

Response to prebid queries - Procurement of Internet Leased Link with DDoS Protection and Internet Leased Link without DDoS Protection

Ref: LIC-CO/IT-BPR/FW/RFP/2016-17/02 Dated: 27th February 2017

Sl. No.	Page No	Clause No.	Description of Terms / Headings / Query Segments	Clause [in brief] of RFP requiring clarification[s]	LIC's Response
1	5	Abbreviations	Addition		ILL = Internet Leased Link
2	7	Brief on the Scope of Work	LIC would like procure one dedicated (1:1 uncompressed, unfiltered, burstable and unshared) Premium Internet links of 100 Mbps bandwidth with dual last mile (from different POPs for redundancy) with scrubbing facility (Comprehensive DDoS protection) from the Internet Service Providers (ISPs) and another dedicated (1:1 uncompressed, unfiltered, burstable and unshared) Premium Internet links of 100Mbps bandwidth with dual last mile (from different POPs for redundancy) without DDoS protection from the Internet Service Providers (ISPs) and at its Vile Parle Data Center in keeping with best practices being followed in the financial institutions across the world today. This solution would need to be implemented and managed by the bidder to provide optimum uptime and security to the organization.	Please confirm the burstability bandwidth. As LIC need the dual last mile from different ISP, what if only couple of ISPs are feasible at the given location.	The link should have the bustability capability though the bustable bandwidth is not stated as a requirement in the RFP
3	7	Section 6 . Present Technical Environment	LIC is presently having three Data Centers in Mumbai, each having internet lease link as follows: Site Service Provider -1 Bandwidth Service Provider-2 Bandwidth Vile-Parle One 60 Mbps burstable to 100 Mbps + One 20 Mbps burstable to 50Mbps One 60 Mbps burstable to 100 Mbps + One 20 Mbps burstable to 45 Mbps IDC Prabhadevi One 100 Mbps Yogakshema – Nariman Point One 60 Mbps burstable to 100 Mbps + One 20 Mbps burstable to 50 Mbps One 20 Mbps burstable to 45 Mbps Presently LIC does not have any DDoS mitigation system. LIC does not own any Public APNIC IPs.	Please let us know whether any of the present Links belong to TATA ISP or any other ISP, Also let us know whether DDoS Protection services are needed for existing links or DDoS Protection services is needed only for the new ILL Links that are going to be acquired. Since there are other service provider's involvement mentioned , We would like to know whether DDoS Protection is required for TATA Links (ONNET) only or for other Service provider (OFFNET) links too. If LIC Team wants OFFNET (Non-TATA Links) DDoS Protection too , the certain prerequisites are listed; 1. LIC's router should forward netflow for Cloud DDoS Detection service. 2. LIC should have their own AS Number with /24 or bigger IP pool which are to be protected. 3. LIC will have to withdraw route from existing ISP and then TCL will inject BGP route to direct traffic for OFFNET Cloud DDoS Mitigation Service, LIC Need not withdraw route for OFFNET Mitigation if they have their own segments greater than /24 like /23, /22 , /21 etc.. Please clarify and let us know for any clarifications.	Please be guided by the RFP
4	7	Brief on the Scope of Work	100 Mbps bandwidth with dual last mile (from different POPs for redundancy)	Please change it to 'different POPs/PE for redundancy'	Please be guided by the RFP
5	7	Brief on the Scope of Work	1:1 uncompressed, unfiltered, burstable and unshared)	Conflicting requirement. If 1:1 uncompressed bandwidth is required then burstability is not applicable.	The link should have the bustability capability though the bustable bandwidth is not stated as a requirement in the RFP

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6	7	Brief on the Scope of Work	LIC would like procure one dedicated (1:1 uncompressed, unfiltered, burstable and unshared) Premium Internet links of 100 Mbps bandwidth with dual last mile (from different POPs for redundancy) with scrubbing facility (Comprehensive DDoS protection) from the Internet Service Providers (ISPs) and another dedicated (1:1 uncompressed, unfiltered, burstable and unshared) Premium Internet links of 100Mbps bandwidth with dual last mile (from different POPs for redundancy) without DDoS protection from the Internet Service Providers (ISPs) and at its Vile Parle Data Center in keeping with best practices being followed in the financial institutions across the world today. This solution would need to be implemented and managed by the bidder to provide optimum uptime and security to the organization.	Is LIC expectation for the bidder is to quote for both ILL link requirement i.e. ILL with DDoS and ILL without DDoS. And LIC will pick and choose which SP they want to go ahead with ?	Please be guided by the RFP
7	7	Brief on the Scope of Work	LIC would like procure one dedicated (1:1 uncompressed, unfiltered, burstable and unshared) Premium Internet links of 100 Mbps bandwidth with dual last mile (from different POPs for redundancy) with scrubbing facility (Comprehensive DDoS protection) from the Internet Service Providers (ISPs) and another dedicated (1:1 uncompressed, unfiltered, burstable and unshared) Premium Internet links of 100Mbps bandwidth with dual last mile (from different POPs for redundancy) without DDoS protection from the Internet Service Providers (ISPs) and at its Vile Parle Data Center in keeping with best practices being followed in the financial institutions across the world today. This solution would need to be implemented and managed by the bidder to provide optimum uptime and security to the organization.	Will LIC choose to provide both ILL links to one SP or different SP.	Please be guided by the RFP
8	7	Brief on the Scope of Work	LIC would like procure one dedicated (1:1 uncompressed, unfiltered, burstable and unshared) Premium Internet links of 100 Mbps bandwidth with dual last mile (from different POPs for redundancy) with scrubbing facility (Comprehensive DDoS protection) from the Internet Service Providers (ISPs) and another dedicated (1:1 uncompressed, unfiltered, burstable and unshared) Premium Internet links of 100Mbps bandwidth with dual last mile (from different POPs for redundancy) without DDoS protection from the Internet Service Providers (ISPs) and at its Vile Parle Data Center in keeping with best practices being followed in the financial institutions across the world today. This solution would need to be implemented and managed by the bidder to provide optimum uptime and security to the organization.	What will happened in case SP proposes secondary lastmile which could conflict with the SP provider that will be providing the other ILL link.	Please be guided by the RFP

