

**Corrigendum/Addendum to Pre-Bid Queries raised by prospective bidders in response to RFP Selection of Service Provider for Supply, Implementation, and Managed Services of SD-WAN, Network Switches, and Network Operations Center (NOC) in an OPEX Model for the Bank, Ref. No: JKB/CHQ/T&D/SD-WAN/2025-1489 Dated: 11-08-2025 Event ID: 58144**

Though most of the queries raised by prospective bidders were clarified in the pre-bid response uploaded in the e-auction portal, following Corrigendum/Addendum/Clarification for some crucial queries is hereby issued.

The following Corrigendum/Addendum/Clarification in response to queries raised by prospective bidders shall form an integral part of bid document and it may amount to an amendment of relevant Para/clause of the bid document. Wherever there is a conflict, the provisions herein shall prevail over the relevant Para/clause of the RFP/ bid document.

S No	RFP Clause	Prebid Queries / Bidder Justification	Revised clause
1	The Original Equipment Manufacturer (OEM) for both SDWAN and switches shall maintain a spare warehouse or depot in at least 50 cities across India.	Mandating OEM spare warehouses in 50 cities significantly inflates cost. In practice, Next Business Day (NBD) support with regional depots, local partner stocking, and advance RMA mechanisms is sufficient to meet uptime requirements without requiring such an extensive warehouse footprint. Removing this clause promotes fair competition, reduces procurement cost, and still ensures SLA compliance through optimized spares management models.	Please read this clause as :  The Bidder/OEM must ensure that spares are strategically maintained at all times throughout the contract period in locations covering the Bank's branches and ATMs, so as to meet the SLA commitments. In the event that spares are utilized, the Bidder/OEM shall immediately replenish and maintain the required stock levels. Further, a minimum of 5% spare inventory shall be maintained in Jammu & Kashmir to enable prompt replacement and minimize downtime.
2	The proposed SDWAN solution should have the capability to support jumbo frames, 802.1Q, VRF, VXLAN	VXLAN is not applicable for SDWAN . Hence Request to modify as follows "The proposed SDWAN solution should have the capability to support jumbo frames, 802.1Q, VRF"	Please read this clause as "The proposed SDWAN solution should have the capability to support jumbo frames, 802.1Q, VRF."

3	<p>The contract can be extended at the discretion of the bank at the same rates after the expiry of the contract period. The Vendor shall mandatorily extend the contract beyond the initial term if the Bank opts for an extension for up to two (2) additional years on the same terms and conditions, ensuring continued service delivery without disruption. The Vendor shall not have the right to withdraw or refuse the extension under any circumstances.</p>	<p>We understand that in case of any extension of the period the price/payment will be re-discussed as will be decided as mutually agreed. Please confirm</p>	<p>Please read this clause as :</p> <p>This contract shall initially be awarded for a period of five (5) years from the date of signing. Six (6) months prior to the contract's expiration, the Vendor shall engage with the Bank to confirm whether the Bank intends to extend the contract. If the Bank opts for an extension, the Vendor shall mandatorily extend the contract for up to two (2) additional years, ensuring uninterrupted service delivery. The terms and conditions for service delivery shall remain unchanged; however, the Bank reserves the right to negotiate and finalize the commercial rates for the extended period through mutual discussion. The Vendor shall not unilaterally withdraw from or refuse the extension if exercised by the Bank. In the event the Bank decides not to extend the contract, the Vendor shall provide all necessary support, documentation, and assistance to ensure a smooth and structured transition.</p>
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4	Additional Clause to be Incorporated	For Physical damage, theft, etc. or any issue not related to bidder, we request bank to pay replacement charges including HW and Visits	<p><b>Insurance Coverage (a)</b> The vendor shall procure and maintain insurance for all the bank-approved assets under this agreement, covering transit, storage, and the devices' presence at designated Bank locations throughout the contract period, at the vendor's own risk and cost. The bank, under any circumstances, shall bear no responsibility for any loss/damage/theft of any assets, due to any reasons. Any claim(s) related to such incidents etc. if any, will be managed directly by the vendor with the insurance underwriters. (b) The vendor is solely responsible to provide insurance coverage for its field team. The field team personnel or their legal heirs shall not claim any insurance benefit from the bank in case the field team personnel suffer any loss, damage, or injury while working in Bank premises. (c) The Bank shall provide the necessary investigation support in the event of an insurance claim, as required by the vendor.</p>
5	OEM must support with a 4-hour Call-to-Repair (CTR) commitment and 24x7x365 OEM Technical Support. The OEM must have a support center based in India and a direct OEM support	Given the geographical challenges of the J&K region, achieving a 4-hour CTR everytime is practically unfeasible. However, please note that we have already accounted for 10% spares stock maintained at the nearest J&K designated site,	<p>Please read this clause as,</p> <p>"Bidder must ensure OEM technical support to comply with the SLAs defined in page 115. The OEM must have a support center based in</p>

