for partial scope of work to the successful bidder." This would make Interoperability more risky | | No Change ,As per RFP |
| 214 | | B. To provide 1 year on-site comprehensive warranty + 4 year on-site comprehensive AMC from date of successful commissioning. Further after expiry of above | | | Query Absent. |
| 215 | | . Implementation Timelines & Penalties | The penalty is too steep | | No Change ,As per RFP |
| 216 | | | Thus request buyer to amend the penalty as below: | | No Change ,As per RFP |
| 217 | | 2. Supply, Installation, Configuration Commissioning : For every complete week's delay or part thereof, penalty of 0.5% of on SD WAN solution Cost, SD WAN solution Cost mentioned in Price bid/LOA will be imposed as Liquidated Damages. The max penalty shall be limited to the 10% of SD WAN solution Cost | 2. Supply, Installation, Configuration Commissioning : For every complete week's delay or part thereof, penalty of 0.5% of undelivered/unexecuted part related payment value of SD WAN solution under payment term and capped to 10% of respective unexecuted work price as mentioned under payment term. | | No Change ,As per RFP |
| 218 | | SLA Penalty Table | | | No Change ,As per RFP |
| 219 | | | | | No Change ,As per RFP |
| 220 | | 1. Onsite Services: The problem must be fixed within 2 hours for 99% of the calls in a month. For every fall of 1%, the penalty of 4% of quarterly AMC charges will be levied. If Problem not resolved, bidders shall provide replacement within 24 Hrs of logging complaint. | Considering the remote sites in discussion the timelines for fault rectification and associated penalties are very steep and too many too. | 1.Onsite Services: For every fall of 1%, the penalty of 0.5% of quarterly AMC charges of that particular affected site will be levied. | No Change ,As per RFP |

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| 221 | | 2. Asset / Inventory Management: Provide Quarterly MIS Asset /Inventory including license, AMC detail | | 2.This penalty shall be removed as it's a Managed Service Model wherein Bidder will be providing AMC support thus would be maintaining necessary spares and also getting penalised for non performance too. | No Change ,As per RFP |
| 222 | | 1% of Quarterly AMC Charges and Project Management Charges of the Price Bid | Project to comment and seek enough time for fault rectification in order to avoid penalties and subsequent contract termination. Suggestions are as below | | No Change ,As per RFP |
| 223 | | 3. Unavailability of the SD-WAN services field location: The Prob lem must be fixed within 2 hours for 99% of the calls in a month. For every fall of 1%, the penalty of 4% of quarterly AMC charges will be levied. If Problem not resolved, bidders shall provide replacement within 24 Hrs of logging complaint. | | 3. Unavailability of the SD-WAN services field location: For every fall of 1%, the penalty of 0.5% of quarterly AMC charges of the affected site will be levied. | No Change ,As per RFP |
| 224 | | 4. Link reports: 1% of Quarterly AMC Charges and Project Management Charges of the Price Bid | Request buyer to amend penalties as below: | 4. Link Report: Request buyer to remove this penalty as seller is anyways getting penalised for non performance | No Change ,As per RFP |
| 225 | | 5. Cloud SD-WAN controller: The problem must be fixed within 15 Min For every fall of 15 min, the penalty of 4% of quarterly AMC charges will be levied | | 5. Cloud SD-WAN controller: The problem must be fixed within 1 hr For every fall of 1 hr, the penalty of 1% of quarterly AMC charges will be levied | No Change ,As per RFP |
| 226 | | | 1.Onsite Services: For every fall of 1%, the penalty of 0.5% of quarterly AMC charges of that particular affected site will be levied. | | No Change ,As per RFP |
| 227 | | | 2.This penalty shall be removed as it's a Managed Service Model wherein Bidder will be providing AMC support thus would be maintaining necessary spares and also getting penalised for non performance too. | | No Change ,As per RFP |
| 228 | | | 3. Unavailability of the SD-WAN services field location: For every fall of 1%, the penalty of 0.5% of quarterly AMC charges of the affected site will be levied. | | No Change ,As per RFP |
| 229 | | | 4. Link Report: Request buyer to remove this penalty as seller is anyways getting penalised for non performance | | No Change ,As per RFP |
| 230 | | | 5. Cloud SD-WAN controller: The problem must be fixed within 1 hr For every fall of 1 hr, the penalty of 1% of quarterly AMC charges will be levied | | No Change ,As per RFP |
| 231 | | 6. The total deduction per quarter shall not exceed 20% of the total QP (qtrly payment)value | Not Acceptable | | Refer revised RFP/ Corrigendum |
| 232 | | 7. Two consecutive quarterly deductions amounting to more than 20% of the QPs on account of any reasons will be deemed to be an event of default and termination | | | Refer revised RFP/ Corrigendum |
| 233 | | | Request buyer to cap all penalties to 10% of the total QP value | | Refer revised RFP/ Corrigendum |
| 234 | | Payment Term | 1.Request buyer to make centralised payment | | As per RFP |
| 235 | | Delivery of all SD-WAN Solution hardware-30% | 2. Further it is requested to amend the payment terms as below with clear separation of hardware payment and I&C payment: | | As per RFP |
| 236 | | Installation & Commissioning of all SD-WAN solution hardware -40% | | | As per RFP |
| 237 | | Stabilization of all SD-WAN Solution hardware (i.e30 days from acceptance) Submission of details and training-30% | - 100% of hardware payment should be made on material delivery | | As per RFP |
| 238 | | AMC Charges- These will be paid on quarterly basis. On submission of Quarterly Reports | - 100% of I&C payment shall be made on successful commissioning and stabilisation of network | | As per RFP |
| 239 | | Cl 19…… Total Price to be quoted shall be for the complete scope for the mandatory items as per technical specifications as specified in this document, inclusive of comprehensive on-site maintenance including repair/replacement of parts (during the warranty period), all taxes & duties, insurance, any other incidental charges, etc | Taxes shall be paid as actual by buyer on prevailing rate basis. | | As per 8. PRICE BID Point No. V Section of RFP. |
| 240 | | | Post material delivery and acceptance, Title & Risk will pass on to buyer thus buyer is expected to maintain necessary insurance towards material safety. | | As per RFP |
| 241 | | | Seller will ensure that product delivers the committed performance under favourable conditions provided by buyer | | As per RFP |

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| 242 | | g. The Bidder shall ensure defect free operation of the entire solution and shall replace any such components, equipment, software and hardware which are found defective and during the entire contract period the Bidder shall apply all the latest upgrades/patches/releases for the software after appropriate testing. No costs shall be paid separately for the warranty other that what are the costs quoted by the Bidder and as specified in the contract. | Not Acceptable in light of cl at p-52 mentioned under cl 15 "MSEDCL reserves the undisputed right to split the scope in any number of contracts or may award contract for partial scope of work to the successful bidder | | As per RFP |
| 243 | | 14. Termination of contract | Not Acceptable | | As per RFP |
| 244 | | MSEDCL may, without prejudice to any other remedy under this Contract and applicable law, reserves the right to terminate/offload a part of service at the risk, cost and responsibility of the Bidder for breach of contract by providing a written notice of 30 days stating the reason for default to the Bidder and terminate the contract either in whole or in part | Risk Purchase shall be capped/ restricted to the PO value of the default product/service cost only | | As per RFP |
| 245<br>246<br>247 | | Cl 14: ……. In the event of termination of this contract for any reason whatsoever, MSEDCL is entitled to impose any such | Please confirm if "termination of this contract for any reason" includes Termination for convenience too. | | As per RFP |
| 248 | Section-C Qualification Criteria, Point no. 2<br>2. Bidders Pre-Qualification Criteria | The Bidder must possess a valid ISO 9001:2015 or latest Certificate | The Bidder or its parrent company must possess a valid ISO<br>9001:2015 or latest Certificate or 27001:2013 or Latest Certificate | Request you to kindly allow ISO from its parent company or allow ISO 27000 which is for Information Security Management System. | As per RFP |
| 250 | 3 | SD-WAN device must support multiple WAN connectivity mediums such as MPLS, ILL, Broadband, P2P leased Line, 3G-4G on USB port or SIM slot with automatic fail-over capability. | Please remove | The RFP is favouring to an OEM:Request you to remove this point for wider competition | As per RFP |
| 251 | 19 | The solution MUST provide administrator authentication via TACAS/RADIUS/LDAP | Please remove | The RFP is favouring to an OEM:Request you to remove this point for wider competition | As per RFP |
| 252 | 20 | The solution should support TLS for management web GUI SSL access for better security, Command Line access SSH | Please remove | The RFP is favouring to an OEM:Request you to remove this point for wider competition | As per RFP |
| 253 | 22 | Must have complete traffic visibility in terms of per user/per Tunnel bandwidth consumption, per user /Per Tunnel no. of sessions creation, per user /Per Tunnel traffic analyses such as no. of send and receive bytes, per<br>use /Per Tunnel application access, destination traffic. | Please remove | The RFP is favouring to an OEM:Request you to remove this point for wider competition | Shall be provided as per revised clause of RFP/corrigendum |
| 254 | 1 | Provide Dedicated WI-FI based SD-WAN appliance and have zero touch deployment features. | Please remove | The RFP is favouring to an OEM:Request you to remove this point for wider competition | Will be As Per Revised clause of RFP/Corrigendum. |
| 255 | 11 | SD-WAN appliance Should have minimum 6 x 10/100/1000 Mbps RJ-45 Ethernet and 1 USB port for 3G or 4G Dongle connectivity. It is preferable that the SD-WAN devices has support for 3G/4G interface card | Please remove | The RFP is favouring to an OEM:Request you to remove this point for wider competition | 6 Ports are required as : 1 Port for Switch Uplink ,2 ports for Link termination ,1 port for VC device and 2 ports for future requirement .<br>Shall be provided as per RFP |
| 256 | 15 | SD-WAN solution should support bidirectional QOS capabilities of marking, classification, policy and shaping. SD-WAN solution must improve the Video Conferencing Performance over SD-WAN by selecting the best performing link basis parameters like latency, packet loss and jitter. Low Latency Queuing/Priority Queuing should be configured for Voice and Video applications | Please remove | The RFP is favouring to an OEM:Request you to remove this point for wider competition | As per RFP |
| 257 | 16 | Should support NTP, SNMPv3, DHCP server & relay, syslog, SCP, SSH, NAT/PAT, 802.1Q VLAN tagging | | The RFP is favouring to an OEM:Request you to remove this point for wider competition | As per RFP |
| 258 | 21 | Should support error logs and events present on console / management station | | The RFP is favouring to an OEM:Request you to remove this point for wider competition | As per RFP |
| 259 | | **Qualification Criteria for OEM** | | | |
| 260 | | OEM Must be present in Leaders or in Challengers of Latest Gartner Magic Quadrant (WAN Edge Infrastructure) reports | Please remove | The RFP is favouring to an OEM. As there are couple of Lab reports are available like ICSA Lab , hence request you to remove this point so Indian companies can also participate in this tender | As per RFP |