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9	7	Brief on the Scope of Work	LIC would like procure one dedicated (1:1 uncompressed, unfiltered, burstable and unshared) Premium Internet links of 100 Mbps bandwidth with dual last mile (from different POPs for redundancy) with scrubbing facility (Comprehensive DDoS protection) from the Internet Service Providers (ISPs) and another dedicated (1:1 uncompressed, unfiltered, burstable and unshared) Premium Internet links of 100Mbps bandwidth with dual last mile (from different POPs for redundancy) without DDoS protection from the Internet Service Providers (ISPs) and at its Vile Parle Data Center in keeping with best practices being followed in the financial institutions across the world today. This solution would need to be implemented and managed by the bidder to provide optimum uptime and security to the organization.	Is these internet links (1 Internet link with redundant lastmile & POP with DDoS and 1 internet link with redundant lastmile & POP) to be delivered at Vile Parle Data Center by same bidder?	Please be guided by the RFP
10	8	Minimum Eligibility Criteria (MEC) point no. 8	The ISP should have successfully commissioned a minimum of one 100 Mbps Premium Internet Links during the last 3 years to at least any three Financial Institutions / Central Govt. Organization/large organization within India.		The ISP should have successfully commissioned a minimum of one 100 Mbps and above Premium Internet Links during the last 3 years to at least one large reputed Financial Institutions / Central Govt. Organization within India.
11	8	Minimum Eligibility Criteria (MEC) point no. 6	The bidder should be a member of National Internet Exchange of India (NIXI) and shall be peering (IPv4 and IPv6) with NIXI.	Propose LIC to consider members list on NIXI website as evidence of membership as invoice details are propriety and cannot be shared.	In addition to what is stated in the RFP the bidder may provide the printout of members list on NIXI website as evidence of membership. Such printout must be stamped and signed by the authorised signatory.
12	8	Minimum Eligibility Criteria (MEC) point no. 9 and 12	Purchase orders or any other documentary proof supporting the claim.	Bidder can give self declaration to this affect that it has delivered services to its customers as per the criteria mentioned in this section.	Purchase orders may be defaced for the commercials and other details, except the name of the client. Further the RFP also provides for other documentary proofs supporting the claim.
13	8	Minimum Eligibility Criteria (MEC) point no. 3	3. The bidder should produce the validity of TRAI license with documentary proof and or DOT license to operate International gateways.	Reliance request removal of this clause as it is same as clause 5. Else remove the statement "validity of TRAI" in the mentioned clause as there is no separate validity certificate issues by TRAI. TRAI gives a certificate for setting up Cable Landing Station for International gateways.	Clause modified to "The bidder should produce the validity of TRAI license with documentary proof and or DOT license to operate International gateways."
14	8	Minimum Eligibility Criteria (MEC) point no. 12	Client references of customers for whom the Bidder has executed DDoS mitigation solution, (Start and End Date of the Project to be mentioned) in the past two years, and which will be running as on the date of submission of the bid.	Customer have a NDA signed and are reluctant sharing the information. Kindly relax this clause.	Purchase orders may be defaced for the commercials and other details, except the name of the client. Further, the RFP also provides for other documentary proofs supporting the claim.
15	8	Minimum Eligibility Criteria (MEC) point no. 5	The ISP should have its own International Internet Gateway		The ISP should have its own International Internet Gateway (not applicable to Government bodies)

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16	9	Minimum Eligibility Criteria (MEC) point no. 13	Bidder must have Disaster Recovery (DR) arrangement & support infrastructure	Request to provide more insight on the requirement with respect to DDoS Solution, Is redundancy required with reference to number of DDoS scrubbing farms ? Please clarify	Bidder must have Disaster Recovery (DR) arrangement & support infrastructure for the SOC and BCP in place .
17	11	10 (b) Instructions for Bid Submission	b) Participation in this tender will mean that the bidder has accepted all terms and conditions and clauses of this RFP/tender and subsequent modification(s) to this tender, if any.	What will happen where Bidder submits deviation to the RFP terms and conditions, how LIC will construe such submission.	Please be guided by the RFP
18	11	10(g) Instructions for Bid Submission	The bidder may choose to submit commercials for only "ILL with DDoS protection " or "ILL without DDoS protection" or both. Accordingly, the bidder should quote the prices for all the relevant items in Commercial bid (Indicative Price) format as per Annexure-IX and place it in a sealed envelope along with the CD/DVD with the superscription "COMMERCIAL BID (Indicative) for Procurement of Internet Leased Link with DDoS Protection and Internet Leased Link without DDoS Protection. Ref: CO/IT-BPR/FW/RFP/2016-17/02 dated 27th February 2017.	Please clarify the understanding that " there would be 2 CD/DVDs to be submitted separately for Technical bid and separately for Commercial Bid.	Yes
19	11	9. Earnest Money Deposit	The bidder should submit to LIC a total of Rs.10,00,000/- (Rupees Ten Lakhs only) as EMD along with the Technical-Bid document. Rs.2,00,000/- (Rupees Two Lakhs only) has to be submitted in form of a Demand Draft drawn on Nationalized/ Scheduled Bank in favour of „LIC of India“ payable at Mumbai and the balance amount of Rs.8,00,000/- (Rupees Eight Lakhs only) should be submitted in form of a Bank Guarantee	Whole Rs 10 lakhs EMD can be given in the Bank Guarantee format also, instead 2 lakhs in DD & 8 Lakhs in BG format. Kindly OK it.	Please be guided by the RFP
20	11	Point "n" of 10. Instructions for Bid Submission	The bid may be rejected if:	Please consider " Complete signatures on Letter headed documents and others as initials of the Signing Authority"	Please be guided by the RFP
21	12	Point "v" of 10. Instructions for Bid Submission	In case of non-compliance by the bidder to any of the instructions pertaining to bid submission as stated in the RFP, a penalty of Rs. 5,000/- per violation will be charged and recovered from the EMD. For example: if the Bid is not spirally bound a penalty of Rs. 5,000/- will be imposed. Upper cap for this penalty is Rs.10,000/-	we request for the deletion of this clause.	Please be guided by the RFP
22	12	Point "t" of 10. Instructions for Bid Submission	The technical specifications sheets and commercial-bid format/sheet in the spreadsheets will be password protected by LIC. The password used on the spread sheets will be validated by LIC for checking the authenticity of the file. If the password does not match, EMD or a part thereof may be forfeited and bid may be rejected.	Please clarify the details as the given sheets are not password protected.	The cells are password protected.
23	12	11 - iv - Technical Bid	iv) The vendor should propose the detailed specifications for the on-premise box, failing which their bids will not be considered for further evaluation.		iv) The vendor should propose the detailed specifications for the on-premise box, failing which their bids will not be considered for further evaluation. (Applies to "ILL with DDoS Solution")
24	14	18. Bid Validity Period	Bids shall remain valid for 6 months from the date of publishing of this RFP	Please modify the clause. Request bid validity of maximum 90 days.	Please be guided by the RFP

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25	14	20-c) Procedure for opening of the bids:	c) After completion of evaluation of eligibility bid, the result of the bidders qualifying for the technical evaluation will be intimated to all participating bidders.		Clause deleted
26	15	23 -c) Technical Bid Evaluation process	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.		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. (Applies to "ILL with DDoS Solution")
27	15	23 (c) - Technical Bid Evaluation process	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.	TATA's CPE Inline device DDoS Solution can protect from layer 3 to layer 7 DDoS Attacks and the Cloud DDoS Solution can protect from Volumetric DDoS Attacks. Please note both solutions can be applied for TATA Links and for non-TATA Links as well. Separate pricing would be calculated for Cloud Solution and On premise (CPE) solution based on respective mitigation capacities/throughput. Please let us know the required Cloud Mitigation capacity for DDoS Subscription and the specific throughput needed for CPE Solution.	The Cloud Mitigation capacity required is 10 Gbps . For Mitigation capacity of the On Premise Device please be guided by the RFP .
28	15	23 (c) - Technical Bid Evaluation process	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 Premises equipment provided by one operator cannot provide all types of DDOS attack protection from other operators. Especially Volumetric attacks. Please mention the exact attacks that should be covered by the on premise device.	The on-premise device provided by the bidder should be able to provide protection against all types of DDoS attacks ,other than the volumetric attacks (except own link), for all the existing and future links procured at LICs Vile Parle Data Centre. 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.
29	15	23 (d) - Technical Bid Evaluation process	LIC may request for demonstration of the above feature. These demonstrations may be done at LIC Vile Parle or at vendor's premises in Mumbai.	Brief explanation with all clarifications on the Hybrid Solution(Cloud+CPE) can be given by TATA. Request to note that Testing of the provisioned setup can be performed during the Implementation phase by TATA Team. Please let us know for any clarifications and let us know what is expected in the demo with the feature list?	Please be guided by the RFP
30	15	23 (d) - Technical Bid Evaluation process	LIC may request for demonstration of the above feature. These demonstrations may be done at LIC Vile Parle or at vendor.s premises in Mumbai.	Demonstration of same Model will not be possible. Demo of basic features using Demo device can be provided.	Please be guided by the RFP
31	16	25.Online Reverse Auction - last para	In case the successful bidder (PQR) fails to fulfill any of the obligations under the RFP within the timelines defined, LIC reserves the rights to cancel his selection and declare the bidder with rank 2 (XYZ) as successful bidder provided this bidder agrees to match the commercial bid of PQR.		Clause deleted

