

SN	RFP Document	RFP Document Reference(s)	Clause (in brief) of RFP	Brief details/ Query inference to the clause	Response
	Page Number	(Section & Page Number)	requiring clarification(s)		
1	30	General	Prepare test-plan, migration plan and rollback strategies.	Please share the details (service provider, bandwidth, IP Pool/segment) of the existing links those are to be considered for DDoS mitigation.	The details shall be shared with the successful bidder
2	30	General	Prepare test-plan, migration plan and rollback strategies.	Please share the details and architecture of the existing DDoS solution from which migration is to be done to the solution proposed as per RFP.	The details shall be shared with the successful bidder
3	39	Section-G: Service Level Agreement (SLA)	PENALTIES FOR DOWNTIME of LINKS :	The SLA only mentioned links uptime. Please share the SLA expected for DDoS (on-prem and cloud)	Please refer to the revised SLAs and revised Commercials
4	39	Section-G: Service Level Agreement (SLA)	PENALTIES FOR DOWNTIME of LINKS :	The uptime calculated is Monthly and penalty on qtrly billing. Request to make the penalty on the monthly charges.	Please refer to the revised SLAs and revised Commercials
5	36	Remote (offsite) Support	The offsite support has to monitor using the VPN setup at vendor end at vendors cost.	Please elaborate on this point.	Please refer to the revised "Scope of Work"
6	39	Section-G: Service Level Agreement (SLA)	PENALTIES FOR DOWNTIME of LINKS :	As per RFP only standalone device is to be placed at each location and uptime expected is 99.99% Monthly. To cater to this uptime, can the bidder consider a spare unit (1 at Mumbai and 1 at Bangalore)	Please refer to the revised SLAs
7	21	Section D: Clause 13 - Consequences of Termination of the Selected Bidder:	Consequences of Termination of the Selected Bidder:	Bidder suggest that if the termination is done by LIC for convenience or any other reason not attributable to bidder, the Performance Bank Guarantee shall not be invoked by LIC.	Please refer to the revised "Other / General Terms and Conditions"
8			In the event of termination of the selected Bidder due to any cause whatsoever, (whether consequent to the stipulated terms of the RFP or otherwise), LIC shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of	Further, we request LIC to include the points no. 1.	Please refer to the revised "Other / General Terms and Conditions"
9			the Service(s) which the terminated Bidder shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Bidder to take over the obligations of the terminated Bidder in relation to the execution/continued execution of the scope of the work defined in RFP. This period of transition shall not exceed six months from the effective date of termination.	1. In case of termination of contract by LIC without cause or for convenience, LIC shall be required to pay exit charges (termination convenience fee) to cover for all losses to Bidder as mutually agreed between LIC and Bidder for terminating the contract for reasons other than mentioned in the RFP.	Please refer to the revised "Other / General Terms and Conditions"
10			Nothing herein shall restrict the right of LIC to invoke the Performance Bank Guarantee and take other actions as defined in this RFP and pursue such other rights and/or remedies that may be available under law or otherwise.	2. Under what conditions will the Bidder be able to terminate the contract from their end?	Please refer to the revised "Other / General Terms and Conditions"
11			The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the RFP that are expressly or by implication intended to come into or continue in force on or after such termination.		Please refer to the revised "Other / General Terms and Conditions"

12	21	Section D: Clause 15 - Limitation of Liability	Limitation of liability:	Bidder proposes to replace this clause with the following: Notwithstanding anything contained in the RFP or any other place, the Bidder shall not be liable for any indirect, incidental, consequential, special exemplary or punitive damages or for any loss of profit, loss of data, loss of business / revenue, loss of goodwill, loss of customer, cost of purchasing replacement services for any reason whatsoever. Further, in case of service related matters the sole liability of the Bidder and sole remedy of Customer shall be the limited to the applicable credit allowance and / or right to terminate the contract as mentioned in the applicable service schedule. For any other loss or damage, the overall liability of the Bidder shall be capped to twelve (12) months of charges collected by the Bidder pursuant to the applicable order giving rise to the said liability. Provided that nothing contained herein shall be construed as limiting the liability of either Party for (a) personal injury or death resulting from the negligence of a Party or its employees, (b) fraud or fraudulent misrepresentation, or (c) wilful misconduct"	Please refer to the revised "Other / General Terms and Conditions"
