

Sn	Section	Page No	Point no.	Query	NIA Response
1	Scope of Supply/Service	9		Table under "Project Schedule" Request to revise overall delivery timeline to 5-6 weeks considering feasibility and dependencies on third-party permissions.	Please adhere to RFP Terms and Conditions
2	Scope of Supply/Service	20		Uptime should maintain 99.99% for DC/DR/NDR and branches" Request to revise uptime requirement to 99.5%, as 99.99% is extremely stringent and may not be practical for WAN links.	Please adhere to RFP Terms and Conditions
3	Project Schedule	8		Uptime should maintain 99.99% for DC/DR/NDR and branches" Request to revise uptime requirement to 99.5%, as 99.99% is extremely stringent and may not be practical for WAN links.	Please refer addendum
4	Scope of Supply/Service	10	14.3	Penalty 2.5% of annual charges per week (max 25%) Request to revise service delay penalty to 0.5% per week with maximum cap of 5%, as current penalty is disproportionately high	Please refer addendum
5	Scope of Supply/Service	16	15.2.6	Provisioning of bandwidth on demand should happen within 2 working days. Minimum period for network upgrade under bandwidth on demand request will be 5 days. Considering practical challenges in provisioning and network upgrade activities, we request NIA to revise the minimum period for network upgrade under bandwidth on demand request from 5 days to 2 weeks to ensure proper planning and execution without impacting service quality.	Please adhere to RFP Terms and Conditions
6	Scope of Supply/Service	71	2	"2. Compliance Sheet - Point 2 Point links 1. Packet Loss: < 0.5%" "2. Compliance Sheet - Point 2 Point links 1. Packet Loss: < 1%"	Please adhere to RFP Terms and Conditions
7	Scope of Supply/Service	71	3	"3. Compliance Sheet - Internet links(ILL), 3. Service Levels for Internet link between the data centers --- Packet Loss: < 0.5%" "3. Compliance Sheet - Internet links(ILL), 3. Service Levels for Internet link between the data centers --- Packet Loss: < 1%"	Please adhere to RFP Terms and Conditions
8	Scope of Supply/Service	70	3	"2. POINT 2 POINT LINKS AT DC-DR DR-NDR DC-NDR Service Levels for Point-to-Point link between the data centers 1. Packet Loss: < 0.5%" "2. POINT 2 POINT LINKS AT DC-DR DR-NDR DC-NDR Service Levels for Point-to-Point link between the data centers 1. Packet Loss: < 1%"	Please adhere to RFP Terms and Conditions
9	Scope of Supply/Service	71		"3. Service Levels for Internet link between the data centers Packet Loss: < 0.5%" "3. Service Levels for Internet link between the data centers Packet Loss: < 0.1%"	Please adhere to RFP Terms and Conditions
10	Scope of Supply/Service	68		7. Last mile fiber connectivity for secondary BSNL/MTNL MPLS links used to provide internet over MPLS - Location Details are unavailable where we need to deliver this last mile fiber connectivity; please share.	Locations will be shared with successful bidder

11	Scope of Supply/Service	15	15.2.3	4. DDoS scrubbing upto 5 Gbps for ILL links ( for DC DR NDR combined) "The customer requirement to subscribe 3 ILL links of 600 Mbps each, totaling 1.8 Gbps. Industry best practice recommends provisioning mitigation bandwidth at 5× the subscribed bandwidth, i.e., approx. 9 Gbps. In the scenario where a DDoS attack exceeds 5 Gbps, what is the expected ISP behavior? Should the ISP continue to protect the customer traffic, or is there a threshold after which the traffic is blackholed to safeguard the network?"	Please refer addendum
12	Scope of Supply/Service	15	15.2.2	Backbone Clarification For the three proposed ILL links, will all connections be delivered entirely on the Airtel backbone, or will any portion involve third-party last-mile providers?	End to End delivery will be by the bidder, there won't be any third party last mile provider.
