

REPLY / CLARIFICATION TO BIDDERS QUERIES RAISED DURING PRE-BID MEETING OPEN ETENDER # 297918 FOR SDWAN SOLUTION					
	Open e-TENDER ID- 297918 Tender Type- Open			Date / Time of Pre- Bid : 05.05.2026; 15:30 Hrs	
Sr. No.	Tender Clause No. / Annexures	Page No.	Clause/Query	Bidders Comments / Queries	Gujarat Gas Reply / Clarifications to All Bidders
1	2.Project Scope	2	The proposed SD-WAN solution shall support intelligent application-aware traffic optimization to effectively manage network congestion across WAN links. The solution shall continuously monitor network, application, and WAN performance parameters including latency, jitter, packet loss, bandwidth utilization, and SLA compliance. The solution must provide centralized GUI-based visibility and reporting capabilities, including real-time and historical end-user response time metrics, application performance analytics, and user experience monitoring across branch, cloud, and data center	Restricting our participation - Please re-word as follows The proposed SD-WAN solution shall support intelligent application-aware traffic optimization to effectively manage network congestion across WAN links. The solution shall continuously monitor network, application, and WAN performance parameters including latency, jitter, packet loss, bandwidth utilization, and SLA compliance. The solution must provide centralized GUI-based visibility and reporting capabilities, including	Tender terms Prevails.

			environments.” It should be able to manage network congestion by optimizing application- level traffic and should provide- – 1 List of GEL and GSPC Locations	application performance analytics across branch, cloud, and data center environments	
2	"Functional Specifications of Software Defined network Appliance (DC,DR, Tier-1/2/3, Remote branch Location) Point #20"	4	<p>The proposed Solution should support following Security Features : -</p> <ul style="list-style-type: none"> a. IPS (Intrusion Prevention System), b. IDS (Intrusion Detection System) c. Advanced threat protection / zero-day threat mitigation capabilities d. Application base Control. e. Anti- Malware/ Spyware and Anti-Botnet protection, f. IP/URL Filtering Reputation and DDOS g. h. All solution including the logging, central manager for SD-WAN nodes should be on-prem, cloud-based solution not acceptable. 	<p>Require Clarification: It is understood that All core solution components, including SD-WAN management, logging, monitoring, policy enforcement, and security inspection engines, will remain deployed on-premises as required.</p> <p>However, certain security functions inherently depend on continuously updated global threat intelligence and reputation databases to remain effective against evolving threats. Functions such as URL/category filtering, IP reputation validation, file hash reputation checks, malware/threat/signature updates, and advanced threat analysis require outbound connectivity to OEM security cloud services for real-time lookup and update purposes.</p> <p>These security capabilities are still enforced locally on the on-premises appliance itself. The cloud connectivity is primarily used for dynamic reputation verification, threat intelligence since such information changes</p>	Tender terms Prevails.

				<p>continuously and cannot practically remain static or manually maintained on-premises.</p> <p>No actual customer/user payload data is transmitted as part of these functions.”</p> <p>Please clarify if our understanding is correct and aligned with the requirement.</p>	
4	<p>"Technical requirement - Software Defined Network Solution at DC , DR and office locations : Management plane: - (control Plane & Data Plane) Point #4 "</p>	5	<p>The SDWAN controller should be deployed in redundant (HA) mode at DC.</p>	<p>The term Controllers is generic since each OEM has a different SD-WAN architecture, including dedicated or distributed components for management, control, and data plane functions, the HA requirement in DC should be applicable primarily to the control-plane (Controller) and data-plane(Hub Routers) components. Management-plane resiliency may be provided as per OEM architecture across DC and/or DR locations.”</p> <p>Please re-word as follows The SD-WAN control-plane components and Data plane components should be deployed in redundant/HA</p>	Pls refer revised RFP.

				mode at the DC. The SD-WAN management-plane components may be deployed across DC and DR locations, as per OEM architecture, to provide management resiliency"	
3	<p>""Technical requirement - Software Defined Network Solution at DC , DR and office locations :</p> <p>Architectural Specification" Point#21</p>	8	The proposed SDWAN solution should support Multicast.	<p>We understand currently there is no requirement for Mutlicast. Modern VC apps like Webex, Teams, Zoom etc that are in use only require unicast over Internet/SaaS.</p> <p>We understand in future SCADA and other business applications will be added that may or may-not require multicast.</p> <p>Hence request to modify as follows:</p> <p>The proposed SDWAN solution should support multicast by upgrading software / license in future without the need for change in SDWAN hardware</p>	Pls refer revised RFP.

