



ANDHRA PRADESH GRAMEENA BANK
(Scheduled Bank owned by Government)
Head Office:: Guntur

RFP Ref. No.: GEM/2025/B/6991495 Dated: 11-12-2025

Corrigendum/Addendum-1 Dated:01-01-2026

Selection of Internet Service Providers for availing Internet Links with DDoS as service at DC & DR sites for a period of 5 years

Sr. No	Page No	Para No	Description	Query/Clarification Sought	Amendments/Clarifications/Remarks
1	28	Deliverables from the Bidders	Bandwidth: Dedicated wired Internet Leased Line uncompressed and unshared. Bank requires 2Gbps Internet link at DC&DR from Day-1 with 1:1, which means the link should have capacity of 2 Gbps Inbound and 2Gbps outbound traffic and also 2Gbps DDoS mitigation required. The bidder is required to provide a below mention Internet Leased Line through Optical Media	Kindly confirm on the interface type 10G LR/SR and Mode SM or MM	Clarification: Interface type is 10G LR and mode SM
2	28	Data centre & Disaster Recovery site locations is given below	The links along with DDoS mitigation services are to be commissioned within 5 weeks from the date of issue of purchase order	Kindly extend to 8 weeks	Please adhere to terms and conditions of the RFP



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3	29	Topology Media and	The bidder is responsible for ensuring the last mile connectivity up to the APGB cage area router. The bidder shall Co-ordinate with Bank's Network Equipment vendor and system integrator for terminating and commissioning of the links	Kindly make till MMR room as cross connect till cage area is in customer scope	Please adhere to terms and conditions of the RFP
4	29	Latency	The latency at all times to ping to common websites like google.com and Yahoo.com (servers located in Europe) should not exceed 200 ms. If at any time Latency is observed to be more than 200ms, same may be treated as link outage till the latency is restored to less than 200ms.	Latency is based on location of server kindly relax this point or share the latency of server prior to check it latency	Please adhere to terms and condition of the RFP. (Bank has right to relax on Genuine grounds vary from case to case)
5	29	Static IP IPV4 & IPV6 Addresses	Static IP addresses are required at every site. The number of static public LAN IP addresses should be minimum /24 at DC and DR. The /24 IP pool provided to the bank should be transferred/leased to banks name	IPV4 requires justification for for ip allocation from APNIC.	Bank will provide the required details to successful bidders



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6	30	Data centre & Disaster Recovery site locations is given below	ISP should route public IP addresses owned by the bank on the link when required.	Kindly confirm if any ip pool procured by bank from APNIC /IRIN or from IR if yes than why additional pool from Service provider	Bank will provide the required details to successful bidders
7	58	Product Description	Low rate denial of service attack	Cannot be achieved through cloud-based mitigation / scrubbing unless the setup is "Always-On" or "On-Premises Appliance". Always-On approach will overload the DDoS infrastructure. Request to remove Always ON and actionable only at the time of attack.	Clarification: Bank opines that L3/L4 DDoS protection required.
8	58	Product Description	Necessary DDoS detection and mitigation solution to decrypt and inspect the encrypted packets should be provided as part of the solution	This requires certificate to be loaded onto the DDoS setup, which is required to decrypt https & analyse the payload. Considering Bank as end-customer, it's not recommended to do it on cloud as this might open the payload information	Clarification: Bidder has to provide as per the banks requirement. If any regulatory mandatory requirement it should be provided by bidder
9	59	Product Description	The proposed solution shall have the capacity to handle any volume of DDoS attack traffic on cloud and provide clean traffic of ordered bandwidth	This will be applicable only for volumetric attacks & not low-rate/slow-rate attacks. Low-rate attack traffic will consume part of ordered bandwidth	Amendment: The proposed solution shall have the capacity to handle volumetric attack of DDoS traffic on cloud and provide clean traffic of ordered bandwidth



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10	59	Product Description	ISP's shall provide customer with 24*7*365 access (except during excluded Events) to the customer portal in order for customer to utilize the DDoS Detection & Mitigation service.	Portal will be provided for read only viewing reporting and statistic purpose and no changes on configuration	Clarification: Bank may accept the same However, requirement should be achieved
11	60	Product Description	ISP shall provide the reports in a web portal to login and verify the status of Mitigation and download reports of incidents happened during at least last one year.	Can log retention be brought down to 1 month rather than 1 year	Please adhere to terms and conditions of the RFP
12	60	Product Description	The solution proposed should be integrated seamlessly with the systems like SIEM, SOAR, NMS etc. The service provider will be responsible for integration of the same	This can be achieved only for dedicated deployment (On-Premises or OEM's Cloud-based Services). Integration with On-Premises or OEM's Cloud-based Services can be through REST API, Syslogs or Webhooks, subject to feasibility & support from SIEM / SOAR .	Clarification: Generally these integrations will be implemented through API's, If any challenges arise the same will be discussed with successful bidder.
13	58	Product Description	Regular testing of service and base lining shall be undertaken in conjunction with the Customer at least annually to validate the operation of DDoS mitigation services	Kindly elaborate as attack cannot be simulated	Clarification: In case of simulation is not possible, successful bidder has to submit undertaking annually.