13	Bid Eligibility Criteria	29	6	Change Required : Bidder should have experience of minimum 5 years in providing MPLS/P2P/ILL connectivity and DDoS scrubbing services in India.  query - Change Required : Bidder should have experience of minimum 3 years in providing MPLS/P2P/ILL connectivity and DDoS scrubbing services in India.	Please adhere to RFP Terms and Conditions
15	Scope of Supply/Service			"Pg no 10 14.3.1 ONNET (NDE): 8 weeks (subject to PROW/ROW permissions and feasibility) OFFNET: 10-12 weeks (subject to PROW/ROW permissions and feasibility) We request NIA to allow the bidder / vendor to deliver the links as per the timelines mentioned in column D"	Please adhere to RFP Terms and Conditions
16	Scope of Supply/Service			"Pg no 10 14.3.1 ONNET (NDE): 8 weeks (subject to PROW/ROW permissions and feasibility) OFFNET: 10-12 weeks (subject to PROW/ROW permissions and feasibility) We request NIA to allow the bidder / vendor to deliver the links as per the timelines mentioned in column D"	Please adhere to RFP Terms and Conditions
17	Scope of Supply/Service			Pg no 10 14.3.1 NIA should give more cleartiy on this clousue NIA should manage the MTNL/ BSNL scope/Coordinations.	BSNL will provide the last mile facility for MPLS and ILL
18	Scope of Supply/Service			Pg no 10 14.3.1 NIA should give more cleartiy on this clousue NIA should manage the MTNL/ BSNL scope/Coordinations.	BSNL will provide the last mile facility for MPLS and ILL
19	Scope of Supply/Service			"Pg no 10 14.3.1 Subject to feasibility : Std Timeline ONNET (NDE): 8 weeks (subject to PROW/ROW permissions and feasibility) OFFNET: 10-12 weeks (subject to PROW/ROW permissions and feasibility) We request NIA to allow the bidder / vendor to deliver the links as per the timelines mentioned in column D"	Please adhere to RFP Terms and Conditions
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23	Scope of Supply/Service		Pg no 10 14.3.2 Please check with Concern DDoS team Provisioning of DDoS scrubbing services for procured ILL links	Please adhere to RFP Terms and Conditions
24	Scope of Supply/Service		"Pg no 10 14.3.3 Subject to feasibility Standard Delivery Timelines: ONNET (ILL): 5-6 weeks (subject to PROW/ROW permissions and feasibility) OFFNET: 8-10 weeks (subject to PROW/ROW permissions and feasibility) We request NIA to allow the bidder / vendor to deliver the links as per the timelines mentioned in column D"	Please adhere to RFP Terms and Conditions
25	Scope of Supply/Service		"Pg no 10 14.3.4 Standard Delivery Timelines: ONNET (ILL): 8 weeks (subject to PROW/ROW permissions and feasibility) OFFNET: 10-12 weeks (subject to PROW/ROW permissions and feasibility) We request NIA to allow the bidder / vendor to deliver the links as per the timelines mentioned in column D"	Please adhere to RFP Terms and Conditions
26	Scope of Supply/Service		Pg no 10 14.3.5 Subject to feasibility To provide the BoD , we need to build the last mile of additional BW, request to please clarify as to what percentage the BoD will be required over and above the base BW so that accordingly the last mile BW can be calculated. Please add the Percentage of upgrade over base BW	Bandwidths are mentioned in the RFP document and based on requirement, price discovery for the additional Bandwidth will be done by NIA with successful bidder.
27	Scope of Supply/Service		Pg no 10 14.4 note that these timelines are dependent on the scope of work and feasibility factors, including PROW and ROW permissions, which are beyond Tata Communications' control. Therefore, NIA should take these dependencies into consideration when evaluating timelines. We request NIA to allow the bidder / vendor to deliver the links as per the timelines mentioned in column D	Please adhere to RFP Terms and Conditions
28	Scope of Supply/Service		Pg no 11 14.7 if NIA has ordered managed links, it must ensure receipt of CPE deliveries at the designated locations and keep it . Post-delivery only Tata Communications will align Field Engineers (FE) for installation.	Agreed. CPE delivery will be managed by NIA (or respective service provider viz. CPE) in such scenarios
29	Scope of Supply/Service		Pg no 10 14.3.1 Cross connection at respective DC ,P2P , ILL and MPLS should be under the scope of NIA in Case NIA wants TCL to own the cross connect then it has additional cost and timeline.	Cross connect at DC, DR, NDR will be done by NIA's existing service provider
30	Scope of Supply/Service		Pg no 10 14.3.1 Any delay at NIA side - Access /Downtime/PROW/NIA own XC should be excluded from delivery timeline	Please adhere to RFP Terms and Conditions
31	Scope of Supply/Service		Pg no 10 14.3.4 NIA has to provide the require Rack space + power + AC for supplier to install devices within their server room.	Understading is correct.