5	<p>"Technical requirement - Software Defined Network Solution at DC , DR and office locations :SD-WAN Point #7 "</p> <p>Technical requirement - Software Defined Network Solution at DC , DR and office locations :Security features in SDWAN appliance"""" Point#9""""</p> <p>Software licenses and Accessories</p>		Multiple Clauses	<p>Require Clarification To align with the revised functional specification terminology where 'Zero Day Attack Protection' has been revised as 'Advanced Threat Protection / Zero-Day Threat Mitigation' in the Corrigendum, it is understood that all remaining references to 'Zero Day Attack Protection' elsewhere in the RFP shall also be interpreted as 'Advanced Threat Protection / Zero-Day Threat Mitigation'."</p> <p>Please clarify if our understanding is correct.</p> <p>If otherwise, its restricting our participation.</p>	Pls refer revised RFP.
6	The DC CPE should have min 8 GE Copper and 4 X 10 GE Fiber with 16 GB RAM scalable up to 32 GB and 64 GB Flash or higher.		<p>The network and security solutions offered by our OEM are based on fixed hardened appliances. Expansion of components such as memory and flash storage is not possible in these devices.</p> <p>However, x86-based appliances provide the flexibility to increase memory; however, scaling up memory alone does not result in a proportional increase in throughput or overall system performance. Therefore, this clause appears to favor router-based legacy hardware architectures and may inadvertently restrict the participation of OEMs offering purpose-built hardened security appliances.</p>	<p>The DC CPE should have min 8 GE Copper and 4 x 10 GE Fiber with 32 GB RAM and 30 GB Flash or higher.</p>	Pls refer revised RFP.

7	<p>The DC CPE device should support at least 3000 gateway-gateway IPSEC tunnels to support at least 200 sites / Location which can have minimum 2-3 WAN links</p>	<p>GGL has added a new clause that is supported primarily by legacy router-based technology OEMs. In SD-WAN deployments, at the HUB, the IPsec VPN tunnels configured to accommodate Branch VPNs (overlay tunnels) are often considered client-to-gateway IPsec VPNs. For 200 sites, considering 3 links per site, a total of 600 tunnels would be required.</p> <p>Similar to the above-mentioned requirement, this clause appears to be aligned with a specific implementation approach followed by certain OEMs and may inadvertently restrict the participation of our OEM, despite offering a technically compliant and functionally equivalent SD-WAN solution. We request GGL to review and suitably relax/modify this requirement to allow broader participation from qualified OEMs.</p>	<p>The DC CPE device should support at least 3000 Overlay IPSEC tunnels to support at least 200 sites / Location which can have minimum 2-3 WAN links.</p>	<p>Pls refer revised RFP.</p>
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8	<p>The proposed SD_WAN solution must support following IP & Routing Features: -</p> <ul style="list-style-type: none"> a. IPv4 & IPv6 routing support b. Static routes, Dynamic -OSPF, BGP c. Policy Based, Performance based routing, d. Must support either of VXLAN/NVGRE/GRE or IPSEC, DNS, DHCP. e. Bidirectional Forwarding detection (BFD) or similar features Network Address Translation (NAT), f. Access Control lists (ACLs) and VRRP, g. Multi-gigabit fabric for module to module communication 		<p>This is specific OEM (Cisco) Router technology features. Request for removal of this clause to participate in this RFP.</p> <p>g. Multi-gigabit fabric for module to module communication - Router specific favouring specific OEM</p>	<p>The proposed SD_WAN solution must support following IP & Routing Features: -</p> <ul style="list-style-type: none"> a. IPv4 & IPv6 routing support b. Static routes, Dynamic - OSPF, BGP c. Policy Based, Performance based routing, d. Must support either of VXLAN/NVGRE/GRE or IPSEC, DNS, DHCP. e. Bidirectional Forwarding detection (BFD) or similar features Network Address Translation (NAT), f. Access Control lists (ACLs) and VRRP, 	<p>Pls refer revised RFP.</p>
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9	<p>The Branch CPE should have total 6 Copper Ports (1G) either any combination of SFP or on board from day 1. It should have min 8 GB RAM and 8GB of Flash. Proposed solution must support at least 1 X3G/4G/LTE interface in Active/Backup mode natively or via external ODU or USB slot with support USB dongle</p>		<p>Our OEM's appliances are built on a purpose-built hardware architecture and, therefore, do not require higher memory configurations compared to general-purpose x86-based platforms. The performance requirements specified in the RFP can be fully met by the proposed model, as per the published technical specifications and datasheet.</p> <p>To comply with the prescribed memory requirement, it would be necessary to offer a significantly higher-capacity appliance capable of delivering substantially greater performance than what is actually required under the RFP. This would result in over-dimensioning of the solution and may not be aligned with the intended operational requirements.</p> <p>In the interest of maintaining a fair and competitive bidding environment, we respectfully request that the above-mentioned clauses be reviewed and amended to focus on the required performance parameters rather than specific hardware characteristics, thereby enabling participation from all technically compliant OEMs.</p>	<p>The Branch CPE should have total 6 Copper Ports (1G) either any combination of SFP or on board from day 1. It should have min 4 GB RAM and 4 GB of Flash. Proposed solution must support at least 1 X3G/4G/LTE interface in Active/Backup mode natively or via external ODU or USB slot with support USB dongle</p>	Pls refer revised RFP.
10	<p>The DC CPE should have min 8 GE Copper and 4 X 10 GE Fiber with 16 GB RAM scalable up to 32 GB and 64 GB Flash or higher.</p>		<p>Network and security solutions offered by Fortinet are based on fixed hardened appliances. Expansion of components such as Memory and Flash is not possible in Fortinet devices.</p> <p>However, x86-based appliances have the option to increase memory, but scaling up memory does not provide double the throughput / performance. This clause supports router-based legacy hardware technology and</p>	<p>The DC CPE should have min 8 GE Copper and 4 x 10 GE Fiber with 32 GB RAM and 30 GB Flash or higher.</p>	Pls refer revised RFP.

