

Corrigendum-1 to GeM Bid ref no. GEM/2025/B/6450710 dated 14/07/2025 for Selection of Service Provider for Providing AMC/ATS services for 2933 SD-WANs with 10 on-site support resources for a maximum period of 03 years.

It is decided to amend the following in respect of the above RFP:

a. GeM Bid Document/ATC Clauses:

Sr. No	Section/Annexure/ Appendix of GeM Bid	Clause No.	Existing Clause	Amended Clause
1	Annexure-9 Scope of Work	Clause D AMC Sub Clause 7	Existing Annexure-9	Amended Annexure-9

All the other instructions and terms & conditions of the above RFP shall remain unchanged.

Please take note of the above amendments while submitting your response to the subject RFP.

Date: 25/07/2025  
Place: Bengaluru

  
Deputy General Manager

**Annexure-9**  
**Scope of Work**

(Should be submitted on Company's letter head with company seal and signature of the authorized person)

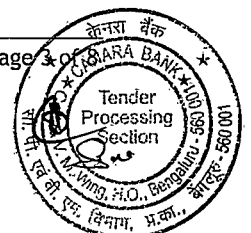
**SUB: Selection of Service Provider for Providing AMC/ATS Services for 2933 SD-WANs with 10 On-Site Support Resources for a Maximum Period of Three (03) years.**

Ref: GEM/2025/B/6450710 dated 14/07/2025.

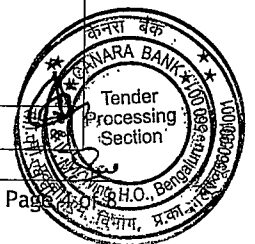
Bidder has to mandatorily comply with each individual point of the below Scope of Work without any deviation. Non-compliance to any of the individual point leads to rejection of Bidder under Technical cum Eligibility Proposal evaluation.

Sl. No.	Scope of Work	Bidder's Compliance (Yes/No)	Remarks
A	<b>General</b>		
1.	Bidder should maintain the Hardware/Appliances, Software along with the required licenses at bank's DC, DRC, Branches and Offices, throughout the contracted period, complying all the required technical specifications.		
2.	Bidder should take back-to-back OEM support, which must be the top most class of support provided by the OEM, for all the supplied components like hardware, software, licenses etc., of the solution, for the contracted period. Bidder should submit the relevant documents for the support taken from OEM.		
3.	Bidder should include all the available licenses of the proposed solution while bidding, and bidder should provide any additional features required by the bank during the contracted period, with no additional cost to the bank.		
4.	Bidder should monitor a SD-WAN solution where utilization of hardware resources like CPU, Memory, HDD/SSD, Storage, etc., should not exceed above 60%, with all the features and licenses enabled, on violation of which the bidder should provide the required additional resources without any additional cost to the bank at any point of time during the contracted period.		
5.	Bidder should maintain the control plane of SD-WAN solution with HA active-passive mode between DC & DRC and data plane of SD-WAN solution with HA active-passive mode within DC, HA active-passive mode within DRC & HA active-active mode between DC & DRC with auto-failover functionality to passive device from day one. In case of DC/DRC location failure the entire load should be handled by the active location.		
6.	All necessary entitlements papers of licenses for both hardware and software should be provided to the Bank.		
7.	Bidder should ensure compatibility of the new/Replace hardware, software and other equipment that they supply, with the hardware and software systems being used in the bank. The Bidder shall be responsible to carry out all the required changes for compatibility as per requirement of the		