32	Scope of Supply/Service		Pg no 19 16.1.c1 NIA shoud accept the service post successful delivery within 5 days.	Within 5 working days of NIA

33	Scope of Supply/Service		Pg no 8 13 The Performance Bank Guarantee shall remain valid for the duration of the committed contractual term, including any agreed extensions, plus an additional 3 months for administrative closure. In case the contract is extended beyond the initial term, the validity of the Performance Bank Guarantee shall be correspondingly extended by the successful bidder. The validity shall not exceed the actual service commitment period agreed between the parties	The contract duration is 1 year which will be extended upto 5 year on year on year basis. Hence the PBG validity has been kept for 5 Years 3 Months. Any further changes will be done with the successful bidder
34	Scope of Supply/Service		Pg no 8 14 The total penalties levied under this Agreement, including those for delivery delays and SLA breaches, shall not exceed ten percent (10%) of the annual charges for the respective services during any contract year. Once this cap is reached, no further penalties shall apply	In case maximum penalty is imposed for more than two times in a year, NIA may revise the SLA penalty cap/terminate the service
35	Scope of Supply/Service		Pg no 8 14 The Activity timelines will be mutually agreed basis Feasibility Assessment	The timeline mentioned in RFP should be strictly followed by Bidder. No exemptions will be provided.
36	Scope of Supply/Service		Pg no 4 2 NIA to give more clarity on "last mile connectivity for BSNL and other managed services" whether separate links required on BSNL	BSNL will provide the support to bidder to install and configure the last mile connectivity wherever required.
37	Scope of Supply/Service		Pg no 11 15 (1) NIA to provide information on number of links required, end points and bandwidth NIA to provide information on number of links required, end points and bandwidth	The number of Links required, end points and bandwidth required is clearly mentioned in RFP
38	Scope of Supply/Service		"Pg no 11 15 (2) NIA to confirm whether ILL links required only at DC, DR, NDR or any other locations as well NIA to confirm whether the links required will be managed OR unmanaged. CPE routers will be arranged by NIA or TCL to arrange If routers are to be arranged by TCL, NIA to share below details o How many LAN, WAN ports required? o Have considered copper handoff o How much Max BW throughput to be considered, any buffer to be kept above current BW to fulfil future upgrade requirements? o Is dual power supply required OR single is ok? o Is there any requirement of security license in router? "	ILL links are required only at DC,DR and NDR locations and these will be managed service. CPE routers will be arranged by NIA.
39	Scope of Supply/Service		"Pg no 11 15 (3) If the termination of ILL link is on router then TCL will provide GRe based DdoS NIA to confirm What is the termination device ? Is it a GRE capable router or FW ? Has Customer ensured RPKI and ROA registration is completed for Customer owned subnets ? PE-CE Routing protocol must be BGP, please confirm (Mandatory) Customer Location, Ckt IDs and IP details of links. "	1. Termination device is a router 2. Location will be shared with successful bidder

40	Scope of Supply/Service			"Pg no 11 15 (4) NIA to confirm whether only DC, DR, NDR will be a part of VRF or any other locations will also be part of •What will be the BW of links •Will the new location be integrated into an existing VRF, or should a completely new VRF be established? •If a new VRF is required, please confirm whether new circuits need to be deployed or if the new VRF to be configured over existing MPLS links. Kindly share details of the current MPLS links •If the location is to be added to an existing VRF, please provide the reference circuit ID for integration •Please confirm whether location will have a single link or dual links with an Active-Passive setup •Kindly confirm the desired network topology - Hub & Spoke or Full Mesh •Cross connect at location will be arranged by NIA or TCL to arrange the same. If TCL to arrange it , requesting NIA team to share demarcation details •Kindly confirm the CoS bifurcation "	<ol style="list-style-type: none"> <li>1. Only the procured services and later as per requested by NIA</li> <li>2. BWs for links are mentioned in RFP</li> <li>3. existing VRF wherever applicable</li> <li>4. MPLS links details will be shared with successful bidder</li> <li>5. Circuit IDs will be shared with successful bidder</li> <li>6. procurement will be done for single link.</li> <li>7. Current n/w architecture is Hub and Spoc</li> <li>8. Cross connect will be arranged by NIA</li> <li>9. Will be shared with successful bidder</li> </ol>
41	Scope of Supply/Service			Pg no 11 15 (5) NIA to provide more clarity	NIA has procured secondary MPLS links from BSNL/MTNL at 3 locations i.e. DC, DR and NDR. For these links, NIA is intended to procure last mile fiber connectivity from the bidder which will connect BSNL/MTNL last MUX to DC , DR and NDR.