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| 261 | | The Proposed OEM should have executed at least 3 projects of SD-WAN in the last 5 financial Years with minimum of 60 locations preferably in Banking, Government Sector or Private Sector | Please remove | The RFP is favouring to an OEM. As there are couple of Lab reports are available like ICSA Lab , hence request you to remove this point so Indian companies can also participate in this tender | As per RFP |
| 263 | Section- C, 3. Qualification Criteria for OEM | OEM Must be present in Leaders or in Challengers of Latest Gartner Magic Quadrant (WAN Edge Infrastructure) reports | Request you to remove this as the Government of India has instructed various agencies and departments to ensure that tenders don't include conditions that make it difficult for local suppliers in public procurement processes. The order covers conditions such as the mandatory presence in Gartner Magic Quadrant for IT and telecom products. | The old 2019 Gartner report on Page No. 22 of Magic Quadrant for WAN Edge Infrastructure, (Published: 26 November 2019, ID: G00376745) has criteria for global customer base and base of customers especially in North America location to be in the Global MQ and is based upon global parameters and did not consider India as focussed Market. Hence request to consider latest Gartner Asia/Pacific MQ report for right information purpose only for Indian based Customer reference point of view. Also **Request you to remove this Gartner MQ clause as the Government of India has issued memorandum to ensure that tenders don't include conditions that make it difficult for local suppliers in public procurement processes.** The order covers removal of discriminatory conditions such as the mandatory presence in Gartner Magic Quadrant for IT and telecom products. Reference : https://assets-bg.gem.gov.in/resources/pdf/Make-in-India.pdf . Link to the latest Asia/Pacific Context : 'Magic Quadrant for WAN Edge | As per RFP |
| 264 | Section- C, 3. Qualification Criteria for OEM | The Proposed OEM should have executed at least 3 projects of SD-WAN in the last 5 financial Years with minimum of 60 locations preferably in Banking, Government Sector or Private Sector | The Proposed OEM should have executed at least 5 projects of SD-WAN in the last 5 financial Years with minimum of 200 locations preferably in Banking, Government Sector or Private Sector in **India** for each customer. | Experience of the scale of MSEDCL should be considered instead of only 60 locations experience which is very less and much lower than current ask of solution scale of 200 locations of MSEDCL. The right and scalable SD-WAN solution should be considered as per requiremnets and scale of MSEDCL. Experience for right solution in Indian WAN conditions should be taken into consideration. | As per RFP |
| 265 | Section – E Detail Technical Specifications ; 1. SD WAN Controller at MSEDCL Cloud ; Sr. No 2 | SD-WAN controller must offer SD-WAN functionalities along with security features such as stateful inspection firewall, App Aware Firewall, Web/URL Filtering for local internet and should be able to block infected and malicious domains | In pure SDN architecture no data communication happens. Its purely encrypted Control Plane communication. Request you to rephrase the clause as SDWAN edge must offer SD-WAN functionalities along with security features such as stateful inspection firewall, App Aware Firewall, Web/URL Filtering for local internet and should be able to block infected and malicious domains | SDWAN solution must have separate Control plane and Data plane. This is the recommended solution and adheres to true SDN architecture. In a true software defined network platform, there is a clear separation not just in the control plane and data plane elements but there is a clear separation of the software and associated hardware systems as well which can provide the flexibility to the enterprises in terms of choosing the hardware and Software based on the requirements be it Network usage or Capacity .This ensures business continuity even if controller goes down. | Refer revised clause of RFP/ Corrigendum |
| 266 | Section – E Detail Technical Specifications ; 1. SD WAN Controller at MSEDCL Cloud ; Sr. No 4 | SD-WAN controller must have functions like WAN Optimization, Forward Error Correction or Packet Duplication with capability to send duplicate packets over a single tunnel. | Request to modify the clause as " the solution should ensure the delivery for Voice and Video application with better user experience by using either standard algorithms like Forward error correction, packet duplication or vendor specific algorithms for real time applications like Voice and Video application experience optimization. | All SD-WAN solutions cater voice & video application traffic as per their design algorithms. For FEC we have specific algorithms to ensure better QoE for Voice and Video applications by using link quality/Capacity per tunnel, throughput metrics, packet by packet load balancing, flow spraying, duplication etc. | Refer revised clause of RFP/ Corrigendum |
| 267 | Section – E Detail Technical Specifications ; 1. SD WAN Controller at MSEDCL Cloud ; Sr. No 27 | The proposed solution must have ability to reorder any packets that are retransmitted during a failover. | Request you to rephrase the clause as The proposed solution must have ability to deliver packets that are retransmitted during a failover. | Every soultion works differently. Packet reordering is needed in Packet based loadbalancing. Flow based loadbalacing does seamless failover of traffic in case of link failure. | As per RFP |

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| 268 | Section – E Detail Technical Specifications ; 2. Remote Location SD-WAN Appliance ; Sr. No 1 | Provide Dedicated WI-FI based SD-WAN appliance and have zero touch deployment features. | The solution should have native extended AP based solution which should be managed by the same controller or should be compatible with any third party WiFi based solution. | All the edge devices are placed in the remotest place in all the branches in rack due to which the SSID coverage becomes uneven and weak.<br>The best practice to use the Wi-Fi is by installing the AP near user area. Instead of integrated Wi-Fi Wi-FI solution should be considered separate. | Refer revised RFP/ Corrigendum |
| 269 | Section – E Detail Technical Specifications ; 2. Remote Location SD-WAN Appliance ; Sr. No 2 | SD-WAN controller must offer SD-WAN functionalities along with security features such as stateful inspection firewall, App Aware Firewall, Web/URL Filtering for local internet and should be able to block infected and malicious domains | In pure SDN architecture no data communication happens. Its purely encrypted Control Plane communication.<br>Request you to rephrase the clause as SDWAN edge must offer SD-WAN functionalities along with security features such as stateful inspection firewall, App Aware Firewall, Web/URL Filtering for local internet and should be able to block infected and malicious domains | SDWAN solution must have separate Control plane and Data plane. This is the recommended solution and adheres to true SDN architecture. In a true software defined network platform, there is a clear separation not just in the control plane and data plane elements but there is a clear separation of the software and associated hardware systems as well which can provide the flexibility to the enterprises in terms of choosing the hardware and Software based on the requirements be it Network usage or Capacity .This ensures business continuity even if controller goes down. | Refer revised RFP/ Corrigendum |
| 270 | Section – E Detail Technical Specifications ; 2. Remote Location SD-WAN Appliance ; Sr. No 4 | SD-WAN device must have functions like Flow Optimization, Forward Error Correction or Packet Duplication with capability to send duplicate packets over a single tunnel. | Request to modify the clause as " the solution should ensure the delivery for Voice and Video application with better user experience by using either standard algorithms like Forward error correction, packet duplication or vendor specific algorithms for real time applications like Voice and Video application experience optimization. | All SD-WAN solutions cater voice & video application traffic as per their design algorithms. For FEC we have specific algorithms to ensure better QoE for Voice and Video applications by using link quality/Capacity per tunnel, throughput metrics, packet by packet load balancing, flow spraying, duplication etc. | Refer revised RFP/ Corrigendum |
| 271 | Section – E Detail Technical Specifications ; 2. Remote Location SD-WAN Appliance ; Sr. No 27 | The proposed solution must have ability to reorder any packets that are retransmitted during a failover. | Request you to rephrase the clause as The proposed solution must have ability to deliver packets that are retransmitted during a failover. | Every soultion works differently. Packet reordering is needed in Packet based loadbalancing. Flow based loadbalacing does seamless failover of traffic in case of link failure. | As per RFP |
| 272 | | | | | |
| 273 | **Section (name & No.)** | **Statement/suggestions for RFP** | **Query by Bidder** | **Justification for query (if any)** | |
| 274 | Section – E Detail Technical Specifications ; 1. SD WAN Controller at MSEDCL Cloud : Control-Plane & Data Plane separation Clause | SDWAN solution must have separate Control plane and Data plane. The control traffic and data traffic must have different operating Port and should form on Separate Hardware. | SDWAN solution must have separate Control plane and Data plane. The control traffic and data traffic must have different operating Port and should form on Separate Hardware. The proposed solution should not only have clear separation not just in the control plane and data plane element but there should be clear separation of the software and associated hardware systems. All data plane should be supported as COTS based Appliance. | SDWAN solution must have separate Control plane and Data plane. This is the recommended solution and adheres to true SDN architecture. In a true software defined network platform, there is a clear separation not just in the control plane and data plane elements but there is a clear separation of the software and associated hardware systems as well which can provide the flexibility to the enterprises in terms of choosing the hardware and Software based on the requirements be it Network usage or Capacity .This ensures business continuity even if controller goes down. | AS per RFP |
| 275 | Make In India Clause | Department of Industrial Policy and Promotion under Ministry of Commerce and Industry vide letter no. P-45021/2/2017-PP dated 28/05/2018 has notified revised guidelines to be followed to promote manufacturing and production of goods and services in India under "Make in India" initiative. | Request to include Make In India Clause | All the Public sector/ Govt tenders of SD-WAN or any other technology are coming with Make In India clause as per mandatory directive of GoI. PFA the orders issued by Government of India. | As per RFP |
| 276 | | | | | |

