



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

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

January 2024

CORRIGENDUM 7

Specification change table in response to OEM queries

Publishing date: 09-04-2024

[Last Date for Bid Submission: 19-04-2024]



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Details of specifications changed

Table highlighting the changes in specifications for RFP No. GMDC/CO/IT/SDWAN/01/23-24 for "SITC and O&M of SDWAN Solution at Various Location of GMDC and OCI along with NOC at GMDC HO BEARING NO. GMDC/CO/IT/SDWAN/01/23-24"				
Sr_No	Page No.	Section No. along with Clause no.	Existing Specification / Clause / T&C	Revised Specifications / Clause / T&C
1.	19	Section 4 Pre-qualification criteria Clause no. 7	The bidder should submit Manufacturer Authorization Form (MAF) for the following products: -SDWAN products -Switching products -UPS and accessories -Racks and accessories	The bidder should submit Manufacturer Authorization Form (MAF) for the following products: -SDWAN products
2.	45, 52, 59	Under SD-WAN Device at CO, Ahmedabad, OCI, Mumbai & Hyderabad, REMOTE OFFICES	The appliances/Hardware/Software that is being offered by the SD WAN OEM should be MEF 3.0 Certified as per the MEF standards defined. OEM to give the details of the same with supporting from the MEF portal	Clause stands deleted
3.	47,54,61	Under SD-WAN Device at CO, Ahmedabad, OCI, Mumbai & Hyderabad, REMOTE OFFICES	Should support • IKEv1, IKEv2, VRF-aware IPsec, IPsec over IPV6, Hardware-accelerated DES, 3DES, AES 128, AES 192, and AES 256 from day 1.	Should support • IKEv1, IKEv2, IPsec/GRE, VRF-aware IPsec/GRE over IPV6, Hardware- accelerated AES 128 and AES 256 from day 1.
4.	49,56,63	Under SD-WAN Device at CO, Ahmedabad, OCI, Mumbai & Hyderabad, REMOTE OFFICES	Secure key generation and distribution IPsec authentication: • SHA1, SHA2 • IPsec encryption: 3DES, AES-128, AES-192, • AES-256 Authenticated and encrypted control plane connections	Please find the revised specifications as below: • SHA1, SHA2 • IPsec encryption: AES-128 or AES-256 Authenticated and encrypted control plane connections

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5.	46	SDWAN Edge device at CO Interfaces	Minimum 06 1G Copper WAN + 02 1G Copper LAN other than Heartbeat and Management port on a single device.	Minimum 06 of 1G each WAN (04 Copper + 02 SFP) + 02 1G Each Copper LAN + 2 10G Each (SFP SR) ports other than Heartbeat and Management port per device.
6.	46	SDWAN Edge device at CO Memory	As per the architecture requirement to ensure that it support a non-blocking architecture.	The SDWAN devices should have min 12 GB memory and should have the ability to scale to 32 GB. The architecture should be non-blocking.
7.	53	SDWAN Edge device at OCI (Virtual/Physical) Memory	As per the architecture requirement to ensure that it support a non-blocking architecture.	All the Virtual/Physical SDWAN devices should have min 12 GB memory and should have the ability to scale to 32 GB. The architecture should be non-blocking.
8.	53	SDWAN Edge device at OCI (Virtual/Physical) Interface	Virtual Ethernet Interfaces Minimum 8 1G Copper WAN other than Heartbeat and Management port.	Virtual Ethernet Interfaces Minimum 04 1G Each V-NIC's expandable to 06 1G Each V-NIC per VM other than Heartbeat and Management port. For bidders offering Physical SDWAN Hardware Device with Co location services each device should have Minimum 06 of 1G each WAN (04 Copper + 02 SFP) + 02 1G each Copper LAN + 02 1G each Fiber ports other than Heartbeat and Management port per device.
9.	60	SDWAN Edge devices at Project sites and Remote offices Interfaces	Minimum 04 1G Copper WAN + 02 1G Copper LAN other than Heartbeat and Management port on a single device.	Minimum 04 1G each Copper WAN + 02 1G each Copper LAN + 02 dual personality ports with 1G each copper / fiber other than Heartbeat and Management port per device
10.	60	SDWAN Edge devices at Project sites and Remote offices Memory	As per the architecture requirement to ensure that it support a non-blocking architecture.	The SDWAN devices should have min 6 GB memory. The architecture should be non-blocking.