13			Except in cases of criminal negligence or willful misconduct and in case of infringement of intellectual property rights, both parties shall not be liable, whether in contract, tort or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production or loss of profits or interest costs, provided that this exclusion shall not		Please refer to the revised "Other / General Terms and Conditions"
14			apply to any obligation of supplier/vendor to pay liquidated damages to the Corporation and the aggregate liability of both the parties whether under the Contract, in tort or otherwise, shall not exceed the total Contract price with LIC under this Contract provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.		Please refer to the revised "Other / General Terms and Conditions"
15	22	Section D: Clause 17 - Copyright Violation and Patent Rights:	Copyright Violation and Patent Rights:	Bidder suggest to limit the liabilities to an amount of twelve (12) months of charges collected by the Bidder pursuant to the applicable order giving rise to the said liability	Please refer to the revised "Other / General Terms and Conditions"
16			The Bidder shall undertake to indemnify LIC in respect of all claims arising out of violation of any Patents or Copyrights, for all software supplied by the successful bidder. The Bidder shall indemnify LIC against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the software packages. The Vendor should have back to back agreement with OEM/OSD/OSO to safeguard the Corporation's interest with regards to IPR. IF THE BIDDER IS NOT ABLE TO COMPLY WITH THIS CONDITION, THE BID WILL BE TREATED AS NON-RESPONSIVE		Please refer to the revised "Other / General Terms and Conditions"
17	22	Section D: Clause 17 - Copyright Violation and Patent Rights:	17.4 Liability of the Successful Bidder	We request the Limitation liability clause to mentioned in RFP capping Bidder liability under the contract.	Please refer to the revised "Other / General Terms and Conditions"
18			The successful bidder shall be responsible for all due permissions, authorizations and consents from any third party licensors of software provided by the bidder for this project. The liability of the bidder, regardless of the nature of the action giving rise to such liability and in case of claims against the LIC arising out of misconduct or gross negligence of the bidder, its employees and subcontractors or through infringement of rights, patents, trademarks, copyrights, Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.	Limitation of liability 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 wilful misconduct) of its employees or agents, and regardless of whether such party has been informed of the possibility or likelihood of such damages. For any liability not excluded by the foregoing, 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 order giving rise to the liability. Such limited liability is applicable for all claims including those for liquidated damages, confidentiality, infringement of Intellectual Property and any indemnification under the Agreement.	Please refer to the revised "Other / General Terms and Conditions"

19	22	Section D: Clause 17 - Copyright Violation and Patent Rights:	17.6 Remedy for breach of warranty:	Bidder suggests that bidder can only accept for providing remedy stated in (i), (ii) and (ii) of Clause 17.6. In case Tata Comm is not able to provide or resolve the issue with any of the three options above, it would terminate the agreement without penalty to either party.	Please refer to the revised "Other / General Terms and Conditions"
20			If a third party lays a claim for any partial or full ownership of any software or its components supplied by the bidder, which jeopardize, disrupt or endanger the LIC,s right of uninterrupted use of the software, the bidder shall at no cost whatsoever to the LIC,		Please refer to the revised "Other / General Terms and Conditions"
21			(i) regularize the license so that the LIC may continue to use the software in accordance with the terms set out in the RFP and any subsequent Agreement, or		Please refer to the revised "Other / General Terms and Conditions"