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| 277 | NA | The Latest 2020 Gartner Report link shared for reference. As per Asia Pacific WAN conditions Gartner has released the latest report in April 2020. | Link to the latest Asia/Pacific Context : 'Magic Quadrant for WAN Edge Infrastructure' report released in April 2020 for information purpose : | https://www.gartner.com/en/documents/3982955/asia-pacific-context-magic-quadrant-for-wan-edge-infrast | As per RFP |
| 279 | Qualification Criteria for OEM , No 1 | OEM Must be present in Leaders or in Challengers of Latest Gartner Magic Quadrant (WAN Edge Infrastructure) reports | Allow OEM in Gartner Visionary Quadrant as well | | As per RFP |
| 280 | SD-WAN Controller at MSEDCL Cloud , No 4 | SD-WAN controller must have functions like WAN Optimization, Forward Error Correction or Packet Duplication with capability to send duplicate packets over a single tunnel. | What all functionalities of WAN Opt are required on Day-1 ? Is it fine if WAN Opt is achieved using UCPE ? | | Refer revised RFP/ Corrigendum |
| 281 | Administration, Management and Logging , point no 5 | Logs should also show real-time per user/per tunnel statistics which must include sent/receive bytes, no. of sessions , bandwidth usage, sent/receive packets & source IP or user | System should show real-time wan circuit utilization report and historical data per user/per tunel which must include Sent/receive bytes, no of sessions, bandwidth usage, etc. | | As per RFP |
| 282 | Administration, Management and Logging , Point no 16 | SD-WAN solution should support integration with external workflow management solution to offer workflow functionality for authorization before any change management execution | Need more clarification. What is external workflow management solution and what is its purpose ? | | Presently there isn't any workflow management solution with MSEDCL. In future if work flow management solution is procured by MSEDCL, bidder has to integrate his solution with it. |
| 283 | Administration, Management and Logging , Point no 18 | The solution should have the capability to generate reports displaying application families using more bandwidth than their baseline. | The solution should have capability to generate reports displaying Top application families using more bandwidth, tx, rx and other parameters. It must be possible to drill down the report to per user per application data | | As per RFP |
| 284 | Administration, Management and Logging , Point no 20 | The proposed solution should provide forecasting and what-if analysis to enable future planning based on application and bandwidth, branch expansion analysis and policy changes | Reports can be generated and can be utilized for forecasting and what-if analysis to enable future planning. | | Customise reports are asked in specification ,bidder have to customise the report for Forecasting on performance parameter mentioned in RFP specification . Further customized reports will be asked by MSEDCL as per its requirements |
| 285 | Administration, Management and Logging , Point no 21 | The proposed solution should also provide intelligent recommendations for application quality of service categorization and policy changes for predictable application performance | Reports can be generated and can be utilized for forecasting and what-if analysis to enable future planning. | | As per RFP |
| 286 | Administration, Management and Logging , Point no 22 | The proposed solution should be capable of using advanced co-relation techniques and its contextual analysis data to reduce the number of false positives and turn only important events into alarms | Thresholds can be set for events and they can be turned into alarms after threshold is breached. | | As per RFP |
| 287 | 2. Remote Location SD-WAN Appliance | SD-WAN appliance Should have minimum 6 x 10/100/1000 Mbps RJ-45 Ethernet and 1 USB port for 3G or 4G Dongle connectivity. It is preferable that the SD-WAN devices has support for 3G/4G interface card | Please modify clause as" SD-WAN appliance Should have minimum 6 x 10/100/1000 Mbps RJ-45 Ethernet **and 2 SFP+ ports populated with 1gig LX** and 1 USB port for 3G or 4G Dongle connectivity. It is preferable that the SD-WAN devices has support for 3G/4G interface card" | SDWAN appliance should have provision for fiber connectivity. Today's most of the ISP can provide direct fiber handoff to customer site which will eliminate use of any converter in between and reliable connectivity. Its important for investment protection also because same box can be connected to fiber interfaces without any box replacement. | As per RFP. Min. requirement mentioned in RFP. |
| 288 | 3. L2 Manageable Switch | Switch should be 1RU with minimum 24 nos. Gig Ethernet port | Please modify clause as "Switch should be 1RU with minimum 24 nos. Gig Ethernet port and 4 SFP+ ports populated with 2 x 1gig LR" | Please add the uplink ports in the Switches port count with 1gig transceivers for fiber connectivity. Its important to ask to enable switch today and in future with fiber uplinks. This will not increase price as its standard and default across all OEM's | As per RFP. Min. requirement mentioned in RFP. |
| 289 | 3. L2 Manageable Switch | Shall have minimum 4 Mb of packet buffer size, 16K MAC Addresses and 4K VLAN | Please modify the clause as " Shall have minimum 1.5 Mb of packet buffer size, 16K MAC Addresses and 4K VLAN id with 500 active Vlan's" | Please clarify no. of active vlan and vlan id's across OEM L2 switch support 500 vlans with 4k vlan ID. | As per RFP |
| 290 | | | | Please modify the packet buffer size because asked packet buffer size 4MB provided in L3 switch or Server switch which will increase the switch cost overall. | Refer revised RFP/ Corrigendum |
| 291 | 3. L2 Manageable Switch | Switch should support management features like SSHv2, SNMPv2c, SNMPv3, NTP, RADIUS and TACACS+. Also Switch should have GUI based access. | Please modify clause as " Switch should support management features like SSHv2, SNMPv2c, SNMPv3, **NTP/SNTP**, RADIUS and TACACS+. Also Switch should have GUI based access." | Simple network time protocol(SNTP) is a equivalent feature of NTP. Kindly allow equivalent feature for our participation. | As per RFP |

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| 292 | 3. L2 Manageable Switch | Switch should support quality of service and should be capable for policy enforcement across SD-WAN | Please clarify, we understand switches should support policy updates through SDWAN connectivity across the network via central policy manager like NAC,NMS etc. | Please confirm our understanding. | As per RFP any hardware/software (except cloud instance) required for SDWAN Solution is in bidders scope |
| 294 | Qualification Criteria for OEM , No 1 | OEM Must be present in Leaders or in Challengers of Latest Gartner Magic Quadrant (WAN Edge Infrastructure) reports | Allow OEM in Gartner Visionary Quadrant as well | | As per RFP |
| 295 | SD-WAN Controller at MSEDCL Cloud , No 4 | SD-WAN controller must have functions like WAN Optimization, Forward Error Correction or Packet Duplication with capability to send duplicate packets over a single tunnel. | What all functionalities of WAN Opt are required on Day-1 ? Is it fine if WAN Opt is achieved using UCPE ? | | To be provided as per revised clause of RFP/Corrigendum |
| 296 | Administration, Management and Logging , point no 5 | Logs should also show real-time per user/per tunnel statistics which must include sent/receive bytes, no. of sessions , bandwidth usage, sent/receive packets & source IP or user | System should show real-time wan circuit utilization report and historical data per user/per tunel which must include Sent/receive bytes, no of sessions, bandwidth usage, etc. | | As per RFP |
| 297 | Administration, Management and Logging , Point no 16 | SD-WAN solution should support integration with external workflow management solution to offer workflow functionality for authorization before any change management execution | Need more clarification. What is external workflow management solution and what is its purpose ? | | Mentioned in RFP section 5.Administration, Management and Logging |
| 298 | Administration, Management and Logging , Point no 18 | The solution should have the capability to generate reports displaying application families using more bandwidth than their baseline. | The solution should have capability to generate reports displaying Top application families using more bandwidth, tx, rx and other parameters. It must be possible to drill down the report to per user per application data | | As per RFP |
| 299 | Administration, Management and Logging , Point no 20 | The proposed solution should provide forecasting and what-if analysis to enable future planning based on application and bandwidth, branch expansion analysis and policy changes | Reports can be generated and can be utilized for forecasting and what-if analysis to enable future planning. | | Customise reports are asked in specification ,bidder have to customise the report for Forecasting on performance parameter mentioned in RFP specification |
| 300 | Administration, Management and Logging , Point no 21 | The proposed solution should also provide intelligent recommendations for application quality of service categorization and policy changes for predictable application performance | Reports can be generated and can be utilized for forecasting and what-if analysis to enable future planning. | | As per RFP |
| 301 | Administration, Management and Logging , Point no 22 | The proposed solution should be capable of using advanced co-relation techniques and its contextual analysis data to reduce the number of false positives and turn only important events into alarms | Thresholds can be set for events and they can be turned into alarms after threshold is breached. | | As per RFP |
| 302 | 2. Remote Location SD-WAN Appliance | SD-WAN appliance Should have minimum 6 x 10/100/1000 Mbps RJ-45 Ethernet and 1 USB port for 3G or 4G Dongle connectivity. It is preferable that the SD-WAN devices has support for 3G/4G interface card | Please modify clause as" SD-WAN appliance Should have minimum 6 x 10/100/1000 Mbps RJ-45 Ethernet **and 2 SFP+ ports populated with 1gig LX** and 1 USB port for 3G or 4G Dongle connectivity. It is preferable that the SD-WAN devices has support for 3G/4G interface card" | SDWAN appliance should have provision for fiber connectivity. Today's most of the ISP can provide direct fiber handoff to customer site which will eliminate use of any converter in between and reliable connectivity. Its important for investment protection also because same box can be connected to fiber interfaces without any box replacement. | As per RFP |
| 303 | 3. L2 Manageable Switch | Switch should be 1RU with minimum 24 nos. Gig Ethernet port | Please modify clause as "Switch should be 1RU with minimum 24 nos. Gig Ethernet port and 4 SFP+ ports populated with 2 x 1gig LR" | Please add the uplink ports in the Switches port count with 1gig transceivers for fiber connectivity. Its important to ask to enable switch today and in future with fiber uplinks. This will not increase price as its standard and default across all OEM's | As per RFP |
| 304 | 3. L2 Manageable Switch | Shall have minimum 4 Mb of packet buffer size, 16K MAC Addresses and 4K VLAN | Please modify the clause as " Shall have minimum 1.5 Mb of packet buffer size, 16K MAC Addresses and 4K VLAN id with 500 active Vlan's" | Please clarify no. of active vlan and vlan id's across OEM L2 switch support 500 vlans with 4k vlan ID. | As per RFP |
| 305 | | | | Please modify the packet buffer size because asked packet buffer size 4MB provided in L3 switch or Server switch which will increase the switch cost overall. | Refer revised RFP/ Corrigendum |
| 306 | 3. L2 Manageable Switch | Switch should support management features like SSHv2, SNMPv2c, SNMPv3, NTP, RADIUS and TACACS+. Also Switch should have GUI based access. | Please modify clause as " Switch should support management features like SSHv2, SNMPv2c, SNMPv3, **NTP/SNTP**, RADIUS and TACACS+. Also Switch should have GUI based access." | Simple network time protocol(SNTP) is a equivalent feature of NTP. Kindly allow equivalent feature for our participation. | As per RFP |
| 307 | 3. L2 Manageable Switch | Switch should support quality of service and should be capable for policy enforcement across SD-WAN | Please clarify, we understand switches should support policy updates through SDWAN connectivity across the network via central policy manager like NAC,NMS etc. | Please confirm our understanding. | Yes. Requirements of RFP should be fulfilled |