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32	18	Section D - Terms and conditions	Addition		Pricing & Taxes: a) Product/Software Prices shall be quoted all inclusive of duties, levies etc. but exclusive of VAT/GST and Octroi/ local entry tax, LBT, service tax as applicable. b) The quoted price of Product/Software shall be uniformly applicable for delivery/performance to any part of the country and shall be inclusive of all other miscellaneous charges (i.e. including installation charges, any other applicable duties, whether state or central, packing, freight and forwarding, transit insurance, local transportation, manpower/labour charges, incidental charges such as traveling, lodging/boarding etc.) c) Vendor will be entirely responsible for upfront payment of all applicable taxes (wherever applicable) like Central / State levies, sales tax, VAT, excise duty, cess, license fees, road permits, service tax, etc. in connection with delivery of products at site. d) VAT/ST/GST/Service-tax and Octroi/local entry tax/LBT wherever applicable, shall be mentioned in the Invoices submitted and shall be
33	18	Point 2 (NDA) of B. Other / General Terms and Conditions:	The successful bidder has to sign NDA as per Annexure-VII. Violation of NDA will lead to legal action, forfeiture of PBG and blacklisting	On account of violation of NDA specific remedy in the form of injunctive relief is given. We request that forfeiture of PBG should not be exercised on this account since any breach of this condition will be adjudicated by the concerned authorities for evaluation of losses or damages.	Please be guided by the RFP
34	Page 18 of 44	SECTION–D : TERMS AND CONDITIONS 3) Performance Bank Guarantee (PBG):	The selected vendor is required to submit a Performance Bank Guarantee (PBG) to LIC in form of a Bank Guarantee equal to 15% of the total Contract Value.	Request to dilute the clause for Bank Guarantee equal to 10% of the total Contract Value.	The selected vendor is required to submit a Performance Bank Guarantee (PBG) to LIC in form of a Bank Guarantee equal to 10% of the total Contract Value.
35	18	Point 3 (PBG) of B. Other / General Terms and Conditions:	Performance Bank Guarantee : 15% The PBG will be for the period of the contract plus 3 months	Requesting LIC to Change it to 5% and Claim Period also to be changed to period of the contract plus 1 months	15% changed to 10 % . Other aspects no change
36	18	Point 3 (PBG) of B. Other / General Terms and Conditions:	3) Performance Bank Guarantee (PBG): The selected vendor is required to submit a Performance Bank Guarantee (PBG) to LIC in form of a Bank Guarantee equal to 15% of the total Contract Value.	3) Performance Bank Guarantee (PBG): The selected vendor is required to submit a Performance Bank Guarantee (PBG) to LIC in form of a Bank Guarantee equal to 10% of the total Contract Value.	15% changed to 10 % . Other aspects no change

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37	19	7) Disputes	Addition		d) In case the winning bidder is a company/statutory body owned by Central/State Govt., the disputes shall be resolved as per the directives of Govt. of India, which provides that All disputes shall be resolved amicably by mutual consultation or through the good offices of empowered agencies of the Government or through arbitration and recourse to litigation should be eliminated.
38	19	8) Consequences of Termination of the Selected Bidder	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 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.	Does this amounts to termination for convenience since it doesn't entail anything regarding the reason for termination. Please confirm.	Please be guided by the RFP
39	20	9) Force Majuere Conditions	Addition		d) Notwithstanding the above, the decision of LIC of India shall be final and binding on the vendor.
40	20	10) Limitation of liability	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 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.	Limitation of liability: 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 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 be guided by the RFP

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41	20	10) Limitation of liability	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 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.	We request LIC that there should be entire exclusion from the RFP for indirect or consequential loss or damage, loss of use, loss of production or loss of profits or interest costs, irrespective of the events. Further the overall liability of Bidder shall in no event be more than the aggregate of twelve month of charges collected by Bidder under the order in which such liability has arisen.	Please be guided by the RFP
42	20	12) Copyright Violation and Patent Rights	The Bidder shall undertake to indemnify LIC in respect of all claims arising out of violation of any Patents or Copyrights, for all softwares 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 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 nonresponsive.	We request LIC that the Bidder's liability for infringement of intellectual property rights (IPR) should be limited. i.e. "To the extent authorized, Bidder will pass through to LIC any transferable indemnities provided to the Bidder by Bidder's vendors". As for the deliverables created by Bidder, Bidder's indemnity should be capped to the immediately preceding 12 months of charges collected by Bidder under the order in which the liability has arisen. The Bidder will not be liable nor responsible for any infringement if such infringement is caused due to use of the product not intended by Bidder, modifications not made by Bidder, use of Bidder deliverable in conjunction with products not provided by Bidder, etc.	Please be guided by the RFP
43	21	Point (m) of 16) Rights reserved by LIC	LIC reserves the right to re-negotiate the prices in the event of changes in the market conditions and/or technology etc.	Benchmarking of prices should be omitted.	Clause Deleted
44	21	Point (m) of 16) Rights reserved by LIC	LIC reserves the right to re-negotiate the prices in the event of changes in the market conditions and/or technology etc.	Price suggested should be fixed for the contract term. Hence requesting LIC to delete the clause	Clause Deleted
45	21	Point (m) of 16) Rights reserved by LIC	LIC reserves the right to re-negotiate the prices in the event of changes in the market conditions and/or technology etc	(m) Prices should be remain Firm during the whole Contract period.	Clause Deleted

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46	22	E-Scope of work.	Addition after 2nd para		The proposed solution should seamlessly integrate with existing network/security setup of LIC without requiring purchase of additional equipments/components/Software etc. It should also seamlessly integrate with any future standard procurements made by LIC without requirement of downgrading or upgrading of existing equipments/ components / software used by LIC. However, if any additional equipments/components/Software etc. is required for seamless integrate with existing network/security setup of LIC, the same has to be provided at no additional cost to LIC
47	22	General - bullet point 1	The Anti DDoS on-premise solution and the links will be owned by the bidder, will be provided to LIC on OPEX model.	Request to confirm as to who is the owner of devices and will this asset be given back to TATA post contract period expiry.	The asset will be given back post contract period expiry , after removal of all configuration/data etc done at LIC premises
48	22	General - bullet point 1	The Anti DDoS on-premise solution and the links will be owned by the bidder, will be provided to LIC on OPEX model.	We recommend the Capex Model.	Please be guided by the RFP
49	22	General - bullet point 4	Vendor has to act as technical-advisor to LIC for DDoS related security threats by way of evaluation, demonstration, etc. as and when required by LIC. Vendor has to submit findings/reports to LIC and give suggestions/recommendations. Necessary resources (including Level-3 support) have to be deployed by vendor for technical assistance and submit the detailed documentations etc. No additional cost will be payable by LIC for such things	Need the scope of work for the dedicated resource	The resource mentioned in this clause is not required to be onsite on a regular/dedicated basis , but will have to be available onsite as mentioned in the RFP .
50	22	General - bullet point 4	Necessary resources (including Level-3 support) have to be deployed by vendor for technical assistance and submit the detailed documentations etc.	This statement should be removed. Since this is a cloud DDoS service and will be managed remotely. This should be applicable only for breakfix support	The resource mentioned in this clause is not required to be onsite on a regular/dedicated basis , but will have to be available onsite as mentioned in the RFP .
51	22	General - bullet point 4	Vendor has to act as technical-advisor to LIC for DDoS related security threats by way of evaluation, demonstration, etc. as and when required by LIC. Vendor has to submit findings/reports to LIC and give suggestions/recommendations. Necessary resources (including Level-3 support) have to be deployed by vendor for technical assistance and submit the detailed documentations etc. No additional cost will be payable by LIC for such things.	RCOM already has necessary expertise and support mechanism in place which will support LIC design and deployment as well. Please confirm if any dedicated/on-premise resource required which should be priced in the proposal by all the Bidders ?	The resource mentioned in this clause is not required to be onsite on a regular/dedicated basis , but will have to be available onsite as mentioned in the RFP .