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11.	67		Should have templates for Zero Touch Provisioning where in configurations can be created and pushed to the device installed over the remote location.	Should have the option for configuration creation thru Templates/Other methodologies thru which configurations can be created and pushed to the device
12.	96	Under SPECIFICATON FOR NETWORK SWITCHES, Point no. 3e	Switch should support Shaped Round Robin (SRR) scheduling and Weighted Tail Drop (WTD) congestion avoidance.	Clause stands deleted
13.	96	Under SPECIFICATON FOR NETWORK SWITCHES, Point no. 3i	Must have the capabilities to enable automatic configuration of switch ports as devices connect to the switch for the device type.	Clause stands deleted
14.			For all products associated to SDWAN, UPS, Racks, NMS, ITSM and ITAM the technical compliance for the specifications should be given on the OEM letterhead. The same should be supported by relevant datasheets. The reference of the datasheet page having the details of a particular specification should be mentioned against each compliance	For all products associated to SDWAN, NMS, ITSM and ITAM the technical compliance for the specifications should be given on the OEM letterhead. The same should be supported by relevant datasheets. The reference of the datasheet page having the details of a particular specification should be mentioned against each compliance For All products Bidder to offer compliance on the Bidder Letter head Bidder to give supporting for the same from the OEM data sheet and if the offer specification is not reflected in the data sheet Bidder should get the same attested by the OEM on his letter head At any point of time if GMDC feels the need during evaluation they may ask the bidder to submit the compliance on OEM Letter head

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15.	75	Section 7 -Hardware and Software for ITAM (Asset Management) And ITSM (Service Management)	SPECIFICATION FOR ENTERPRISE MANAGEMENT SYSTEMS FOR IT ASSET MANAGEMENT, MONITORING, SLA COMPLIANCE AND IT SERVICE MANAGEMENT MAKE: MANAGEENGINE, EVEREST, MOTADATA, BMC REMEDIES, SERVICE NOW, HP, IBM, SOLARWINDS,	SPECIFICATION FOR ENTERPRISE MANAGEMENT SYSTEMS FOR IT ASSET MANAGEMENT, MONITORING, SLA COMPLIANCE AND IT SERVICE MANAGEMENT MAKE: MANAGEENGINE, EVEREST, MOTADATA, BMC REMEDIES, SERVICE NOW, HP, IBM, SOLARWINDS, OpenText
16.	76	Section 7 -Hardware and Software for ITAM (Asset Management) And ITSM (Service Management)	The system should be capable to retrieve and show fault, performance, inventory and SLA data in a single dynamic view with option to export the views into PDF, Word, Excel, HTML etc. formats depending on the need. System should have capability to add any additional information about the nodes via custom fields.	The system should be capable to retrieve and show fault, performance, inventory and SLA data in a single dynamic view with option to export the views/reports into PDF/CSV formats. Bidder to define if any other formats are supported. System should have capability to add any additional information about the nodes via custom fields.
17.	77	Section 7 -Hardware and Software for ITAM (Asset Management) And ITSM (Service Management)	Integration should provide the option in both north as well as south bound integration on each module level. Any fault details should be able to send to third party CRM, Customer Portal, UNMS or even EMS if needed using the Trap, XML and even direct database query integration	Integration should provide the option in both north as well as south bound integration on each module level. Any fault details should be able to send to third party CRM, Customer Portal, UNMS or even EMS if needed using the Trap/XML/direct database query/REST integration