42	Scope of Supply/Service			Pg no 11 15 (6) NIA to provide more clarity	In case due to heavy traffic, NIA requires the upgradation of BW temporarily. Bidder should be able to increase or decrease the such requested BW
43	Scope of Supply/Service			Pg no 11 15.1.3 NIA to provide more clarity whether Encryption required on ILL, MPLS and P2P?	As per RFP
44	Scope of Supply/Service			Pg no 11 15.1.5 NIA to provide more clarity	All the hardware and software which are required to run the procured services , they should be IPV6 compliant wherever applicable.
45	Scope of Supply/Service			"Pg no 12 15.1.17 Understanding is that the CPE routers will be arranged by NIA and cabling between TCL MUX to NIA router will be TCLs responsibility NIA to share demarcation details of all installation locations "	Understading is correct.
46	Scope of Supply/Service			Pg no 13 15.1.21 NIA to confirm whether dual PoP/PE needs to be considered	It is bidder's responsibility to maintain redundancy matching SLA uptime
47	Scope of Supply/Service			Pg no 13 15.1.22 NIA to provide more clarity	Addendum will be issued.
48	Scope of Supply/Service			Pg no 14 15.1.29.7 NIA to provide more clarity	Bidder has to provide sufficient proof for IPv6 compliance for the procured services wherever applicable

49	Scope of Supply/Service			Pg no 15 15.2.4 NIA to provide more clarity	NIA has procured secondary MPLS links(for providing internet to NIA internal users) from BSNL/MTNL at 2 locations i.e. DR - Bangalore and NDR - Airoli . For these links, NIA is intended to procure last mile fiber connectivity from the bidder which will connect BSNL/MTNL last MUX to DR and NDR.
50	Scope of Supply/Service			Pg no 15 15.2.4.2 is UTM service also required from TCL end?	UTM services shall be provided by the bidder.
51	Scope of Supply/Service			Pg no 15 15.2.4.3 Is TCL is supposed to provide any service on BSNL last mile? Need more clarity	BSNL will provide the support to bidder to install and configure the last mile connectivity wherever required.
52	Scope of Supply/Service			Pg no 15 15.2.4.4 Is TCL supposed to provide services/features like Web-content filtering, Intrusion Prevention& other necessary security services/ product?	Not required.
53	Scope of Supply/Service			Pg no 16 15.2.4.5 Is TCL supposed to provide services/features like Web-content filtering, Intrusion Prevention& other necessary security services/ product?	Not required.
54	Scope of Supply/Service			Pg no 16 15.2.4.6 NIA to provide more clarity on how exactly this feature expected from TCL side	Please refer addendum
55	Scope of Supply/Service			Pg no 16 15.2.4.7 NIA to provide more clarity on how exactly this feature expected from TCL side	Please refer addendum
56	Scope of Supply/Service			Pg no 16 15.2.5.2 Failover to be taken care by NIA	This should be Bidder's responsibility
57	Scope of Supply/Service			Pg no 16 15.2.5.3 If routers are not provided by TCL, NIA to take care of any additional hardware. Requesting NIA to relax this clause	In case the successful bidder decide to add an extra wan interface card on the existing router instead of using the Ethernet port available in the router for terminating the secondary link , the same has to be done at no extra cost to NIA
58	Scope of Supply/Service			"Pg no 16 15.2.6.1 NIA to provide brief on how bandwidth on demand feature is required Bandwidth on demand is applicable only for MPLS (TCL will check internally and confirm back) For ILL, it is burstable bandwidth feature and there is no BoD available for DDoS"	BoD is not required for Ddos, but for ILL and MPLS it has to be provided when required by NIA.