			completely restricting the participation of Fortinet.		
11	The DC CPE device should support at least 3000 gateway-gateway IPSEC tunnels to support at least 200 sites / Location which can have minimum 2-3 WAN links		GGL has added a new clause that is supported only by legacy router-based technology OEMs. In SD-WAN, at the HUB, the IPsec VPN tunnels configured to accommodate the Branch VPNs (Overlay tunnels) are often considered client-to-gateway IPsec VPNs. For 200 sites, considering 3 links each, a total of 600 tunnels are required. This clause, similar to the above, leads to completely restricts the participation of Fortinet.	The DC CPE device should support at least 3000 Overlay IPSEC tunnels to support at least 200 sites / Location which can have minimum 2-3 WAN links.	Pls refer revised RFP.

12	<p>The proposed SD_WAN solution must support following IP & Routing Features: -</p> <ul style="list-style-type: none"> a. IPv4 & IPv6 routing support b. Static routes, Dynamic -OSPF, BGP c. Policy Based, Performance based routing, d. Must support either of VXLAN/NVGRE/GRE or IPSEC, DNS, DHCP. e. Bidirectional Forwarding detection (BFD) or similar features Network Address Translation (NAT), f. Access Control lists (ACLs) and VRRP, g. Multi-gigabit fabric for module to module communication 		<p>This is specific OEM (Cisco) Router technology features. Request for removal of this clause to participate in this RFP.</p> <p>g. Multi-gigabit fabric for module to module communication - Router specific favouring specific OEM</p>	<p>The proposed SD_WAN solution must support following IP & Routing Features: -</p> <ul style="list-style-type: none"> a. IPv4 & IPv6 routing support b. Static routes, Dynamic - OSPF, BGP c. Policy Based, Performance based routing, d. Must support either of VXLAN/NVGRE/GRE or IPSEC, DNS, DHCP. e. Bidirectional Forwarding detection (BFD) or similar features Network Address Translation (NAT), f. Access Control lists (ACLs) and VRRP, 	Pls refer revised RFP.
13	<p>The Branch CPE should have total 6 Copper Ports (1G) either any combination of SFP or on board from day 1. It should have min 8 GB RAM and 8GB of Flash. Proposed solution must support at least 1 X3G/4G/LTE interface in Active/Backup mode natively or via external ODU or USB slot with support USB dongle</p>		<p>Fortinet devices built on ASIC architecture and therefore does not require higher memory compared to the x86 platform. The performance asked for in the RFP will be delivered by the 2 GB model in Fortinet, the same published in the datasheet.</p> <p>To meet the memory clause, a very high-performance device would need to be provided, which can deliver 4x the performance asked for in the RFP, which is beyond the actual requirement. To ensure a level playing field in the RFP, we respectfully request that the above clauses be amended as suggested.</p>	<p>The Branch CPE should have total 6 Copper Ports (1G) either any combination of SFP or on board from day 1. It should have min 4 GB RAM and 4 GB of Flash. Proposed solution must support at least 1 X3G/4G/LTE interface in Active/Backup mode natively or via external ODU or USB slot with support USB dongle</p>	Pls refer revised RFP.