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18.	77	Section 7 -Hardware and Software for ITAM (Asset Management) And ITSM (Service Management)	Provide 12+ open APIs in the system which can be used by customers for integrating their own systems. Integration should provide the option in both north as well as south bound integration using multiple options like RestAPI, XML, SOAP, Corba etc. on each module level. Any fault details should be able to send to third party CRM, Customer Portal, UNMS or even EMS if needed using the Trap, XML and even direct database query integration	Integration should provide the option in both north as well as south bound integration using multiple options like REST API/XML/SOAP/Corba etc. on each module level. Any fault details should be able to send to third party CRM, Customer Portal, UNMS or even EMS if needed using the Trap/XML/direct database query / REST integration"
19.	78	Section 7 -Hardware and Software for ITAM (Asset Management) And ITSM (Service Management)	Automatically learn devices that supports SNMP, HTTP, Ping, SMTP, POP3, WMI, JMX, SOAP, REST API, PDC, SSH and Telnet along with any required protocol to communicate to the devices.	Automatically learn devices that supports SNMP, HTTP, Ping, WMI, JMX, SOAP, REST API, SSH and Telnet along with any required protocol to communicate to the devices.
20.	78	Section 7 -Hardware and Software for ITAM (Asset Management) And ITSM (Service Management)	IP Asset Management solution should have complete IP discovery, IP management with historical tracking	If the NMS-ITAM-ITSM OEM is not able to provide these features using any of its own product / license then OEM to Duly acknowledge the same and provide declaration for the same. Post that Bidder may offer the solutions using a separate tool. Bidder to provide a licensed tool only. No Freeware will be accepted.
21.	78	IP Asset Management Discovery	IPAM should have IP Grouping, Sub grouping and role and privileged based access.	
22.	78		Support both IPv4 and V6 along with IP Classes and VLSM based	

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23.	80	Section 7 -Hardware and Software for ITAM (Asset Management) And ITSM (Service Management) IT Asset Management Tool	should allow for the automatic failover of the VPN tunnels to the disaster recovery data center from the project if the data center is not reachable from the project location or if the WAN connectivity to the Data Center is down or if the application hosted in the data center is not accessible.	Clause stands deleted
24.	82	Section 7 -Hardware and Software for ITAM (Asset Management) And ITSM (Service Management) Fault Management Feature	Sends alert via E-mail, SMS, Execute Batch file, SNMP Trap, XML notification, Pop-up window and Audio alert	Sends alert via E-mail SMS Execute Batch file SNMP Trap XML notification/Audio Alert"
25.	86	Section 7 -Hardware and Software for ITAM (Asset Management) And ITSM (Service Management) Reporting	Provide online and offline reports that allow the user to view the present usage of their devices. The data of these reports for purpose of flexible viewing by the stakeholders can be exported to PDF, HTML, CSV, XML, and JSON. Other that this if any other format is supported the bidder should mention the same. Allows end-users to browse all reports using any web browser like Internet Explorer, Mozilla Firefox, Google Chrome etc. without the need to install any report specific software	Provide online and offline reports that allow the user to view the present usage of their devices. The data of these reports for purpose of flexible viewing by the stakeholders can be exported to PDF, and CSV. Other that this if any other format is supported the bidder should mention the same. Allows end-users to browse all reports using any web browser like Internet Explorer, Mozilla Firefox, Google Chrome etc. without the need to install any report specific software

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26.	89	Section 7 -Hardware and Software for ITAM (Asset Management) And ITSM (Service Management) Network Flow Monitoring	Should provide flow analysis with 1-minute granularity and the solution should be able to monitor up to 5 million flows per second, and should employ advanced optimization methods	Should provide flow analysis with 5-minute granularity
27.	80	Section 7 -Hardware and Software for ITAM (Asset Management) And ITSM (Service Management) IT Asset Management and Discovery	Should have the capability to audit any tampering of collected log.	If the NMS-ITAM-ITSM OEM is not able to provide these features using any of its own product / license then OEM to Duly acknowledge the same and provide declaration for the same. Post that Bidder may offer the solutions using a separate tool. Bidder to provide a licensed tool only. No Freeware will be accepted.
28.	89	Section 7 -Hardware and Software for ITAM (Asset Management) And ITSM (Service Management) Network Flow Monitoring	Solution should feature threat monitoring by comparing enterprise traffic against known IOC	
29.	89		Solution should be able to detect DDoS attacks based on volumetric attacks, amplification attacks, scanning etc	
30.	89		Solution should support packet-based intrusion detections based on signatures	
31.	89		Solution should also feature signature-based detection techniques and allow drilldown to packets from alerts	
32.	90		Section 7 -Hardware and Software for ITAM (Asset Management) And ITSM (Service Management) Integration support for Licenses and Databases	
				System Licensing should base on Physical Hosts/VMs that will be used in IAAS Model. Bidder to plan the licensing architecture in such a way that during the contract period of 5 years if there is any upgrade or upscaling done to cater the traffic requirements the same should be supported without any commercial implications