59	Scope of Supply/Service			Pg no 31 1(2) NIA to confirm what level of redundancy is required	The network must have full link redundancy between the service provider POPs/nodes.
60	Scope of			Pg no 31 1(3) NIA to share complete required CoS bifurcation	As specified in RFP
61	Scope of Supply/Service			Pg no 31 3(2) DDoS is required only for DC, DR and NDR, hope the understanding is correct	Yes, Understanding is correct.
62	Scope of Supply/Service			Pg no 41 5 NIA to confirm exact scope of work for shifting	Will be discussed with succesful bidder on mutually agreed basis.

63	Scope of Supply/Service			Pg no 42 7 NIA to confirm whether this is additional scope other than ILL, MPLS, P2P	Not additional scope.
64	Scope of Supply/Service			"Pg no 19 17 for unmanaged ILL , MPLS, P2P links SLA will not be 99.99%. It will be as per SLA and Service schedule Request NIA to relax this clause "	NIA doesn't have any unmanaged link and it expects bidder to continue the same.
65	Scope of Supply/Service			Pg no 16 15.2.7.1 NIA to confirm if the dedicated resource required OR shared NOC will be fine	The successful bidder have to set up 24*7 NOC at NIA, Head Office during first 2 months of the contract period. Later it can be shared but bidder has to be ready to provide dedicated NOC whenever NIA requires it.
66	Scope of Supply/Service			"General Query Is this for procurement of new connectivity "	Yes.
67	Scope of Supply/Service			General Query If the bidder has provided part of these services (ILL, P2P, MPLS, DDoS) what will happen to those existing services	This requirement is to replace the existing services, NIA will not accept any part services.
68	Scope of Supply/Service			Pg no 33 4 NIA to confirm whether dedicated tool is required which needs to be hosted OR a shared tool is fine	Shared Tool is acceptable subjected to a view as per NIA's requirement.
69	Scope of Supply/Service			Pg no 34 5 NIA to confirm whether dedicated tool is required which needs to be hosted OR a shared tool is fine	Shared Tool is acceptable subjected to a view as per NIA's requirement.
70	Scope of Supply/Service			Pg no 37 6 NIA to provide more clarity	RFP is detailed and understandable.
71	Scope of Supply/Service			Pg no 11 15.1) The NIA Access routers & NIA Data centers routers will be provided & managed by NIA themselves ..plz confirm our understanding	Yes, will be provided by NIA.
72	Scope of Supply/Service			Pg no 12 15.1) Plz clarify the scope of pilot testing ? Is it link testing ?	All the services which are being procured will be tested.
73	Scope of Supply/Service			"Pg no 12 15.1) 1) Is NIA currently using IPV6 on MPLS or internet links? 2) for internet link, Is NIA using ISP provided IP pool or has NIA procured their own IP pool from APNIC ? "	1. Yes 2. ISP provided IP pool
74	Scope of Supply/Service			Pg no 13 15.1) For 3rd party Data center locations, Usually cross connect extension till customer Router are done by Data center provider themselves . Plz consider this cross connect extension to be done by NIA through data center providers	Cross connect at DC, DR, NDR will be done by NIA's existing service provider
75	Scope of Supply/Service			Pg no 14 15.1) This point is not clear . Kindly clarify the expectataion	Query not specific
76	Scope of Supply/Service			"Pg no 14 15.1) 1) As the scope of work is providing link connectivity services which is standard service, plz clarify of the expectation of Training course material & contents to be covered . 2) Is this training onsite or remote mode? "	Onsite, contect will be finalized with the succesful bidder.

77	Scope of Supply/Service			"Pg no 15 15.2.4) The requirement is not clear . 1) Is NIA expecting secondary backup Internet link at NIA Data center ,which will act as a backup to existing BSNL internet link? 2) Please specify the traffic flow expected for this internet link "	1. NIA is expecting Last mile fiber backbone connectivity for clean connect internet links for our employees (DC (Sify location) - Airoli and DR-Bangalore) for secondary BSNL/MTNL internet links) - 2. Current bandwidth details has been mentioned in the RFP.