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14	22	Eligibility Criteria	The Bidder or any of its sister concern company should not have been debarred/blacklisted by the Govt. Departments/ Regulatory Agencies / PSU /Banks/Financial Institutions during last three years as on date of submission of bid. Bidder should also not have been insolvent / bankrupt at the time of bid submission.	The Bidder or any of its sister concern company should not have been debarred/blacklisted by the Govt. Departments/ Regulatory Agencies / PSU /Banks/Financial Institutions during last three years as on date of submission of bid. Bidder should also not have been insolvent/bankrupt at the time of bid submission.	Please adhere to terms and conditions of the RFP
15		Generic Clause	DC/DR address	Please share the detailed addresses of DC DR. This is required for carrying out Internet Link feasibility	Please refer Section III- Scope of work in ATC document.
16	59		Real time attack / threat detection of emerging internet based cyberattacks and mitigation of the same by taking corrective action in coordination with <u>Indian</u> Bank officials.	Please confirm if APGB is subsidiary of India Bank or Union Bank of India	Amendment: Real time attack / threat detection of emerging internet based cyberattacks and mitigation of the same by taking corrective action in coordination with Bank officials



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17	29	SECTION - III CONDITIONS OF CONTRACT 1) Scope Point - a)	Dedicated wired Internet Leased Line uncompressed and unshared link for a duration of 5 years. Based on the utilization of links, service providers should have the capability to upgrade the links and On premises device (DC/DR) to support Five (5) times the ordered bandwidth based on the bank's future requirement. The upgrade should not cause a disruption more than 3 hours. Bank will Pay the Price of upgraded bandwidth only but not for process, hardware etc. involved for upgradation as mutually agreed terms.	Bidder is only responsible to deliver the ILL link and its upgrade. Any change in CPE hardware at Bank side should be considered under Bank scope.	Please adhere to terms and conditions of the RFP
18	29	SECTION - III CONDITIONS OF CONTRACT 1) Scope Point - d)	Latency: The latency at all times to ping to common websites like google.com and Yahoo.com (servers located in Europe) should not exceed 200 ms. If at any time Latency is observed to be more than 200ms, same may be treated as link outage till the latency is restored to less than 200ms.	Request Bank to modify the latency for Europe as per industry norms to \leq 250ms	Please adhere to terms and conditions of the RFP
19	29	SECTION - III CONDITIONS OF CONTRACT 1) Scope Point - f)	Packet Loss/ Drop :<0.1% over 60 minutes.	Request Bank to modify the packet loss/drop as per industry norms at \leq 1% over 30/60 minutes.	Please adhere to terms and condition of the RFP



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20	29	SECTION - III CONDITIONS OF CONTRACT 1) Scope Point - g)	Cross connects: The service provider has to deliver the link up to the Racks of the Bank. Service provider has to arrange cross connects if any required.	Request Bank to provide the demarcation and Rack details of both DC & DR end for Cross Connects.	Bank will provide the required details to successful bidder
21	29	SECTION - III CONDITIONS OF CONTRACT 1) Scope Point - h)	Static IP IPV4 & IPV6 Addresses: Static IP addresses are required at every site. The number of static public LAN IP addresses should be minimum /24 at DC and DR. The /24 IP pool provided to the bank should be transferred/leased to banks name. Additional public ip's shall be available to allocate to Bank when required.	Request bank to modify the clause as: Static IP IPV4 & IPV6 Addresses: Static IP addresses Pool are mapped to provided link. And request to remove "The /24 IP pool provided to the bank should be transferred/leased to banks name. Additional public ip's shall be available to allocate to Bank when required." Please note that the provided IP Pool can't be transferred in case links will get disconnected. Bank should own these IPs directly from APNIC and we would provide the consultation for such requirements. Additional IPs can be provided as and when required with mutually agreed commercial due to scarcity of IPV4 stack. However, IPV6 can be allocated as and when required by Bank for these links.	Please adhere to terms and conditions of the RFP



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22	29	SECTION - III CONDITIONS OF CONTRACT 1) Scope Point - i)	Up time of link to be 99.90% (considering 30 days for all months).	Request Bank to modify clause as "Up time of link to be 99.50% (considering 30 days for all months)." The reason being as per industry norms for single link uptime is of 99.50% and for dual link it is 99.90% provided from same ISP on dual last mile.	Please adhere to terms and condition of the RFP
23	29	SECTION - III CONDITIONS OF CONTRACT 1) Scope Point - k)	Successful bidders should provide and install all the equipment needed for the purpose at their expenditure and Bank will not incur expenditure for any equipment. All the equipment to be installed in the bank premises should have the provision for working with at least two redundant power sources.	Seek clarity "Since the CPE routers/firewall are not in the bidder scope,hence, the bidder is responsible to provide Port at their MUX." Hence, the redundant power resources point reuled out.	Clarification: Bidder has to provide the connectivity till the banks routers/firewall including cross connect from MUX
24	30	SECTION - III CONDITIONS OF CONTRACT 1) Scope Point - L)	ISP should route public IP addresses owned by the bank on the link when required.	Seek clarity " Since Bank have asked to provide IP Pool from ISP/Bidder in clause No.1, Point No. H". Thus, both the IP pools has to be routed/configured by bidder i.e. Bank owned and ISP/Bidder provided Ips.	Clarification: Bidder has to configure Bank IPs/ISPs IPs As on when required By the bank.
25	33-34	7) Service Level Agreement (SLA) Point - i)	Network Uptime - 99.90% Penalty - Penalty will be deducted @ 1% of the total monthly rental charges for that location for every 0.02% downtime.	Request bank to modify: 'Network Uptime - 99.50% Penalty - Penalty will be deducted @ 1% of the total monthly rental charges for that location for every 0.02% downtime which would be maximum to 5% of monthly rental cahrges.	Please adhere to the Terms and conditions Of the RFP



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26	57	SECTION-V PART I - Technical Specification Point - i)	Static Public IP IPV4 & IPV6 Addresses -Static IP addresses are required at every site. The number of static public LAN IP addresses should be minimum /24 at DC and DR and /25 for CO and HO on IPV4 and /64 on IPV6 at all locations. The /24 IP pool provided to the bank should be transferred/leased to banks name. Additional public ip's shall be available to allocate to Bank when required.	Request Bank to modify" Static Public IP IPV4 & IPV6 Addresses -Static IP addresses are required at every site. The number of static public LAN IP addresses should be minimum /27 at DC and DR." Since the links are to be implemeneted at DC & DR hence, providing /25 IP Pool at CO & HO should be ruled out. Please note that the provided IP Pool can't be transferred in case links will get disconnected. Bank should own these IPs directly from APNIC and we would provide the consultation for such requirements. Additional IPs can be provided as and when required with mutually agreed commercial due to scarcity of IPV4 stack. However, IPV6 can be allocated as and when required by Bank for these links.	Please adhere to the Terms and conditions Of the RFP
27	30	SECTION-I 1) Scope of Work	The successful bidder shall be responsible for coordinating with the Data Center team in case of issues such as link downtime, link flapping, or high latency. coordinating with the Data Center team in case of	Bank will be responsible for reporting the issue via call/email regarding the link down, link flapping or high latency	Please adhere to the Terms and conditions Of the RFP
28	32	2) DDoS service Requirement: (2 Gbps as service at DC &DR sites)	cc.The service Provider shall provide online tool / software / customer portal access to view bandwidth Utilization/Statistics.	To enable monitoring on airtel NMS,Bank to allow airtel SNMP and loopback IP in APGB owned router/firewall.	Bank will provide the Details to successful Bidder