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33.	91	Section 7 -Hardware and Software for ITAM (Asset Management) And ITSM (Service Management) Security features for accessing the NMS	The system should allow remote access to the internal network via a Zero Trust system and no use of VPN or agents.	If the NMS-ITAM-ITSM OEM is not able to provide these features using any of its own product / license then OEM to Duly acknowledge the same and provide declaration for the same. Post that Bidder may offer the solutions using a separate tool. Bidder to provide a licensed tool only. No Freeware will be accepted.
34.	91		Only specific protocols like SSH, RDP, Telnet, VNC which are essential for remote access should be allowed	
35.	91		All the actions taken during the remote access should be recorded and have ability to audit them later.	
36.	91		All remote access should be authenticated and all devices a user has access should be pre-allocated	
37.	91		The system should have ability to authenticate access to any device via Single sign on and password should not be exposed to users	
38.	91		All CLI session should have command control, any command that is not authorized cannot be used and session should be terminated	
39.	91		Administrator should be able to view the live session of any ongoing session and can terminate them also	
40.	91		Any file being transferred should be via the Zero trust system. File will be scanned for virus and only then be transferred to the target location	
41.	91		Time based, temporary users should be configurable in the system	

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42.	91		The proposed the proposed tool must be ITIL v3/v4 compliant and should be Pink elephant certified on minimum 7 processes, including Availability Management, Event Management, Incident Management, Problem Management, Change Management, Request Fulfilment, Service Level Management, Service CatLog Management, Service Asset & Configuration Management, Asset Management, Release & Deployment Management and Knowledge Management	The proposed the proposed tool must be ITIL v3/v4 or Pink elephant certified on minimum 5 processes including Incident management, problem management, change management, service request management, and IT asset management
43.	124	Section 8 Price BOQ	OEM Implementation Service: Bidder to consider OEM Implementation services while submitting the commercial Proposal. Design & Implementation for proposed entire SDWAN solution should be done by OEM Person only.	Bidder to consider the cost of OEM Services for SDWAN Architecture Design and Implementation Services onsite at CO only. Certified OEM Specialist will install & Configure all the key modules (i.e. Orchestration, Management etc.), SDWAN Devices and Create Polices for all remote locations at the CO that will be pushed from the controller post physical mounting of SDWAN Boxes by the bidder's team.
44.				If the bidder is considering the Co location services in OCI then the bidder should consider the cost of two cross connects and two fast connect each at OCI DC & DR from the Co location space to GMDC Tenancy hosting the ERP. (One cross connect from each SDWAN Device)
45.				For Bidder offering SDWAN Services thru virtual infrastructure in OCI the bidder should factor the cost of 14 Static Usable Live IP each at OCI Mumbai and Hyderabad

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46.				The selected bidder needs to give the breakup Cost for SDWAN Solution for OCI Mumbai and Hyderabad (Virtual or Physical).
47.	48	Pre-Bid Query responses for query no. 21 for query associated Licenses for SDWAN Security Services	Licenses for the following services should be offered on a 5-year subscription basis (The licenses should be system wide and can be appliance/user based. In case of user-based licenses being offered the entire pool of licenses should be accessible from any location and there should be no binding of licenses to a particular location/user) along with the appliance or the SDWAN Box. It is Estimated that User Count May go upto 2500 in next 5 Years.	Licenses for the following services should be offered on a 5-year subscription basis (The licenses should be system wide and can be appliance/user based. In case of user-based licenses being offered the entire pool of licenses should be accessible from any location and there should be no binding of licenses to a particular location/user) along with the appliance or the SDWAN Box. It is Estimated that User Count May go upto 2500 in next 5 Years. In this case Desktop/Laptop count will be 1000-1200. Bidder to offer the licenses to support the 5-year growth vision of GMDC.
48.		QCBS criteria	QCBS criteria as per Corrigendum 3.	Please see updated QCBS criteria as mentioned in this document.
CHANGE IN SCHEDULE OF BIDDING PUBLISHED IN CORRIGEDUM 6				
49.		Last date of submission of Price bid through online	09/04/2024 up to 18.00 Hours	19/04/2024 up to 18.00 Hours
50.		Last date of submission of physical documents i.e. EMD, RFP Fee, Technical Bid etc.	09/04/2024 up to 18.00 Hours at Corporate Office, GMDC Ahmedabad	19/04/2024 up to 18.00 Hours at Corporate Office, GMDC Ahmedabad
51.		Date for online opening of preliminary bid.	09/04/2024 at 18.30 Hours	19/04/2024 at 18.30 Hours



