

NEDFi/IT/2025-26/ 3023
27-Nov-2025

**Notice Inviting Quotation (NIQ) For Selection of Service Provider for SD-WAN Connectivity with
Managed Broadband Services in Branch Offices of NEDFi**

NEDFi invites sealed quotations from eligible System Integrators/ISPs for providing Managed SD-WAN Connectivity with dual broadband links for its branch offices on an OPEX model. The service provider shall supply, install, configure, and manage SD-WAN equipment and connectivity at each branch as per the scope detailed below.

1. Scope of Work

The selected vendor shall provide the following services on a fully managed Operating Expense (OPEX) model:

1.1 Internet Connectivity

- Provisioning and managing dual 100 Mbps broadband internet connections (two separate ISPs) at each branch.
- Ensuring last-mile delivery, installation, configuration, and ongoing support of both broadband links.

1.2 SD-WAN Equipment & Security

Vendor must supply, install, configure, and maintain the following at each branch:

Mandatory Components

- FortiGate 30G Next-Generation Firewall (SD-WAN capable)
- Unified Threat Management (UTM) Subscription (IPS, Antivirus, Web Filtering, App Control, Anti-Malware, etc.)
- SD-WAN License (wherever applicable)
- Orchestration Layer:
 - FortiManager (either OEM-hosted cloud (Forti Manager Cloud) instance or vendor self-hosted)
 - Configuration, policy push, monitoring, analytics, alerting.

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As the work will be on OPEX mode, no equipment will be purchased by NEDFi, all hardware, licenses, subscriptions, orchestration components, replacement, upgradation, AMC etc. shall be the sole responsibility of the vendor for the contract duration.

1.3 SD-WAN & Configuration Requirements

- Establish Secure SD-WAN tunnels to NEDFi Head Office) and DR Site. The Firewall devices of NEDFi HO i.e. FortiGate 12G in High Availability (HA) Mode will be Provided by NEDFi and Vendor has to propose suitable SD-WAN device on opex mode for DR site.
- Segregation of:
 - Internet Traffic -> Breakout via best available broadband link.
 - Internal Enterprise web Application Traffic (LMS, FAMS, internal portals, etc.) -> Through encrypted SD-WAN tunnel.
- Zero-touch provisioning & centralized policy management.
- Configuration and integration of Captive Portal and MAC-based authentication across NEDFi's existing managed routers, switches, and Wi-Fi access points, utilizing NEDFi's RADIUS server for centralized authentication and access control.
- Blocking of Wi-Fi and routing restrictions on vendor ONUs/routers (bridge mode)
- Credentials of all the firewall and orchestration platforms shall be provided to NEDFi.
- Technical support for all configurations related activity of the supplied devices shall be provided by the vendor.

2. Branch Locations Included (Pilot Phase)

The initial implementation (Pilot Phase) will cover the following NEDFi branches:

Sl. No	Location Name	Address
1	Dimapur	NEDFi, 2nd Floor, "Kuknalim" Circular Road, Dimapur – 797 112, Nagaland
2	Gangtok	NEDFi, Ground Floor, Yangthang House, Sonam Tshering Marg (Kazi Road), Gangtok – 737 101, East Sikkim

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3	Imphal	NEDFi, Babupara, Opp Telephone Bhawan, Imphal – 795 001, Manipur,
4	Namchi	Central Park, Above AXIS Bank P.O. & P.S. Namchi, District: Namchi, South Sikkim-737126,
5	Kohima	NEDFi, 4th Floor, Mato Complex, P.R. Hill, Kohima
6	Shillong	NEDFi, Cresens Buildings, 1st Floor, Opp Main Secretariat, M. G. Road, Shillong – 793 001, Meghalaya
7	Silchar	NEDFi, Silchar Cachar Market, 3rd Floor, Netaji Subhas Avenue, Silchar – 788 005, Assam
8	Tinsukia	NEDFi, 1st Floor, Dohutia Complex, Rangagora Road, Borguri, Tinsukia – 786126, Assam
9	Tezpur	Shankar Mandir Road, Kumargaon Rd, near Green Hub, Kacharigaon, Kamarchuburi, Tezpur, Assam 784001
10	Churachandpur	Radiant Complex, Bijang Family Lane Tiddim Road, Churachandpur PIN-795128, Manipur
11	Barpeta	1st Floor, Vishal Complex (Subham Hotel Building), GLC College Road, Barpeta Road, Dist - Barpeta PIN - 781315, Assam

Subject to satisfactory performance, the solution may be extended to all other branches of the Corporation.

Please note that the bidder must be capable of providing services to all the existing 22 branches of the Corporation (refer to www.nedfi.com for detailed branch locations). The quoted rate shall remain uniform and applicable across all locations for a period of five (5) years. Quotations from vendors who are unable to provide the above-mentioned services in all branches of NEDFi will be rejected and will not be considered for financial bid opening. **Bidder must submit a declaration that the bidder is capable of providing the above-mentioned services in all the branch locations of NEDFi.**

3. Service Level Agreement (SLA)

3.1 Network Uptime

- Vendor must ensure **minimum 99% uptime** for the combined dual-link SD-WAN connectivity at each branch.
- Jitter should be below 30ms.

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- Packet Loss should be below 1%
- Faulty device replacement shall be done within 48 business hours.