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29	56	SECTION-V PART I - Technical Specification	Link Delivery & LD clause: The links are to be commissioned within 5 weeks from the date of issue of purchase order. If the commissioning is delayed beyond the timelines, a penalty of Rs. 10,000/- per week or part thereof will be charged	We request bank to amend penalty clause to Rs. 5000/- per week or part thereof upto a maximum of 5% of the TCV	Please adhere to the Terms and conditions Of the RFP
30	58	SECTION-V PART I - Technical Specification Point - b) DDoS mitigation service requirement: 2 Gbps as service at DC & DR	The solution must be able to detect and mitigate all types of Distributed Denial of Service Attacks (DDoS) attacks, other emerging network attacks.	ISP based DDoS mitigation would cater to only cloud based volumetric DDoS protection. If Bank wants Bidder to provide complete protection of Volumetric based attack plus low and slow attacks and application based attack then Hybrid DDoS mitigation solution needs to be deployed. Please let us know whether bidder should provide only volumetric based DDoS protection or Hybrid DDoS protection.	Amendment: The proposed solution shall have the capacity to handle volumetric attack of DDoS traffic on cloud and provide clean traffic of ordered bandwidth
31	59		General observation & query	All the Technical points we see for DDoS protection needs on-premise appliance as well. Please do let us know to factor on-premise appliance. If Yes then please do let us know whether this will be in Capex or Opex.	Clarification: Opex-SaaS-Cloud
32	14	ii. a & b	Eligibility of 'Class-I local supplier' / 'Class-II local supplier' / 'Non-local suppliers' for different types of procurement a. In procurement of all goods, services or works in respect of which the Nodal Ministry/ Department has communicated that there is sufficient local capacity and local competition, only 'Class-I local supplier', as	Please confirm if Class-II local supplier is eligible to bid this RFP. Request relaxation to bid for Class-II local supplier	Please adhere to the Terms and conditions Of the RFP



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			defined under the Order, shall be eligible to bid irrespective of purchase value. b. In procurement of all goods, services or works, not covered by sub-para ii(a) above, and with estimated value of purchases less than Rs 200 Crore, in accordance with Rule 161 (iv) of GFR, 2017, Global tender enquiry shall not be issued except with the approval of competent authority as designated by Department of Expenditure. Only 'Class-I local supplier' and 'Class-II local supplier', as defined under the Order, shall be eligible to bid in procurements undertaken by procuring entities, except when Global tender enquiry has been issued. In global tender enquiries, 'Non-local suppliers' shall also be eligible to bid along with 'Class-I local suppliers' and 'Class-II local suppliers.'		
33	15	iv.	Margin of Purchase Preference: The margin of purchase preference shall be 20%.	Request to update margin of purchase preference to be Nil, so that Class-I local supplier and Class-II local supplier will have same purchase preference.	Please adhere to the terms and conditions of the ATC
34	25	8.3	In the reverse auction, the bidder will be required to quote only total cost as mentioned in the commercial bid format (Part-II of RFP). The price quoted should be inclusive of all charges and taxes. The bidder who quotes lowest amount will be identified as successful bidder. The successful bidder has to submit price break up as per commercial bid format within one (1) day, post completion of reverse auction directly to Bank duly signed by the authorised signatory. The unit price for each line item should be comparable to prevailing market rates.	As only one quantity will be awarded to each bidder, suggest to consider price of one single link in DC and DR in commercial bid submission and for RA	Please adhere to the terms and condition of the RFP



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35	29	b.	The links along with DDoS mitigation services are to be commissioned within 5 weeks from the date of issue of purchase order. If the commissioning is delayed beyond the timelines, a LD (liquidated damages) of 0.5% per week or part thereof will be charged on the total contract value of each undelivered link along with DDoS mitigation services to a maximum up to 10% of the total contract value(TCV) and recovered from subsequent payments. If the link along with the DDoS services is not commissioned within 8 weeks, it may lead to termination of entire contract under Termination of default.	Request delivery timeline of 12 weeks	Please adhere to the terms and conditions of the RFP
36	35	8	Either party may terminate the contract by giving notice of 3 months after completion of one year from the date of contract.	Request to keep the contract to 5 years without termination.	Please adhere to the terms and conditions of the RFP
37	33	6	6) Payment Terms The payments will be made quarterly in arrears after deducting applicable penalties and TDS (if any) upon submission of following documents at Head Office	Please confirm, payment will be made net 30 days from invoice date?	Please adhere to the terms and conditions of the RFP
38	33	6	6) Payment Terms The payments will be made quarterly in arrears after deducting applicable penalties and TDS (if any) upon submission of following documents at Head Office	Request payment term of Quarterly advance, net 30 days	Please adhere to the terms and condition of the RFP
39	33	5	5) Timeframe for Completion of Project The links are to be commissioned with DDoS Mitigation services within 5 weeks from the date of issue of purchase order. The monitoring and maintenance of links should start from the next day of commissioning of links. Any Upgradation/ Down gradation of links in contract period to be completed	Request 6 weeks timeline for upgrade/ downgrade requests	Please adhere to the terms and conditions of the RFP