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| 309 | Qualification Criteria for OEM **1** | OEM Must be present in Leaders or in Challengers of Latest Gartner Magic Quadrant (WAN Edge Infrastructure) reports | Indian OEM should get an exemption from this clause | a)SD-WAN is a technology that has gone through evolution where the current market requirement is for Next Generation SD-WAN that contains not only the True SD-WAN features but also firewall and advanced cyber security features. As per the tender document MSEDCL is also looking out for Next Generation SD-WAN. As of now Gartner does have any ratings or analysis of Next Generation SD-WAN but only SD-WAN. Hence this evaluation holds no good when evaluating Next Generation SD-WAN where security component if not more but at least has the same weightage as SD-WAN features<br><br>b)Our solution is True SD-WAN coupled with True NGFW features but due to the above mentioned reason, we aren't available in the Gartner MQ, but the solution was built as a part of Make In India supported initiative across the country. Maharashtra Govt has recently pledged in providing support to products and solutions that are locally engineered and manufactured. Hence, we request you to kindly consider us and give preference to our offerings that is in line with Atmanirbhar Bharat vision. | As per RFP |
| 310 | Qualification Criteria for OEM **2** | The Proposed OEM should have executed at least 3 projects of SD-WAN in the last 5 financial Yearswith minimum of 60 locations preferably in Banking, Government Sector or Private Sector | Indian OEM should get an exemption from this clause | We would like to request you to relax the OEM Qualification criteria mentioned in Page No:17, S. No:2 where the OEM is expected to have 3 projects with minimum of 60 locations. It's a pretty new offering that was introduced into the market to give the best of the features of an indigenously created solution. The solution has all the ingredients to be the most sort after product in Indian market because of several uniqueness. | As per RFP |
| 311 | Qualification Criteria for OEM 3 | OEM must have Presence in India since more than 5 Years | Indian OEM should get an exemption from this clause | Requesting for the relaxation of the OEM qualification criteria on Page No:17, point No: 3 where the OEM is mandated to have minimum 5 yrs of presence in India. Infinity Labs has 5+ Years of Experience but SD-WAN is relative new Product was launched recently. | As per RFP |
| 312 | 4.3 Network Integration : IX | Solution should be integrate with the existing SD-WAN location | Couldn't find much details regarding the existing SD-WAN to find out its compatibility with our solution. Kindly provide us with more information on the same | | Bidder shall integrate his SD WAN solution with existing Fortinet make NGFW SD-WAN boxes. List of these locations has been included in revised RFP/Corrigendum |
| 313 | SD-WAN Controller at MSEDCL Cloud 4 | SD-WAN controller must have functions like WAN Optimization, Forward Error Correction or Packet Duplication with capability to send duplicate packets over a single tunnel. | This point to be removed, WAN Optemization featuers like Catching, Compression, SDR are not in use as High Speed BB are available generally. | With SD-WAN the focus has moved from network to application performance where all the links can be used simultaneously, and moreover broadband bandwidth is very cost effective with the throughout starting with 100 Mbps. Hence WAN optimization may not have the evident use case as before. But still if WAN optimization is still needed, kindly mention what technology needs to be used to have WAN optimization capability. | To be provided as per revised RFP/Corrigendum |
| 314 | SD-WAN Controller at MSEDCL Cloud 10 | SD-WAN controller instance must deliver at least 2.5 Gbps throughput after enabling all features on instance ( Like URL Filtering, Firewall, SSL inspection/IPSEC etc.) and 40% instance resources should be free during the contract period, its bidders responsibility to maintain 40 % free resource (CPU, Memory, Storage, Bandwidth Based Licenses etc.) and it must be free of cost during contract period | In the asked Solution, Centralized Controller is on Cloud. Hence no need for this point | In SD-WAN the data doesn't go to the controller and therefore the throughput requirement under SD-WAN Controller at MSDECL Cloud needs clarity. Are you mentioning the throughput requirement of the virtual CPE instance at MSDECL Cloud | To be provided as per revised RFP/Corrigendum |
| 315 | SD-WAN Controller at MSEDCL Cloud 13 | SD-WAN controller should support dynamic routing protocols - OSPF, BGP. SD-WAN controller should be able to create FULL MESH topology with optimal routing | Business requirement is asked for Hub and Spoke topology. Point not required | The tender is asking for full mesh topology, but the business requirement needs only Hub and Spoke topology. The unnecessary spoke device requirement of supporting 250 devices would increase the total investment with lesser ROI. Hence kindly consider the business use case of full mesh topology and re-consider whether the spoke devices need to be an expensive proposition | The requirement asked in the tender is business requirement. To be provided as per requirement mentioned in the RFP. |

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| 316 | SD-WAN Controller at MSEDCL Cloud 16 | Should support NTP, SNMPv3, DHCP server & relay,<br>syslog, SCP, SSH, NAT/PAT, 802.1Q VLAN tagging | required Protocol consums more benadiwth, Please confirm use case on SNMPv3 | . Kindly mention the use case as our solution uses a different protocol for real time live streaming telemetry which is much lesser bandwidth intensive. If the use case of SNMPv3 is analytics, can we use a better technology and protocol to provide you with better efficiency | As per RFP |
| 317 | Remote Location SD-WAN Appliance 8 | SD-WAN solution must have traffic flow visibility with application level insight with deep packet visibility into web traffic, RTP, VOIP, Video traffic with L7 application identification features | Please confirm if you want only application Visibility or along with DPI | Are you referring to application level micro services control or just application visibility when the traffic is encrypted? | Application visibility with deep packet inspection, As per RFP |
| 318 | Remote Location SD-WAN Appliance 9 | SD-WAN edge device must deliver at least 200Mbps encrypted throughput after enabling all features on instance ( Like URL Filtering, Firewall, SSL inspection/ IPSEC etc.) and 40% instance resources should be free<br>during the contract period, its bidders responsibility to maintain 40 % free resource (CPU, Memory, Storage, Bandwidth Based Licenses etc.) and it must be free of cost during contract period | Encrypted Throughput to be revised need clarity on 200 Mbps | This point to be revised, the requirement at branch is limited to highspeed BB, MPLS, 4G Dongles and additional BB | To be provided as per revised RFP clause/ Corrigendum |
| 319 | Remote Location SD-WAN Appliance 11 | SD-WAN appliance Should have minimum 6 x 10/100/1000 Mbps RJ-45 Ethernet and 1 USB port for 3G or 4G Dongle connectivity. It is preferable<br>that the SD-WAN devices has support for 3G/4G interface card | Ports requirement to be changed to universal ports. Limiting WAN Ports can Impact the overall branch requirement | Infinxt SD-WAN Provides Universal Ports, As per branch requirement we can configure the WAN / LAN | Refer the Point no 12 from Remote Location SD-WAN Appliance Specification .<br>As per RFP |
| 320 | Remote Location SD-WAN Appliance 12 | Out of 6 Ethernet port at least 2 or all port should be WAN ports | Ports requirement to be changed to universal ports. Limiting WAN Ports can Impact the overall branch requirement | | As per RFP |
| 321 | Remote Location SD-WAN Appliance 14 | SD-WAN appliance should support minimum 250 SDWAN Nodes | Need Clarity, even in a multi hub Scenerio Spoke Devices may not connect with 250 Locations. | | Full Mesh Topology is the requirement. To be provided as Per RFP. |
| 323 | Scope of work, Point 10 | Bidder will be responsible for integrating the existing SD-WAN (12 Location Corporate Offices,<br>Software Cells etc) with proposed SD-WAN solution, Its bidders responsibility to visit the sites<br>and consider all the requirements for integration ( License,Port,or any additional cost required<br>to integrate) and same must be considered in quoted price. | Please share with us the name of current SDWAN solution?<br>How are these sites connected i.e. MPLS/Internet?<br>Where is the current Mgmt & Controller deployed, is it on-prem or on cloud?<br>Are we intending to only form connectivity of the proposed SDWAN CPE's with the current SDWAN CPE's? | If the proposed SDWAN OEM is different than the current SDWAN OEM, only the connectivity between these CPE's can be established. Policy managers for both the current and proposed solution will be different. | Existing SD-WAN devices is implemented on Fortinet NGFW with broad band link ,MPLS & ILL. List of the same is enclosed in revised RFP.<br>Presently there is no existing SD WAN Controller, it is proposed to integrate exsisting SD WAN Devices with proposed SD WAN Solution. |
| 324 | Detailed Technical specs, Point 2 | SD-WAN controller must offer SD-WAN functionalities along with security features such as stateful inspection firewall, App Aware Firewall, Web/URL Filtering for local internet and should be able to block infected and malicious domains | Please also include statement saying" If the above security features are not supported within the solution, the bidder can provide these features using 3rd party Cloud-based Security. | Not all OEM's can offer all these Security features within the solution, hence integration with 3rd party Cloud security will be required. We request you to allow 3rd party Cloud security integration. | Refer revised RFP/ Corrigendum |
| 325 | Detailed Technical specs, Point 17 | SD-WAN controller appliance support IPv6 | We request you to modify this statement as " SD-WAN controller appliance support IPv6. If this feature is expected in the upcoming release, bidder should provide this functionality without change in HW/License. | This feature is in roadmap and will be available by early next year in the Software release and no replacement of HW or any other component will be required. | Refer revised RFP/ Corrigendum |
| 326 | Remote location SDWAN Appliance, Point 11 | SD-WAN appliance Should have minimum 6 x 10/100/1000 Mbps RJ-45 Ethernet and 1 USB port for 3G or 4G Dongle connectivity. It is preferable<br>that the SD-WAN devices has support for 3G/4G interface card | We request you to modify this statement and consider only 4 10/100/1000 ports for Remote appliance, as it will un-necessarily add cost.<br>2-WAN<br>1-LAN<br>1 - 4G/LTE | Ideally 4 ports are sufficient for Remote appliances.<br>2 ports for WAN<br>1 port for LAN<br>USB for 4G/LTE.<br>Using 6 ports for branch will unnecessarily increase the cost of solution and ideally will not be used. | As per RFP |
| 327 | Remote location SDWAN Appliance, Point 17 | SD-WAN appliance support IPv6 | We request you to modify this statement as " SD-WAN controller appliance support IPv6. If this feature is expected in the upcoming release, bidder should provide this functionality without change in HW/License. | This feature is in roadmap and will be available by early next year in the Software release and no replacement of HW or any other component will be required. | As per RFP |
| 328 | 4.6 Security, Point 4 | Solution should support URL filtering, IPS/IDS, firewall features for inbound outbound traffic | We request you to modify this statement as "SD-WAN Solution should support URL filtering and firewall features for Inbound/Outbound traffic. Alternatively, this feature can be provided using 3rd party Cloud based security.<br>Please remove IPS/IDS feature, as IPS is usually required for Inbound traffic. | Not all OEM's can offer all these Security features within the solution, hence integration with 3rd party Cloud security will be required. We request you to allow 3rd party Cloud security integration.<br>Secondly, IPS/IDS functionality for the branch is not required, as the branch traffic will always be Outbound. Hence we request you to remove IPS/IDS feature from the RFP. | In case of MESH Topology both Inbound and Outbound Traffic is possible at remote SD WAN locations. Hence the requirement mentioned in RFP. |