22			(ii) modify the software without affecting the performance or functional aspects of the software in any manner, to avoid the infringement claim, or		Please refer to the revised "Other / General Terms and Conditions"
23			(iii) replace the software with an alternate, non-controversial and non-infringing product, without compromising the quality and functionality of the software to be replaced.		Please refer to the revised "Other / General Terms and Conditions"
24					Please refer to the revised "Other / General Terms and Conditions"
25			The Vendor will indemnify LIC against all third-party claims of infringement of patent, Intellectual Property Rights, trademark, copy right or industrial design rights arising from use of the Vendor,s Solution or any part thereof throughout the Offices of LIC, including but not limited to the legal actions by any third party against LIC.		Please refer to the revised "Other / General Terms and Conditions"
26					Please refer to the revised "Other / General Terms and Conditions"
27		The LIC shall not be held liable for and would be absolved of any responsibility or claim/litigation arising out of the use of any third party software or its components or modules supplied by the bidder in terms of requirements of this RFP.	Please refer to the revised "Other / General Terms and Conditions"		
28	23	Section D: Clause 17 - Copyright Violation and Patent Rights:	17.7 Patent Rights and other litigation costs	Bidder suggests that Tata Comm's total liability under this RFP shall be limited to 12 months of charges received by Tata Comm under the applicable PO/COF giving rise to the said liability.	Please refer to the revised "Other / General Terms and Conditions"
29			In the event of any claim asserted by a third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the systems or any parts thereof with relation to the contract deliverables, in LIC,s country, the Vendor will act expeditiously to extinguish such claim. If the Vendor fails to comply and LIC is required to pay compensation to a third party resulting from such infringement, the Vendor will be responsible for the compensation including all expenses (court costs and lawyer fees). LIC will give notice to the Vendor of such claim, if it is made, without delay as when received.		Please refer to the revised "Other / General Terms and Conditions"
30			In no event shall LIC be liable for any indirect, incidental or consequential damage or liability, under or in connection with or arising out of this RFP, or out of any subsequent agreement relating to any hardware, software and services delivered. For this purpose it would be immaterial how such liability may arise, provided that the claims against customers, users and service providers of LIC are considered as a direct claim	Clasue related to no liability regarding indirect, incidental and consequential damages or liabilities shall be made mutual for both parties.	Please refer to the revised "Other / General Terms and Conditions"

31	23	Section D: Clause 18 - Fraud and Corrupt Practices:	Fraud and Corrupt Practices:	This should be made mutual	Please refer to the revised "Other / General Terms and Conditions"
32			22.1 Right to terminate		
33	25		If Vendor fails to comply with the clause 4.8 for Performance Assessment and, if any part of the service does not meet the specifications on three or more occasions, LIC may (in addition to its other remedies) terminate the Contract by giving the Vendor written notice of 15 days.	This should be made mutual	Please refer to the revised "Other / General Terms and Conditions"
34			22.2 Termination and reduction for convenience		Please refer to the revised "Other / General Terms and Conditions"
35			a. LIC may, at any time, by a prior written notice of 30 days, terminate the contract or reduce the scope of the Services.		Please refer to the revised "Other / General Terms and Conditions"
36			b. On receipt of a notice of termination or reduction of scope, the Vendor must stop work as specified in the notice; take all available steps to minimize loss resulting from that termination and to protect LIC Material and Contract Material; and continue work on any part of the Services not affected by the notice.		Please refer to the revised "Other / General Terms and Conditions"
37			c. If the contract is terminated under the contract, LIC is liable to make payment only for Services rendered before the effective date of termination;		Please refer to the revised "Other / General Terms and Conditions"