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			within 2 weeks from the date of receiving request from bank. If the upgradation/down gradation is delayed beyond the timelines, a penalty of Rs.10,000/- per week or part thereof will be charged and recovered from subsequent payments.		
40	26	1	2Gbps (DC) & QTY:2	Please confirm where these links are terminated in DC. IT is terminated on FW or on CPE.	Clarification: Details will be provided to the successful bidder
41	26	1	2Gbps (DC) & QTY:2	Please confirm these links are working as active-active or active STBY?	Clarification: Details will be provided to the successful bidder while implementation
42	26	1	2Gbps (DR) & QTY:2	Please confirm where these links are terminated in DR. IT is terminated on FW or on CPE.	Clarification: Details will be provided to the successful bidder
43	26	1	2Gbps (DR) & QTY:2	Please confirm these links are working as activ-active or active STBY?	Clarification: Details will be provided to the successful bidder while implementation
44	26	1	2Gbps (DC & DR) & QTY:2 each	If the internet termination CPE supports GRE or not ? Please confirm.	Clarification: Details will be provided to the successful bidder
45	26	1	2Gbps (DC) & QTY:2	"Bidder can provision a DDoS solution for its own IP addresses or customer-owned IP addresses. We cannot provide a DDoS solution for IP addresses belonging to other Internet Service Providers (ISPs). Regarding AP Grameen Bank, they are expecting one link from each of two different ISPs. Therefore, we will only provide the DDoS solution for the IP addresses associated with our link. Kindly confirm this understanding."	Clarification: Bidder has to configure Bank IPs/ISPs IPs As on when required By the bank.



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46	26	1	2Gbps (DR) & QTY:2	"Bidder can provision a DDoS solution for its own IP addresses or customer-owned IP addresses. We cannot provide a DDoS solution for IP addresses belonging to other Internet Service Providers (ISPs). Regarding AP Grameen Bank, they are expecting one link from each of two different ISPs. Therefore, we will only provide the DDoS solution for the IP addresses associated with our link. Kindly confirm this understanding."	Clarification: Bidder has to configure Bank IPs/ ISPs IPs As on when required By the bank.
47	26	1	2Gbps (DR) & QTY:2	Please confirm the type of interface required for each link ?	Clarification: Interface type is 10G LR and mode SM
48	29	e	Jitter should be less than 10 ms.	On Public internet class of service value not considered hence jitter can not guaranteed.	Please adhere to terms and conditions of RFP
49	29	h	Static IP IPV4 & IPV6 Addresses: Static IP addresses are required at every site. The number of static public LAN IP addresses should be minimum /24 at DC and DR. The /24 IP pool provided to the bank should be transferred/leased to banks name. Additional public ip's shall be available to allocate to Bank when required.	1).The requirement is /24 at DC and /24 at DR or one /24 at DC and DR? Please clarify. 2).How many additional IP's are required? Please confirm. 3).Number of IPs requested is significant (/24 for DC and /25 for DR). We need clarity on where and how these IPs will be configured. 4).These IP's are non-transferable as per APNIC. If required, for getting own IP's bidder can guide . please make a note of it.	Clarification: One /24 IP addresses for DC and DR. Successful bidder has to provide additional IPs if required without any additional Cost to bank.



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50	32	24	The solution proposed should be integrated seamlessly with the systems like SIEM, SOAR, NMS etc. The service provider will be responsible for integration of the same.	Please confirm Make and model of SIEM, SOAR and NMS to check integration feasibility.	Clarification: Generally these integrations will be implemented through API's, If any challenges arise the same will be discussed with successful bidder
51	31	10(a,c)	*HTTP/HTTPS flood attack, *Necessary DDoS detection and mitigation solution to decrypt and inspect the encrypted packets should be provided as part of the solution.	Based on the current scope of work, we understand that L3/L4 DDoS protection is required. Does AP Gramin Bank require an L7 DDoS solution as an optional add-on or as a mandatory requirement? Please confirm.	Clarification: Bidder has to provide as per the banks requirement. If any regulatory mandatory requirement it should be provided by bidder
52	59	15	The proposed solution shall have the capacity to handle any volume of DDoS attack traffic on cloud and provide clean traffic of ordered bandwidth.	Normally banks are demanding onpremises solution instead of cloud based solutions. Is AP Gramin Bank expecting the DDoS solution to be deployed in your DC/DR using dedicated hardware or a cloud-based solution? Kindly confirm	Clarification: Opex-SaaS-Cloud
53	57	H	Cross connects: The service provider has to deliver the link up to the Racks of the Bank. Service provider has to arrange cross connects if any required.	Please clarify, Cross connect to be considered or not. In Page no 23 it is mentioned " The Bidder should have own access network for providing last mile (local loop) excluding the cross connects".	Clarification: Bidder has to provide the connectivity till the banks routers/firewall including cross connect from MUX



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54	29	d	Latency: The latency at all times to ping to common websites like google.com and Yahoo.com (servers located in Europe) should not exceed 200 ms. If at any time Latency is observed to be more than 200ms, same may be treated as link outage till the latency is restored to less than 200ms.	Please provide the IP address of servers located in Europe to check and confirm.	Bank will provide the required Data to successful bidder
55	35	11	Jurisdiction and Applicable Law	It is recommended that Courts of Mumbai or Delhi to have jurisdiction.	Please adhere to the terms and Conditions of the RFP
56	36	14	Limitation of Liability: Unlimited IP infringement claims	We propose the following clause to replace the current clause: "NOTWITHSTANDING ANY OTHER PROVISION HEREOF, NEITHER PARTY SHALL BE LIABLE FOR (A) ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, EXEMPLARY OR PUNITIVE DAMAGES OR (B) ANY DAMAGES FOR LOST PROFITS, LOST REVENUES, LOSS OF GOODWILL, LOSS OF ANTICIPATED SAVINGS, LOSS OF CUSTOMERS, LOSS OF DATA, INTERFERENCE WITH BUSINESS OR COST OF PURCHASING REPLACEMENT SERVICES, ARISING OUT OF THE PERFORMANCE OR FAILURE TO PERFORM UNDER THIS AGREEMENT, WHETHER OR NOT CAUSED BY THE ACTS OR OMISSIONS OR NEGLIGENCE (INCLUDING GROSS NEGLIGENCE OR WILLFUL MISCONDUCT) OF ITS EMPLOYEES OR AGENTS, AND REGARDLESS OF WHETHER SUCH PARTY HAS BEEN INFORMED OF THE POSSIBILITY OR LIKELIHOOD OF SUCH DAMAGES. IN NO EVENT BIDDER SHALL BE LIABLE IN AN AMOUNT THAT EXCEEDS, IN THE AGGREGATE FOR ALL SUCH LIABILITIES, THE MOST RECENT TWELVE (12) MONTHS OF CHARGES COLLECTED BY BIDDER	Please adhere to the terms and Conditions of the RFP



