

Request for Proposal for Supply, Installation, Commission & Maintenance of WAN Virtualization for Data centers & Member Banks - NPCI/RFP/2016-17/IT/07 dated 04.10.2016							
S.No	Document Reference	Page No	Clause No	Description in RFP		Additional Remarks (if any)	NPCI Response
1	Eligibility Criteria	13	4.1.6	The bidder should have at least 1 live installation in any institution in India with support as on the date of submission of the bids.	The bidder / OEM should have at least 1 live installation in any institution in India with support as on the date of submission of the bids.	The Live installation should be for WAN Virtualization technology specific to Link Aggregation	No change in RFP
2	Evaluation of Technical Bid	20	7.2	Bidder credentials, Experience and past performance on similar contracts	Bidder/OEM credentials, Experience and past performance on similar contracts		Bidder/OEM credentials, Experience and past performance on similar contracts
3	Service Level Requirements - Non Critical Incidents	23	8.9.2	A guaranteed uptime of 99.999% per annum.	Is the uptime guarantee for availability of any Link for 99.999% of the total time in the quarter?		99.999% should be maintained per annum, and calculation will be done on every quarter
4	Device SLA	24	8.9.4a	Device or spare parts replacements will be provided within 4 hours - for Critical incidents.	The Same OEM device will experience either critical or non-critical incidents. However, the OEM support is classified as Gold Plus for replacement in 4 hours and Gold for replacement by the next business day. Please clarify which locations would have 4 hours replacement and which will have next day replacement among NPCI and Member Banks		Mentioned in Service Level Requirements:8.9
5	Device SLA	24	8.9.4b	Device or spare parts replacements will be provided by next business day - for non-Critical incidents.	The Same OEM device will experience either critical or non-critical incidents. However, the OEM support is classified as Gold Plus for replacement in 4 hours and Gold for replacement by the next business day. Please clarify which locations would have 4 hours replacement and which will have next day replacement among NPCI and Member Banks		Mentioned in Service Level Requirements:8.9
6	Annexure N - Linewise Item Details	70		Top 10 Member Banks (Appliance Quantity in HA Mode)	Line item 1, 2, 5 & 7 have been indicated as singular devices numbers. Please clarify if these would be increased to 2 Nos to ensure HA or the singular numbers are not considered in HA for the Member banks		the singular numbers are not considered in HA for the Member banks
7	Annexure J	57		The solution MUST provide a centralized management console with redundancy.	Please clarify if the hardware for the centralized management server will be provided by NPCI or the Bidder/OEM		Need to be provided by the Bidder
8	Annexure J	61		The solution must provide summary reporting of user defined Top IP Sources and Destinations with external Netflow server.	The solution must provide summary reporting of user defined Top IP Sources and Destinations with external Netflow server or through OEM inbuilt appliance		NPCI environment will have Netflow server, the solution should have the capability to send the summary of the reporting to the Netflow server.
9	Annexure J	61		The solution must provide summary reporting of user defined Top IP Sources and Destinations with external Netflow server.	In case Netflow server is a must requirement, please clarify if bidder has to quote for the Netflow Server or Netflow Server infrastructure at NPCI is already in place.		NPCI environment will have Netflow server, the solution should have the capability to send the summary of the reporting to the Netflow server.
10	Demand draft for cost bid and EMD	3	1,2	Demand Draft for Document fee and EMD	We are registered with NSIC and MSME, so we are eligible for exemption for both. Certificate enclosed		National Payments Corporation of India (NPCI) is neither a Government Company nor it is any Department of Government of India. As such the extant provisions would not apply to NPCI.

11	4.1 Eligibility Criteria	12	2	The bidder should have minimum annual turnover of Rs. 50 Crores during the three financial years (2012-13, 2013-14 and 2014-15) or calendar years 2012, 2013, 2014 or bidder's financial years.	We have last year's turnover of 52 Cr. Previous year our turnover was 45 Cr and a year previous to last, turn over was 39 Cr. We request you to relax the minimum eligibility criteria so that we can participate in the tender.		No change in RFP
12	Eligibility Criteria	13	4.1.6	The bidder should have at least 1 live installation in any institution in India with support as on the date of submission of the bids.	The bidder / OEM should have at least 1 live installation in any institution in India with support as on the date of submission of the bids.	The Live installation should be for WAN Virtualization technology specific to Link Aggregation	No change in RFP
13	Evaluation of Technical Bid	20	7.2	Bidder credentials, Experience and past performance on similar contracts	Bidder/OEM credentials, Experience and past performance on similar contracts		Bidder/OEM credentials, Experience and past performance on similar contracts
14	Service Level Requirements - Non Critical Incidents	23	8.9.2	A guaranteed uptime of 99.999% per annum.	Is the uptime guarantee for availability of any Link for 99.999% of the total time in the quarter?		99.999% should be maintained per annum, and calculation will be done on every quarter
15	Device SLA	24	8.9.4a	Device or spare parts replacements will be provided within 4 hours - for Critical incidents.	The Same OEM device will experience either critical or non-critical incidents. However, the OEM support is classified as Gold Plus for replacement in 4 hours and Gold for replacement by the next business day. Please clarify which locations would have 4 hours replacement and which will have next day replacement among NPCI and Member Banks		Mentioned in Service Level Requirements:8.9
16	Device SLA	24	8.9.4b	Device or spare parts replacements will be provided by next business day - for non-Critical incidents.	The Same OEM device will experience either critical or non-critical incidents. However, the OEM support is classified as Gold Plus for replacement in 4 hours and Gold for replacement by the next business day. Please clarify which locations would have 4 hours replacement and which will have next day replacement among NPCI and Member Banks		Mentioned in Service Level Requirements:8.9
17	Annexure N - Linewise Item Details	70		Top 10 Member Banks (Appliance Quantity in HA Mode)	Line item 1, 2, 5 & 7 have been indicated as singular devices numbers. Please clarify if these would be increased to 2 Nos to ensure HA or the singular numbers are not considered in HA for the Member banks		the singular numbers are not considered in HA for the Member banks
18	Annexure J	57		The solution MUST provide a centralized management console with redundancy.	Please clarify if the hardware for the centralized management server will be provided by NPCI or the Bidder/OEM		Need to be provided by the Bidder
19	Annexure J	61		The solution must provide summary reporting of user defined Top IP Sources and Destinations with external Netflow server.	The solution must provide summary reporting of user defined Top IP Sources and Destinations with external Netflow server or through OEM inbuilt appliance		NPCI environment will have Netflow server, the solution should have the capability to send the summary of the reporting to the Netflow server.
20	Annexure J	61		The solution must provide summary reporting of user defined Top IP Sources and Destinations with external Netflow server.	In case Netflow server is a must requirement, please clarify if bidder has to quote for the Netflow Server or Netflow Server infrastructure at NPCI is already in place.		NPCI environment will have Netflow server, the solution should have the capability to send the summary of the reporting to the Netflow server.
21	Eligibility Criteria	13	4.1.6	The bidder should have at least 1 live installation in any institution in India with support as on the date of submission of the bids.	The bidder / OEM should have at least 1 live installation in any institution in India with support as on the date of submission of the bids.	The Live installation should be for WAN Virtualization technology specific to Link Aggregation	No change in RFP