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| 329 | | No. of links and link capacity per location | We request you to provide the list of locations with the number of links and the link capacity in each location | The licensing of SDWAN solution for some OEM's is also based on the link capacity and the number of links, due to which we request you to provide us the number of links and the link capacity for each location | List of Locations is given in RFP (Annexure-14).<br>Atleast 2 Number of Links (MPLS/Internet/Broadband) having total bandwidth below remote SD WAN device throughput. |
| 330 | | Hosted Model - Management & Controller | We request you to also include Hosted Model in the RFP for Manager & Controller. | In this approach, the VM life-cycle management, updation, patching, etc. will be taken care by the bidder. Customer still have full Access and can do the complement management & administration of SDWAN solution. | No Change ,As Per RFP |
| 332 | 0 | The Bidder should have been in operation in India for minimum of five years. | The bidder firm is a startup company and is in operation for last one and a half years. The bidder has Startup Certificate. | If the bidder is registred under Start up India then the conditions mentioned in tender may be relaxed. MSME office memorendum attached in the mail. | Refer Revised RFP/Corrigendum |
| 333 | Pre-Qualifying Req ii. | The Bidder , Should have average annual turnover of minimum 10 Cr in the last 3 financial<br>year 2016-17 ,2017-18 and 2018-19 from the IT<br>Network , Server and Security Infrastructure (Supply ,installation and maintenance) | As the bidder is a Startup Firm and is in operation for the last one and a half years, the bidder has an annual tunover of 2 Cr in last 3 years, hence the required financials are not met. | The Bidder has Startup Certificate, its product is selected in top 100 startup, its product is regstered in make in india and MSME Certificate. | Refer revised RFP/ Corrigendum |
| 334 | Pre-Qualifying Req iii. | The Bidder should have a positive net worth during last three audited financial years.The Bidder should have executed either: 1)One work<br>order/Contract costing not less than Rs.1.30 Crores. Or 2)Two Work Orders/Contracts costing<br>not less than Rs.75 Lakh each . or 3)Three Work<br>Orders/Contracts t costing not less than Rs.50<br>Lakh each. of similar works in IT Network and<br>Security Infrastructure (Supply ,installation and<br>maintenance). Work orders in the last 5 financial<br>years will be considered . | The Bidder should have a positive net worth during last three audited financial years.The Bidder should have executed either: 1)One work order/Contract costing not less than Rs.1.00 Crores. Or 2)Two Work Orders/Contracts costing not less than Rs.75 Lakh each . or 3)Three Work Orders/Contracts t costing not less than Rs.50 Lakh each. of similar works in IT Network and Security Infrastructure (Supply ,installation and maintenance). Work orders in the last 3 financial years will be considered . | | Refer revised RFP/ Corrigendum |
| 335 | 3. Qualification Criteria for OEM Sr. No. 1 | OEM Must be present in Leaders or in Challengers<br>of Latest Gartner Magic Quadrant (WAN Edge<br>Infrastructure) reports | The OEM does not have the mentioned certificate. | The document is not mandatory | As per RFP |
| 336 | 3. Qualification Criteria for OEM Sr. No. 7 | OEM must submit No deviation certificate for all specification mentioned in Section – E Detail<br>Technical Specifications | SD Wan is a bigger concept and everyone has different features. | We will need to discuss and understand your requirement, then can we define your entire solution accordingly. | The requirement is defined in RFP. Pre-bid meeting was arranged for discussion. |
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| 339 | | | 1) If the participant is regIstred under Start up India then the conditions mentioned in tender may be relex. | | As per RFP |
| 340 | | | 2) Condition no. ii to be modified as under : | | |
| 341 | | | 'The Bidder should have average annual turn overof minimum 2.00 cr in the last 3 financial years or selected under top100 Start Up India Company.' | Additional Query | As per RFP |
| 342 | | | 3) The product should be make in India & made in India. | Additional Query | As per RFP |
| 343 | | | 4) If the Bidder is selected under top 100 start up India Company then conditions mentioned in tender may be relax. | Additional Query | As per RFP |
| 344 | | | 5) Mandatory Criteria: Make in India, office should be in Mumbai, Development and R&D center in Mumbai, 5 in 1 Solution in single box: AAA, Multi Hybrid Bandwidth aggregation, SDWAN, Security, AP Controller with orchestration. | Additional Query | As per RFP |
| 345 | | | 6) The Bidder should be an OEM or authorized representative of OEM. OEM can authorize maximum three bidder | Additional Query | Manufacturers Authorization is asked in RFP |
| 346 | | | 7) The Bidder and their OEM should not have been blacklisted by any of the Government Organizations / PSUs for the past 3 years | Additional Query | As per RFP |

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| 347 | | | 8) The OEM / Bidder has provided Services Individually to enterprise/ retail customers/Financial institute /Telco /ISP for a period of at least last 12 months. | Additional Query | As per RFP |
| 348 | | | 9) Participating Bidder / OEM should have their Technical Support Center / Research & Development Center in Mumbai. For back-up in event of failure of Primary Support center/ OEM must also have a Technical Support Center in Mumbai. | Additional Query | As per RFP |
| 349 | | | 11) No Deviation Certificate can not be provided as different product as different features. | Additional Query | As per RFP |
| 351 | Pre-Qualifying Req iii. | The Bidder should have a positive net worth during last three audited financial years.The Bidder should have executed either: 1)One work order/Contract costing not less than Rs.1.30 Crores. Or 2)Two Work Orders/Contracts costing not less than Rs.75 Lakh each . or 3)Three Work Orders/Contracts t costing not less than Rs.50 Lakh each. of similar works in IT Network and Security Infrastructure (Supply ,installation and maintenance). Work orders in the last 5 financial years will be considered . | The Bidder can provide net worth certificate of 2017-18 and 2018-19. Is net worth certificate of 2019-20, mandatory. | The bidder can not provide net worth certificate of 2019-20 as the ITR of 2019-20 has not been filed yet. | Refer revised RFP/ Corrigendum |
| 352 | Pre-Qualifying Req vii | The Bidder must possess a valid ISO 9001:2015 or latest Certificate | Is ISO 9001:2015 certificate Compulsary. | | The Qualification Criteria has to be satisfied by Bidder. As per RFP |
| 353 | 3. Qualification Criteria for OEM Sr. No. 7 | OEM must submit No deviation certificate for all specification mentioned in Section – E Detail Technical Specifications | Is No Deviation certificate compulsary. | Different product has different solution therefore, we would like to discuss. | Yes it is Mandatory |
| 354 | | | 1) Mandatory Criteria: Make in India, office should be in Mumbai, Development and R&D center in Mumbai | Additional Points | As per RFP |
| 355 | | | 2) The Bidder should be an OEM or authorized representative of OEM. OEM can authorize maximum three bidder | Additional Points | As per RFP |
| 356 | | | 3) Participating Bidder / OEM should have their Technical Support Center / Research & Development Center in Mumbai. For back-up in event of failure of Primary Support center/ OEM must also have a Technical Support Center in Mumbai | Additional Points | As per RFP |
| 357 | | | 4) Need to discuss about No Deviation certificate. | Additional Points | As per RFP |
| 358 | | | 5)If one of the document is missing at the time of Tender Submission, can it be submitted later. | Additional Points | As per RFP |
| 360 | F.2.2 | For every complete week's delay or part thereof, penalty of 0.5% of on SD WAN solution Cost, SD WAN solution Cost mentioned in Price bid/LOA will be imposed as Liquidated Damages. The max penalty shall be limited to the 10% of SD WAN solution Cost. The Bidder would be required to provide proper justification for the delay. The delay due to MSEDCL if any will be excluded for levy of liquidated damages. If MSEDCL feels that the justification provided by the Bidder is not credible, the contract may be terminated | Request you to amend as "For every complete week's delay or part thereof, penalty of 0.5% of on SD WAN solution Cost, SD WAN solution Cost mentioned in Price bid/LOA for the **undelivered portion** only will be imposed as Liquidated Damages. The max penalty shall be limited to the 5% of the undelivered part of the SD WAN solution Cost . The Bidder would be required to provide proper justification for the delay. The delay due to MSEDCL if any will be excluded for levy of liquidated damages." | | As per RFP |
| 361 | Penalty for Onsite Services | The problem must be fixed within 2 hours for 99% of the calls in a month. For every fall of 1%, the penalty of 4% of quarterly AMC charges will be levied. | Request customer to amend as "The problem must be fixed within 2 hours for 99% of the calls in a month. For every fall of 1%, the penalty of 1% of quarterly AMC charges will be levied subject to a maximum of 5% of QMC charges." | | Refer Revised RFP/ Corrigendum |
| 362 | Penalty for Asset Management | 1 % of Quarterly AMC Charges and Project Management Charges of the Price Bid | Request To amend as "1 % of Quarterly AMC Charges and Project Management Charges of the Price Bid capped to a maximum of 5% of QMC charges" | | Refer Revised RFP/ Corrigendum |
| 363 | Penalty for unavailability | The problem must be fixed within 2 hours for 99% of the calls in a month. For every fall of 1%, the penalty of 4% of quarterly AMC charges will be levied. | Request customer to amend as "The problem must be fixed within 2 hours for 99% of the calls in a month. For every fall of 1%, the penalty of 1% of quarterly AMC charges will be levied subject to a maximum of 5% of QMC charges." | | Refer Revised RFP/ Corrigendum |
| 364 | Penalty for Link Reports | 1 % of Quarterly AMC Charges and Project Management Charges of the Price Bid | Request To amend as "1 % of Quarterly AMC Charges and Project Management Charges of the Price Bid capped to a maximum of 5% of QMC charges" | | Refer Revised RFP/ Corrigendum |
| 365 | Penalty for Cloud SDWAN | The problem must be fixed within 15 Min For every fall of 15 min, the penalty of 4% of quarterly AMC charges will be levied. | Request to amend as "The problem must be fixed within 15 Min For every fall of 15 min, the penalty of 1% of quarterly AMC charges will be levied capped to a max of 5% of QMC Charges" | | Refer Revised RFP/ Corrigendum |
| 366 | 3.6 | The total deduction per quarter shall not exceed 20% of the total QP value | Request you to amend as "The total deduction per quarter shall not exceed 5% of the total QP value" | | Refer Revised RFP/ Corrigendum |