	ecosystem. The warranty period will commence from the date of delivery and installation of the complete system supplied under this RFP. OEM must maintain a local spare parts inventory to meet SLA commitments within the contract period.	ensuring prompt replacement and minimal downtime in case of failures.	India and a direct OEM support ecosystem. The warranty period will commence from the date of delivery and installation of the complete system supplied under this RFP. OEM must maintain a local spare parts inventory to meet SLA commitments within the contract period."
6	SD-WAN solution should support minimum 4000 devices in a fabric and scalable to support 10000 devices.	Day-1 scalability of 4000 devices will be considered, however, for scaling upto 10,000 devices will incur additional costs towards addition of servers, deployment, etc. Request clarity from Bank that bank may ask for rate card for 10000 devices fabric and bank can pay the amount whenever the upgrade is required. This will enable bidder not to load the cost in the very beginning.	Please read this clause as,  "SD-WAN solution should support minimum 4000 devices in a fabric and scalable to support 10000 devices at no additional cost"
7	Commercial Bid Format	Since all the deliverables under the scope of this RFP are on OPEX model, hence, bidders are required to structure their commercial proposals for the hardware & software over a period of 5 years, however, in case bank procures additional devices in subsequent years (i.e. year-2, year-3, year-4 & year-5), the bidder will not be able to fully recover the cost of such devices within the remaining contract duration. Hence, we request the Bank to kindly share the quarter-wise or year-wise projected requirement, to enable bidders to submit commercials accordingly. Moreover, as per the commercial format, we understand that bank will be releasing the payment of the initial contract deliverables	Please refer the revised commercial bid format.

		<p>in 20 equal installments on quarterly basis (i.e. 5% of the total cost per quarter). Accordingly, the formula for calculating commercial for any additional procurement in subsequent years (i.e. year-2, year-3, year-4 &amp; year-5) should be more realistic to allow the recovery of higher amounts over fewer remaining period / quarters, so that the bidder is able to recover 100% of the cost of additional devices within the balance contract period.</p>	
8	Additional Clause to be Incorporated	<p>Request to Bank Please consider below points -</p> <ul style="list-style-type: none"> <li>(i) The equipment is provided on rental basis and title does not pass to the customer</li> <li>ii) The equipment to be returned at end of contract/ on termination subject to reasonable wear and tear</li> <li>iii) the customer shall not create any charge/ encumbrance on the equipment</li> <li>iv) No termination for convenience</li> <li>v) the customer must notify Bidder if any equipment is lost or damaged and provide necessary documents/ access to facilitate insurance claim by Bidder</li> <li>vi) Bidder is authorized to repossess the equipment from various locations upon termination of the contract.</li> </ul>	<p>All devices, equipment, software, and services supplied under the scope of this RFP shall be provisioned strictly on a rental (OPEX) model. Accordingly, the title and ownership of all such goods shall remain with the bidder throughout the contract period. Bidders are required to structure their technical and commercial proposals in line with this requirement.</p>

9	Additional Clause to be Incorporated	Please provide more clarity on acceptance criteria. When the billing for specific location will be started.	At the time of delivery, the vendor shall provide a Delivery Acceptance Certificate (DAC) from the OEM, duly signed by the designated authority as specified in Annexure U. The DAC must certify that the devices are brand new and compliant with the RFP specifications. Failure to provide the DAC may result in non-acceptance of delivery. Issuance of the DAC shall not be treated as acceptance for billing or usage. Billing will only commence after successful installation, configuration, and issuance of the User Acceptance Certificate (UAC).
10	Additional Clause to be Incorporated	Please provide more clarity on acceptance criteria. When the billing for specific location will be started.	Upon completion of installation at each site, the bidder shall obtain a User Acceptance Certificate (UAC) as specified in Annexure V from the Bank authorized representative, confirming that the deployed equipment has been installed, is functional, and meets the acceptance criteria defined in RFP. Commercials under the rental/OPEX model shall commence on a pro-rata basis from the date of issuance of the UAC for each site. No charges will be payable for equipment installed but not accepted by the Client through a duly signed UAC. The bidder shall ensure that any defects, issues, or performance deviations

			observed during acceptance testing are resolved prior to issuance of the UAC.
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