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52	22	General - bullet point 4	Vendor has to act as technical-advisor to LIC for DDoS related security threats by way of evaluation, demonstration, etc. as and when required by LIC. Vendor has to submit findings/reports to LIC and give suggestions/recommendations. Necessary resources (including Level-3 support) have to be deployed by vendor for technical assistance and submit the detailed documentations etc. No additional cost will be payable by LIC for such things.	Request to confirm as to why L3 support will be needed by TATA where as per our understanding the devices will be managed by TATA? Please clarify?	The resource mentioned in this clause is not required to be onsite on a regular/dedicated basis, but will have to be available onsite as mentioned in the RFP.
53	22	General - bullet point 6	Design, implement, and keep record & controls and migration to IPv6 as and when required by LIC without any additional cost to LIC. ☐ In case there is a cost incurred to LIC due the wrong BoM/Specification/feature-set of security equipment/device/appliance at any location, the same will have to be replaced by vendor at no extra cost to LIC.	Request to note that addition of IPV6 will involve additional commercials. Please let us know for any clarifications?	Please be guided by the RFP
54	22	General - bullet point 10	The successful bidder shall co-ordinate and co-operate with the other vendors appointed by the LIC, if required so that the work shall proceed smoothly without any delay and to the satisfaction of LIC	Please provide the details of the specific vendors.	The details shall be provided to the successful bidder.
55	22	General - bullet point 11	No extra claim shall be entertained on account of all/part of any job redone on account of bidder's negligence which results into damages/losses during execution of the job. Also, any component(s) required to deliver the solution after release of Purchase Order shall have to be provided by the successful bidder. All such cost shall be borne by the bidder.	No extra claim shall be entertained on account of all/part of any job redone on account of bidder's negligence which results into damages/losses during execution of the job. Also, any component(s) required to deliver the solution after release of Purchase Order shall have to be provided by the successful bidder. All such cost shall be borne by the bidder.	Please be guided by the RFP
56	22	Design and Architecture: bullet point 2	Bidder needs to study existing LAN & WAN network environment of LIC and design the solution accordingly.	Please provide the details of existing architecture	The details shall be provided to the successful bidder.
57	23	Link commissioning and maintenance : Bullet point 2	The ISP shall provide dual last mile (one own and another from a different service provider)		The ISP shall provide dual last mile (from two different service providers)
58	23	Link commissioning and maintenance: Bullet point 3	It is the responsibility of vendor to factor in all related infrastructure required to commission the links, including cable, connectors etc. They should not depend on LIC for any provisioning in this regard except router and switches.	Internal cabling will be done by LIC. ISP will handover the circuit till Mux.	Yes
59	23	Link commissioning and maintenance: Bullet point 4	This link shall be terminated on router which will be arranged by the LIC at the Data Centers. Presently LIC is using Cisco ASR1002-X router. However, LIC may change the router in future.		This link shall be terminated on router /switch which will be arranged by the LIC at the Data Centers. Presently the links are terminated on switch and LIC is using Cisco ASR1002-X router. However, LIC may change the router in future.
60	23	Link commissioning and maintenance: Bullet point 4	This link shall be terminated on router which will be arranged by the LIC at the Data Centers. Presently LIC is using Cisco ASR1002-X router. However, LIC may change the router in future.	Please confirm Hand-off of links (Gig Optical / Gig Electrical)	Presently the links are terminated on copper ethernet interface of the L2 switch, however in future the links may be terminated on Fibre/Ethernet interface port of the router, as stated in the RFP.

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61	23	Link commissioning and maintenance: Bullet point 5	The link may be terminated on Ethernet or on the Fiber port of the router. The bidder has to make provisions for both.	Please specify the exact handoff	Presently the links are terminated on copper ethernet interface of the L2 switch, however in future the links may be terminated on Fibre/Ethernet interface port of the router , as stated in the RFP .
62	23	Link commissioning and maintenance: Bullet point 7	The winning bidder shall provide /24 Public IP addresses for the link.	Request LIC to consider /26 pool instead of /24 as it is becoming increasingly difficult for the service providers to provide larger pools due to limited availability of IPv4 pools.	The winning bidder shall provide /24 Public IP addresses (IPv4) and /48 Public IP addresses (IPv6) for the link.
63	23	Link commissioning and maintenance: Bullet point 7	The winning bidder shall provide /24 Public IP addresses for the link.	Due to limitation of IP4 IPs. Bidder suggest LIC to procure /24 IP Pool from APCNI. This will provide additional benefit to LIC to owning these IPs and can route these irrespective of the Service provider.	The winning bidder shall provide /24 Public IP addresses (IPv4) and /48 Public IP addresses (IPv6) for the link.
64	23	Link commissioning and maintenance: Bullet point 7	The winning bidder shall provide /24 Public IP addresses for the link.		The winning bidder shall provide /24 Public IP addresses (IPv4) and /48 Public IP addresses (IPv6) for the link.
65	23	Link commissioning and maintenance: Bullet point 8	LIC may, however, make arrangements for Public IP Addresses and ASN from the APNIC. In that case and on demand from the LIC, the successful bidder shall unconditionally have to configure these IP addresses and on successful commissioning, will withdraw their own IP addresses.	Delete this clause, it is recommended that individual ISP should protect their own links.	Please be guided by the RFP
66	23	Link commissioning and maintenance: Bullet point 8	LIC may, however, make arrangements for Public IP Addresses and ASN from the APNIC. In that case and on demand from the LIC, the successful bidder shall unconditionally have to protect all links from volumetric attacks in future.	Volumetric Attack mitigation on other service provider's link can be provided ONLY if -- 1) Attack is on LIC owned APNIC IPs 2) Other provider's link is SWITCHED-OFF/Disconnected during mitigation. Please provide OK for same	Please be guided by the RFP
67	23	Link commissioning and maintenance: Bullet point 9	If there is any reduction in the charges related to ports, bandwidth etc. due to changes in Government Policy etc., the benefit of subsequent price reduction shall be passed to LIC. LIC reserves the right to re-negotiate the charges based on market conditions after each year of completion within the contract period apart from any other reductions in tariffs due to Government policies etc.	Request LIC to remove the clause as cost calculation of service provider is over complete contract period. In the case Rate revision in bandwidth is Required, LIC need to add Onetime in commercial clause (CAPEX + OPEX) where Capex investment can be mentioned by Bidder	Please be guided by the RFP
68	23	Link commissioning and maintenance: Bullet point 9	If there is any reduction in the charges related to ports, bandwidth etc. due to changes in Government Policy etc., the benefit of subsequent price reduction shall be passed to LIC. LIC reserves the right to re-negotiate the charges based on market conditions after each year of completion within the contract period apart from any other reductions in tariffs due to Government policies etc.	Bid commercial will be fixed for the tenure of the contract. Any changes in the commercial will be decided after the end of the contract. Requesting LIC to confirm. Kindly elaborate the statement change of work.	Please be guided by the RFP
69	23	Link commissioning and maintenance: Bullet point 12	100 Mbps Discovered Price = Y 250 Mbps = 1.5 x Y 500 Mbps = 2 xY	This calculation should be removed. Since this could effect the value for Y.	Clause Deleted
70	23	Link commissioning and maintenance: Bullet point 12	Multiplication factor will be used for determining the price of the higher bandwidths 100Mbps- Y 250Mbps- 1.5Y 500Mbps- 2Y	Request a revision on the same - to be discussed in pre-bod meeting.	Clause Deleted