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| 367 | Section – D Scope of Work | iv. Bidder has to use only CAT 6 LAN cables as under  with preferred color combination Red color LAN Cables for Link Termination, Yellow color LAN cables for new SD-WAN device to L2 Manageable Switch, Grey color LAN cable for existing LAN switch uplink and Blue color LAN cable for Video Conferencing Device uplink.<br> Bidder will be responsible for structured cabling components as per the industry standard and best practices and shall integrate the same with existing network.<br> Bidder has to provide separate cable uplink Link from SDWAN device to Video Conferencing Solution . | Bidder would like to inform MSEDCL that standard color coding would be used while delivering of the link | | As per RFP |
| 368 | Section – D Scope of Work | xv. Bidder shall provide FMS Support with sufficient number resident engineers for 5 Years at a centralized place during MSEDCL working days from 9 AM to 7.30 PM . Bidder will be responsible for managing all activities mentioned in the scope and other MSEDCL network related activities which may part of existing or future project. | Bidder request MSEDCL to clarify the following points<br>1) minimum qualification of RE<br>2) does RE required in Shifts or not<br>3) bidder could have off role RE<br>4) detail work profile of RE<br>5) traveling time of RE would be paid by MSEDCL<br>6) Laptop /Desktop would be shared by MSEDCL | | 1) Suitable to meet the requirement of the RFP<br>2) mentioned in RFP<br>3) As per RFP<br>4) based on the requirements of RFP, bidder shall decide the work profile of RE.<br>5) & 6) as per revised RFP & Corrigendum |
| 369 | 2. On-site Support | iii. In this Bidder shall manage IT infra supplied by him along with existing Network equipment (Switches, Routers etc.) at all locations and other MSEDCL network related activities which may part of existing or future project. | Bidder request MSEDCL to share the existing Networtk equipement details:<br>1) make ans model<br>2) EOL or EOS details<br>3) AMC if any<br>4) if under EoL case MSEDCL would borne the cost of new device in replacement of the same | | It is presently under warranty till Mach 2023.<br>Future AMC of the Existing Network equipment will be done by MSEDCL<br>Refer Revised RFP/Corrigendm |
| 370 | Section – F Deliverable and Service Level Agreements | Supply, Installation, Configuration Commissioning>>>><br>Within 90 Days from the issuance of LOA | Bidder request due to COVID-19 the delivery of HW is effected due to which bidder request MSEDCL to amend this clause and increase the delivery and installation timeline form 90 days to 120 days | | As per RFP |
| 371 | Section – F Deliverable and Service Level Agreements | If the Bidder fails to pass the operational acceptance even after 3 unsuccessful attempts, MSEDCL reserves the right to terminate the contract and the forfeit the PBG. | Bidder request to remove this clause | | As per RFP |
| 372 | 4. Payment Terms | Delivery of all SD-WAN Solution hardware (i.e. A1 of Price Bid)>>> 30 % of A1 of Price Bid | Bidder request to amend this clause and request to make 70% payment on delivery | | As per RFP |
| 373 | 26. Training | Bidder shall provide professional SD-WAN network and related appliances operational training from OEM. | Training will be conducted at central location purposed by the customer. Customer has to made all the arrangement for the trainees at his location. | | As per RFP |
| 374 | General | Site access and permission | All kind of permission/access at site from feasibility check to link delivery will be arranged by customer.<br>In-building internal cable routing in false celling and under POP wall will be in customer scope of work | | As per RFP |
| 375 | General | Power and earthing | RACK Space, Proper power supply and earthing arrangement for the bidder network devices will be arranged and maintained by customer. | | Rack Space & Power will be provided by MSEDCL. Earthing has to be provided by bidder as per RFP |
| 376 | General | Network equipment safety | All the network equipment delivered by bidder at customer site for the Services should be kept under safe custody by the customer. In case any device found lost or damaged due to customer attribute than customer has to bear the cost for lost/damaged as well as new device. | | Noted |
| 377 | 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. | | As per RFP |
| 378 | General | Acceptance criteria | Acceptance should be provided Site wise and should be released within 24-48 hours of delivery | | After delivery, delivery challans will be signed by MSEDCL (Acknowledgement).<br>Operational Acceptance will be provided as per revised RFP/Corrigendum |
| 379 | General | First level troubleshooting | In case of connectivity down, FLT will be done by the customer spoke available at site. No downtime will be attribute to bidder in case the local person is not available at site or on site access is not available for the bidder engineer to check after the FLT. | | As per RFP |
| 380 | 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. | | As per RFP |
| 381 | General | SLA Exemption | NO SLA penalty will be applicable on bidder in case the location is down due to<br>1) Power issue at customer end.<br>2) Improper earthing at site.<br>3) Equipment damaged due to water seepage or stolen from the location.<br>4) Access not available at site for the bidder engineer to check the issue.<br>5) Local contact not available at site.<br>6) Any condition which is beyond the control of bidder. | | As per RFP |
| 382 | 2. Bidders Pre-Qualification Criteria | iii. The Bidder should have a positive net worth during last three audited financial years. | In order to widen competition and welcome experienced bidder we request you to amend the clause as "The Bidder should **have recorded profit** during last three audited financial years."<br>or<br>Please also accept bidder's parent company credentials for this clause | | As per RFP |

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| 383 | scope of work | xi. Bidder will be responsible for integrating the existing SD-WAN (12 Location Corporate Offices, Software Cells etc) with proposed SD-WAN solution, Its bidders responsibility to visit the sites and consider all the requirements for integration ( License,Port,or any additional cost required to integrate) and same must be considered in quoted price. | Request MSEDCL share details of existing SDWAN solution like OEM, make model to chcek the Interoperability and need more clarity on integrations | | Refer revised RFP/ Corrigendum |
| 384 | scope of work | ii. Bidder has to migrate existing WAN links (MPLS/ILL/FTTH Broadband/Broadband links) on new SD-WAN devices and Its bidders responsibility to commission any new FTTH broadband, MPLS, ILL, broadband link on supplied wifi enabled SD-WAN device during the contract period. | Request you provide more clarity on this point of new link connectivity, whether bidder need to provide the alternative connectivity at all locations. Payment / commercial not reflected in commerciala sheet. | | Bidder needs to migrate existing WAN Links (MPLS/ILL/FTTH Broadband/Broadband links) & if any new link is procured by MSEDCL at the remote locations, It is the bidders responsibility to commission & integrate new link on SD WAN devices. |
| 385 | scope of work | xvi. Bidder has to provide the ticketing application where MSEDCL user can log the call and track the resolution time and call reports. | Whether MSEDCL require ticketing tool at its MSEDCL cloud or bidder cloud | | Refer Revised RFP/Corrigendum |
| 386 | Section- C, 3. Qualification Criteria for OEM | OEM Must be present in Leaders or in Challengers of Latest Gartner Magic Quadrant (WAN Edge Infrastructure) reports | Request you to remove this as the Government of India has instructed various agencies and departments to ensure that tenders don't include conditions that make it difficult for local suppliers in public procurement processes. The order covers conditions such as the mandatory presence in Gartner Magic Quadrant for IT and telecom products. | | As per RFP |
| 387 | Section – E Detail Technical Specifications ; 1. SD WAN Controller at MSEDCL Cloud ; Sr. No 2 | SD-WAN controller must offer SD-WAN functionalities along with security features such as stateful inspection firewall, App Aware Firewall, Web/URL Filtering for local internet and should be able to block infected and malicious domains | In pure SDN architecture no data communication happens. Its purely encrypted Control Plane communication. Request you to rephrase the clause as SDWAN edge must offer SD-WAN functionalities along with security features such as stateful inspection firewall, App Aware Firewall, Web/URL Filtering for local internet and should be able to block infected and malicious domains | | Mentioned Functionality Shall be provided as per RFP clause |
| 388 | Section – E Detail Technical Specifications ; 1. SD WAN Controller at MSEDCL Cloud ; Sr. No 27 | The proposed solution must have ability to reorder any packets that are retransmitted during a failover. | Request you to rephrase the clause as The proposed solution must have ability to deliver packets that are retransmitted during a failover. | | As Per RFP |
| 389 | Section – E Detail Technical Specifications ; 2. Remote Location SD-WAN Appliance ; Sr. No 1 | Provide Dedicated WI-FI based SD-WAN appliance and have zero touch deployment features. | The solution should have native extended AP based solution which should be managed by the same controller or should be compatible with any third party WiFi based solution. | | Will be As Per Revised RFP/Corrigendum. |
| 391 | | 3. Qualification Criteria for OEM "OEM Must be present in Leaders or in Challengers of Latest Gartner Magic Quadrant (WAN Edge Infrastructure) reports" | But - For Network Swtiches which is part of LAN Network, WAN category is not applicable in Gatners magic quadrant. Network swtiches falls under Wired and wirles category of Gartners Magic quadrant. | Our suggestions –So herewith we are requesting you to mention OEM should be present in Gartners Magic Quadrant (any quadrant of gartners) for wired and wireless for last 3 years consistently. (2016-2017, 2017-2018, 2018-2019). Also, as per Central Government GR, different guidline suggested by Goverrntment of India. | As Per RFP |
| 393 | 62 | Indemnity | We request that Indemnity under the Tender and any Annexures thereunder shall be restricted to the following:<br>a. Third party claim of breach of confidential information<br>b. Third party claims for infringement of IPR, in respect of the services rendered. | | As Per RFP |
| 394 | 4 | Termination of contract | We request that any termination can take place by providing atleast 90 days written notice to Bidder. Further, in case of termination for convenience, apart from making payment for all services rendered up to the date the termination at the contracted prices, MSEDCL shall compensate Bidder for all charges/costs incurred by Bidder for placing orders with OEMs as per the SOW, which orders cannot be cancelled or where cancellation charges are levied. Please confirm acceptance. | | As per RFP |
| 395 | 14 | Service Level Agreements | We suggest to changePenalty for restoration beyond SLA period for SDWAN & Switches will be 0.1% of monthly AMC value of affected equipment. OEM RMA generaly happens by next business day hence resolution within 2 hours in cae of faulty device is little difficult. Is the SI expected to factor spare here? How much spare to be factored? | | Refer revised RFP/ Corrigendum |
| 396 | 3 | 6. The total deduction per quarter shall not exceed 20% of the total QP value | We request to capped the overall penalty to 5% of AMC value of affected hardware per quarter | | Refer Revised RFP/ Corrigendum |
| 397 | Note. Point :6 | Supply, Installation, Configuration Commissioning- Within 90 Days from the issuance of LOA | We request revalidation in this clause please. With the current sotuation all most all OEM is taking 6-8 week for product delivery and installation will need additional time. We request you to kindly factor the instalation & Commissioning time after the delivery timeline. | | As per RFP |