3.2 Response & Resolution Times

Issue Severity	Description	Response Time	Resolution Time
Critical	Complete outage of both links / SD-WAN down	30 minutes	4 hours
Major	Single link failure / degraded SD-WAN performance	1 Hour	8 hours
Minor	Non-critical issues, alerts, configuration changes	4 hours	24 hours

4. Commercial Proposal Format

Vendors must quote Monthly Recurring Cost (MRC) per branch in two components:

- a) Component A: Internet Bandwidth (Dual Broadband)
- b) Component B: SD-WAN & Managed Services
- c) Component C: DR Site SD WAN device - Monthly OPEX cost for FortiGate SD-WAN hub device at DR site (Vendor need to propose suitable model). NEDFi may or may not opt for this component.

The total MRC per branch (Component A + Component B) will be only considered for selection of L1-Bidder. No one-time cost (OTC) or installation charge will be applicable for the work.

5. Eligibility Criteria

- Bidder must be an authorized Fortinet partner / system integrator.
- Bidder must have experience of carrying out system integration and network related activities
- Bidder must have 24x7 NOC facility.
- Bidder must have presence in North-East India.

6. Evaluation

All participating bidders shall be required to deliver a Technical Presentation at NEDFi on the bid submission day, starting from 11:30 AM onwards. **The presentation must cover solution architecture, implementation approach, SD-WAN design (dual hub/ADVPN), security controls, NOC capabilities, integration readiness (Mikrotik/Radius and Log360), and operational management methodology.** Based on the Technical Presentation bidders will be shortlisted and declared technically eligible. Only such technically qualified bidders shall be considered for financial bid opening.

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On the same day, the Financial Bids of only the technically eligible bidders will be opened in the presence of their authorized representatives.

Among the technically qualified bidders, the bidder quoting the lowest Monthly Recurring Cost (MRC) (Component A + Component B) shall be considered as L1, and the work shall be awarded to the L1 bidder.

7. Other Terms & Conditions

a) Submission Mode: Only hard copy of the quotation will be accepted. Bidders must submit their NIQ response in a sealed envelope, duly signed and stamped by the authorized signatory. The submission must include:

- Detailed Technical Proposal
- KYC documents (PAN, GST Registration, Proof of Address, Certificate of Incorporation, etc.)
- Company Profile covering NOC capabilities, broadband partnerships (if applicable), and OEM certifications.

b) Delivery & Commissioning Timeline: The selected bidder must complete the delivery, installation, configuration, and commissioning of all equipment and services within 60 days from the date of issue of the Work Order.

c) Payment Terms: The Monthly Recurring Cost (MRC) for each branch shall be paid on a monthly basis, after successful commissioning of services for that branch.

The MRC shall be payable only upon submission of monthly invoices and verification of service availability and SLA compliance by NEDFi.

d) Uptime SLA & Penalty: The vendor must ensure 99% monthly uptime per branch for the SD-WAN connectivity, including dual internet links and SD-WAN tunnels. The Uptime Penalty Matrix is as under

Monthly Uptime Achieved	Penalty on Monthly Recurring Cost (MRC)
99% and above	No penalty
98% – < 99%	5% deduction of MRC
95% – < 98%	10% deduction of MRC
Below 95%	20% deduction of MRC

Repeated service degradation below 95% uptime for 3 consecutive months shall be treated as non-performance and may trigger termination.

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The following parameters will also be considered for SLA:

- Latency
- Jitter (Should be <30ms)
- Packet loss (Should be <1%)
- Link flapping / tunnel instability
- Service response & resolution times

For the purpose of calculation of Uptime/Down time the working hours of respective location will be taken into account as under:

- 0:00 Hrs. to 24:00 Hrs. in Head Office (DC) & DR (24x7x365)
- 08:00 Hrs. to 20:00 Hrs. in Branches in Working Days

e) Termination: NEDFi may terminate the contract, in full or for part of the locations, by giving **one month's written notice** if the vendor's performance is not satisfactory in any of the following:

- Inability to maintain required SLA uptime.
- High jitter, packet loss, or latency affecting application performance
- Delayed response times or repeated SLA breaches
- Poor quality of service delivery, monitoring, or technical support
- Failure to adhere to NEDFi's security, configuration, or operational directives

NEDFi shall not be liable for any compensation or charges in case of termination due to non-performance.

Moreover, both the parties may also terminate the service in whole or in part for their convenience by giving three months' written notice to the other party.

Vendor must ensure non-disruptive service during the notice period and handover all configurations, logs, credentials, and assets as required

f) Escalation Matrix: The bidder must provide a three-level (Level 1,2 & 3) escalation matrix containing:

- Names & designations
- Email IDs
- 24x7 reachable contact numbers
- Escalation contacts

Any change in the escalation matrix must be communicated to NEDFi within 48 hours.

g) Right of Acceptance / Rejection: NEDFi reserves the right to:

- Accept or reject any or all proposals.
- Cancel the NIQ at any stage.
- Modify or amend the NIQ conditions.
- Split the order among multiple vendors, if required.







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Quotations submitted after the deadline, incomplete bids, or ineligible submissions shall be rejected. NEDFi's decision shall be final and binding to the bidders.

h) Arbitration & Jurisdiction: Any dispute arising out of this NIQ shall fall under the jurisdiction of Guwahati, Assam only.

i) Submission Deadline: Bidders who agree to all terms and conditions must submit their sealed hard copy quotation on or before: 08 December 2025 by 11:00 AM with the subject line:


"NIQ for Selection of Service Provider for SD-WAN Connectivity with Managed Broadband Services in Branch Offices of NEDFi"

The sealed quotation must be addressed to:

The Executive Director
North Eastern Development Finance Corporation Ltd. (NEDFi)
"NEDFi House", G.S. Road, Dispur,
Guwahati – 781006
Phone: 0361-2222200
Email: it@nedfi.com



With best regards,


(L Loyi)

Executive Director