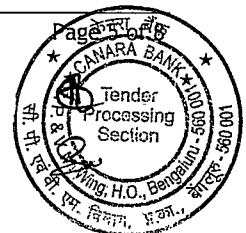
Sl. No.	Scope of Work	Bidder's Compliance (Yes/No)	Remarks
	bank during the contracted period, with no additional cost to the bank.		
8.	Bidder shall ensure that during contract period, the performance, security, etc. of the existing network setup is not compromised.		
9.	Bidder should provide RCA for all major issues within a week time from the date of issue occurred.		
10.	Bidder has to ensure that DC and DRC are having SD-WAN master controller/Orchestration layer for all other locations. Both DC and DRC SD-WAN controller/Orchestration layer should be in HA mode for all other devices.		
11.	All the components of the existing SD-WAN solution for DC & DRC, as per the specified technical specification, should be identical in terms of all parameters like hardware, software, license, capacity etc. In case of replacement's due to any hardware failure during the contract period, Bidder/OEM should provide equal or higher end hardware of the same OEM as in other geographical location.		
<b>B</b>	<b>Maintenance</b>		
1.	Bidder should understand the any new requirement in SDWAN solution of the bank, study the existing network architecture from the System Integrator, then prepare and share the detailed implementation plan of the existing Solution Change.		
2.	Bidder has to engage OEM's solution experts to design, configure and implement the required changes in solution at DC, DRC, Branches and Offices in co-ordination with bank's existing System Integrator.		
3.	Bidder has to document and share the design, traffic flow, policies, etc (Existing and proposed) of the solution before and after changes, if any.		
4.	Bidder should start any change once the bank has approved the plan.		
5.	Bidder has to own the responsibility of making the solution functional as desired by the Bank.		
6.	Bidder has to engage their own resources along with Project Manager during all the maintenance of the solution in DC, DRC and branches/offices.		
7.	Bidder has to submit the detailed solution document which includes architecture (HLD & LLD), technical specifications of all the supplied hardware, software, configuration, traffic flow, failover scenarios, features list, etc., during the contract period on every quarter.		
8.	Bidder has to integrate the existing SD-WAN solution with AD, NTP Server, TACACS, TACACS+, SIEM, NMS, ITAM, PIM, ITSM, etc., if required.		
9.	Bidder should provide onsite team size of minimum 8 skilled resources form bidder and 2 skilled resources from OEM		



Sl. No.	Scope of Work	Bidder's Compliance (Yes/No)	Remarks
	excluding one project manager during Project contract period to support the SD-WAN locations.		
10.	The bidder should coordinate with all existing System and Network Integrators/Telecom Service Providers, other vendors and Bank's Officials during the course of Project contract period for delivery, installation, configuration of replacement devices and completion of any other scope of work defined in this bid.		
11.	The Bidder has to maintain a Project Tracker (Master file) with the details like Device Serial numbers, Purchase Order details, Invoice number, delivery location/Name & DP code, delivery date, Installation Date, Acceptance Date, Warranty Start Date, AMC Start Date etc. The Project Tracker file needs to be updated regularly during project progress and to be shared with Bank's Officials.		
12.	The bidder shall provide all other required equipment's and services, whether or not explicitly mentioned in this bid, to ensure the intent of specification, completeness, operability, maintainability and upgradability of the network.		
13.	The bidder shall provide the details like Name of the contact person, contact nos. and address, etc of Maintenance team, project team, field engineers and service support at all the locations in which the Devices are installed in the project. The bidder shall also specify the availability and details of technical expertise (personnel) and stocking of spares for each of their Service / Support Centres across the country.		
14.	Bidder has to submit declaration from OEM that the all the hardware and software provided in the solution is free from any vulnerabilities along with VAPT report, at the time of implementation.		
15.	<p>Maintenance and Management:</p> <p>a) For smooth completion of project, the Bidder should identify one or two of its representatives at Bengaluru as a single point of contact for the Bank</p> <p>b) Project implementation team should be conversant with local rules and conditions to resolve the issues, if any.</p> <p>c) During Maintenance, the Bidder should provide minimum 8 onsite resources from bidder, 2 onsite resource from OEM and one project manager till project contract period and comply following points:</p> <ul style="list-style-type: none"> <li>• Support should be available 24x7.</li> <li>• Resource should not be less than 6 Months old in that company</li> <li>• Bidder should have done Background verification of the resource and bidder should share to bank at any point of time.</li> <li>• Person leaving service to be reported to Bank. Person should have company ID proof.</li> </ul>		
C	<b>Compliance</b>		