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71	23	Link commissioning and maintenance: Bullet point 12	For Upgrade 100 Mbps Discovered Price = Y 250 Mbps = 1.5 x Y 500 Mbps = 2 x Y	The Multiplication Factor is very low as compared to the Market Trends, it should be minimum :- For Upgrade 100 Mbps Discovered Price = Y 250 Mbps = 2 x Y 500 Mbps = 4 x Y	Clause Deleted
72	23	Link commissioning and maintenance: Bullet point 12	Further, in case of requirement of an intermediate bandwidth, the standard industry practice as that adopted by BSNL will be followed for arriving at the commercials.	Please provide more details of the practice adopted by BSNL in regards to intermediate bandwidth	Clause Deleted
73	23	Link commissioning and maintenance: Bullet point 13	In the event of shifting of premises, within Mumbai, it is responsibility of the bidder/bidder to provide necessary connectivity at new location. No additional cost will be paid by LIC.	Please sanction ONE TIME Shifting and provisioning charges at actuals payable to Bidder in case of shifting	Cost of shifting within Mumbai included in the commercials as a separate line item
74	23	Link commissioning and maintenance: Bullet point 13	In the event of shifting of premises, within Mumbai, it is responsibility of the bidder/bidder to provide necessary connectivity at new location. No additional cost will be paid by LIC.	Shifting charges to be paid by the Customer.	Cost of shifting within Mumbai included in the commercials as a separate line item
75	23	Link commissioning and maintenance: Bullet point 13	In the event of shifting of premises, within Mumbai, it is responsibility of the bidder/bidder to provide necessary connectivity at new location. No additional cost will be paid by LIC.	It depends on the feasibility of the location. Charges may be applied accordingly	Cost of shifting within Mumbai included in the commercials as a separate line item
76	23	Link commissioning and maintenance: Bullet point 13	In the event of shifting of premises, within Mumbai, it is responsibility of the bidder/bidder to provide necessary connectivity at new location. No additional cost will be paid by LIC	Request a revision on the same - to be discussed in pre-bid meeting.	Cost of shifting within Mumbai included in the commercials as a separate line item
77	23	Link Maintenance: Bullet point 3	In cases of complaint lodged, complaint shall be lodged preferably over web portal, but other modes such as email etc. with the designated officials of the bidder, should also be available.		Complaint shall be lodged preferably over web portal, but other modes such as email etc. with the designated officials of the bidder, should also be available.
78	23	Link Maintenance: Bullet point 4	The bidder shall provide a dedicated portal/web interface/site for LIC for logging calls (trouble tickets), viewing status of calls (trouble tickets), escalation of trouble tickets, monitoring the status of links, monitoring performance parameters of links such as periodical downtime, latency, jitter etc.	Since internet is open circuit, target systems for latency & jitter is not applicable. Hence request to remove the clause for reporting latency & jitter.	The bidder shall provide a dedicated portal/web interface/site for LIC for logging calls (trouble tickets), viewing status of calls (trouble tickets), escalation of trouble tickets, monitoring the status of links, monitoring performance parameters of links such as periodical downtime etc.
79	24	Link Maintenance: Bullet point 5	The portal/web interface/site shall provide reports regarding the above as and when required by LIC. In addition the successful bidder shall provide Out-of-the-box reports and customized reports templates based on the needs of LIC (based on mutual discussion).	Please specify the reports required.	Please be guided by the RFP
80	24	Link Maintenance: Bullet point 7	During the tenure of the contract or till link is being used at the site, the bidders shall bear all the operational costs associated with link commissioned (other than the quarterly rentals).		During the tenure of the contract or till link is being used at the site, the bidders shall bear all the operational costs associated with link commissioned.
81	24	Link Maintenance: Bullet point 8	Details of International Gateways (No. Of Gateways, Name of Gateway, Location of Gateway, Own or Not etc).		Bidder has to submit details of International Gateways (No. Of Gateways, Name of Gateway, Location of Gateway, Own or Not etc).

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82	24	Link Maintenance: Bullet point 9 sub point 3	Link Maintenance: Details of last mile connectivity with Type of the connectivity, frequency band and type of frequency, ownership (own/third party etc.).	Since the lastmile will be fiber, frequency band and type of frequency is not applicable. Further each bidder has to provide one lastmile on own and other lastmile through other service provider as per RFP. Hence the clause "ownership (own/third party etc.)" is not adhered. Hence request to remove the clause statement "frequency band and type of frequency, ownership (own/third party etc.)."	Details of last mile connectivity with Type of the connectivity, ownership (own/third party etc.).
83	24	Link Maintenance: Bullet point 11	The selected bidder shall be responsible for the preparation of "Change Management Process" document for the LIC wherein the entire process/procedure shall be defined pertaining to various activities involved during the tenure of the contract.	ISP has their own change management process.	Change Management with respect to DDoS Solution setup in LIC.
84	24	Link Maintenance: Bullet point 12	Notwithstanding anything mentioned above, LIC reserves the right to reject the contract or cancel the entire process, with 30 days" notice, without assigning reasons thereto.	Please clarify whether or not the rejection stands only for the entire process or it also include the contract to be signed with the Bidder. Please confirm.	Please be guided by the RFP
85	24	Continuity: Bullet point 3	In the event of failure of the Service Provider to render the Service, without prejudice to any other right LIC shall have as per this Agreement, LIC at its sole discretion may make alternative arrangements for getting the Services from any other source. And if LIC gives a prior notice to the Service Provider before availing such service from any other alternative source, the Service Provider shall be liable to reimburse the expenses, if any incurred by LIC in availing such services from the alternative source.	we request for the deletion of this clause	Please be guided by the RFP
86	24	Continuity: Bullet point 3	In the event of failure of the Service Provider to render the Service, without prejudice to any other right LIC shall have as per this Agreement, LIC at its sole discretion may make alternative arrangements for getting the Services from any other source. And if LIC gives a prior notice to the Service Provider before availing such service from any other alternative source, the Service Provider shall be liable to reimburse the expenses, if any incurred by LIC in availing such services from the alternative source	Liability of the bidder to be limited to the penalty associated for SLA breach. Bidder cannot comply to reprocurement costs from an alternate solution	Please be guided by the RFP
87	24	Details of Work – DDoS solution:	LIC may, however, make arrangements for Public IP Addresses and ASN from the APNIC. In that case and on demand from the LIC, the successful bidder shall unconditionally have to protect all links from volumetric attacks in future.	No SLA should be attached with the offline mitigation.	Please refer to revised SLAs
88	24	Details of Work : DDoS solution: Bullet point 2	The on-premise device provided by the bidder should be able to protect the low and slow attacks for all the existing and future links procured at LICs Vile Parle Data Centre		The on-premise device provided by the bidder should be able to provide protection against all types of DDoS attacks ,other than the volumetric attacks (except own link), for all the existing and future links procured at LICs Vile Parle Data Centre. 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.