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				FROM THE CUSTOMER PURSUANT TO THE APPLICABLE PURCHASE ORDER GIVING RISE TO THE LIABILITY. "	
57	37	16	Indemnification	<p>Bidder requests to add the following exceptions to the said clause:</p> <p>1. Not using the said products in combination with other products not provided by the Bidder or</p> <p>2. equipments not being used as per the instructions provided by the Bidder.</p>	<p>Please adhere to the terms and Conditions of the RFP</p>
58	38	20	Intellectual Property Rights	<p>We propose the following clause to replace the current clause:</p> <p>"In the event of a third party claim of intellectual property infringement, Bidder may, at its sole option, (i) obtain for Customer the right to continue using the Services, (ii) modify the Services so that the Services are non-infringing, (iii) replace the Services with a functionally equivalent, non-infringing service, or (iv) if the alternatives in (i)-(iii) are not available, Bidder may so notify Customer and terminate such infringing Services without penalty to either Party. Notwithstanding anything in this Agreement to the contrary, this Section is Customer's sole and exclusive remedy for any intellectual property infringement claims."</p>	<p>Please adhere to the terms and Conditions of the RFP</p>



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59	41-44	26 to 28	Termination clause	<p>We propose the following clause to replace the current Termination clause:Termination Rights:I. Each Party reserves the right to suspend/terminate the contract placed on the selected bidder and recover expenditure on the following circumstances:A. The Party becomes bankrupt or is otherwise declared insolvent;B. The Party being a company is wound up voluntarily or by the order of a court or a receiver, or manager holders to appoint a receiver or a manager, provided that such termination will not prejudice or affect any right of action or remedy accrued or that might accrue thereafter to the other Party is appointed on behalf of the debenture holders or circumstances occur entitling the court or debenture;c. All payments due to the Supplier (including for all products and services provided up to the effective date of termination along with any upfront or residual charges paid to OEM(s) for AMC/ warranties) till the effective date of termination will be made by ECGC within 60 days' of such written notice for termination.II: The Parties may, without prejudice to any other remedy for Breach of the Contract, by written notice of 90 days of default to the other Party, terminate the Contract in whole or in part;A. If a Party fails to render services within the time period(s) specified in the Contract or any extension period thereof granted by the non-defaulting Party, orB. If a party fails to perform</p> <p>Please adhere to the terms and Conditions of the RFP</p>
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					any other obligations under the Contract;C. Purchaser fails to make a payment when due and Purchaser fails to cure such breach within fifteen (15) days after receipt of written notice from selected bidder.D. Purchaser or any end user has violated any law, rule, regulation or policy of any governmental dept. related to the Services or Purchaser's or an end user's use.E. Selected bidder receives any direction, notification or instruction from any governmental dept. to suspend or terminate the provision of Services to Purchaser."Notwithstanding anything stated herein, the Bidder shall not be liable for any liability if the termination is due to default not attributable to the Bidder""Notwithstanding anything stated herein, the Bank shall pay in full all the cost for the delivered product and for any additional charges Bank shall mutually discuss with Bidder before levying the same"	
60	83	Annexure VIII	Non-disclosure 12. Indemnity clause	Agreement	This cannot be accepted at NDA stage as it involves risk of wider import for the organisation. The same can be discussed between the parties while entering into definitive agreements.	Please adhere to the terms and Conditions of the RFP
61			APGB Rack details Interface at customer Rack Connector type APGB end Cross connect category		Clarification Required	Bank will provide the required Data to successful bidder



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Sr. No	Page No	Para No	Description	Query/Clarification Sought	Amendments/Clarifications/Remarks
62	22	8.1.4	Bidder should have provided at least one link of 1 Gbps or above Internet bandwidth with DDoS as service to atleast any two of the following: Public Sector Banks/Private Banks/ Regional Rural Banks (RRBs) / Financial Institutions in India during last three years ending 31.03.2025 and supporting the link currently.	Please note that DDOS is very rare phenomenon in ILL orders. Hence, kindly include Government Institutes and increase the time period to five years from three years in the clause. Suggested Clause: "Bidder should have provided at least one link of 1 Gbps or above Internet bandwidth with DDoS as service to atleast any two of the following: Public Sector Banks/Private Banks/ Regional Rural Banks (RRBs) / Financial Institutions/ <u>Government</u> Institution in India during last <u>FIVE</u> (5) years ending 31.03.2025	Please adhere to the terms and Conditions of the RFP
63	23	8.1.7	The bidder should have acquired valid NLD and ISP License from DOT and the license should have been acquired before 31.03.2025.	Kindly include Unified Licence also in the criteria also; as new ISP who are providing Telecom Services PAN india are getting a consolidated Licence which is Unified License. Suggested Clause is: "The bidder should have acquired valid NLD and ISP License or <u>UNIFIED LICENSE</u> from DOT and the license should have been acquired before 31.03.2025."	Please adhere to the terms and Conditions of the RFP
64	30	Product Description	The solution must be able to protect all internet protocols used including http, https, dns, smtp, ftp, ipsec. Necessary DDoS detection and mitigation solution to decrypt and inspect the encrypted packets should be provided as part of the solution.	Our platform supports protocol based Mitigation however solution does not support provide mitigation for encrypted packets.	Clarification: Bidder has to provide as per the banks requirement. If any regulatory mandatory requirement it should be provided by bidder