Sl. No.	Scope of Work	Bidder's Compliance (Yes/No)	Remarks
1.	The existing SD-WAN solution should comply with MEIT (Ministry Of Electronics and Information Technology) and DoT (Department of Telecommunication) Guidelines		
2.	The existing SD-WAN solution should be secured and in compliance with guidelines of DOT, RBI, TRAI, WPC, applicable laws of the country and with Bank's security guidelines.		
3.	Bidder should provide regulatory compliance reports for PCI, ISO, etc. as applicable.		
4.	Bank will conduct VAPT on the SDWAN solution at least twice a year and bidder should ensure observations are remediated within stipulated timeline as below: No days for closure of each Observation Type Critical-15 days, High-30 days, Medium/Low-60 days, Info-Can be assessed for implementation.		
5.	Bidder should ensure the SD-WAN solution is quantum safe and adhere to the standards set by NIST		
6.	Bidder should ensure retention of all configuration backups, traffic logs, audit logs at system level for minimum 90 days.		
7.	Bidder should automate the configuration backup of all the control and data plane devices to bank's server on daily basis using secured connection like SFTP.		
8.	Bidder should verify the readability of the archived backup, once in six months		
<b>D</b>	<b>AMC</b>		
1.	Bidder should ensure 24x7x365 availability of technical support from OEM through phone and web to support any operational issues, product upgrades, updates, patches, signatures and access to Technical Library and Product Documentation during the entire contracted period.		
2.	Bidder should ensure the OEMs TAC should be based in India		
3.	Bidder shall be responsible to do any configuration changes including high level architecture changes as per the requirement of the bank during the contracted period at no extra cost to the bank		
4.	Bidder should prepare and submit the Standard Operating Procedure (SOP) document at the start date of contract period, duly signed by Project Manager and it should be updated and shared to the bank, on or before 10th of the first month of every quarter, throughout the contracted period.		
5.	Bidder should submit the hardening document with artifacts once in six months, throughout the contracted period.		
6.	Bidder should submit the report of the VAPT conducted by OEM on the similar solution, to the bank on half early basis, throughout the contracted period.		
7.	<b>Bidder should maintain and track the inventory of all the supplied hardware and software of the SD-WAN solution.</b>		



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8.	<p>Bidder should ensure the below in terms of RMA:</p> <p>a) If a hardware failure (partial and full) occurs, bidder should provide standby to make the branch/office functional, repair the hardware and re-install same hardware in the same branch/office.</p> <p>b) If the hardware is unrepairable, bidder should submit the certificate/declaration from OEM for the same, and then provide replacement with no cost to the bank, in case the hardware gone faulty due to normal wear and tear.</p> <p>c) A hardware with Serial No.XXX..X installed in a branch/office must not be re-installed in any other branch/office unless otherwise bank requested for the same.</p>		
9.	Bidder should arrange field support to configure and mount the device in network rack whenever bank shifts SD-WAN from one location to another, during the contracted period.		
10.	Bidder has to submit escalation matrix and keep the Bank informed, if any changes take place in the designed solution.		
11.	All products updates, upgrades & patches should be provided by the bidder free of cost during contract period.		
12.	Bidder should inform Bank about all release/version change of patches/ upgrades/ updates of hardware/software/ OS/ middleware etc. as and when released by the selected bidder/OEM.		
13.	Bidder may be required to participate and comply with in various audits, regulatory requirements and certifications conducted by Bank, RBI, other agencies and various legal entities.		
14.	Bidder should keep the Bank explicitly informed about the end of life, end of support dates on related products/ hardware and should ensure support during contract period.		
15.	Bidder has to prepare and share the standard configuration/ backup/ compliance/ reporting etc. templates as per Bank's requirement		
16.	Bidder should support and assist the bank officials/GOI/TRAI/RBI in conducting audit as per the requirement.		
<b>E</b>	<b>Onsite Resources</b>		
1.	Bidder should provide 24x7x365 onsite support at Bengaluru (DC/IT Wing) and DRC Mumbai.		
2.	Bidder should provide minimum 8 number of skilled onsite resources from bidder and minimum 2 number of onsite resources from OEM, with mandatory OEM certification in the existing SD-WAN solution of contracted period.		
3.	Bidder should ensure the availability of onsite resources on all the days (including holidays) of the entire contracted period with following conditions: Week offs and public holidays should be as per the bank's		



- b. We confirm that the information furnished above is true and correct. We also note that, if there are any inconsistencies in the information furnished above, the bid is liable for rejection. All documentary evidence/ certificates confirming compliance to Scope of Work should be part of Technical cum Eligibility.

Date:  
Place:

Signature with seal  
Name:  
Designation:

