

Corrigendum - IV
Expression of Interest (EOI)
for Empanelment of
SD WAN Service Partner



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1 Corrigendum-IV for Expression of Interest (EOI) Empanelment of SD WAN Service Partner

In reference to **Expression of Interest (EOI) for Empanelment of SD WAN Service Partner** against EOI reference no. **RailTel/EOI/CO/NTP/2019-20/SD WAN Partner/508 Dated 08.05.2020**, all are advised to note following changes in the RFP document:

SN	RFP Reference	Original Version	Modified Version
1.	Clause 6 "Submission of EOI"	Added Foot Note	Note: The bidder is required to submit all the relevant documents online on e-nivida portal only. Original copy of Power of attorney and other document is needed to be submitted by the successful bidder before issuance of empanelment Letter (LOI).
2.	New Clause 14.14 "Limitation of Liability"	New Clause	<p>Limitation of Liability:</p> <p>Provided the following does not exclude or limit any liabilities of either party in ways not Permitted by applicable law:</p> <p>a) The Supplier shall not be liable to the Purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Supplier to pay liquidated damages to the Purchaser; and</p> <p>b) the aggregate liability of the Supplier to the Purchaser, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price, provided that this limitation shall not apply to any obligation of the Supplier to indemnify the Purchaser with respect to intellectual property rights infringement.</p>

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3.	Para 9 of Clause 2 (i) of Annexure-A, Bidder Experience	Participating Bidder / OEM should have their Technical Support Center / Research & Development Center in India. For back-up in event of failure of Primary Support center bidder / OEM must also have a Technical Support Center in geography outside India	Participating Bidder / OEM should have their Technical Support Center / Research & Development Center in India. For back-up in event of failure of Primary Support center bidder / OEM must also have a Technical Support Center in geography outside/within India. Please furnish details of both Primary & Secondary support centers across India/globally with details such as address and contact details of Center leader.
4.	Para 2 of Clause 2 (ii) of Annexure-A, OEM Experience (Investment Protection)	The OEM should be compatible, robust & must have longevity to support and protect business interests of RailTel for next 5 years without any need to upgrade	The OEM should be compatible, robust & must have longevity to support and protect business interests of RailTel for next 5 years.
5.	Para 2 of Clause 2 (ii) of Annexure-A, OEM Experience (Hardware Platforms for routing)	while RailTel supports customers from various PS & Enterprises, it expects that the selected OEM should have necessary amount of variety on hardware front and the offered solution should be not be a “single fit” but should have the capability to scale up or down as per customer requirements. Provided solution should be able to run with existing available hardware platforms	while RailTel supports customers from various PS & Enterprises, it expects that the selected OEM should have necessary amount of variety on hardware based on customer requirement.
6.	Para 2 of Clause 2 (iii) of Annexure-A, Technical compliance of offered Solution	Mitigate single point of failure at the control plane, device, branch, ISP, and DC level	Mitigate single point of failure at the control plane, device, branch and/or DC level
7.	Para 9 of Clause 2 (iii) of Annexure-A, Technical compliance of offered Solution	Full Cloud-service integration for multi-cloud: Future proofing the evolving landscape of application and user centric topologies	Full Cloud-service integration for multi-cloud: In future Multi-cloud integration should be supported in offered solution using APIs
8.	Para 14 of Clause 2 (iii) of Annexure-A, Technical compliance of offered Solution	Flexible deployment models: On-Prem (Appliance/ VMWare/ OpenStack), Cloud controller deployment in commercial and GovCloud	Flexible deployment models: On-Prem (Appliance/ VMWare/ OpenStack)
9.	Para 17 of Clause 2 (iii) of Annexure-A, Technical compliance of offered Solution	Use any topologies as per business needs and change topologies-on-the-fly	Flexible data plane topologies from full-mesh to partial-mesh & Hub-n- Spoke

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10.	Para 'a' of Clause A-II OEM Profile of Annexure-B	The OEM of the Proposed Solution of SD WAN should have figured in any Gartner SD WAN Report of the last three years i.e. 2017, 2018 & 2019 report.	The OEM of the Proposed Solution of SD WAN should have figured in any Gartner WAN EDGE INFRASTRUCTURE Report of the last two years i.e. 2018 & 2019 report
11.	Para 8 of Clause 6-A (IV) of Annexure-B "SDN Architecture"	Solution should allow pushing of required policies to Control and Data plane independently from the management plane	Solution should allow pushing of required policies to Control and Data plane from the management plane.
12.	Para 55 of Clause 6-A (IV) of Annexure-B "High Availability"	Solution should support Virtual Router Redundancy Protocol (VRRP) (RFC 2338) for the dc sdwan routers. Both the routers and the available links should participate in application data forwarding in active/active fashion	Solution should support high availability feature at CPE
13.	Para 60 of Clause 6-A (IV) of Annexure-B "Services and & Routing Features"	System should able to support L3VPN, L2VPN and VPLS	System should able to support L3VPN and L2VPN/VPLS
14.	Added New Clause as 2-g-vii of Annexure-C1	<p>In case of Central SDWAN Manager located in cloud, the flowing are minimum requirements.</p> <p>a) Proposed cloud managed solution should have all Security of operation center certifications SAS70 type II / SSAE16 and ISO 27001 related to DC.</p> <p>b) Proposed cloud managed solution should run even when the Cloud/Internet availability is not there and with the last known configuration.</p> <p>c) Proposed cloud managed solution should have only the management layer and no user data in the cloud.</p> <p>d) Proposed cloud managed solution should have 99.99% uptime and 24x7 automation failure detection.</p>	Deleted