38	25		d. If the scope of the Services is reduced, LIC's liability to pay the Service Charges or to provide LIC Material abates in accordance with the reduction in the Services.	Bidder to also have a right to terminate for convenience by giving 30 days notice. Also LIC to pay the early termination charges for the remaining period of the agreement.	Please refer to the revised "Other / General Terms and Conditions"
39			e. LIC is not liable to pay compensation under clause c) above for an amount which would, in addition to any amounts paid or due, or becoming due, to the Vendor under the contract, exceed the total Service Charges payable under the contract. The Vendor is not entitled to compensation for loss of prospective profits.		Please refer to the revised "Other / General Terms and Conditions"
40		Section D: Clause 22 - Termination	f. The systems that are complete and ready for delivery within 30 days after the Vendor's receipt of notice of termination shall be accepted by LIC at the Contract terms and prices. For the remaining systems, LIC may choose to have any portion completed and delivered at the Contract terms and prices, and/or to cancel the remainder and pay to the Vendor an amount mutually agreed for partially completed systems and for materials and parts previously procured by the Vendor.		Please refer to the revised "Other / General Terms and Conditions"
41			22.3 Termination by LIC for default		Please refer to the revised "Other / General Terms and Conditions"
42	26		Notwithstanding what has been stated in this RFP LIC may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Vendor, terminate the Contract in whole or part if the Vendor fails to deliver any or all of the systems within the period(s) specified in Scope of Work of the RFP, or if the Vendor fails to perform any other obligation(s) under the Contract.	Bidder shall also have a right to terminate for default of LIC	Please refer to the revised "Other / General Terms and Conditions"
43			In the event of LIC terminating the Contract in whole or in part, LIC may procure, upon such terms and in such manner as it deems appropriate, Systems or Services similar to those undelivered, and the Vendor shall be liable to LIC for any excess costs for such similar systems or Services. However, the Vendor shall continue the performance of the Contract to the extent not terminated.		Please refer to the revised "Other / General Terms and Conditions"

44			22.4 Termination for Insolvency		Please refer to the revised "Other / General Terms and Conditions"
45	26		LIC may, at any time, terminate the Contract by giving written notice to the Vendor, if the Vendor becomes bankrupt or otherwise insolvent. In this event, the termination will be without compensation to the Vendor, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to LIC.	This should be made mutual	Please refer to the revised "Other / General Terms and Conditions"
46			In case of termination under this clause LIC is liable to pay for all the services performed by the Vendor till the effective date of termination.		Please refer to the revised "Other / General Terms and Conditions"
47	28	Section D: Clause 29 - Right to Audit	Right to Audit	Per our standard the Audits are carried out once in a year with prior notification of 30 days to Bidder, at the cost of the Customer. Any such inspection shall be for the books and account in relation to the RFP only. Auditors have to be verified by TC and audit shall be conducted by approved in compliance with applicable laws. Remote hands fees are applicable if audits are carried out for more than 4 hours a day. Any audit conducted by or on behalf of Customer pursuant to this Section [XX], shall be conducted with the utmost integrity, employing an acceptable level of skill and technical knowledge. Customer shall, and shall cause its Auditor to, (i) comply with any rules or requirements of Supplier governing access to an audited Supplier Facility (including any security or safety rules); (ii) take all necessary care to avoid loss or damage to Supplier property; and (iii) prevent unnecessary and excessive consumption of Supplier personnel resources. Customer shall also indemnify, defend and hold Supplier harmless from any and all costs or expenses arising from any breach. Scripts shall not be allowed to run on shared infrastructure.	Please refer to the revised "Other / General Terms and Conditions"
48		Section E - Scope of Work	Commission two 500Mbps and two 100 Mbps dedicated (1:1: uncompressed, unfiltered and unshared) Premium Internet Bandwidth with dual last mile (for redundancy). Ø The ISP shall provide dual last mile (from two different service providers)	1. Request Customer to provide clarity on Media preference of 100 Mbps, Incase Wireline is not feasible for 100Mbps can we chose to provide RF options.	The link should be wired .Please refer to the revised technical specifications