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Sr. No	Page No	Para No	Description	Query/Clarification Sought	Amendments/Clarifications/Remarks
65	31	Product Description	Low rate denial of service attack Mydoom	Mitigation for Attacks mentioned are not available	Clarification: Bank opines that L3/L4 DDoS protection required
66	31	Product Description	Successful bidder's solution should automatically learn and adapt to changes in customer's traffic profile. The solution should identify attacks based on recent customer traffic profile and not based on static customer profile.	Presently we provide solution basis static profile	Please adhere to the terms and Conditions of the RFP
67	31	Product Description	The proposed solution shall have the capacity to handle any volume of DDoS attack traffic on cloud and provide clean traffic of ordered bandwidth.	DDoS attack will be Mitigated as per as per DDoS BW subscribed	Amendment: The proposed solution shall have the capacity to handle volumetric attack of DDoS traffic on cloud and provide clean traffic of ordered bandwidth
68	32	Product Description	ISP shall provide the reports in a web portal to login and verify the status of Mitigation and download reports of incidents happened during at least last one year.	High alerts report will be available for 60 days	Please adhere to the terms and Conditions of the RFP
69	32	Product Description	The solution proposed should be integrated seamlessly with the systems like SIEM, SOAR, NMS etc. The service provider will be responsible for integration of the same.	DDoS platform is integrated with our SIEM , SOAR and NMS however its not feasible to integrate with any other platform outside our network	Clarification: Generally these integrations will be implemented through API's, If any challenges arise the same will be discussed with successful bidder.



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70	8.1 Eligibility Criteria Sr. No. 4	Bidder should have provided at least one link of 1 Gbps or above Internet bandwidth with DDoS as service to atleast any two of the following: Public Sector Banks/Private Banks/ Regional Rural Banks (RRBs) / Financial Institutions in India during last three years ending 31.03.2025 and supporting the link currently.	We request you to kindly change this clause as below: Bidder should have provided at least one link of 1 Gbps or above Internet bandwidth with DDoS as service to atleast any two of the following: Public Sector Banks/Private Banks/ Regional Rural Banks (RRBs) / Financial Institutions in India during last three years as on bid publish date and supporting the link currently.	Please adhere to the terms and Conditions of the RFP
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#	Representations Received in GeM portal	Amendments/Clarifications/Remarks
1	Please note the submission for this bid is lying during new year's holidays time. During this period almost everyone will be on leave. Hence, request extension of minimum 10 days. Suggested Clause is - "Bid End Date/Time: 12-01-2026 15:00:00; Bid Opening Date/Time: 12-01-2026 15:30:00"	Please adherer terms and conditions of ATC
2	Refer Eligibility criteria no 8.1.4. Please note that DDOS is very rare phenomenon in ILL orders. Hence, kindly include Government Institutes and increase the time period to five years from three years in the clause. Suggested Clause: "Bidder should have provided at least one link of 1 Gbps or above Internet bandwidth with DDoS as service to at least any two of the following: Public Sector Banks/Private Banks/ Regional Rural Banks (RRBs) / Financial Institutions/ Government Institution in India during last FIVE (5) years ending 31.03.2025 and supporting the link currently."	Please adherer terms and conditions of ATC
3	Refer Eligibility criteria no 8.1.7. Kindly include Unified Licence also in the criteria also; as new ISP who are providing Telecom Services PAN India are getting a consolidated Licence which is Unified License. Suggested Clause is: "The bidder should have acquired valid NLD and ISP License or UNIFIED LICENSE from DOT and the license should have been acquired before 31.03.2025."	Please adherer terms and conditions of ATC
4	Refer Clause g. on Page 29 - "g. Cross connects: The service provider has to deliver the link up to the Racks of the Bank. Service provider has to arrange cross connects if any required." Since both DC & DR is third party DC ,if bank will provide Cross connect it will be fast delivery of link. Suggested Clause is -"g. Cross connects: The service provider has to deliver the link up to the Racks of the Bank. Bank will arrange cross connects if any required."	Please adherer terms and conditions of ATC
5	Refer Clause h. on Page 29; we will provide /24 IP pool at DC & DR location which will be dedicated for Bank ,so no need to leased to banks name. Suggested Clause is: "h. Static IP IPV4 & IPV6 Addresses: Static IP addresses are required at every site. The number of static public LAN IP addresses should be minimum /24 at DC and DR." in place of "h. Static IP IPV4 & IPV6 Addresses: Static IP addresses are required at every site. The number of static public LAN IP addresses should be minimum /24 at DC and DR. The /24 IP pool provided to the bank should be transferred/leased to banks name."	Please adherer terms and conditions of ATC
6	As per RFP Clause 2 Bidders will provide ILL links, so as per understanding overall uptime of 99.90 bank will be get at DC & DR and each bidder will provide uptime SLA 99.50% monthly ,please clarify	Please adherer terms and conditions of ATC