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		<p>e) Proposed cloud managed solution CPE should not take more than 10kbps per device and have AES256 encrypted tunnel to cloud management from each device.</p> <p>f) Proposed cloud managed solution should be fully HIPAA / PCI compliant.</p> <p>g) Proposed cloud managed solution should have the SDWAN controller in RailTel DC.</p> <p>h) Proposed cloud managed solution should have out of the band architecture.</p> <p>i) Proposed cloud managed solution should have full audit logs, strictly controlled remote access, change log mechanism. Proposed cloud managed solution should not at any point lose or leak the customer data at any circumstances</p>	
15.	Added New Clause as 2-g-viii of Annexure-C1	New Clause	Manager and single plane (control and data plane) based architecture is also acceptable but it should support all functionalities mentioned in EOI.
16.	Para j of Clause 5 of Annexure-C1, Design Principle to be followed	E-Mail, SMS and if required Ticketing system to be integrated with SDWAN.	E-Mail/SMS and if required Ticketing system to be integrated with SDWAN.
17.	Para iv of Clause 5-a of Annexure-C1, RailTel Scope of work	RailTel shall also configure edge router(s) and manage the routers at SDWAN / non-SDWAN locations. Hardware maintenance of Edge devices and physical support (if required) for Edge are under the scope of bidder. Configuration and manageability of these Edge devices is the responsibility of RailTel.	RailTel shall also configure edge router(s) and manage the routers at SDWAN / non-SDWAN locations. Hardware maintenance of Edge devices and physical support (if required) for Edge are under the scope of bidder. Installation, configuration and manageability of these Edge devices is the responsibility of RailTel.
18.	Para xii of Clause 5-b of Annexure-C1, Bidder Scope of work	The bidder should provide facilities of single toll-free no., single email across the country for logging complaints/service requests. A self-service portal for logging complaints/service	The bidder should provide facilities of single toll-free no., single email across the country for logging complaints/service requests. Bidder shall also share the escalation matrix for contract management.

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		requests and monitoring the status and progress of already logged complaints/service requests shall also be provided by the bidder. Bidder shall also share the escalation matrix for contract management	
19.	Para iii of Clause 5-b of Annexure -C1, Bidder Scope of work	Maintenance and support of Devices for a period of five (3) years as per the defined SLA requirement.	Maintenance and support of Devices for a period of three (3) years as per the defined SLA requirement.
20.	Para v of Clause 5-b of Annexure -C1, Bidder Scope of work	Successful bidder has to provide resources at each DC / DR and critical locations of RailTel for monitoring and management of SDWAN set-up for a period of contract.	Successful bidder has to provide resources at each DC / DR and critical locations of RailTel for monitoring and management of SDWAN set-up for a period of contract in case required on cost basis.
21.	Para xxi of Clause 5-b of Annexure -C1, Bidder Scope of work	Shortlisted Bidder should provide Controllers and centralized system at RailTel/bidder's DC and DR for 1000 CPEs and should be scalable to 10000 CPEs in day -1 as per High-Level Architecture & Set-up of SDWAN described above and it should be free of cost to RailTel	Shortlisted Bidder should provide Controllers and Centralized system at RailTel/bidder's DC and DR for 1000 CPEs and should be scalable to 10000 CPEs in day -1 as per High-Level Architecture & Set-up of SDWAN described above and it should be free of cost to RailTel. Bidder should Install and commissioned the Controllers and centralized system at RailTel/bidder's DC and DR within 120 days of awarding the empanelment. If bidder to fail to commissioned the system within 120 days in that case penalty of Rs.1000/- per day subject to a maximum Rs 2,00,000 will be imposed on Bidder.
22.	Para ii (2) of Clause 5-d of Annexure -C1, Scope of Installation and Commissioning	Carry out installation of Controllers and branch devices	Deleted
23.	Para 10 of Part-C of Annexure-D	NIL Deviation Declaration: Self Declaration	NIL Deviation Declaration (except Annexure B, Annexure-C-1 and Annexure K.): Self-declaration.
24.	Added new Para 11 of Part-C of Annexure-D	New	Compliances for Annexure B, Annexure-C-1 and Annexure K.

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25.	Para 2 of Annexure-G, PROFORMA FOR MAF	The OEM or authorized agency of the OEM to have service and repair facility in India directly/ Software suppliers should have their Technical Assistance Centre (TAC) present in India	The OEM or authorized agency of the OEM to have service and repair/replacement facility in India directly and OEM should have their Technical Assistance Centre (TAC) present in India.
26.	Para 4 of Annexure-G, PROFORMA FOR MAF	Guarantee to supply spares for a minimum period of Eight years for SD WAN solution from the date of commissioning. Guarantee to assure the continued support including all updates/bug-fixes/patches/upgrades on the supplied for the above period.	Guarantee to supply spares for a minimum period of Five years for SD WAN solution from the date of commissioning. Guarantee to assure the continued support including all updates/bugfixes/ patches/upgrades on the supplied for the above period.

Note: Consortium partnership for this EOI will not be allowed.

All other term & conditions of tender documents will remain same.

**Himanshu
Kumar**  Digitally signed by
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(Himanshu Kumar)
Joint GM/NTP