78	Scope of Supply/Service			"Pg no 15 15.2.4) Last mile fiber backbone connectivity for clean connect internet links for our employees (DC (Sify location) - Airoli and DR-Bangalore) for secondary BSNL/MTNL internet links) - Plz clarify our understanding- 1) NIA will take 2nd MPLS link from bidder, Use that link for accessing Internet traffic from Central DC central internet breakout. The UTM/Policy etc will be managed & configured by NIA at their End for this central internet breakout. 2) Bidder need to provide Internet link with 5GB DDOS at DC & DR. "	1) NIA will take last mile fiber connectivity i.e NNI/L2 link from BSNL/MTNL's last mile MUX. This last mile fiber connectivity will connect to NIA's NDR and DR 2) UTM/ Policy will be managed by NIA 3) Persists to another requirement in RFP and does not belong to this clause.
79	Scope of Supply/Service			Pg no 15 15.2.2 As per this point 15.2.2, we understand that ILL links is expected for accessing incoming applications. Is this internet link separate from the internet link mentioned under point no 15.2.4.1.	15.2.2. is for external users(ex agents, newindia website users etc) , whereas 15.2.4.1 is only the last mile fibre connectivity for our existing secondary links of BSNL/MTNL.
80	Scope of Supply/Service			"Pg no 15 15.2.4.3 plz clarify the expectation of this point ? If 3rd party Last mile gets connected to BSNL alternate POP, it becomes part of BSNL internet cloud (i.e. BSNL is arranging backup provider to provide redundancy, which BSNL has to arrange & manage.) Bidder cannot provide their Last mile link & connect to BSNL or any other service provider internet POP location. "	As agreed by NIA and BSNL, BSNL will be supporting successful bidder in implementing the last mile connectivity.
81	Scope of Supply/Service			"Pg no 15 15.2.4.2 1) Plz clarify what link is required here from Bidder. 2) plz specify expected traffic flow 3) What is UTM referred here ..Is NIA going to provide & manage UTM at their DC for central internet breakout "	Successful bidder is expected to provide Internet services for our internal applications at operating offices via BSNL MPLS through Bidder's last mile backbone connectivity. UTM services has to be provided by the bidder.
82	Scope of Supply/Service			Pg no 15 15.2.4.5 This specification looks like of web Proxy solution which is completely different solution & product. We understand from this RFP, this is for network link connectivity procurement, plz clarify what is the requirement of this point -15.2.4 & its sub-points	Successful bidder is expected to provide Internet services for our internal applications at operating offices via BSNL MPLS through Bidder's last mile backbone connectivity.
83	Scope of Supply/Service			Pg no 16 Setting up of Network Operation Center (NOC) for NIA - We request you to consider providing remote NOC service instead of dedicated onsite NOC .	The successful bidder have to set up 24*7 NOC at NIA, Head Office during first 2 months of the contract period. Later it can be shared but bidder has to be ready to provide dedicated NOC whenever NIA requires it.
84	Scope of Supply/Service			"Pg no 17 15.2.7.3 The 2 onsite resources cannot cover 24x7 operations, 2) plz clarify the working hours of these 2 resources (PM & L3) defined in 15.2.7.C1 & C2 "	This clause stands deleted

85	Scope of Supply/Service			Pg no 18 15.2.7.10 Our understanding is that- NIA is ok to use Bidder provided Tools (NMS & ITSM) . & no NIA tools are to be used for onsite NOC team?	Please refer addendum
86	Scope of Supply/Service			Pg no 18 15.2.7.10 Plz confirm who amny users/login ID"s for All RO's are required on Bidder tool?	Will be shared with Succesful bidder
87	Scope of Supply/Service			General Query Bidder understanding is that-NIA has its own separte existing End user/helpdesk teams/desk which handles all type of 1st level calls . This required NOC from bidder is for purpose of link monitoring of the propsoed DC/DR/NDR link (MPLS/P2P/ILL) ?	Any issues pertaining to procured Link/Services should be handled by Bidder's team.