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89	24	Details of Work : DDoS solution: Bullet point 1	The DDoS solution should be Hybrid in Nature with On-Premise device with Cloud Signaling to Scrubbing Center.	With the mentioned requirement, TATA concludes that LIC wants Cloud + On premise DDoS Solution with cloud signalling facility(referring to Tech specifications doc). Please mention the number of links and specify whether they are TATA Links or Non-TATA Links and also details of the links that need Cloud Solution and links that need CPE Solution.	Please be guided by the RFP
90	24	Details of Work : DDoS solution: Bullet point 5	The ISP shall provide comprehensive DDoS attack detection and protection facility to LIC and filter the traffic as per LICs requirement	We would like to provide clarification on the mentioned requirement - TATA has predefined DDoS Attack Countermeasures and filters which are of Industry Standards which contains up to date filters relating to new Attack patterns that will be applied to LIC's Profiles. Also fine tuning of countermeasures will be done by TATA DDOS SOC during an Attack period based on the Attack Type if the predefined countermeasures needs to be tweaked. Fine-tuning of ongoing mitigation's countermeasures can also be done when requested by LIC. Please let us know for any clarification?	Please be guided by the RFP
91	24	Details of Work – DDoS solution: Bullet point 5	Details of Work – DDoS solution: The ISP shall provide comprehensive DDoS attack detection and protection facility to LIC and filter the traffic as per LICs requirement	Request to provide the details of DDoS attack protection requirements	Please be guided by the RFP
92	24	Details of Work : DDoS solution: Bullet point 11	The proposed service must cover volumetric attack mitigation which can mitigate attack size of unlimited mitigation capacity.	Unlimited Attack size cannot be provisioned as Bidder's the Cloud infrastructure caters to other Enterprise clients as well which can get affected. Bidder will limit the mitigation of attack to the size subscribed. There after it will be on best effort basis.	The proposed service must cover volumetric attack mitigation which can mitigate attack size of at least 10 Gbps . Beyond 10 Gbps the bidder shall provide mitigation on a best effort basis on a priority to LIC .
93	24	Details of Work : DDoS solution: Bullet point 11	The proposed service must cover volumetric attack mitigation which can mitigate attack size of unlimited mitigation capacity.	LIC has to specify the DDOS capacity	The proposed service must cover volumetric attack mitigation which can mitigate attack size of at least 10 Gbps . Beyond 10 Gbps the bidder shall provide mitigation on a best effort basis on a priority to LIC .
94	24	Details of Work – DDoS solution: Bullet point 12	The proposed service must cover volumetric attack mitigation which can mitigate attack size of unlimited mitigation capacity.	Pls. quantify (5 Gbps)and put the appropriate figure	The proposed service must cover volumetric attack mitigation which can mitigate attack size of at least 10 Gbps . Beyond 10 Gbps the bidder shall provide mitigation on a best effort basis on a priority to LIC .
95	25	Details of Work – DDoS solution: Bullet point 14	The bidder will provide telephonic & 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.	As per our understanding, The Cloud+CPE will be managed by TATA Team, Please clarify as to why an ONSITE Support will be needed?	Dedicated/on-premise resource on a day to day basis is not required. This requirement would arise only in case of a DDoS attack .Please be guided by the RFP .
96	25	Details of Work – DDoS solution: Bullet point 14	The bidder will provide telephonic & 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.	Need the scope of work for the dedicated resource	Dedicated/on-premise resource on a day to day basis is not required. This requirement would arise only in case of a DDoS attack .Please be guided by the RFP .
97	25	Details of Work – DDoS solution: Bullet point 16	In case of any incident, bidder should identify the attack vectors, the root cause of the attack & suggest preventive measures to avoid facing similar type of attacks again.	TATA provides necessary Attack Reports + Mitigation Reports to LIC Team during a DDoS Attack or is anything else expected. Please let us know?	Please be guided by the RFP

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98	25	Details of Work – DDoS solution: Bullet point 17	The Solution should have onsite comprehensive support for a period of 5 years, as and when required, from the date of acceptance given to the Bidder.	Need the scope of work	The Solution should have comprehensive support for a period of 5 years, as and when required, from the date of acceptance given to the Bidder
99	25	Details of Work – DDoS solution: Bullet point 17	The Solution should have onsite comprehensive support for a period of 5 years, as and when required, from the date of acceptance given to the Bidder.	5 years hardware and software support shall be provided as per the OEM policy . Also, the licenses start from date of shipment . As per our understanding the DDoS Solution will be managed by TATA hence please let us know why ONSITE support will be needed?	The Solution should have comprehensive support for a period of 5 years, as and when required, from the date of acceptance given to the Bidder
100	25	Details of Work – DDoS solution: Bullet point 19	The solution proposed should be integrated seamlessly with the systems like SIEM for Log capturing and EMS (HP Open view presently) to Monitor Solution, ticketing for incidents, etc...	Request to note that, Cloud DDOS Protection can't be integrated here , We need to check with the OEM's for feasibility of integration of On premise appliances.	The On Premise Device proposed should be integrated seamlessly with the systems like SIEM for Log capturing and EMS (HP Open view presently) to Monitor Solution, ticketing for incidents, etc
101	25	Details of Work – DDoS solution: Bullet point 22	Conduct DDoS drill on request in consultation with LIC, once a year. The timings and other details of the drill will be decided jointly by winning bidder and LIC. The first drill shall be conducted immediately after commissioning of the links and the solution.	Kindly remove this requirement as generating a DDOS traffic is not in control of an ISP.	Clause Deleted
102	25	Details of Work – DDoS solution: Bullet point 22	Conduct DDoS drill on request in consultation with LIC, once a year. The timings and other details of the drill will be decided jointly by winning bidder and LIC. The first drill shall be conducted immediately after commissioning of the links and the solution.	ISP do not conduct any kind of drill.	Clause Deleted
103	25	Details of Work – DDoS solution - Last bullet point	The bidder needs to provide training to 2 LIC officials by OEM certified trainer for 2 officials in Mumbai		The bidder needs to provide training to 2 LIC officials by OEM certified trainer in Mumbai, within three months of installation. (Applicable to ILL with DDoS)
104	25	Basic installation of hardware and software: Bullet point 11,12	Check for Failover between appliances. ☑ Quarterly DDoS life cycle review in the form of executive summary report providing DDoS threat landscape in LIC.	LIC to confirm on number of appliances required in each location and for Failover check , please provide the current Network diagram of connectivity with LAN / WAN. What is expected from the Quarterly review	Check for Failopen between appliances
105	25	Reporting and Governance	Creating Out-of-the-box reports and customized reports templates based on the needs of LIC. ☑ Near time reporting dashboard: - Integrated dashboard where the operations can be viewed and can be drilled down to the further details. This should be near real time view as per requirement where the dashboard should display latest information. ☑ Dashboard for governance: - Governance dashboard means a dashboard for viewing all governance related KPI"s, progress, action, status etc. for security and compliance related KPI"s. ☑ TCP dump report when under DDoS attack for forensic analysis ☑ Granular logging policy per application ☑ Acting on CERT-IN alerts and taking preventive measures ☑ Assist in preparation of reports for LIC, to be submitted to regulatory bodies as and when required with respect to DDoS. ☑ Provide reports as mentioned under the reporting section of the technical specification	1) Dashboard is supported 2) dashboard for governance is not supported 3) TCP dump is not provided 4) Logging policy per application is not supported 5) Airtel can act based on CERT-IN recommendations 6) MDDOS team can assist with reports 7) Yes	Please be guided by the RFP