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23	Service Level Requirements - Non Critical Incidents	23	8.9.2	A guaranteed uptime of 99.999% per annum.	Is the uptime guarantee for availability of any Link for 99.999% of the total time in the quarter?	<b>To achieve the stated SLA all locations should have redundant device with Gold Plus SLA for each device.</b>	99.999% should be maintained per annum, and calculation will be done on every quarter
24	Device SLA	24	8.9.4a	Device or spare parts replacements will be provided within 4 hours – for Critical incidents.	The Same OEM device will experience either critical or non-critical incidents. However, the OEM support is classified as Gold Plus for replacement in 4 hours and Gold for replacement by the next business day. Please clarify which locations would have 4 hours replacement and which will have next day replacement among NPCI and Member Banks		Mentioned in Service Level Requirements:8.9
25	Device SLA	24	8.9.4b	Device or spare parts replacements will be provided by next business day – for non-Critical incidents.	The Same OEM device will experience either critical or non-critical incidents. However, the OEM support is classified as Gold Plus for replacement in 4 hours and Gold for replacement by the next business day. Please clarify which locations would have 4 hours replacement and which will have next day replacement among NPCI and Member Banks		Mentioned in Service Level Requirements:8.9
26	Annexure N - Linewise Item Details	70		Top 10 Member Banks (Appliance Quantity in HA Mode)	Line item 1, 2, 5 & 7 have been indicated as singular devices numbers. Please clarify if these would be increased to 2 Nos to ensure HA or the singular numbers are not considered in HA for the Member banks		the singular numbers are not considered in HA for the Member banks
27	Eligibility Criteria	54	5	The Bidder should not be currently blacklisted by any bank / institution in India or abroad.	Request followin change:The Bidder should not be currently blacklisted by any Public Sector bank / Government of India institution in India or abroad.		No change in RFP
28	Acceptance Procedure	22	8.3	Within 5 days of receipt of Notification of Award/Purchase Order the successful Bidder shall send the acceptance. ⊗ Failure of the successful Bidder to comply with the above requirements shall constitute sufficient grounds for the annulment of the award ⊗ Upon the successful Bidder accepting the Purchase Order and signing the contract, if required, and NDA, NPCI will promptly notify each unsuccessful Bidder and will discharge all remaining EMDs, if any.	REquest following change: Within 5 days of receipt of Notification of Award/Purchase Order and adequate consideration of Bidder's Deviations by NPCI the successful Bidder shall send the acceptance. ⊗ Failure of the successful Bidder to comply with the above requirements shall constitute sufficient grounds for the annulment of the award ⊗ Upon the successful Bidder accepting the Purchase Order and signing the contract, if required, and NDA, NPCI will promptly notify each unsuccessful Bidder and will discharge all remaining EMDs, if any.		No change in RFP
29	Taxes and Duties			As per RFP	Request to add the following:  Any increase or decrease in the rates of the applicable taxes or any new levy on account of changes in law shall be to the account of NPCI.		No change in RFP

30	Product Upgrades	25	8.13	<p>At any time during term of the purchase order / performance of the Contract, should technological advances be introduced by the Supplier for information technologies originally offered by the supplier in its bid and still to be delivered, the supplier shall be obliged to offer to NPCI the latest version of the available technologies having equal or better performance or functionality at the same or lesser unit prices.</p> <p>During performance of the Contract, the Supplier shall offer to NPCI all new versions, releases and updates of standard software, as well as related technical support within 30 days of their availability from the OEM.</p>	<p><del>At any time during term of the purchase order / performance of the Contract, should technological advances be introduced by the Supplier for information technologies originally offered by the supplier in its bid and still to be delivered, the supplier shall be obliged to offer to NPCI the latest version of the available technologies having equal or better performance or functionality at the same or lesser unit prices.</del></p> <p>During performance of the Contract, the Supplier shall offer to NPCI all new versions, releases and updates of standard software, as well as related technical support within 30 days of their availability from the OEM.</p>		No change in RFP
31	Indemnity	26	8.17	<p>The bidder shall indemnify, protect and save NPCI and hold NPCI harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting from any act or omission or negligence or misconduct of the bidder and its employees and representatives, breach of the terms and conditions of the agreement or purchase order, false statement by the bidder, employment claims of employees of the bidder, third party claims arising due to infringement of intellectual property rights, death or personal injury attributable to acts or omission of bidder, violation of statutory and regulatory provisions including labour laws, laws related to information technology and intellectual property rights, breach of confidentiality obligations, breach of warranty. Indemnity would be limited to court or arbitration awarded damages and shall exclude indirect, consequential and incidental damages and compensation. Bidder shall indemnify NPCI, provided NPCI promptly notifies the Bidder in writing of such claims and the Bidder shall have the right to undertake the sole defence and control of any such claim</p>	<p>The bidder shall indemnify, protect and save NPCI and hold NPCI harmless from and against all <u>third party</u> claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting from any act or omission or <u>due to the gross</u> negligence or <u>willful</u> misconduct of the bidder and its employees and representatives, <del>breach of the terms and conditions of the agreement or purchase order, false statement by the bidder, employment claims of employees of the bidder,</del> third party claims arising due to infringement of intellectual property rights, death or personal injury attributable to <u>grossly negligent</u> acts or omission of bidder, violation of <u>applicable</u> statutory and regulatory provisions including labour laws, <u>applicable</u> laws related to information technology and intellectual property rights, <del>breach of confidentiality obligations, breach of warranty.</del> Indemnity would be limited to court or arbitration awarded damages and shall exclude indirect, consequential and incidental damages and compensation. Bidder shall indemnify NPCI, provided NPCI promptly notifies the Bidder in writing of such claims and the Bidder shall have the right to undertake the sole defence and control of any such claim.</p> <p><u>Bidder shall not have any liability to Customer under this Section for claims related to intellectual property</u></p>		No change in RFP