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| 398 | 2 | Payment Terms | 1) We request 75% of device payment should be released on delivery of device as the SI will have to pay to the OEM 100% of the device cost upon delivery. and balance 25% on completion of installation.<br>2) Regarding OEM support charges, we request this to be bundled and released along with device cost as it is equivalent to product cost for any SI and has to be paid to the OEM upfront on device delivery<br>3) SI hand & Feet and Managed services charges can be paid monthly/ quarterly in arrears | | As per RFP |
| 399 | 4 | Bidder should provide the Centralized Management (Configuration, Network Management, Backup etc.) and Centralised Reporting tool for managing complete SD-WAN solution and should have the capacity to store the logs for 12 months on MSEDCL Cloud | a) Understand that Centralised Reporting tool refer to Centralised monitoring and management tool deployed by bidder at MSEDCL provided centralised place which will generate and meet the given report requirement. Please confirm<br>b) Understand that bidder needs to deploy monitoring and management tool at MSEDCL centralised place to support the services. Please confirm.<br>c) If yes, whether MSEDCL will provide the hardware & software requirement for the same. Please confirm | | As per RFP any hardware/software (except cloud instance) required for SDWAN Solution is in bidders scope |
| 400 | 1(ix) | Bidder will be responsible for all the configuration, management and maintenance and future requirements regarding proposed SD-WAN solution | Understand that the given SDWAN requirement cover the 204 division office of MSEDCL. Does the future requirements mention here reflect the same understanding? Please confirm. | | As per RFP |
| 401 | 1(x) | Bidder will be responsible for integrating the existing SD-WAN (12 Location Corporate Offices, Software Cells etc) with proposed SD-WAN solution, Its bidders responsibility to visit the sites and consider all the requirements for integration ( License,Port,or any additional cost required to integrate) and same must be considered in quoted price. | Does the 12 Location Corporate Offices, Software Cells etc mentioned here beyond the 204 division offices? If yes, please provide the name of the 12 locations. | | Yes. 12 Location Corporate Offices, Software Cells etc mentioned here are beyond the 204 division offices. List of 12 Locations is mentioned in revised RFP/Corrigendum |
| 402 | 1(xi) | Bidder shall provide FMS Support with sufficient number resident engineers for 5 Years at a centralized place during MSEDCL working days from 9 AM to 7.30 PM . Bidder will be responsible for managing all activities mentioned in the scope and other MSEDCL network related activities which may part of existing or future project. | a) Please confirm the name of Centralised place where resident engineers to be placed for 5 years during working days.<br>b) Does MSEDCL refers any specific requirement for skills or experience of the resources?<br>c) Understand MSEDCL will provide sitting arrangements including all IT infrastructure, telephone and internet connectivity requires for functioning of the team. Please confirm<br>d) Please elaborate the requirement of future project | | (a) corporate office<br>(b) , (c) & (d) refer revised RFP/Corrigendum |
| 403 | 1(xv) | Bidder will provide FMS resources at MSEDCL corporate Offices for providing support to deployed SD-WAN solution for 5 years from the date of LOA issued by Chief General Manager (IT). | a) Does this means that bidder requires to place additional FMS resources at 12 location Corporate offices of MSEDCL beyond the resources placed at Centralised site? If so how many resources requires to be placed at each of these 12 location Corporate offices?<br>b) Does MSEDCL refers any specific skills or experience for these resources? | | Only at One Location at Bandra |
| 404 | 2(i) | Bidder will provide onsite support for supplied infra at all location. | Understand the onsite support requirement at 204 division offices will be on call basis as and when required? Please confirm. | | As and when required. However FMS at corporate office bandra should be available as per RFP |
| 405 | 2(ii) | In this Bidder shall manage IT infra supplied by him along with existing Network equipment (Switches, Routers etc.) at all locations and other MSEDCL network related activities which may part of existing or future project. | a) Provide the location wise list of existing network equipments along their make and model which requires to be support? Also provide warranty/AMC status of these equipments.<br>b) Elaborate the future requirement details | | As per Revised RFP/ Corrigendum |
| 406 | 2(iii) | SD-WAN controller must be scalable to handle minimum 2500 SD-WAN locations. | As per the list base location count considered as 204. Provide projection of YOY increase in number of locations which needs to be supported during the contract period? | | As per RFP |
| 407 | 1(11) | The purpose of this Service Level Requirements/Agreement (hereinafter referred to as SLA) is to clearly define the levels of service, which shall be provided by the Bidder to MSEDCL for the duration of this contract period of the Project. | Does this means that bidder needs to define the service levels and propose SLA for the same? Please confirm | | Bidder has to provide signed SLA as defined in RFP to MSEDCL |
| 408 | 1 | Onsite services (Submission of Monthly service report) - The problem must be fixed within 2 hours for 99% of the calls in a month. For every fall of 1%, the penalty of 4% of quarterly AMC charges will be levied. If Problem not resolved, bidders shall provide replacement within 24 Hrs of logging complaint. | a) The criteria given here is given Onsite services & submission of monthly service report. Please help to understand the applicability of problem resolution within 2 hours for 99% of the call against it.<br>b) Geneally calls/tickets will fall under different service levels. Please let us know the categorisation of calls/tickets which requires to be fixed within 2 hours. | | As per Revised RFP/ Corrigendum |

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| 409 | e (1) | Asset Inventory Mgmt(Provide Quarterly MISAsset /Inventory including license, AMC details) - Quarterly Report Signoffemail from MSEDCL - 1 % of Quarterly AMC Charges and Project Management Charges of the Price Bid | Please define the minimum threshold breach criteria for applicability of the penalty in this case. | | If Quarterly report is not submitted to MSEDCL, penalty will be imposed. |
| 410 | e (2) | Unavailability of the SD-WAN services field location (Monthly Incident report) - The problem must be fixed within 2 hours for 99% of the calls in a month. For every fall of 1%, the penalty of 4% of quarterly AMC charges will be levied.<br>If Problem not resolved, bidders shall provide replacement within 24 Hrs of logging complaint. | a) Is this criteria regarding submission of monthly indient report for SD-WAN services field location? Please clarify the requirement and understanding about applicability of penalties<br>b) Is this refer to unavailability of the SD-WAN services at field location comprising 204 location and problem needs to be resolved remotely from Centralised Management site within 2 hours and in case field visit require to resolve the problem then the same needs to be resolved with in 24 hours. Please confirm | | Refer revised RFP/ Corrigendum |
| 411 | e (3) | Link Reports (MonthlyLink availability, Latency, Link Utilization Report, Jitter ,QoS etc TOP N utilization, Latency,Jitter, availability. Monthly Report Signoff email from MSEDCL- 1 % of Quarterly AMC Charges and Project Management Charges of the Price Bid | Please define the minimum threshold breach criteria for applicability of the penalty in this case. | | If Quarterly report is not submitted to MSEDCL, penalty will be imposed. |
| 412 | e(4) | Cloud SD-WAN controller - Availability Report - Monthly Report Signoffemail from MSEDCL - The problem must be fixed within 15 Min For every fall of 15 min, the penalty of 4% of quarterly AMC charges will be levied. | a) Please define the minimum threshold breach criteria for applicability of the penalty in this case.<br>b) Is this issue regarding unavailability of Cloud SD Controller which will be in HA?<br>c) Any issue with regard to SD WAN controller should be given minimum 2 hours of restoration time. | | As per RFP |
| 413 | e(5) | There are 204 division offices | Understand that the bidder needs to support these 204 locations during the 5 years period. Please confirm. | | As per RFP |
| 414 | | "The Bidder must take survey of all the sites proposed for the SD-WAN solution up to Division level for list of location" | Kindly provide more time for us to complete surveys at all the sites. | | As per RFP |
| 415 | NA | Its bidders responsibility to commission any new FTTH broadband, MPLS, ILL, broadband link on supplied wifi enabled SD-WAN device during the contract period. | Kindly remove this clause from SI's scope of work as this is typically done by Service provider. If this is still in SI's scope, kindly suggest the conditions under which we will have to procure new links? We also request you to keep costing of new link procurement seperate from this project's cost. | | The FTTH broadband, MPLS, ILL, broadband links will be provided by MSEDCL. It is bidder responsibilty to commission (integrate) these links with the SDWAN setup. As per RFP |
| 416 | 1. ii | Bidder will be responsible for structured cabling components as per the industry standard and best practices and shall integrate the same with existing network. | Please provide complete details of the existing network or does this has to be covered in survey as well. | | As per RFP the Bidder shall survey all the sites proposed for the SD-WAN solution. |
| 417 | 1.iv.2 | Bidder has to provide separate cable uplink Link from SDWAN device to Video Conferencing Solution | SD-WAN Edges typically are the last components in the solution facing towards WAN. Why is SD-WAN box being uplinked to Video conferencing solution? Kindly provide architecture diagram for this to understand the ask better. | | Video Conferencing Solution is presently used in MSEDCL. |
| 418 | 1.iv.3 | It is bidders responsibility to Install ,configure the SD-WAN controller HUB at MSEDCL cloud. Spoke devices are at Remote Office locations. All the location communicate with each other | Please provide details of locations which will be classified as Hubs. | | SDWAN Controller location (Cloud). As per RFP |
| 419 | 1.vi | NA | Request you to kindly provide the details on which how does one access MSEDL cloud. | | Will be shared with Successful bidder. |
| 420 | NA | Bidder will be responsible for integrating the existing SD-WAN (12 Location Corporate Offices, Software Cells etc) with proposed SD-WAN solution | Please provide details of existing SD WAN Solution. Details like HLD, Solution design etc. Miniute details we can collect from the survey. | | Refer Revised RFP/Corrigendum |
| 421 | 1.xi | Any other component required to complete the solution but not limited to Scope defined in RFP will be in the bidder's scope with no extra cost to MSEDCL. | Kindly remove this clause as this puts SI under unlimited liability. Under this RFP, SI will complete all the activities asked under scope. If activities arent mentioned here, they will be out of scope. | | AS per RFP |
| 422 | 1.xviii | Bidder shall configure the IT related policies of MSEDCL and suggest for any changes as appropriate as per international standard like BS, ISO, ITIL, ITSM, CoBIT etc. to be incorporated in the policy documents. | This clause is not very clear.<br>1)Kindly provide the exact IT related policies to be configured and provide scope of work of the same.<br>2)Standards such as ISO has multiple standards in it. Similarly standards such ITSM, COBIT are very vast and therefore creating policies complying them all isnt possible. Kindly remove this clause. | | Will be shared with Successful bidder. |