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106	25	Reporting and Governance	Near time reporting dashboard: - Integrated dashboard where the operations can be viewed and can be drilled down to the further details. This should be near real time view as per requirement where the dashboard should display latest information. ☐ Dashboard for governance: - Governance dashboard means a dashboard for viewing all governance related KPI"s, progress, action, status etc. for security and compliance related KPI"s. ☐ TCP dump report when under DDoS attack for forensic analysis ☐ Granular logging policy per application ☐ Acting on CERT-IN alerts and taking preventive measures ☐ Provide reports as mentioned under the reporting section of the technical specification.	TATA has industry standard reports which will have details of the source of Attack and the Attack Type plus customer's view will be provided for downloading necessary Alert Reports. Like CERT-IN, TATA also provides DDoS Threat advisories to customers for alert and readiness. For forensic Analysis TATA can provide PCAPs during Mitigation run-time when requested by LIC Team.Please let us know in detail on what KPI means by? Does TCP Dump report refers to any PCAP Logs? Request to clarify on what granular loggin means by? Also , please confirm who shall be managing these devices since admin rights are required to pull such reports	Please be guided by the RFP
107	25	Basic installation of hardware and software: Bullet point 4	Configuring IP address and default gateway etc. on all devices	Please confirm as this is applicable only for the components supplied as part of this tender. Any additional components provided by or available with LIC shall be configured by LIC	This will be applicable only applicable for the components suuplied as a part of this tender
108	25	Reporting and Governance	Creating Out-of-the-box reports and customized reports templates based on the needs of LIC.	This will be purely based on the data available / captured by the in-scope system. Any reports for which data is not captured / available will not be feasible to be generated. Please confirm.	Please be guided by the RFP
109	26	Section-E: SCOPE OF WORK	Documentation	scenario based fail-over testing	scenario based fail-open testing
110	26	Continuity-DDoS: bullet point 3	In the event of failure of the Service Provider to render the Service, without prejudice to any other right LIC shall have as per this Agreement, LIC at its sole discretion may make alternative arrangements for getting the Services from any other source. And if LIC gives a prior notice to the Service Provider before availing such service from any other alternative source, the Service Provider shall be liable to reimburse the expenses, if any incurred by LIC in availing such services from the alternative source.	we request for the deletion of this clause	Please be guided by the RFP
111	26	Continuity-DDoS: bullet point 3	In the event of failure of the Service Provider to render the Service, without prejudice to any other right LIC shall have as per this Agreement, LIC at its sole discretion may make alternative arrangements for getting the Services from any other source. And if LIC gives a prior notice to the Service Provider before availing such service from any other alternative source, the Service Provider shall be liable to reimburse the expenses, if any incurred by LIC in availing such services from the alternative source.	For any service failure penalties are charged by LIC therefore, any such excess cost for replacement services (as mentioned in other parts of RFP as well) are not acceptable to Bidder and should be omitted.	Please be guided by the RFP
112	26	Acceptance by LIC: bullet point 4	Acceptance tests should explicitly demonstrate provision of the Links, commissioning, testing, fine tuning of the links, Integration with LIC Network, DNS ,testing the input & output errors of the links, testing of the bandwidth, testing of latency, Packet Delivery, Packet drop , jitter, High Availability (HA) features, dual last mile feature, automatic failover features, desired DDoS features etc.	Request to note that Testing of the provisioned setup can be performed during the Implementation phase by TATA Team, Please let us know in detail as to what is expected in an acceptance test?	Please be guided by the RFP

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113	26	Service-Delivery and Project Management (applicable only for "ILL with DDoS)	The selected vendor will have to post a full time onsite Service-Delivery Manager (SDM) immediately after the signing of the Contract. The detail of SDM should be conveyed in writing to LIC within 2 weeks of receipt of purchase order. The onsite Service-Delivery Manager will be required to be posted for the entire implementation period and has to sit on site at LIC-CO-IT, Mumbai office.	In normal scenario, project manager / SDM will be a shared resource handling other projects also. Please confirm if we can proceed with shared service delivery manager / project manager for this opportunity.	The project manager/SDM may be shared resource , but he/she has to act as the Single Point of Contact for LIC for all aspects related to the project.
114	26	Service-Delivery and Project Management (applicable only for "ILL with DDoS)	full time onsite Service-Delivery Manager (SDM)	Since service-delivery manager is a shared resource. Bidder suggest to change this requirement to dedicated resource onsite/off-site.	The project manager/SDM may be shared resource , but he/she has to act as the Single Point of Contact for LIC for all aspects related to the project.
115	27	F - Payment Terms	Addition		New point g) The quarterly payment for "ILL with DDoS solution" will start accruing from the date of complete implementation of the solution. (succesful commissioning of links and successful commissioning of DDoS solution (cloud as well as on-prem)). The payments will be settled quarterly in arrears. The quarters will be counted as April to June, July to September, October to December and January to March. If the complete implementation takes place in the middle of the quarter the vendor shall provide the broken period bill till the end of the quarters mentioned above to synchronise the billing process with the above mentioned quarters. h) The quarterly payment for "Ill without DDoS solution" will start accruing from the date of succesful commissioning of links . The payments will be settled quarterly in arrears. The quarters will be counted as April to June, July to September, October to December and January to March. If the complete implementation takes place in the middle of the quarter the vendor shall provide the
116	27	F - Payment Terms : point a)	No advance payment will be made by LIC.	Requesting LIC to consider Payments on monthly in advance	Please be guided by the RFP
117	27	F - Payment Terms : point c)	Quarterly payment at the end of each quarter, subject to satisfactory services as per the scope of work....	Bidder request to change the payment terms to monthly in advance.	Please be guided by the RFP
118	27	F - Payment Terms : point d)	In case of any special terms and conditions for payment the same should clearly be mentioned in the queries to be submitted before pre-bid meeting.		Clause deleted