32	Bidder's Liability	26	8.18	<p>The selected Bidder will be liable for all the deliverables.</p> <p>The Bidder's aggregate liability in connection with obligations undertaken under the purchase order, regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the value of the contract/purchase order.</p> <p>The Bidder's liability in case of claims against NPCI resulting from willful and gross misconduct, or gross negligence, fraud of the Bidder, its employees, contractors and subcontractors, from infringement of patents, trademarks, and copyrights or other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.</p>	<p>The selected Bidder will be liable for all the deliverables. The Bidder's <b>total</b> aggregate liability in connection with obligations undertaken under the purchase order, regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to <b>25% of the annual</b> value of the contract/purchase order.</p> <p>The Bidder's liability in case of claims against NPCI resulting from <del>willful and gross misconduct, or gross negligence</del>, fraud of the Bidder, its employees, contractors and subcontractors, from infringement of patents, trademarks, and copyrights or other Intellectual Property Rights <del>or breach of confidentiality obligations</del> shall be unlimited.</p> <p><u>Subject to the above and notwithstanding anything to the contrary elsewhere contained in this or any other contract between the parties, neither party shall, in any event, be liable for (1) any indirect, special, punitive, exemplary, speculative or consequential damages, including, but not limited to, any loss of use, loss of data, business interruption, and loss of income or profits, irrespective of whether it had an advance notice of the possibility of any such damages; or (2) damages relating to any claim that arose more than one year before institution of adversarial proceedings thereon.</u></p>		No change in RFP
33	Order Cancellation	26	8.2	<p>NPCI reserves its right to cancel the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to NPCI alone;</p> <p>i. Delay in implementation is beyond the specified period as set out in the Purchase Order before acceptance of the product; or,</p> <p>ii. Serious discrepancy in the quality of service expected during AMC period.</p> <p>iii. If a Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading or information submitted by the bidder turns out to be incorrect and/or bidder conceals or suppresses material information.</p> <p>In case of order cancellation, any payments made by NPCI to the Bidder for the particular product or service would necessarily have to be returned to NPCI with interest @ 15% per annum from the date of each such payment. Further the Bidder would also be required to compensate NPCI for any direct loss incurred by NPCI due to the cancellation of the Purchase Order and any additional expenditure to be incurred by NPCI to appoint any other Bidder. This is after repaying the original</p>	<p>NPCI reserves its right to cancel the order in the event of one or more of the following situations, that are <del>not</del> occasioned due to reasons solely and directly attributable to NPCI <del>the bidder</del> alone, <u>subject to a cure period of thirty (30) days</u>;</p> <p>i. Delay in implementation is beyond the specified period as set out in the Purchase Order before acceptance of the product; or,</p> <p>ii. Serious discrepancy in the quality of service expected during AMC period.</p> <p>iii. If a Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading or information submitted by the bidder turns out to be incorrect and/or bidder conceals or suppresses material information.</p> <p><del>In case of order cancellation, any payments made by NPCI to the Bidder for the particular product or service would necessarily have to be returned to NPCI with interest @ 15% per annum from the date of each such payment. Further the Bidder would also be required to compensate NPCI for any direct loss incurred by NPCI due to the cancellation of the Purchase Order and any additional expenditure to be incurred by NPCI to appoint any other Bidder. This is after repaying the original amount paid.</del></p> <p>The Bidder should treat the details of the documents as secret and confidential. Responses submitted by the bidder to this RFP represent a firm offer to contract on</p>		No change in RFP

34	Termination of Contract	27	8.21	<p>For Convenience: NPCI by written notice sent to Bidder may terminate the contract in whole or in part at any time for its convenience giving three months prior notice. The notice of termination may specify that the termination is for convenience the extent to which Bidder's performance under the contract is terminated and the date upon which such termination become effective. NPCI shall consider request of the bidder for pro-rata payment till the date of termination.</p> <p>For Insolvency: NPCI at any time may terminate the contract by giving written notice to Bidder, if Bidder becomes bankrupt or insolvent. In this event, termination will be without compensation to Bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to NPCI.</p> <p>For Non-Performance: NPCI reserves its right to terminate the contract in the event of Bidder's repeated failures (say more than 3 occasions in a calendar year to maintain the service level prescribed by NPCI).</p>	<p>For Convenience: NPCI by written notice sent to Bidder may terminate the contract in whole or in part at any time for its convenience giving three months prior notice. The notice of termination may specify that the termination is for convenience the extent to which Bidder's performance under the contract is terminated and the date upon which such termination become effective. NPCI shall <del>consider request of the bidder for</del> <u>ensure</u> pro-rata payment till the date of termination.</p> <p>For Insolvency: NPCI at any time may terminate the contract by giving written notice <u>of thirty (30) days</u>, to Bidder, if Bidder becomes bankrupt or insolvent. In this event, termination will be without compensation to Bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to NPCI.</p> <p>For Non-Performance: NPCI reserves its right to terminate the contract in the event of Bidder's repeated failures, <u>subject to a cure period of thirty (30) days for each failure</u>, (say more than 3 occasions in a calendar year to maintain the service level prescribed by NPCI).</p> <p><u>In the event of termination by NPCI, the Bidder shall be paid for the:</u></p> <ol style="list-style-type: none"> <li><u>1. goods delivered</u></li> <li><u>2. services rendered</u></li> <li><u>3. work in progress</u></li> </ol>		No change in RFP
35	Compliance with Applicable Laws of India	28	8.24	<p>The Bidder confirms to NPCI that it complies with all Central , State, Municipal laws and local laws and rules and regulations and shall undertake to observe, adhere to, abide by, comply with and notify NPCI about compliance with all laws in force including Information Technology Act 2000, or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and for all purposes of this Contract, and shall indemnify, keep indemnified, hold harmless, defend and protect NPCI and its officers/staff/personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.</p> <p>The Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government</p>	<p>The Bidder confirms to NPCI that it complies with all <u>applicable</u> Central , State, Municipal laws and local laws and rules and regulations and shall undertake to observe, adhere to, abide by, comply with and notify NPCI about compliance with all laws in force including <u>the applicable provisions of the</u> Information Technology Act 2000, or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and for all purposes of this Contract, and shall indemnify, keep indemnified, hold harmless, defend and protect NPCI and its officers/staff/personnel/representatives/agents from any failure or omission on its part to do so and against all <u>third party</u> claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.</p> <p>The Bidder shall promptly and timely obtain all such <u>applicable</u> consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully</p>		No change in RFP