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7	We understand that you will procure 1 ILL only at each DC & DR from L1 Bidder; and L2 bidder will provide secondary set of links at L1 rate. Kindly confirm.	Clearly mentioned in scope of work in bid ATC document
8	Refer Clause 'b' on page 2 of SECTION - III CONDITIONS OF CONTRACT - We understand that any delay shall be solely attributable to the bidder and not otherwise.	Please adherer terms and condition of ATC
9	Refer Clause 'b' on page 2 of SECTION - III CONDITIONS OF CONTRACT - Further we understand that the delay is not due to any customer dependencies not met such as providing space, power and access.	Clarification: Bank may consider on Genuine grounds on case to case basis
10	Requesting the customer to please add exclusions to the SLA uptime as follows: Service availability Percentage, Network Latency, Network Packet Loss, Jitter and MT Repair measurements do not include Downtime resulting in whole or in part from one or more of the following causes: (i) Any act or omission on part of the customer including but limited to failure to notify the customer care desk of the bidder through the process defined by the bidder of the service disruption. (ii) Failure of last mile access (fixed line/wireless) obtained from third party that is not provided or managed by company. (iii) Failure of customer application equipment, or facilities including any third party equipment. (iv) Refusal of customer to allow testing or repair of service or service equipment and use by customer of the service on an impaired basis, including refusal to allow access to customer premise of the company personnel.	Please adherer terms and conditions of ATC
11	Requesting the customer to please add exclusions to the SLA uptime as follows: Service availability Percentage, Network Latency, Network Packet Loss, Jitter and MT Repair measurements do not include Downtime resulting in whole or in part from one or more of the following causes: (v) Customer not providing stable power and other infrastructure required for service equipment and/or CPE. (vi) Events or occurrences that result in "No problem found" trouble tickets. (vii) Trouble tickets associated with new installation or updates. (viii) Customer initiated change request in the service while the change request is under progress. (ix) Planned repairs, modifications or maintenance notified to customer in advance (x) Unauthorised change to service equipment or CPE made by customer without notifying the company. (xi) Suspension of service by the company. (xii) Force majeure events.	Please adherer terms and conditions of ATC
12	Refer Clause - "Contract Period" on page 8 of SECTION - III CONDITIONS OF CONTRACT. Kindly note that the term "satisfaction" is too broad and subjective. We request you to consider the fact that there are already SLAs mentioned for specific scope of services and that breach of SLA may lead to termination/suspension. Such suspension/termination may be qualified as below: Non performance of services under this clause shall mean performance of services below threshold levels as agreed in the SLA for 3 (consecutive)SLA measurement periods due to acts directly attributable to Bidder. In such case Purchaser shall render 30 days cure period to rectify the breach and if such breach is not cured by Bidder then Purchaser may terminate particular link under the contract which is not performing If breach is cured then customer shall not terminate such links.	Please adherer terms and conditions of ATC



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13	Refer Clause - "Contract Period" on page 8 of SECTION - III CONDITIONS OF CONTRACT. The selected Bidder is required to make considerable investments in execution of the project. As such termination for convenience by the customer will make bidder to suffer significant losses . As such we request to delete termination for convenience by customer.	Please adherer terms and conditions of ATC
14	Refer Clause - "9) Sub-Contracting" on page 8 of SECTION - III CONDITIONS OF CONTRACT. Please note that although the core telecom activity will be the responsibility of the bidder, however, ancillary activities such as installation, setting up of a call centre etc., may be subcontracted.	Please adherer terms and conditions of ATC
15	Refer Clause - "14) Limitation of Liability" on page 10 of SECTION - III CONDITIONS OF CONTRACT. Request the customer to modify the clause as below: Successful bidders' aggregate liability under the contract shall be at actual and limited to a maximum of the contract value. For the purpose for the section, contract value at any given point of time, means the aggregate value of the purchase orders placed by bank on the vendor that gave rise to claim, under this tender. This limit shall not apply to third party claims for a. IP Infringement indemnity for the equipment sold to the customer b. Bodily injury (including death) and damage to real property and tangible property caused by vendor' or its employee/ agents which is attributable to the bidder and not otherwise.	Please adherer terms and conditions of ATC
16	Refer Clause - "18) Patent Rights" on page 11 of SECTION - III CONDITIONS OF CONTRACT. Kindly note that this clause shall not be applicable for the current scope of service. To be deleted or declared as dormant.	Please adherer terms and conditions of ATC
17	Refer Clause - "19) IT Act 2000" on page 11 of SECTION - III CONDITIONS OF CONTRACT; Kindly note that by way of this RFP we are not selling any equipment to the customer, the same is for connectivity services solely, therefore we shall comply with the applicable law of India for the services. Please clarify what are the RBI guidelines mentioned here as the same may not be applicable for the current scope of telecom services.	Please adherer terms and conditions of ATC
18	Refer Clause - "20) Intellectual Property Rights (IPR)" on page 12 of SECTION - III CONDITIONS OF CONTRACT; Kindly note that we are not providing any deliverables or software as per the scope of service which is restricted to telecom services, the clause may not be applicable for the current scope of service. To be deleted or declared as dormant.	Please adherer terms and conditions of ATC
19	Refer Clause - "23) Settlement of Disputes" on page 13 of SECTION - III CONDITIONS OF CONTRACT; Kindly note that in case of failure by the two arbitrators to appoint an arbitrator then the appointment shall be as per the Arbitration and Conciliation Act by the High Court. To be modified according.	Please adherer terms and conditions of ATC
20	Refer Clause - "25) Termination for Default" on page 15 of SECTION - III CONDITIONS OF CONTRACT;1. We understand that any delay is solely attributable to the bidder and all the customer dependencies such as power, space and access are met in time. 2. Any termination should be based on non-maintenance of 3 consecutive SLA measurement period and not on any sales performance or cost benefit analysis which is subjective. 3. In case of any failure to perform any obligations under the agreement request the customer to provide 30 days cure period. Therefore request the customer to modify the clause accordingly. Request modification of the clauses.	Please adherer terms and conditions of ATC



