

**Pre-bid queries : RFP Ref.
No.: CAO/IT/MD/26-
27/089 Dated: 30 July
2026**

SN	Section Number	Page Number	Point Number	Original Clause	Query	Bank's Response /06 Aug 2026
1	4 Eligibility Criteria -A. GENERAL	9	3	The bidder should have ISO 9001:2015 and ISO 27001:2013/ISO27001:2022	The bidder should have ISO 9001:2015/TL 9000 and ISO 27001:2013/ ISO27001:2022	RFP Clause stands
2	4 Eligibility Criteria-C. EXPERIENCE AND SERVICE CAPABILITY	10	4	The Bidder must have successfully supplied, implemented and maintained the proposed SDWAN solution in atleast 2 banks in India.	The Bidder must have successfully supplied, implemented and maintained the proposed SDWAN solution in atleast 2 banks in India.	RFP Clause stands

3	6.6 Technical Bid Evaluation Criteria	22	2	2. The Bidder must have successfully supplied, implemented and maintained the proposed SDWAN solution in Banks in India. (Max 20 Marks) In at least 4 Banks in India. (20 marks) In at least 3 Banks in India. (17 marks) In at least 2 Banks in India. (14 marks)	2. The Bidder must have successfully supplied, implemented and maintained the proposed SDWAN solution in Banks in India. (Max 20 Marks) In at least 4 Banks in India. (20 marks) In at least 3 Banks in India. (17 marks) In at least 2 Banks in India. (14 marks)	RFP Clause stands
4	GENERAL				Our understanding is that the "Proposed SD-WAN Solution" refers to the proposed SD-WAN OEM being offered as part of the bid. Kindly confirm whether our understanding is correct.	RFP Clause stands
5	3	13	SD-WAN Solution Design & Sizing	The design shall include controller/orchestrator architecture with redundancy.	Kindly confirm whether the Bank will accept OEM-hosted (Cloud) SD-WAN Controllers or whether On-Premises controllers are mandatory.	SD-WAN Controller should be on-premises.

6	5	18	Monitoring	NMS Integration.	Kindly provide details of the existing NMS/EMS platform to be integrated with the proposed solution.	Bank doesn't have NMS/EMS. The solution should seamlessly integrate with any thirdparty NMS tool using standard protocols. The SDWAN solution should have the monitoring functionalities mentioned in Annexure 4
7	5	15	Locations	56 Locations listed.	The commercial BOQ mentions 55 SD-WAN devices whereas 56 locations are listed. Kindly clarify the exact number of SD-WAN devices required.	It is for 55 devices out of which 1 will be kept as secondary at Head office
8	5	15	Bandwidth	Branch bandwidths.	Kindly confirm whether all WAN links (MPLS/Internet) shall be provisioned by the Bank or by the selected bidder.	Bank has confirmed the Bandwidth, Branches 10+10, Head office 50+50, DC 100+100 and DR 50+50
9	5	16	Site Survey	Site readiness.	Please confirm whether rack space, power, earthing, and structured cabling will be provided by the Bank at all locations.	Yes. Bank will provide the same.
10	5	16	Rollout	Pilot rollout.	Kindly specify the number of pilot sites required before complete deployment.	Will be provided with the selected bidder.

11	General	General	Acceptance	UAT.	Kindly share the detailed Site Acceptance Test (SAT) and User Acceptance Test (UAT) acceptance criteria to be followed during project commissioning.	Bank will be testing failover and load balancing and access control and Bank will be checking Edge monitoring and link monitoring. To be finalized in detail with selected bidder.
12	5 . Scope of work	11	Points No 2. End-to-End Project Scope	2. The Bidder shall provide and manage all licenses, subscriptions, support entitlements, controller access, feature licenses, security licenses, and renewal requirements needed for the SD-WAN solution during the contract period.	Need to understand client is looking for Opex or Capex based model	BANK will opt for CAPEX module
13	5 . Scope of work	11	Points No 2. End-to-End Project Scope	2. Asset ownership, replacement responsibility, and return obligations shall be clearly documented.	Need to understand client is looking for Opex or Capex based model	BANK will opt for CAPEX module

14				1. The bidder is required to provide required factory-made LAN cables to connect the SDWAN equipment to Switch & other WAN devices during installation	Need to understand the existing WAN devices deployed in WAN side	WAN device means the WAN terminating device. For example- Fiber converter, RF Indoor device etc.. Bank will be needing factory based color coded links.
15	5 . Scope of work	13	Points No 2. End-to-End Project Scope	The solution shall seamlessly integrate and interoperate with the Bank's existing technology ecosystem	Need to understand the existing technology ecosystem with diagram	BANK is redesigning entire network of WAN , we don't have existing WAS but we have layer 3 switches at Head office and other branches . 2 core routers at DC and DC
16	General				Need to understand the Existing MPLS / IIL / P2P / Broadband Connectivity Details of all 55 locations	Solution should be able to work on any type of links like Internet, Lease line, MPLS which is the core functionality of SDWAN solution. Presently bank has MPLS link.
17	General				Need address details along with Pincode to check the feasibility of ILL / MPLS of all 56 locations	Will be shared with the selected bidder.