36	Legal Compliances	29	8.25	The Bidder shall allow NPCI as well as regulatory authorities to verify books in so far as they relate to compliance with the provisions of these Acts and shall provide on demand by NPCI & regulatory authorities such documentary proof as may be necessary to confirm compliance in this regard. NPCI shall not be responsible in any event to the employees of Bidder for any of their outstanding claims or liability in that regard. NPCI shall not be responsible for any claim or demand made by such personnel for their dues outstanding against Bidder.	The Bidder shall allow NPCI as well as regulatory authorities to verify books, <u>not more than once every financial year and during normal business hours</u> , in so far as they relate to compliance with the provisions of these Acts and shall provide on demand by NPCI & regulatory authorities such documentary proof as may be necessary to confirm compliance in this regard, <u>provided, however, that the scope of such verification shall be limited to the records of this engagement pertaining to the preceding twelve (12) months and shall in any case exclude any internal cost records and sensitive financial information.</u> NPCI shall not be responsible in any event to the employees of Bidder for any of their outstanding claims or liability in that regard. NPCI shall not be responsible for any claim or demand made by such personnel for their dues outstanding against Bidder.	No change in RFP
37	No Damage of NPCI Property	29	8.28	Bidder shall ensure that there is no loss or damage to the property of NPCI while executing the Contract. In case, it is found that there is any such loss/damage due to direct negligence/non-performance of duty by any personnel, the amount of loss/damage so fixed by NPCI shall be recovered from Bidder.	Bidder shall ensure that there is no loss or damage to the <u>tangible</u> property of NPCI while executing the Contract. In case, it is found that there is any such loss/damage due to direct negligence/non-performance of duty by any personnel, the amount of loss/damage so fixed by NPCI shall be recovered from Bidder.	No change in RFP
38	Offer Letter	47	Annexure B	Until a formal contract is prepared and executed with the selected bidder, this offer will be binding on us. We also certify that the information/data/particulars furnished in our bid are factually correct. We also accept that in the event of any information / data / particulars are found to be incorrect, NPCI will have the right to disqualify /blacklist us and forfeit bid security.	Until a formal contract is prepared and executed with the selected bidder, this offer will be binding on us. We also certify that the information/data/particulars furnished in our bid are factually correct. We also accept that in the event of any information / data / particulars are found to be incorrect, NPCI will have the right to disqualify /blacklist us and forfeit bid security.	No change in RFP
39	SNR		Request Addition	Clause not present in RFP	Customer hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. Customer agrees that bidder shall not be in any manner be liable for any delay arising out of Customer's failure to make the site ready within the stipulated period, including but not limited to levy of liquidated damages for any delay in performance of Services under the terms of this Agreement. In case the SITE is not ready for a continuous period of 30 days, milestone payment related to installation will be released to vendor based on the SNR report, also if there is any additional warranty cost due to continuous site not readiness for 30 days, same will be borne by the customer	No change in RFP

40	Pass Through Warranty		Request Addition	Clause not present in RFP	bidder shall "pass-through" any and all warranties and indemnities received from the manufacturer or licensor of the products and, to the extent, granted by such manufacturer or licensor, the Customer shall be the beneficiary of such manufacturer's or licensor's warranties and indemnities. Further, it is clarified that bidder shall not provide any additional warranties and indemnities with respect such products.		No change in RFP
41	Risk and Title		Request Addition	Clause not present in RFP	Notwithstanding contained anywhere else in the contract, the risk, title and ownership of the products shall be transferred to the customer upon delivery of such products to the customer.		No change in RFP
42	Non Hire Clause		Request Addition	Clause not present in RFP	Customer acknowledges that personnel to be provided by bidder represent a significant investment in recruitment and training, the loss of which would be detrimental to bidder's business. In consideration of the foregoing, Customer agrees that for the term of this Agreement and for a period of one year thereafter, Customer will not directly or indirectly, recruit, hire, employ, engage, or discuss employment with any bidder employee, or induce any such individual to leave the employ of bidder. For purposes of this clause, a bidder employee means any employee or person who has who has been involved in providing services under this Agreement.		No change in RFP
43	Saving Clause		Request Addition	Clause not present in RFP	bidder's failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent bidder performance is effected , delayed or causes non-performance due to Customer's omissions or actions whatsoever.		No change in RFP
44	Deemed Acceptance		Request Addition	Clause not present in RFP	Services and/or deliverables shall be deemed to be fully and finally accepted by Customer in the event when Customer has not submitted its acceptance or rejection response in writing to bidder within 15 days from the date of installation/commissioning or when Customer uses the Deliverable in its business, whichever occurs earlier. Parties agree that bidder shall have 15 days time to correct in case of any rejection by Customer.		No change in RFP
45	Change Order		Request Addition	Clause not present in RFP	Either party may request a change order ("Change Order") in the event of actual or anticipated change(s) to the agreed scope, Services, Deliverables, schedule, or any other aspect of the Statement of Work/Purchase Order. bidder will prepare a Change Order reflecting the proposed changes, including the impact on the Deliverables, schedule, and fee. In the absence of a signed Change Order, bidder shall not be bound to perform any additional services.		No change in RFP