49	29/31			2. If RF is ok, pls provide the Pole/Mast Height restriction	The link should be wired .Please refer to the revised technical specifications
50	Technical Specs in Excel file	On Prem Device DC-DR and On Prem Device-NDR Point Number 47	Each Individual Anti DDoS appliance should have minimum 8 x 10G + and 4 x 1G SFP+ ports populated (from day 1) with Multi-mode Transceiver. These Populated ports should have either Internal or External bypass capability with software configuration option such as fail-open and fail-close . All transceivers should be provided from day one . The 10 G ports shuld support 1 G transceivers also . The transceivers should be compatible with other devices present in LICs network . Total number of transceivers required - 8 10 G and 8 1G . It should be field replaceable .	In point # 18 of this sheet its mentioned that system should have in-built software and hardware bypass capability in all ports (copper and fibre), but here its mentioned either Internal or External bypass capability. This is ambiguous and open for interpretation. So we request LIC to clarify that the On Prem device should have in-built hardware and software bypass capability with options to configure both fail-open and fail-close on copper and fibre protection interfaces.	Please refer to the revised technical specifications
51	Technical Specs.xlsx	On Prem Device DC-DR and On Prem Device-NDR Point Number 67	The Anti DDoS Appliance must have an updated threat feed that describes new malicious traffic (botnets, phishing, etc.), which should be updated every minute to block and protect network against active attacks	Threat Intel Feeds undergo a rigorous curation process to provide customers with an accurate information about DDoS attack actors and vectors. So, typically threat intel feeds are updated on the appliance at a configurable interval like every 15 minutes or more. So, we request LIC to amend this point as follows: "The Anti DDoS Appliance must have an updated threat feed that describes new malicious traffic (botnets, phishing, etc.), which should be updated every 15-minutes to block and protect network against active attacks."	Please refer to the revised technical specifications
52	39	Section-G: Service Level Agreement (SLA)	Packet drop incidents also considered for SLA penalty. Rs. 4000 per event in business hrs (8AM to 8PM) and Rs. 2000 per event in beyond business hrs.	SLA assessment done basis of link down outages only. Service degraded events link packet drop/flap/latency etc dealt as per standard 4hrs MTRR target to resolve and not included for SLA calculation. Request to provide relaxation on the same	Please refer to the revised SLAs
53	39	Section-G: Service Level Agreement (SLA)	SLA parameters as RFP 99.99% and above.	99.99% as per Dual Last mile and Dual PoP. Penalty terms should be as per market standards like - 99.98% to 99.50% (1% of Recurring charge for period), 99.49% to 99.01% (2% of Recurring charge for period), 99.00% to 98.76% (3% of Recurring Charges for the period), 98.75% to 98.51% (4% of Recurring Charges for the period), Less than or equal to 98.50% (5% of Recurring Charges for the period). Request to provide relaxation on the same	Please refer to the revised SLAs

54	12	Section C Point# 10	Instructions for Bid Submission	Please clarify on the submission format for Technical and Commercial Bid as in below mentioned clause both online and offline submission has been asked, along READ-ONLY CD/DVD/Pen Drive Bid should be submitted Online i.e. through https://www.tenderwizard.com/LIC . Vendor registration required for submission of bid as specified in this document (Annexure-XIII). However, a copy of the bid, along with bid processing fee and EMD has to be submitted in person along READ-ONLY CD/DVD/Pen Drive	READ ONLY CD/DVD/PenDrive are not required to be submitted
55	4	Section A Point# 4	Last Date for Bid Submission	Kindly provide extension for Bid Submission by 15 days, addresses, bandwidth for ILL and DDOS mitigation are not captured in the RFP. Once Received then feasibility will have to be initiated	Please refer to the revised activity schedule
56	10	Section B #1 / 15	Integrity Pact duly filled and signed	Is integrity Pact required on Rs. 500 stamp paper or on plain paper. Kindly clarify	Yes
57	8	Section-A: #7. Brief on the Scope of Work:	Brief on the Scope of Work:	Cross connect will be in scope of LIC or of the bidder, kindly clarify	Please refer to the revised commercials