88	Scope of Supply/Service			General Query 5 GB of DDoS mitigation is for Layer3/Layer4 volumetric DDoS atacks prevention . Plz confirm	yes understanding is correct
89	Other			Pg no 18 15.2.7.12.2) Management of MPLS links, P2P links, Internet links (ILL), clean internet to NIA employees, DDoS services and management of related network equipment - What are type of report required .plz elaborate	As mentioned in SLA of RFP
90	Other			Pg no 19 17) SERVICE LEVEL AGREEMENT AND PENALTY TABLE: MTTR1 & MTTR2 response & resolution time are quite aggressive . Its not possible to achieve those using Shared NOC desk.	Please adhere to RFP Terms and Conditions
91	Other			Pg no 20 These are not part of RFP ask, how can bidder provide SLAs for these connectiivty . Plz review this point & remove this from bidder scope	NIA believes these are responsibilities of Bidder so kindly adhere to RFP T&C
92	Other			General Query Is this MTTR 1 & MTTR2 calculated on Quarterly basis ?	Quarterly basis
93	Other			General Query Can bidder quote for part of the requested services ?	Not allowed.
94	Other			General Query For GRE termination NIA will provide Internet router for internet linsk at DC/DR	Router will be provided by NIA.
95	Other			General Query What is ITSM & NOC tool being used by NIA currently	ITSM: Zoho Manage engine NIA Currently doesn't have any NOC Tool as of now.
96	Other			Pg no 34 5. NOC TOOL MONITORING As per RFP, we have to deliver MPLS, P2P, ILL links at DC/DR./NDR. This NOC tool is required to monitor only bidder provided links? Or Are you expecting NOC tool for monitoing of other brnaches connectiivty as well ? Plz confirm	Only for the procured services
97	Other			Pg no 34 5. NOC TOOL MONITORING If NIA going to provide underlying server, compute, OS for hosting NOC tool in NIA DC ?	NOC Tool should be provided by the Bidder as software as a service
98	Other			Pg no 37 NOC TOOL BANDWIDTH ANALYZER If NIA going to provide underlying server, compute, OS , Switching connectivity for hosting NOC & Bandwidth Analyzer tool in NIA DC ?	Should be provided by the Bidder as software as a service
99	Other			Pg no 41 5. Shifting of links - Plz clarify which are these 11 ckts to be shifted & from which location to new location	This cannot be determined now, details will be shared with the succesful bidder

100	Terms and Conditions			Notwithstanding anything stated to the contrary the total aggregate liability of the Bidder shall not exceed 12 months of the charges received under a specific purchase order giving rise to the liability including but not limited to indemnity obligations. Indirect and consequential damages shall not be applicable"	The contract duration is 1 year which will be extended upto 5 year on year on year basis. Hence the PBG validity has been kept for 5 Years 3 Months. Any further changes will be done with the successful bidder
101	Terms and Conditions			4 (RFP Terms) Will the Agreement be pursuant to GeM terms and any further terms shall be agreed on mutual basis and not unilaterally by Company?	Agreement will be as defined by NIA in the RFP along with GeM Terms and Conditions.
102	Terms and Conditions			" Annuexure- 9 (RFP Terms) Can the below be agreed for clarification?- Nothing in this RFP or any resulting contract shall be construed to create a relationship of employer-employee, principal-agent, partnership, joint venture, or legal association between the Parties. The Bidder shall act solely as an independent contractor and neither Party shall have the authority to bind the other except as expressly set out in the contract. "	Please adhere to RFP Terms and Conditions
103	Terms and Conditions			(3) Annuexure- 9 (RFP Terms) Is that correct to understand that these timelines would be agreed mutually between parties?	Please adhere to RFP Terms and Conditions
104	Terms and Conditions			" 5 (2)- ANNEXURE-10-NDA FORMAT Can reference to criminal liability be removed? Criminal liabilities cannot be contractually agreed and only shall be pursuant to a decision made by court of law. "	Please adhere to RFP Terms and Conditions
105	Terms and Conditions			15 (GeM Terms) iv. Force Majeure Conditions - We propose extension of the force majeure condition period from 10 days to 60 days before terminating the contract by either parties	Please adhere to RFP Terms and Conditions

106	Terms and Conditions		18 (GeM Terms) 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 FROM THE CUSTOMER PURSUANT TO THE APPLICABLE PURCHASE ORDER GIV	These are GeM Standard clauses, which cannot be changed.
107	Terms and Conditions		" 19 (GeM Terms) Customer may terminate only in case of material breach by the Bidder and in case Bidder fails to rectify the breach within 60 days of written notice from the Customer. Further, Bidder proposes to have mutual right for terminating the contract for material breach or default of Customer such as non-payment as per the contract terms etc. "	These are GeM Standard clauses, which cannot be changed.