18	General				Security Operations Centre (SOC) and Security Information and Event Management (SIEM) platforms	Will be provided by DC host.
19	General				The RFP indicates that the number of branches will increase from 46 to 52 during the contract period. Kindly clarify whether bidders should submit pricing only for the present requirement or Citizen Credit Cooperative Bank Queries Citizen Credit Cooperative Banki include pricing for the projected branch expansion up to Year 5.	Bidder should submit pricing only for the present requirement which is 46 Branches. If the branches increase in future, the rate will be decided on a mutual agreed terms.
20	General				The number of users is projected to increase from 550 to 650. Kindly clarify whether the quoted solution should include Year 5 user capacity from Day 1 or whether additional licenses will be procured separately as and when users increase.	5 yrs support

21	General				The number of users is projected to increase from 550 to 650. Kindly clarify whether the quoted solution should include Year 5 user capacity from Day 1 or whether additional licenses will be procured separately as and when users increase.	Revised Response- THE SDWAN solution should not depend on User count rather on minimum spec mentioned for the SDWAN solution, User based SDWAN license will not be accepted. The total number of users are given for visibility of the load on SDWAN..
22	General				The eligibility criteria specify that each PSU Bank/BFSI organization must have at least 500 SD-WAN devices deployed. Kindly clarify whether the proposed OEM's experience across multiple BFSI organizations', with a cumulative deployment exceeding 500 SD-WAN devices, will also be considered for compliance.	RFP Requirement stands

23	General				Kindly consider modifying the eligibility criteria to allow cumulative SD-WAN deployments across multiple BFSI organizations', as this would enable wider participation by OEMs with significant BFSI implementation experience while maintaining the required technical capability	RFP Requirement stands
24	General				Compliance with RBI, CERT-In, ReBIT, DPDP Act, IT Act, etc.	Right to Audit, back to back and data localization need to be provided by the selected bidder.
25	General				Kindly clarify whether compliance is required only for the SD-WAN solution supplied by the bidder, or whether the bidder is also expected to ensure compliance for the Bank's overall IT and network infrastructure	Bidders company should be complied with DPDP act and other regulations only for SDWAN solution
26	General				Implement any regulatory changes during the contract period.	If any changes comes vendors has to abide by this clause.

27	General				Kindly clarify whether regulatory changes requiring additional hardware, software, licenses, or third-party integrations beyond the original scope will be treated as a change request and billed separately.	Bank's expectation is that vendor should be available physically/ virtually for any Audit happen from Bank or Bank's regulatory body.
28	General				Support for Internal Audit, IS Audit, RBI Inspection, ReBIT Assessment, CERT-In investigation, etc.	Bank's expectation is that vendor should be available physically/ virtually for any Audit happen from Bank or Bank's regulatory body.
29	General				Kindly specify the scope of audit support expected from the bidder and confirm whether audit support is limited to the supplied SD-WAN solution and related documentation.	If any software to be deployed, RBI will ask for source code audit certification. The selected bidder must present the proof.
30	General				Rectify all audit observations at no additional cost.	Any observations/requirement comes from Regulatory body, the selected bidder has to fix it without any additional cost.

31	General				Please confirm whether Internet broadband/leased line links are available at the branch locations or whether the SD-WAN solution is required to operate only over MPLS links.	There will be no broadband in Branch
32	General				Is an OEM authorization letter mandatory?	Yes. OEM Authorization letter is mandatory.
33	General				What are the warranty and support requirements?	RFP Clause stands. 3+2 comprehensive warranty.
34	General				Please confirm whether Internet broadband/leased line links are available at the branch locations or whether the SD-WAN solution is required to operate only over MPLS links.	Solution should be able to work on any type of links like Internet, Lease line, MPLS which is the core functionality of SDWAN solution. Presently bank has MPLS link.
35	General				Kindly confirm whether the Bank expects simultaneous utilization of both MPLS links (active-active) for bandwidth aggregation, or only redundancy (active-standby).	It should active-active of both links
36	General				Please confirm whether the existing 10 Mbps/50 Mbps links are expected to be upgraded during the contract period.	No.

37	General				Kindly clarify whether the migration to the SD-WAN solution is required without any downtime to the existing MPLS services.	Bank will deploy first all devices and Bank will do the switch over on a weekend.
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