58	60	Annexure-XIV	Format for Site Note Ready (SNR) certificate	Site not being ready at the time of delivery after receiving the PO, so this document is not required to be submitted along with Technical and Commercial Bid. Kindly clarify on the same.	It is not required at the time of bid submission
59	29	Section-E: SCOPE OF WORK Page No. 29	The proposed solution should seamlessly integrate with existing network/security setup of LIC without requiring purchase of additional equipment/ components/ Software etc.	Request LIC to elaborate & Share all Setup Details which will get integrated with on Prim DDOS. This will help Bidders to build proposal accordingly on the exact Scope.	The details shall be shared with the successful bidder
60	Technical Specs.xlsx	Technical Specs Sheet – Cloud Point No. 5	The Service Provider must have intelligent Scrubbing Capacity of Minimum 200 Gbps deployed.	Request LIC to modify the capacity from 200 Gbps to 100 Gbps as the required Bandwidth is low & also request LIC to Confirm on the Cloud Scrubbing / Mitigation capacity required for the ILL links procured under this RFP.	Please refer to the revised technical specifications
61	Pg. No. 25	Section D: Terms and Conditions Pg. No. 25	22.2 Termination and reduction for convenience a. LIC may, at any time, by a prior written notice of 30 days, terminate the contract or reduce the scope of the Services.	Any termination exercised by LIC without proper reasoning would lead to huge cost and loss for the Vendor, since there are strict timelines to be met under this Project.	Please refer to the revised "Other / General Terms and Conditions"
62	Pg. No. 25	Section D: Terms and Conditions Pg. No. 25	22.3 Termination by LIC for default Notwithstanding what has been stated in this RFP LIC may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Vendor, terminate the Contract in whole or part if the Vendor fails to deliver any or all of the systems within the period(s) specified in Scope of Work of the RFP, or if the Vendor fails to perform any other obligation(s) under the Contract.	Any default identified by LIC of the Vendor would need to be informed in advance before taking any remedy for breach of Contract. If inspite of LIC informing the Vendor of the default and the Vendor not acting with the said timeline mentioned in the intimation of LIC, then only would that act be construed as breach of contract, Thereafter LIC may invoke right to terminate the contract.	Please refer to the revised "Other / General Terms and Conditions"
63	Pg. No. 26	Section D: Terms and Conditions Pg. No. 26	26) Subcontracting The Vendor will not be allowed to subcontract any portions of the scope of this RFP to any other party.	Sub-contracting of routine and monotonous roles is a practise in telecom industry, we understand that Vendor would be liable for the complete work irrespective of the same being done by Vendor.	Please refer to the revised "Other / General Terms and Conditions"
64	Pg. No. 28	Section D: Terms and Conditions Pg. No. 28	29) Right to Audit i. It is agreed by and between the parties that the Service Provider shall get itself annually audited by external empaneled Auditors appointed by LIC/ inspecting official from the IRDAI or any regulatory authority, covering the risk parameters finalized by LIC/ such auditors in the areas of products (IT hardware/ software) and services etc. provided to LIC and the vendor shall submit such certification by such Auditors to LIC. The vendor and or his / their outsourced agents /sub – contractors (if allowed by LIC) shall facilitate the same. LIC can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the Service Provider.	Service Provider is restricted by their license conditions and agreement with Government to permit any audit of their premises or network through which the services are being provided. Similarly any third parties who may be outsourced or sub-contracted through would not permit any audit, unless we have taken prior consent from them or are bound by certain law compulsion imposed upon them.	Please refer to the revised "Other / General Terms and Conditions"
65	Pg. No. 56	Section H: Annexures (Annexure-XII: Manufacturer's Authorisation Form) Pg. No. 56	Annexure XII – Manufacturer's Authorization Form (MAF)	The said provisions under this annexure is relating to Manufacturer, so we therefore request to modify the same being applicable to Service Provider.	The MAF pertains to the on prem device
66	30	Section-E: SCOPE OF WORK/ Design and Architecture:	Detailed Network Connectivity Diagram (including last mile connectivity, firewall etc.) for the proposed solution is to be provided by the bidder.	Please confirm the Ethernet/fiber port availability in existing Router	The details shall be shared with the successful bidder