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| 423 | 1.xix | It shows SD Wan edges to be in cloud. | Kindly explain why SDWAN edges are on cloud. | | As Per RFP.<br>(SD WAN Controller is required on cloud) |
| 424 | 3. Table entry 1 | Bidder should integrate the exiting WAN network and MSEDCL Cloud with proposed SD-WAN solution. | All SD-WAN deployments use involvement of proprietary protocols. Integration of non SD WAN sites is difficult/not possible. Kindly provide details of existing WAN to investigate more. | | details provided in revised RFP/corrigendum |
| 425 | 4.1.iv | Bidder should provide the details of complete proposed SDWAN architecture including integration of existing WAN, wired and wireless LAN and remote user connectivity | Kindly provide details like(solution diagrams, inventory etc.) Kindly provide details on how remote user connectivity happens. Without these details, it is very difficult to committ complete integration with existing networks. | | Survey of Remote location is in bidders Scope.<br>Refer Revised RFP/Corrigendum for other required details |
| 426 | 4.1.v | Solution should support end-to-end segmentation with separate routing and forwarding tables to securely isolate Intranet departments, Guest Wi-Fi traffic and Business Partner traffic within a single device | Kindly provide details like solution diagrams, inventory etc for Intranet departments and Guest Wifi Traffic. | | Survey of Remote location is in bidders Scope.<br>Refer Revised RFP/Corrigendum for other required details |
| 427 | 4.1.ix | The remote SD_WAN appliance should be Wi-Fi enabled and securely configured SSID | Kindly reconsider this clause as most of SDWAN edges don't support their own antennass for Wifi. | | To to provided as per Revised RFP/ Corrigendum |
| 428 | 4.2.v | Solution should be scalable and connect sufficient number of locations, number of tunnels and support hub and spoke and full mesh topology | Kindly provide the exact maximum numbers required on the metrics asked as each OEM has their own scalability numbers on each of those points. | | As per RFP |
| 429 | 4.4.i | NA | L2 switches asked here will be uplinked to SDWAN devices at each site? | | yes |
| 430 | NA | NA | There has been ask of 204 SDWAN devices at 204 sites. Devices for Hub have not been taken into account as hub edge devices have been asked in HA so there will be a minimum no of 2 devices at Hub. | | SD-WAN Controller at MSEDCL Cloud in HA (Separate Primary & Secondary Devices) is asked in the RFP |
| 431 | NA | The solution should support non-disruptive integration into the existing networks with full interoperability during migration with existing routing hardware and routing | All SD-WAN deployments use involvement of proprietary protocols. Integration of non SD WAN sites is difficult/not possible. Kindly provide details of existing WAN to investigate more. | | details provided in revised RFP/corrigendum |
| 432 | 4.3.viii | The bidder may visit the site in advance and check its readiness for housing and operation of equipment' | Housing and storing of equipment is under bidder's scope? | | As per RFP |
| 433 | 24.b | The installation and configuration to be done as per prevailing MSEDCL policies / procedure / guidelines. | Kindly provide the details of what constititues under these policies. | | As per RFP |
| 434 | 24.g | To the extent that the Assets are under the control of the Bidder, keep the Assets suitably housed and in conformity with any statutory requirements from time to time applicable to them | Security of the assests is under bidder's scope? | | As per RFP |
| 435 | 2.f | SD-WAN edge device must deliver at least 200Mbps encrypted throughput after enabling all features on instance ( Like URL Filtering, Firewall, SSL inspection/ IPSEC etc.) and 40% instance resources should be free during the contract period, its bidders responsibility to maintain 40 % free resource (CPU, Memory, Storage, Bandwidth Based Licenses etc.) and it must be free of cost | Kindly provide the number of application based VPN tunnels be on each edge as utilisation levels of the device is dependent on the same. | | Throughput requirement is mentioned in RFP.<br>As per RFP |
| 436 | 2.9 | SD-WAN solution must have traffic flow visibility with application level insight with deep packet visibility into web traffic, RTP, VOIP, Video traffic with L7 application identification features | Kindly provide list of applications which need to be identified and to be routed by edge devices as each OEM has their own compatibility list of applications. | | As per RFP |
| 437 | 2.8 | Solution must have highest level of OEM support | Tier 3 location do not sometime support highest tier of OEM support. Kindly re-consider this. | | As per RFP |
| 438 | 2.32 | NA | Support required on switch isnt defined. Kindly define the same. | | As per RFP |
| 439 | 3 | Within 90 Days from the issuance of LOA | Kindly reconsider these timelines as OEM delivery in itself takes about 6-8 weeks minimum which take 2 months time out of 3. | | As per RFP |
| 440 | 3 | vii. The Bidder must possess a valid ISO 9001:2015 or latest Certificate | Kindly help to understand the relevance of this certificate in this particular bid | | As per RFP |
| 441 | | vii. It is bidders responsibility to provide MSEDCL Cloud infra requirement like Instance type ,Storage Space, Nos. of Public IP etc. at the time of bidding in Annexure 18. | Kindly advise the management of the particular cloud infra will be under whose scope? | | Cloud Infra will be provided and managed by MSEDCL |
| 442 | 1. Scope of Work | XVI. Bidder has to provide the ticketing application where MSEDCL user can log the call and track the resolution time and call reports. | Kindly advise if Ticketing tool and its integration is in bidder's scope | | Refer Revised RFP/Corrigendum |

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| 443 | 1. Scope of Work | iii. In this Bidder shall manage IT infra supplied by him along with existing Network equipment (Switches, Routers etc.) at all locations and other MSEDCL network related activities which may part of existing or future project. | Kindly advise what all points to be covered in future scope apart from SDWAN expansion | | As per RFP |
| 444 | 2. On-site Support | f) To the extent that the Assets are under the control of the Bidder, keep the Assets suitably housed and in conformity with any statutory requirements from time to time applicable to them | Kindly elaborate | | As per RFP<br>(Self Explanatory) |
| 445 | 2. Use & Acquisition of Assets during the term | CAT6 cable, stacking cables, patch chords, connectors, tagging, Conduit ,<br>Labels, and Power Socket with separate earthing at locations | Will the electric and earthing also be a part of SI job? | | Yes.<br>As per RFP |
| 446 | 6 | v. The Bidder must have strength of at least 5 OEM certified network engineers on their payroll as on date of submission of this | Kindly advise will be certified SDWAN engineers or it has to be the SDWAN engineers certified by the proposed OEM? | | As per RFP |
| 447 | | | a) Field locations which means all the 204 divisions are located at under different geographical territories i.e., City/Municipal limit, Beyond Municipal Limits and Far off locations. Request you to consider travel time for field support related calls which can be proposed by service provider. Please confirm. | | Refer Revised RFP/ Corrigendum |
| 449 | Section 1 BID Bid | "Should be deposited Online on MSEDCL etender portal or in the form of Bank Guarantee / DD from a nationalized/scheduled bank in favour of Maharashtra State Electricity Distribution Company Ltd. payable at Mumbai<br>Bank Details of MSEDCL for EMD purpose:<br>Bank: Bank of Maharashtra, Bandra (E), Mumbai Branch: Bandra (E), Mumbai 400051<br>Account No. 20045303764<br>IFSC Code : MAHB0000164<br>GST NO.: 27AAECM2933K1ZB<br>Note: Scanned copy of Bid Security payment details should be uploaded with Bid document" | No MSME waveoff as per GOI guidelines has been provided. | MSME bidder should be given EMD wave-off as per GOI. Since there is also clause of performance guarantee for successful bidder , they would anyway give performance security amount before the purchase order.<br>https://msme.gov.in/public-procurement-policy-micro-and-small-enterprises-mses-order-2012 | Bidder have to apply for EMD exemption on MSEDCL etender portal ,Exemption will be processed only if the Tender activity mentioned in MSME certificate |
| 450 | Section 3 Qualification Criteria for OEM | 1 OEM Must be present in Leaders or in Challengers of Latest Gartner Magic Quadrant (WAN Edge Infrastructure) reports | SDWAN is a solution based approached and hence we strongly recommend to relax this norm as SDWAN itself is in stage where technology is not so mature to be included as product. | Gartner is more on product centric approach. SDWAN defination itself is not defined. Prior to the gartner report, all the OEM itself has been acquired by big companies there by junking the myth that Gartner is a benchmark reference.Every year new features are added to sdwan stack making the previous defination of sdwan irrelevant. | As per RFP |
| 451 | Section – D Scope of Work | If the required consumables, labor charges, active & passive components supply, installation & configurations, cabling, casing & capping, civil & electrical work, erection and laying of cables (CAT6, stacking cables, patch chords etc.), connectors, tagging of new and existing cables from switch to End user's IO & in-between switches and all other required components to implement the solution will be in the bidders scope and any damages while bidders work will be rectify by bidder. | Will Msedcl provide the each site current network layout with cabeling distance.? | Difficult to judge the cost associated with civil and labour without visiting the site. MSEDL should mention typical area of building, nos of floor and nos of system users. | The List of Remote Office Locations is given in RFP. If required you may survey some or all locations before submission of bid. |
| 452 | Section – D Scope of Work | Bidder will be responsible for integrating the existing SD-WAN (12 Location Corporate Offices, Software Cells etc) with proposed SD-WAN solution, Its bidders responsibility to visit the sites and consider all the requirements for integration ( License,Port,or any additional cost required to integrate) and same must be considered in quoted price. | Which sdwan currently MSEDCL using, pls help us with version and OEM | It require some scripting and program API to integrate their some capability in dashboard. | Existing SDWAN Solution is Fortinet NGFW. Refer Revised RFP/ Corrigendum for additional details. |
| 453 | Point no 16 of section 5. Administration, Management and Logging | SD-WAN solution should support integration with external workflow management solution to offer workflow functionality for authorization before any change management execution | Pls let us know the change maagement tool used in your environement to make sure program API is ready as it require software to software integration effort at both the providers. MSEDL to provide the API from their Workflow vendor | Every third party cannot be supported and also require effort. | As per RFP |