46	Termination for default		Request Addition		Either Party shall have the right to terminate this Agreement at any time in the event that the other party commits a material breach of the Agreement and fails to cure such default to the non-defaulting party's reasonable satisfaction within thirty (30) days. In the event of termination Customer shall pay bidder for goods delivered and services rendered till the date of termination.		No change in RFP
47	Additional Hardware		Request Addition	Clause not present in RFP	Notwithstanding anything to the contrary in the RFP, any requirement by Purchaser of any additional Hardware under the Agreement shall be provided by the Successful Bidder at an additional cost to Purchaser and the same shall be done through a Change Order.		No change in RFP
48	Upgrades/Enhancements		Request Addition	Clause not present in RFP	Notwithstanding anything to the contrary in the RFP, any requirement by Purchaser of any upgrade/enhancement shall be provided by the Successful Bidder at an additional cost to Purchaser and the same shall be done through a Change Order.		No change in RFP
49	Penalty Cap		Request Addition	Clause not present in RFP	Nothing withstanding anything contained here, including annexures etc, the maximum aggregate penalty against the bidder for all claims, by which ever name so called, shall be limited to 5% of the respective SOW/PO and shall be in lieu of all available remedies..		No change in RFP
50	INJUNCTIVE RELIEF	74	Article 7	The parties hereto acknowledge and agree that in the event of a breach or threatened breach by the other of the provisions of this Agreement, the party not in breach will have no adequate remedy in money or damages and accordingly the party not in breach shall be entitled to injunctive relief against such breach or threatened breach by the party in breach.	The parties hereto acknowledge and agree that in the event of a breach or threatened breach by the other of the provisions of this Agreement, the party not in breach will have no adequate remedy in money or damages and accordingly the party not in breach shall be entitled to <u>seek</u> injunctive relief against such breach or threatened breach by the party in breach.		No change in RFP
51	Term	74	Article 12	This Agreement shall remain valid from the Effective Date until the termination or expiry of this Agreement. The obligations of each Party hereunder will continue and be binding irrespective of whether the termination / expiry of the Agreement for a period of five years after the termination / expiry of this Agreement.	This Agreement shall remain valid from the Effective Date until the termination or expiry of this Agreement. The obligations of each Party hereunder will continue and be binding irrespective of whether the termination / expiry of the Agreement for a period of <del>five</del> <u>three</u> years after the termination / expiry of this Agreement.		No change in RFP
52	Terms of Delivery:	22	8.6	The installation and implementation of the solution should be carried out within 4 weeks from delivery date.	Request following change: The installation and implementation of the solution should be carried out within 6 weeks from delivery date.		No change in RFP
53	Repeat Order:	24	8.12	NPCI reserves the right to place Purchase Orders with the selected /bidder Supplier for any or all of the services at the agreed unit rate, i.e. the rate contract during the period of 24 months from the date of acceptance of award / Purchase Order.	REquest following change: NPCI reserves the right to place Purchase Orders with the selected /bidder Supplier for any or all of the services at the agreed unit rate, i.e. the rate contract during the period of 12 months from the date of acceptance of award / Purchase Order.	It is difficult to hold same prices for 24 months , Hence request change to 12 months	No change in RFP

54	Product Upgrades	24	8.13	At any time during term of the purchase order / performance of the Contract, should technological advances be introduced by the OEM/ Supplier for information technologies originally offered by the supplier in its bid and still to be delivered, the supplier shall be obliged to offer to NPCI the latest version of the available technologies having equal or better performance or functionality at the same or lesser unit prices.	Request to delete this clause. OEM will provide free software upgrades and updates if product is under warranty.		No change in RFP
55	NPCI/RFP/2016-17/IT/07 dated 04.10.2016	15	5.7	Earnest Money Deposit (EMD) The Bidder is required to deposit Rs 5,00,000/- (Rs Five Lakhs only) in the form of a Demand Draft / Pay order in favor of "National Payments Corporation of India" payable at Mumbai or Bank Guarantee issued by a scheduled commercial bank valid for six months, with a claim period of 12 months after the expiry of validity of the Bank Guarantee as per the statutory provisions in this regard, as per format in Annexure A1 or A2.	Recommended to remove condition of additional claim period for 12 month other wise BG validity would be for 18 month.		No change in RFP
56	NPCI/RFP/2016-17/IT/07 dated 04.10.2016	15	5.1	Period of Validity of Bids Bids shall remain valid for a period of 180 days after the date of bid opening as mentioned in Section 1 or as may be extended from time to time. NPCI reserves the right to reject a bid valid for a period shorter than 180 days as non-responsive, without any correspondence.	Recommended to consider bid validity period for 90 days from last date of bid submission		No change in RFP
57	NPCI/RFP/2016-17/IT/07 dated 04.10.2016	22	8.6	Terms of Delivery: The Equipment consisting of hardware and software, for NPCI DC and Member Banks shall be delivered within 8 weeks of acceptance of the Purchase Order. The installation and implementation of the solution should be carried out within 4 weeks from delivery date.	Recommended modification as under: The Equipment consisting of hardware and software, for NPCI DC and Member Banks shall be delivered within 8 -12 weeks of acceptance of the Purchase Order. The installation and implementation of the solution should be carried out within 4 -6 weeks from delivery date.		No change in RFP

58	NPCI/RFP/2016-17/IT/07 dated 04.10.2016	24	8.1	<p>Penalty on non-adherence to SLAs: The following clauses are applicable to critical and non-critical incidents. (Solution &amp; Devices)</p> <p>a. Penalty for critical incidents - Any violation in meeting the above SLA requirements which leads to critical incident, NPCI shall impose a penalty of INR 2,000/- (Indian Rupees Two Thousand only) for each 15 minutes delay beyond 4 hours and penalty would be maximum of INR 20,000.</p> <p>b. Penalty for non-critical incidents: Any violation in meeting the above SLA requirements which leads to non-critical incident, NPCI shall impose a penalty of INR 1,000/- (Indian Rupees One Thousand only) for each 1 hour delay beyond 4 hours penalty would be maximum of INR 10,000</p>	Recommended to keep cap of maximum penalty 5% of Quarterly AMC payment		No change in RFP
59	NPCI/RFP/2016-17/IT/07 dated 04.10.2016	24	8.11	<p>Prices Price shall remain fixed for a period of 24 months from the date of Notification of award / Purchase Order. There shall be no increase in price for any reason whatsoever and therefore no request for any escalation of the cost / price shall be entertained.</p>	Recommended amendmend as under: Price shall remain fixed for a period of 6 months from the date of Notification of award / Purchase Order. There shall be no increase in price for any reason whatsoever and therefore no request for any escalation of the cost / price shall be entertained.		No change in RFP
60	NPCI/RFP/2016-17/IT/07 dated 04.10.2016	24	8.12	<p>12 Repeat Order: NPCI reserves the right to place Purchase Orders with the selected /bidder Supplier for any or all of the services at the agreed unit rate, i.e. the rate contract during the period of 24 months from the date of acceptance of award / Purchase Order.</p>	Recommended amendmend as under: NPCI reserves the right to place Purchase Orders with the selected /bidder Supplier for any or all of the services at the agreed unit rate, i.e. the rate contract during the period of 6 months from the date of acceptance of award / Purchase Order.		No change in RFP