67	31	Section-E: SCOPE OF WORK/ Details of Work – Link commissioning and maintenance:	The winning bidder shall provide /24 Public IP addresses (IPv4) and /48 Public IP addresses (IPv6) for the link.	Required /24 Public IP addresses (IPv4) is very big. Request to reduce the same and provide the uses of same.	Please refer to the revised scope of work
68	32	Section-E: SCOPE OF WORK/ Details of Work – DDoS solution:	The bidder will provide telephonic & offsite / onsite support during complex DDoS attack event, if LIC needs assistance, without extra charges. The support would include assistance for attack mitigation, providing assistance for Zero-day DDoS Attacks, fine tuning the appliances if required, trace-back and reports generation etc.	Please confirm if bidder need to provide dedicated resources	Please be guided by the RFP
69	36	Remote (offsite) Support	The offsite support has to report at LICs premises within one hour of the receipt of request from LIC's designated official.	Due to heavy traffic and other natural calamities one hour may not be feasible so request amend this clause as "The offsite support has to report at LICs premises within four hour of the receipt of request from LIC's designated official."	Please refer to the revised scope of work
70	38	TIME SCHEDULE FOR DELIVERY AND INSTALLATION	3) Offsite Support -6 Weeks	Offsite Support will start after Delivery and Installation which is 10 weeks. So offsite Support should start after 10 weeks.	Please refer to the revised "TIME SCHEDULE FOR DELIVERY AND INSTALLATION", revised "Scope of Work" and revised SLAs
71	36	Remote (offsite) Support	The successful Bidder has to provide throughout the contract period, the services of an offsite support stationed at Mumbai.	Please specify the support time window	Please refer to the revised "Scope of Work"
72	32	Section-E: SCOPE OF WORK Details of Work – DDoS solution: Bullet Point 10 page 32	LIC is deploying standalone on Premise DDoS Scrubbing solution with inbuilt Fail Open capability on all of the ports (Copper and Fibre). As per Scope of work this on Premise Inline solution will be deployed in Fail Open Mode to pass through traffic in case if there is any S/w and H/w fault. Bidder should ensure to route the traffic in Always on Mode on the ISP Backbone Scrubber, till the time RMA of the on Premise Scrubber come on LIC DC.	In asked Clause - it mentioned to have Fail Open Mode to pass traffic incase case of Software/ Hardware Fault This use case is only achievable via External Bypass and not build in Bypass, as for build in bypass if - DDoS software is being upgraded or - DDoS OS hangs Bypass functionality will not work Hence request to consider External Bypass only	Please refer to the revised scope of work
73	33	Section-E: SCOPE OF WORK Details of Work – DDoS solution: Bullet Point 24 page 33	The bidder needs to provide training to 2 LIC officials by OEM certified trainer in Mumbai, within three months of installation.	If it recomened to have Training from OEM directly to LIC rather than Bidder for atleast 5 officials	Please refer to the revised scope of work
74		Excel: Technical Specs Sheet: On Premise device DC- DR S. No. : 7	The Proposed system must have built-in Hardware bypass for all interface types	In asked Clause - it mentioned to have Built-in hardware bypass. Having Build-in bypass may fail in scenario when - DDoS software is being upgraded or - DDoS OS hangs For this external Bypass Switch suits best Hence request to consider External Bypass and revise the clause to below The Proposed system must have External Hardware bypass for all interface types	Please refer to the revised technical specifications .
75		Excel: Technical Specs Sheet: On Premise device DC- DR S. No. : 47	Each Individual Anti DDoS appliance should have minimum 8 x 10G + and 4 x 1G SFP+ ports populated (from day 1) with Multi- Mode Transceiver. These Populated Ports should either internal or External Bypass capability with software configuration option such as fail-open and fail-close. All the transceivers should be provided from day one. the 10G Ports should support 1G transceivers aslo. The Transceiver should be compatible with other device present in LICs network. Total number of transceivers required - 8 10 G and 8 1G . it should be field replaceable	In asked clause, it is mentioned 4 x 1G SFP with Multi-Mode transceiver Query: Do we need 1G Copper or Fiber Multi-Mode as most of the ISP terminate 1G link on Copper and not Fiber	Please refer to the revised technical specifications.