108	Terms and Conditions		23.2 (GeM Terms) This section shall be subject to the Limitation of Liability section mentioned above.	These are GeM Standard clauses, which cannot be changed.
109	Terms and Conditions		" 23.2 (GeM Terms) Bidder requests to restrict this section only to claims arising from damage to tangible property, personal injury or death caused by such party's negligence or wilful misconduct. Bidder further suggests addition of the following clause: With respect to all claims including those for intellectual property claims, Bidder shall in no event 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 pursuant to the applicable PO/Order giving rise to the liability "	These are GeM Standard clauses, which cannot be changed.
110	Bid Eligibility Criteria		Existing Clause: Bidder should have experience of minimum 5 years in providing MPLS, P2P connectivity and DDoS scrubbing services in India. Query: We under stand that we need to submit the PO of connectivity with DDoS protection. Please correct our understanding.	Yes Understanding is correct

111	Terms and Conditions		Existing Clause: Bidder should have executed two projects for PSU BFSI sector for deployment & management of MPLS network with minimum of 1000 locations over 5 years without any consortium partnership. Query: Bidder should have executed two projects for PSU / BFSI sector for deployment & management of MPLS network with minimum of 1000 locations (Combine of 2 Projects) over 5 years without any consortium partnership. (Ongoing Project also consider).	Please adhere to RFP Terms and Conditions
112	Terms and Conditions		Existing Clause: Bidder should have executed two projects for PSU BFSI sector for deployment & management of MPLS network with minimum of 1000 locations over 5 years without any consortium partnership. Query: Bidder should have executed two projects for PSU / BFSI sector for deployment & management of MPLS network / Internet Services with minimum of 1000 locations (Combine of 2 Projects) over 7 years without any consortium partnership.	Please adhere to RFP Terms and Conditions
113	Bid Eligibility Criteria		1) Please allow TL 9001 or ISO 9001, ISO 20000 or similar certificates 2) Please allow that bidder should have executed two projects for PSU or Private BFSI sector or Private Companies/Private Banks/NBFCs for MPLS connectivity with minimum of 500 or 1000 locations over 5 years in the form of multiple purchase orders. Purchase order or Project Signoff 3) Please allow experience of Central / State Govt Organization / PSU or Private Companies/Private Banks/NBFCs 4) Please allow that bidder should have positive net worth in any one financial year during the last three financial years (2021-22, 2022-23 and 2023-24) or (2022-23, 2023-24 and 2024-25) 5) Please remove the experience clause for DDoS scrubbing services 6) Please allow DOT / TEC license or OSP Registration or IP-1 Registration for the clause- The bidder shall have their own MPLS backbone and the services provided (P2P,ILL) including shall not be on shared basis with any other vendor Self-declaration.	1. Already in place at page 29, point 3 2. Please comply with RFP 3. Please comply with RFP 4. Please adhere to RFP T&C 5. Please adhere to RFP T&C 6. Please refer addendum

114	Terms and Conditions		<p>1) Please consider uptime as 99 or 99.5% for all the links 2) Please clarify is ANNEXURE - 6 : AGREEMENT DRAFT &amp; ANNEXURE - 7 : NDA are not required during bid submission 3) The agreement shall be in force for a period of 1 year from the PO date with further 4 year service commitment (Commercials and other terms and conditions for the extended service period will be on mutual understanding). &amp; ANNEXURE - 4 Commercial Bid - Total Cost For 5 years -Please clarify the total contract duration for commercial bid and price validity 4) Please clarify if Reverse Auction is applicable or not 5) Please allow that successful bidder should provide all the services under the scope of this RFP from a minimum tier 3 Data Centre within Indian metro cities (Mumbai, Delhi/NCR, Kolkata, Chennai, Bangalore, Pune, and Hyderabad) - Please remove this clause 6) Please allow the delivery and installation timeline to be 30 to 45 days</p>	<ol style="list-style-type: none"> <li>1. Please adhere to RFP T&amp;C</li> <li>2. Offline documents listed in Section II of RFP are the only requirement.</li> <li>3. Yes</li> <li>4. Reverse Auction is applicable</li> <li>5. Please adhere to RFP T&amp;C</li> <li>6. Please adhere to RFP T&amp;C</li> </ol>
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