61	NPCI/RFP/2016-17/IT/07 dated 04.10.2016	25	8.14	14 Payment Terms: 8.15.1. Payment Schedule for hardware & software: a) 70 % of the hardware & software cost will be paid on delivery. b) 20 % of the hardware & software cost will be paid after acceptance of the solution. c) 10% of the hardware & software cost will be paid after expiry of the warranty period or against submission of separate Bank Guarantee for equivalent amount, issued by a scheduled commercial bank, valid till expiry of the warranty period, with an action period of 12 months	Recommended amemdment as under: 1-20% Advance 2- 70% on delivery 3- 10% against BG of equal amount		No change in RFP
62	NPCI/RFP/2016-17/IT/07 dated 04.10.2016	25	8.15	AMC Payments: In case NPCI decides to entrust maintenance of the Solution with the successful bidder, AMC charges shall be paid quarterly in arrears. In case the successful bidder desires to get payment of AMC charges in advance, Bank Guarantee equivalent to the value of the AMC charges for the respective year, with action period of 1 year, shall be submitted before 14 days of commencement of the period of maintenance.	Recommended to consider payment on monthly basis in arrear with 15 days on submission of invoice		No change in RFP
63	NPCI/RFP/2016-17/IT/07 dated 04.10.2016	70	Annexure N	NPCI reserves the rights to changes the quantity of the devices during PO release.	Recommended to keep cap of maximum variation +/- 5% of tender quantity.		No change in RFP
64	NPCI/RFP/2016-17/IT/07 dated 04.10.2016	69	Annexure M & N	Commercial Bid format	As per commercial bid format of Annexure M & N there is no format specified for supply and installation part and only Commercial bid format for AMC specified under Annexure N. Requested to provided complete format of commercial bis as per Scope of work.		Commercial bid format consistes unit rate with 1 year warranty and next four years AMC
65	NPCI/RFP/2016-17/IT/07 dated 04.10.2016		General	Bill of Quantity	Requested to provided Bill of quantity as per SOW.		Captured in Annexure N - Commercial Bid (Indicative) Format
66	NPCI/RFP/2016-17/IT/07 dated 04.10.2017		General	Please provide details of current network equipments.			Network devices comprises of Cisco routers, Switches, Juniper Ruter/Firewall and Switches
67	NPCI/RFP/2016-17/IT/07 dated 04.10.2018		General	Please provide details of member banks with locations			Will be provided during Implmentation
68	NPCI/RFP/2016-17/IT/07 dated 04.10.2019		General	Please provide details of Primary Bandwidth and Secondary bandwidth			Primary and secondary BW varies depending upon the Member Bank, Refer Annexure N
69	NPCI/RFP/2016-17/IT/07 dated 04.10.2021	23	8.9	A guaranteed uptime of 99.999% per annum.	recommended to keep the uptime 99.95% per annum.		It should be 99.999% per Annum

70	NPCI/RFP/2016-17/IT/07 dated 04.10.2023	24	8.1	NPCI reserves the right to place Purchase Orders with the selected /bidder Supplier for any or all of the services at the agreed unit rate, i.e. the rate contract during the period of 24 months from the date of acceptance of award / Purchase Order.	Please clarify whether the rate will remain the same even after 24 months?		Yes.
71	NPCI/RFP/2016-17/IT/07 dated 04.10.2024	24	8.12	Price shall remain fixed for a period of 24 months from the date of Notification of award / Purchase Order. There shall be no increase in price for any reason whatsoever and therefore no request for any escalation of the cost / price shall be entertained.	What in case of high taxes or sudden implementation of reforms like GST?		Prices are exclusive of taxes
72	NPCI/RFP/2016-17/IT/07 dated 04.10.2025	10	3.10	The bidder should migrate to new setup with no/minimum possible downtime	Please clarify on the minimum downtime.		Downtime should be 10 mins
73	NPCI/RFP/2016-17/IT/07 dated 04.10.2026		General	Please provide total number of links			Member Bank is having 33 links as per the current requirement , Chennai DC - 8 Mpls links & 7 Point to Point Links, Mumbai DC 8 Mbps links and 6 point to point links and Hyderabad DC 4 Mpls links and 5 Point to Point links. In future expansion based on the repeat order the links will increased.
74	Eligibility Criteria	13	4.1.6	The bidder should have at least 1 live installation in any institution in India with support as on the date of submission of the bids.	The bidder / OEM should have at least 1 live installation in any institution in India with support as on the date of submission of the bids.	The Live installation should be for WAN Virtualization technology specific to Link Aggregation	No change in RFP
75	Eligibility Criteria	12	4.1.2	The bidder should have minimum annual turnover of Rs. 50 Crores during the three financial years (2012-13, 2013-14 and 2014-15) or calendar years 2012, 2013, 2014 or bidder's financial years.	The bidder should have minimum annual turnover of Rs. 200 Crores during the three financial years (2012-13, 2013-14 and 2014-15) or calendar years 2012, 2013, 2014 or bidder's financial years	Considering the broad scope of RFP we request that the turnover should be 200 crore	No change in RFP
76	Evaluation of Technical Bid	20	7.2	Bidder credentials, Experience and past performance on similar contracts	Bidder/OEM credentials, Experience and past performance on similar contracts		Bidder/OEM credentials, Experience and past performance on similar contracts
77	Service Level Requirements - Non Critical Incidents	23	8.9.2	A guaranteed uptime of 99.999% per annum.	Is the uptime guarantee for availability of any Link for 99.999% of the total time in the quarter?		99.999% should be maintained per annum, and calculation will be done on every quarter
78	Device SLA	24	8.9.4a	Device or spare parts replacements will be provided within 4 hours - for Critical incidents.	The Same OEM device will experience either critical or non-critical incidents. However, the OEM support is classified as Gold Plus for replacement in 4 hours and Gold for replacement by the next business day. Please clarify which locations would have 4 hours replacement and which will have next day replacement among NPCI and Member Banks		Mentioned in Service Level Requirements:8.9