76	9	Minimum Eligibility Criteria Sr. no. 5	The ISP should have its own International Internet Gateway (not applicable to Government bodies)	We request you to kindly change this clause as below: Bidder should have own/leased / direct access to International Gateway in India. This industry works on collaboration. It will not impact on any functionality or performance of the Internet leased line link. This clause is restricted for ISP who are having direct access to International gateway. Therefore we request you to please remove or amend the clause for better price discovery.	Please refer to the revised eligibility criteria

77	30	SCOPE OF WORK	Total solution will cover commissioning, installation of on-premise device, implementation, integration of on-premise device with the cloud/scrubbing center, testing, training & certification, reporting etc.	We request LIC to confirm what kind of certifications are required.	Please refer to the revised scope of work
78	36	Remote (offsite) Support	The offsite support has to report at LICs premises within one hour of the receipt of request from LIC's designated official. There	We request lic to change this timeline from one hour to 4 hours excluding travel time.	Please refer to the revised scope of work
79	38	Project Implementation Period:	The HLD and LLD is to be submitted within 3 weeks from the date of acceptance of the purchase order.	we request LIC to change this delivery time line from 3 weeks to 4 weeks	Please refer to the revised "Payment Terms"
80	38	TIME SCHEDULE FOR DELIVERY AND INSTALLATION	Offsite Support- 6 Weeks	in this clause the off site support time line mention as 6 weeks, but in Remote (offsite) Support clause it mention as 4 weeks so bidder is considering 6 weeks time line as mention here. Please confirm.	Please refer to the revised "TIME SCHEDULE FOR DELIVERY AND INSTALLATION", revised "Scope of Work" and revised SLAs
81	8	Brief on the Scope of Work:	LIC would like procure two dedicated (1:1 uncompressed, unfiltered, burstable and unshared) Premium Internet links of 500Mbps bandwidth with dual last mile (from different POPs for redundancy)	LIC is requested to clarify what is meant by burstable here , if this is Burstable BW requirement then kindly specify the burstable BW capacity upto how much burstability you are requesting .	Please refer to the revised technical specifications
82	39	PENALTIES FOR DOWNTIME of LINKS :	Committed SLA>=99.99 %	Committed SLA NIL penalty to be revised to 99.5% .	Please refer to the revised SLAs
83	16	23. Technical Bid Evaluation process:	c) Bidder should quote only those on-premise appliances which can provide protection against all types of DDoS attack for all links (irrespective of the Service Provider) at Vile-Parle. . The on-premise device provided by the bidder should be able to provide protection against all types of DDoS attacks, for all the existing and future links procured at LICs various Data Centres. Once LIC, makes arrangements for Public IP Addresses and ASN from the APNIC, the successful bidder shall unconditionally have to protect all links from volumetric attacks also in future.	From the given statement, bidder understand that DDOS Mitigation appliance is only required at Vile Parle Location. Kindly confirm on the understanding.	Vile Parle Deleted. The on premise device has to be provided at all locations
84	29	Section-E: SCOPE OF WORK	The scope of work includes understanding the requirement, customizing and providing the deployment architecture of proposed solution. Supply, install and commission the respective links along with appliances at LIC data centers.	Does bidder has proposed DDOS Protection appliance for all three DC at Mumbai. Kindly share understanding on the same.	Yes. Total Four including Bengaluru
85	37	1) Payment to DDoS Solution	1) Payment to DDoS Solution Payment Terms will be applicable for DDoS Device o 100 % of the cost shall be paid after delivery, installation, integration, acceptance testing as per scope of work of entire solution (software, hardware and peripherals as per scope) at the specified location mentioned in the PO along with training /knowledge transfer documentation of the entire solution.	Request LIC to consider 80% of cost to be paid on delivery and 20% on Installation and commissioning	Please refer to the revised commercials and revised Payment Terms
				Mention of "Delhi" and Bangalore	Any mention of "Delhi" may be read as "New Delhi" and mention of Bangalore may be read as "Bengaluru"