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21	Refer Clause - "25) Termination for Default" on page 15 of SECTION - III CONDITIONS OF CONTRACT;4. We request that the termination may be invoked only in the event of a material breach of the contract and the delays due to reasons attributable to the Bidder and not otherwise . Further in case the customer invokes the risk purchase clause the price shall be arrived through a competitive bidding process and not otherwise. Further the price applicable for same goods and similar goods could be different as such the Bidder should not be fastened with liabilities arising out of procurement of similar goods whose costing and pricing could be different. Therefore, request the customer to modify the clause accordingly. Request modification of the clauses.	Please adherer terms and conditions of ATC
22	Refer Clause - "28) Termination of Services/ Contract" on page 18 of SECTION - III CONDITIONS OF CONTRACT; Material breach of the agreement for the bidder shall mean non-maintenance of 3 consecutive SLA measurement period.	Please adherer terms and conditions of ATC
23	Refer Clause - "28) Termination of Services/ Contract" on page 18 of SECTION - III CONDITIONS OF CONTRACT; Request modification of clause (f) as below: An act of omission by the Bidder, its employees, its agents, or employees of the consortium in the performance of the services which result in death, injury to person or property to the customer while at the premise of the customer provided by this contract.	Please adherer terms and conditions of ATC
24	Refer Clause - "28) Termination of Services/ Contract" on page 18 of SECTION - III CONDITIONS OF CONTRACT; 2. Kindly note that non-satisfactory performance term is too broad and subjective, request the customer to consider that there are already SLAs mentioned for specific scope of services and that breach of SLA may lead to termination/suspension. Such suspension/termination may be qualified as below: Non performance of services under this clause shall mean performance of services below threshold levels as agreed in the SLA for 3 (consecutive)SLA measurement periods due to acts directly attributable to Bidder. In such case Purchaser shall render 30 days cure period to rectify the breach and if such breach is not cured by Bidder then Purchaser may terminate particular link under the contract which is not performing If breach is cured then customer shall not terminate such links.	Please adherer terms and conditions of ATC
25	Refer Clause - "28) Termination of Services/ Contract" on page 18 of SECTION - III CONDITIONS OF CONTRACT; 4. We request that the termination may be invoked only in the event of a material breach of the contract and the delays due to reasons attributable to the Bidder and not otherwise . Further in case the customer invokes the risk purchase clause the price shall be arrived through a competitive bidding process and not otherwise. Further the price applicable for same goods and similar goods could be different as such the Bidder should not be fastened with liabilities arising out of procurement of similar goods whose costing and pricing could be different . Therefore request the customer to modify the clause accordingly.	Please adherer terms and conditions of ATC
26	Refer Clause - "28) Termination of Services/ Contract" on page 17 of SECTION - III CONDITIONS OF CONTRACT; 5. We understand that any allegation of fraud shall be proven in the court of law. 6. Request deletion of clause (j) as the bidder being a TSP is answerable to the DoT directly and no customer will be affected or any penalty will be impose for regulatory violation of the bidder. 7. Request deletion of clause (k), considering that the same should not be a reason for terminating the entire agreement. 8. Request deletion of clause m and n.	Please adherer terms and conditions of ATC



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27	Refer Clause - "29) Confidentiality" on page 18 of SECTION - III CONDITIONS OF CONTRACT; Kindly note that we do not require any access to the customer's systems, IT components, software. Therefore, we understand that CI will be applicable only to the extent applicable to the current scope of service. Please confirm.	Please adherer terms and conditions of ATC
28	Refer Clause - "30) Negligence" on page 18 of SECTION - III CONDITIONS OF CONTRACT; Services are automated in nature, therefore we understand that the clause shall not be applicable for the current scope of service.	Please adherer terms and conditions of ATC
29	Refer Clause - "36) Compliance with Policy" on page 22 of SECTION - III CONDITIONS OF CONTRACT; Please note that we are not providing any IT services, software services, cyber security services to the customer. The services are restricted to telecom services. Therefore, we understand that this clause shall not be applicable on the bidder. Further, we will comply with the applicable law, as a TSP we have millions of customer there compliance with DPDP policy of each of its customer is not practical and feasible.	Please adherer terms and conditions of ATC
30	Refer Clause - "39.2 Representation and Warranties" on page 26 of SECTION - III CONDITIONS OF CONTRACT; Please note that this clause shall not be applicable for the current scope of service.	Please adherer terms and conditions of ATC
31	Refer Clause - "39.7 Solicitation of Employees" on page 28 of SECTION - III CONDITIONS OF CONTRACT; Request addition of the following exclusion: save and except if such employment offered through public job portals, newspaper, advertising, etc which are not targeted specifically towards employees of other parties	Please adherer terms and conditions of ATC
32	Refer Clause - "Section 10 - Examination of Books of Accounts" on page 78 of ANNEXURE - VII Pre-Contract Integrity Pact; For the sake of clarity the scope of audit shall be limited to the invoices, payment receipts and records submitted along with the proposal , inspection of sites etc and shall not include any cost break up or documents outside the ambit of the scope of this RFP .	Please adherer terms and conditions of ATC
33	Refer Clause - "1. Confidential information" on page 80 of ANNEXURE-VIII Non-Disclosure Agreement; 1. Please note that the Service Provider only requires the POI, POA of the Authorized signatory and the location details for the provisioning of Connectivity Services. For clarity, the information/data/document shared by the Customer forming part of the CAF, shall be governed by the Unified License, Regulatory authorities and applicable law and not by the terms and conditions of this NDA/Agreement.	Please adherer terms and conditions of ATC
34	Refer Clause - "1. Confidential information" on page 80 of ANNEXURE-VIII Non-Disclosure Agreement; 2. Request the customer to modify the clause as below as the same is not required by us for provisioning of the services: Confidential Information means all information disclosed/ furnished by either party to another party in connection with the Purpose. Confidential Information shall include any copy, abstract, extract, sample, note or module thereof and all electronic material or records, tenders and other written, printed or tangible thereof and include all information or material that has or could have commercial value or other utility in the business in which disclosing party is engaged. Receiving party may use the information solely for and in connection with the Purpose. The parties shall not share any data which is not required for provisioning of the services under the scope of service	Please adherer terms and conditions of ATC



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35	Refer Clause - "2. Use of Confidential Information" on page 81 of ANNEXURE-VIII Non-Disclosure Agreement; Please note that return/destruction of the confidential information shall not be applicable to any information that forms part of the regulatory information.	Please adherer terms and conditions of ATC
36	Refer Clause - "10. Dispute resolution mechanism" on page 83 of ANNEXURE-VIII Non-Disclosure Agreement; Kindly note that the purpose of the NDA is to protect the confidential information which can be through an interim relief. For referring any matter to arbitration there has to be presence of "dispute" or difference" between the parties. Therefore, we suggest that in case of any conflict, breach the parties may approach the court of law.	Please adherer terms and conditions of ATC
37	Refer Clause - "12. Indemnity clause" on page 83 of ANNEXURE-VIII Non-Disclosure Agreement; Request deletion as the purpose of the NDA is to protect the CI which can be through an interim relief by a party. Request deletion of indemnity as the same is not required under an NDA. It can form part of the definitive agreement.	Please adherer terms and conditions of ATC