79	Device SLA	24	8.9.4b	Device or spare parts replacements will be provided by next business day - for non-Critical incidents.	The Same OEM device will experience either critical or non-critical incidents. However, the OEM support is classified as Gold Plus for replacement in 4 hours and Gold for replacement by the next business day. Please clarify which locations would have 4 hours replacement and which will have next day replacement among NPCI and Member Banks		Mentioned in Service Level Requirements:8.9
80	Annexure N - Linewise Item Details	70		Top 10 Member Banks (Appliance Quantity in HA Mode)	Line item 1, 2, 5 & 7 have been indicated as singular devices numbers. Please clarify if these would be increased to 2 Nos to ensure HA or the singular numbers are not considered in HA for the Member banks		the singular numbers are not considered in HA for the Member banks
81	Eligibility Criteria	13	4.1.6	The bidder should have at least 1 live installation in any institution in India with support as on the date of submission of the bids.	The bidder / OEM should have at least 1 live installation in any institution in India with support as on the date of submission of the bids.	The Live installation should be for WAN Virtualization technology specific to Link Aggregation	No change in RFP
82	Evaluation of Technical Bid	20	7.2	Bidder credentials, Experience and past performance on similar contracts	Bidder/OEM credentials, Experience and past performance on similar contracts		Bidder/OEM credentials, Experience and past performance on similar contracts
83	Service Level Requirements - Non Critical Incidents	23	8.9.2	A guaranteed uptime of 99.999% per annum.	Is the uptime guarantee for availability of any Link for 99.999% of the total time in the quarter?		99.999% should be maintained per annum, and calculation will be done on every quarter
84	Device SLA	24	8.9.4a	Device or spare parts replacements will be provided within 4 hours - for Critical incidents.	The Same OEM device will experience either critical or non-critical incidents. However, the OEM support is classified as Gold Plus for replacement in 4 hours and Gold for replacement by the next business day. Please clarify which locations would have 4 hours replacement and which will have next day replacement among NPCI and Member Banks		Mentioned in Service Level Requirements:8.9
85	Device SLA	24	8.9.4b	Device or spare parts replacements will be provided by next business day - for non-Critical incidents.	The Same OEM device will experience either critical or non-critical incidents. However, the OEM support is classified as Gold Plus for replacement in 4 hours and Gold for replacement by the next business day. Please clarify which locations would have 4 hours replacement and which will have next day replacement among NPCI and Member Banks		Mentioned in Service Level Requirements:8.9
86	Annexure N - Linewise Item Details	70		Top 10 Member Banks (Appliance Quantity in HA Mode)	Line item 1, 2, 5 & 7 have been indicated as singular devices numbers. Please clarify if these would be increased to 2 Nos to ensure HA or the singular numbers are not considered in HA for the Member banks		the singular numbers are not considered in HA for the Member banks
87	NPCI/RFP/2016-17/IT/07 dated 04.10.2016	13	4.1 Eligibility Criteria	6. The bidder should have at least 1 live installation in any institution in India with support as on the date of submission of the bids.	Can this consider as 6. The bidder/OEM should have at least 1 live installation in any institution in India with support as on the date of submission of the bids.		No change in RFP
88	Eligibility Criteria	13	4.1.6	The bidder should have at least 1 live installation in any institution in India with support as on the date of submission of the bids.	The bidder / OEM should have at least 1 live installation in any institution in India with support as on the date of submission of the bids.	The Live installation should be for WAN Virtualization technology specific to Link Aggregation	No change in RFP

89	Evaluation of Technical Bid	20	7.2	Bidder credentials, Experience and past performance on similar contracts	Bidder/OEM credentials, Experience and past performance on similar contracts		Bidder/OEM credentials, Experience and past performance on similar contracts
90	Service Level Requirements - Non Critical Incidents	23	8.9.2	A guaranteed uptime of 99.999% per annum.	Is the uptime guarantee for availability of any Link for 99.999% of the total time in the quarter?		99.999% should be maintained per annum, and calculation will be done on every quarter
91	Device SLA	24	8.9.4a	Device or spare parts replacements will be provided within 4 hours - for Critical incidents.	The Same OEM device will experience either critical or non-critical incidents. However, the OEM support is classified as Gold Plus for replacement in 4 hours and Gold for replacement by the next business day. Please clarify which locations would have 4 hours replacement and which will have next day replacement among NPCI and Member Banks		Mentioned in Service Level Requirements:8.9
92	Device SLA	24	8.9.4b	Device or spare parts replacements will be provided by next business day - for non-Critical incidents.	The Same OEM device will experience either critical or non-critical incidents. However, the OEM support is classified as Gold Plus for replacement in 4 hours and Gold for replacement by the next business day. Please clarify which locations would have 4 hours replacement and which will have next day replacement among NPCI and Member Banks		Mentioned in Service Level Requirements:8.9
93	Annexure N - Linewise Item Details	70		Top 10 Member Banks (Appliance Quantity in HA Mode)	Line item 1, 2, 5 & 7 have been indicated as singular devices numbers. Please clarify if these would be increased to 2 Nos to ensure HA or the singular numbers are not considered in HA for the Member banks		the singular numbers are not considered in HA for the Member banks
94	Annexure J	57		The solution MUST provide a centralized management console with redundancy.	Please clarify if the hardware for the centralized management server will be provided by NPCI or the Bidder/OEM		Need to be provided by the Bidder
95	Annexure J	61		The solution must provide summary reporting of user defined Top IP Sources and Destinations with external Netflow server.	The solution must provide summary reporting of user defined Top IP Sources and Destinations with external Netflow server or through OEM inbuilt appliance		NPCI environment will have Netflow server, the solution should have the capability to send the summary of the reporting to the Netflow server.
96	Annexure J	61		The solution must provide summary reporting of user defined Top IP Sources and Destinations with external Netflow server.	In case Netflow server is a must requirement, please clarify if bidder has to quote for the Netflow Server or Netflow Server infrastructure at NPCI is already in place.		NPCI environment will have Netflow server, the solution should have the capability to send the summary of the reporting to the Netflow server.
97	Eligibility Criteria	13	4.1.6	The bidder should have at least 1 live installation in any institution in India with support as on the date of submission of the bids.	The bidder / OEM should have at least 1 live installation in any institution in India with support as on the date of submission of the bids.	The Live installation should be for WAN Virtualization technology specific to Link Aggregation	No change in RFP
98	Evaluation of Technical Bid	20	7.2	Bidder credentials, Experience and past performance on similar contracts	Bidder/OEM credentials, Experience and past performance on similar contracts		Bidder/OEM credentials, Experience and past performance on similar contracts
99	Service Level Requirements - Non Critical Incidents	23	8.9.2	A guaranteed uptime of 99.999% per annum.	Is the uptime guarantee for availability of any Link for 99.999% of the total time in the quarter?		99.999% should be maintained per annum, and calculation will be done on every quarter