Updated QCBS criteria's Post Pre-Bid Query Responses

TABLE SHOWING THE DETAILS OF MARKING PER CRITERIA WHICH WILL BE USED FOR THE TECHNICAL QAULIFICATION OF THE BIDDER								
EXISTING CRITERIAS AS PER THE RFP PUBLISHED					UPDATED CRITERIAS POST PUBLISHING OF PRE-BID QUERIES			
Sr. No	Criterion	Conditions	Max. Marks	Total Marks for the Sub head	Criterion	Conditions	Max. Marks	Total Marks for the Sub head
1	Organizational Strength: Turnover and Employee Strength; Implementation References & Certifications			60	Organizational Strength: Turnover and Employee Strength; Implementation References & Certifications			60
1.1	Annual Turnover (As mentioned in the PQ section revenue earned)	> = 25 Crores & < 40 Crores as per the PQ req.	5		Annual Turnover (As mentioned in the PQ section revenue earned)	> = 25 Crores & < 40 Crores as per the PQ req.	4	
		> = 40 Crores & < 55Crores as per the PQ req.	10			> = 40 Crores & < 55Crores as per the PQ req.	8	
		> = 55 & < 70 Crores.	15			> = 55 & < 70 Crores.	12	
		> = 70 Crores.	20			> = 70 Crores.	16	
1.2	Experience of Executing similar works associated to SDWAN deployment / O&M within the last three years	> = 1 & < 5 Purchase orders	5		Experience of Executing similar works associated to SDWAN deployment / O&M within the last seven years (per order minimum 10 sites as per the PQ definition)	> = 2 Purchase orders (Purchase orders as per the PQ criteria compliance)	5	
		> = 5 & < 10 Purchase orders	10			> = 3 Purchase orders (Purchase orders as per the PQ criteria compliance)	10	
		> = 10 Purchase orders	15			> = 5 Purchase orders (Purchase orders as per the PQ criteria compliance)	15	

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TABLE SHOWING THE DETAILS OF MARKING PER CRITERIA WHICH WILL BE USED FOR THE TECHNICAL QAULIFICATION OF THE BIDDER							
1.3	Certifications owned by the bidder's organization	ISO 9000 – Quality 2 Marks ISO 27001 - ISMS 2 Marks	04		Certifications owned by the bidder's organization	ISO 9000 – Quality 2 Marks ISO 27001 - ISMS 2 Marks	04
1.4	OEM SDWAN Projects in in last Seven Years as on bid submission date. (per order minimum 10 sites as per the PQ definition)	> = 5 & < 10 Purchase orders of SD WAN Solution	4		OEM SDWAN Projects in in last Seven Years as on bid submission date. (per order minimum 10 sites as per the PQ definition)	> = 5 & < 10 Purchase orders of SD WAN Solution	4
		> = 10 & < 15 Purchase orders of SD WAN Solution	8			> = 10 & < 15 Purchase orders of SD WAN Solution	8
		> = 15 Purchase orders of SD WAN Solution	11			> = 15 Purchase orders of SD WAN Solution	11
		> = 20 Purchase orders of SD WAN Solution	16			> = 20 Purchase orders of SD WAN Solution	16
1.5	Bidders presence in Indian States Bidders to submit the registration details	>= 2 States	1		Bidder's Multistate Operation capabilities Bidders to submit the WAN project details executed in different states	WAN Projects in > = 2 States	3
		>= 5 States	3			WAN Projects in > = 5 States	6
		>= 10 States	5			WAN Projects in > = 10 States	9
2	Technical Solution Offered: bidder to submit the complete document with Approach Methodology mechanism on task to be executed, tentative proposed Architectures for SDWAN, Policy frameworks etc. and highlight the solutions USPs that with benefit GMDC in the long run (BIDDER to submit the document and GMDC will invite for the presentation)		40		Technical Solution Offered: bidder to submit the complete document with Approach Methodology mechanism on task to be executed, tentative proposed Architectures for SDWAN, Policy frameworks etc. and highlight the solutions USPs that with benefit GMDC in the long run (BIDDER to submit the document and GMDC will invite for the presentation)		40