100	Device SLA	24	8.9.4a	Device or spare parts replacements will be provided within 4 hours - for Critical incidents.	The Same OEM device will experience either critical or non-critical incidents. However, the OEM support is classified as Gold Plus for replacement in 4 hours and Gold for replacement by the next business day. Please clarify which locations would have 4 hours replacement and which will have next day replacement among NPCI and Member Banks		Mentioned in Service Level Requirements:8.9
101	Device SLA	24	8.9.4b	Device or spare parts replacements will be provided by next business day - for non-Critical incidents.	The Same OEM device will experience either critical or non-critical incidents. However, the OEM support is classified as Gold Plus for replacement in 4 hours and Gold for replacement by the next business day. Please clarify which locations would have 4 hours replacement and which will have next day replacement among NPCI and Member Banks		Mentioned in Service Level Requirements:8.9
102	Annexure N - Linewise Item Details	70		Top 10 Member Banks (Appliance Quantity in HA Mode)	Line item 1, 2, 5 & 7 have been indicated as singular devices numbers. Please clarify if these would be increased to 2 Nos to ensure HA or the singular numbers are not considered in HA for the Member banks		the singular numbers are not considered in HA for the Member banks
103	RFP for Supply, Installation, Commission and Maintenance of WAN Virtualization for Data centers & Member Banks	13	4.1	The bidder should have at least 1 live installation in any institution in India with support as on the date of submission of the bids.	This technology still not installed in India with any of the OEM. Request you to change the clause to bidder or oem should have at least 1 live installation in India of wan optimization or wan virtualization		No change in RFP
104				During a hardware failure the solution MUST fail open(Consider the deployment is not in HA mode) - What is the use case ?	clauses added to the RFP evaluation process, which are Nuage differentiation and are listed below in the preference order with highest to lowest		If the Deployment is not ins HA mode(Single appliance), it should failopen to allow the normal traffic bypassing the Wan virtualization solution.
105				Request for current NPCI network architecture along with the technologies (IPMPLS / ILL etc.) being used	clauses added to the RFP evaluation process, which are Nuage differentiation and are listed below in the preference order with highest to lowest		Attached HLD of Bank connectivity with DC as idle case, few Bank will be having 3/4 Mpls connectivity and DC to DC are interconnected with Point to Point Links
106				The solution shall include Assurance Components to provide capabilities like underlay and overlay correlation, physical/logical topology discovery, Inventory discovery, Root Cause Analysis, Advanced Troubleshooting and Monitoring, configuration Audit etc..	clauses added to the RFP evaluation process, which are Nuage differentiation and are listed below in the preference order with highest to lowest		Not required
107				The solution shall support Multiple factor Authentication (Zero, one or two factor authentication) while Activating CPE or Network Services Gateway Device	clauses added to the RFP evaluation process, which are Nuage differentiation and are listed below in the preference order with highest to lowest		Having a similar Point:The solution MUST provide administrator authentication via TACAS/RADIUS/LDAP
108				The solution shall support Application Aware VPNs, L4-L7 Application discovery and L4-L7 Performance Aware Routing based on link performance (latency, jitter, packet loss)	clauses added to the RFP evaluation process, which are Nuage differentiation and are listed below in the preference order with highest to lowest		Generic Point avaiale in Technical Requirement :The solution SHOULD support Link failover due to packet loss, Latency, Jitter, link flap & Etc. - without TCP session failover

109				The solution shall support Micro VPNs	clauses added to the RFP evaluation process, which are Nuage differentiation and are listed below in the preference order with highest to lowest		Not Deployed in NPCI
110				The solution shall support Local Internet Breakout either to the Overlay or Underlay network	clauses added to the RFP evaluation process, which are Nuage differentiation and are listed below in the preference order with highest to lowest		Not required
111				The solution shall support Any2Any and Hub&Spoke Automated IPSEC tunnels	clauses added to the RFP evaluation process, which are Nuage differentiation and are listed below in the preference order with highest to lowest		Geeneric SPEC is already available:The solution should also be capable of supporting branch to branch secure path in mesh topology, in addition to the path with Primary at DC.
112				The solution shall support multiple Tenant networks isolated from one another	clauses added to the RFP evaluation process, which are Nuage differentiation and are listed below in the preference order with highest to lowest		Not Applicable In our Environment
113				The solution shall support a set of distinct networks for a single Tenant	clauses added to the RFP evaluation process, which are Nuage differentiation and are listed below in the preference order with highest to lowest		Not Applicable In our Environment
114				The solution shall support logical service-chaining in a mixed hypervisor environment	clauses added to the RFP evaluation process, which are Nuage differentiation and are listed below in the preference order with highest to lowest		Not Required
115				The solution shall allow you to dynamically add and remove services as required	clauses added to the RFP evaluation process, which are Nuage differentiation and are listed below in the preference order with highest to lowest		Not Required
116				The solution shall support Auto-Bootstrapping of CPE or Network Services Gateway Device	clauses added to the RFP evaluation process, which are Nuage differentiation and are listed below in the preference order with highest to lowest		Not Required

117			<p>The solution shall include Assurance Components to provide capabilities like underlay and overlay correlation, physical/logical topology discovery, Inventory discovery, Root Cause Analysis, Advanced Troubleshooting and Monitoring, configuration Audit etc..2. The solution shall support Multiple factor Authentication (Zero, one or two factor authentication) while Activating CPE or Network Services Gateway Device</p> <p>3. The solution shall support Application Aware VPNs, L4-L7 Application discovery and L4-L7 Performance Aware Routing based on link performance (latency, jitter, packet loss)</p> <p>4. The solution shall support Micro VPNs</p> <p>5. The solution shall support Local Internet Breakout either to the Overlay or Underlay network</p> <p>6. The solution shall support Any2Any and Hub&amp;Spoke Automated IPSEC tunnels</p> <p>7. The solution shall support multiple Tenant networks isolated from one another.</p> <p>8. The solution shall support a set of</p>			Not Required