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119	27	Project Implementation Period: bullet point 1	The Bidder should ensure that both the links are commissioned within 4 weeks of the Date of issue of the Purchase Order, failing which penalties as per SLA will be imposed.	we request Delivery period be extended to 6 weeks from the date of PO	The Bidder should ensure that the link is commissioned within 8 weeks of the Date of issue of the Purchase Order, failing which penalties as per SLA will be imposed.
120	27	Project Implementation Period: bullet point 1	The Bidder should ensure that both the links are commissioned within 4 weeks of the Date of issue of the Purchase Order, failing which penalties as per SLA will be imposed	Request LIC to consider ~10 weeks instead of 4 weeks	The Bidder should ensure that the link is commissioned within 8 weeks of the Date of issue of the Purchase Order, failing which penalties as per SLA will be imposed.
121	27	Project Implementation Period: bullet point 1	The Bidder should ensure that both the links are commissioned within 4 weeks of the Date of issue of the Purchase Order, failing which penalties as per SLA will be imposed.	Reliance request commissioning time frame : 8 -10 Weeks	The Bidder should ensure that the link is commissioned within 8 weeks of the Date of issue of the Purchase Order, failing which penalties as per SLA will be imposed.
122	27	Project Implementation Period: bullet point 1	The Bidder should ensure that both the links are commissioned within 4 weeks of the Date of issue of thePurchase Order, failing which penalties as per SLA will be imposed.	Project Implementation Period: ☐ The Bidder should ensure that both the links are commissioned within 8 weeks of the Date of issue of the Purchase Order, failing which penalties as per SLA will be imposed.	The Bidder should ensure that the link is commissioned within 8 weeks of the Date of issue of the Purchase Order, failing which penalties as per SLA will be imposed.
123	27	Project Implementation Period: bullet point 1	The Bidder should ensure that both the links are commissioned within 4 weeks of the Date of issue of the Purchase Order	Considering the scope of solution, please revise links commissioning timelines to minimum of 8 Weeks	The Bidder should ensure that the link is commissioned within 8 weeks of the Date of issue of the Purchase Order, failing which penalties as per SLA will be imposed.
124	27	Project Implementation Period: bullet point 1	Project Implementation Period: The Bidder should ensure that both the links are commissioned within 4 weeks of the Date of issue of the Purchase Order, failing which penalties as per SLA will be imposed.	Request to change to 6 weeks for link commissioning	The Bidder should ensure that the link is commissioned within 8 weeks of the Date of issue of the Purchase Order, failing which penalties as per SLA will be imposed.
125	27	Project Implementation Period: bullet point 2	Project Implementation Period: The comprehensive DDoS solution should be implemented within a period of 6 weeks from the date of issue of the Purchase Order, failing which penalties as per SLA will be imposed.	Request to change to 8 weeks for link commissioning	The comprehensive DDoS solution should be implemented within a period of 10 weeks from the date of issue of the Purchase Order, failing which penalties as per SLA will be imposed
126	27	Project Implementation Period: bullet point 2	The comprehensive DDoS solution should be implemented within a period of 6 weeks from the date of issue of the Purchase Order, failing which penalties as per SLA will be imposed.	we request Delivery period be extended to 8 weeks from the date of PO	The comprehensive DDoS solution should be implemented within a period of 10 weeks from the date of issue of the Purchase Order, failing which penalties as per SLA will be imposed.
127	27	Project Implementation Period: bullet point 2	The comprehensive DDoS solution should be implemented within a period of 6 weeks from the date of issue of the Purchase Order,	Considering the scope of solution, please revise implementation timelines to minimum of 8 Weeks	The comprehensive DDoS solution should be implemented within a period of 10 weeks from the date of issue of the Purchase Order, failing which penalties as per SLA will be imposed.

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128	27	Project Implementation Period: bullet point 2	The comprehensive DDoS solution should be implemented within a period of 6 weeks from the date of issue of the Purchase Order, failing which penalties as per SLA will be imposed.	The comprehensive DDoS solution should be implemented within a period of 10 weeks from the date of issue of the Purchase Order, failing which penalties as per SLA will be imposed.	The comprehensive DDoS solution should be implemented within a period of 10 weeks from the date of issue of the Purchase Order, failing which penalties as per SLA will be imposed
129	27	Project Implementation Period: bullet point 2	The comprehensive DDoS solution should be implemented within a period of 6 weeks from the date of issue of the Purchase Order, failing which penalties as per SLA will be imposed.	Reliance request the commissioning timeframe : 10-12 weeks	The comprehensive DDoS solution should be implemented within a period of 10 weeks from the date of issue of the Purchase Order, failing which penalties as per SLA will be imposed.
130	27	Project Implementation Period: bullet point 3	Project Implementation Period: The bidder shall provide /24 Public IP addresses within 4 weeks of the Date of issue of the Purchase Order, failing which penalties as per SLA will be imposed.	Request to change to 6 weeks as this will be part of link commissioning activity	Project Implementation Period: The bidder shall provide /24 IPV4 addresses and /48 IPV6 address within 6 weeks of the Date of issue of the Purchase Order, failing which penalties as per SLA will be imposed.
131	27	Project Implementation Period: bullet point 3	The bidder shall provide /24 Public IP addresses within 4 weeks of the Date of issue of the Purchase Order, failing which penalties as per SLA will be imposed.	Reliance request the IP pool requirement to be made /27 and timelines as along with link delivery.	Please refer to revised SLAs
132	27	Project Implementation Period: bullet point 4	The details of information required from LIC for the submission of Scope of Work and subsequent implementation to be done accordingly should be sought within 1 week from the date of receipt of purchase order from LIC. The successful bidder may physical verify the sites involved.	Reliance request this timelines to be 2 to 3 weeks considering the timelines for internal processing of the order.	Please refer to revised SLAs
133	27	The responsibilities of the On-site Service-Delivery Manager point f)	f) SLA management and reporting	Please confirm this clause is applicable only for implementation. Operations & Management SLAs are met separately and not part of implementation SLAs.	Please be guided by the RFP
134	27	The responsibilities of the On-site Service-Delivery Manager point h)	h) Crisis management and Emergency response procedures.	Request to remove this clause as this is more of service operations & not of service delivery.	Please be guided by the RFP
135	28	Project Implementation Period: bullet point 5	The HLD and LLD is to be submitted within 2 weeks from the date of acceptance of the purchase order.	Reliance request this timelines to be 4 to 5 weeks considering the timelines for internal processing of the order.	Please refer to revised SLAs
136	28	However, services are not delivered/installed beyond 12 weeks from the date of the Purchase order ..Point (i)	(i) LIC may cancel the purchase order placed which will be conveyed to the vendor in writing.	Would there be thrity (30) days advance defect cure period notice in writing from LIC prior any such termination.	Please be guided by the RFP
137	28	TIME SCHEDULE FOR DELIVERY AND INSTALLATION	Implementation of the on premise DDoS solution integrated with the cloud. - 6 weeks	to be changed to maximum 8weeks	Implementation of the on premise DDoS solution integrated with the cloud. - 10 weeks

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138	28	TIME SCHEDULE FOR DELIVERY AND INSTALLATION	Commissioning of the links: 4 Weeks	Request to change to 6 weeks for link commissioning	The Bidder should ensure that the link is commissioned within 8 weeks of the Date of issue of the Purchase Order, failing which penalties as per SLA will be imposed.
139	28	TIME SCHEDULE FOR DELIVERY AND INSTALLATION	Implementation of the on premise DDoS solution integrated with the cloud.: 6 Weeks	Request to change to 8 weeks for link commissioning	Implementation of the on premise DDoS solution integrated with the cloud. - 10 weeks
140	28	TIME SCHEDULE FOR DELIVERY AND INSTALLATION	Providing /24 Public IP addresses: 4 Weeks		Providing /24 Public IPV4 addresses and /48 IPv6 address : 6 Weeks
141	28	TIME SCHEDULE FOR DELIVERY AND INSTALLATION	Providing /24 Public IP addresses: 4 Weeks	Request to change to 6 weeks as this will be part of link commissioning activity	TIME SCHEDULE FOR DELIVERY AND INSTALLATION Providing /24 Public IPV4 addresses and /48 IPv6 address : 6 Weeks
142	29	Section-G: Service Level Agreement (SLA)	Complete Section	The penalties are high and mentioned as a % of monthly charges.Request LIC for modification / reduction in the penalty charges. All penalties should be capped to maximum 5% of monthly charges	Please refer to revised SLAs
143	29	Section-G: Service Level Agreement (SLA)	Delay in commissioning of links, as per the specifications, beyond 4 weeks from the date of receipt of the purchase order. Will result in penalty of 1 % of the total PO value per week of delay or part thereof.The total penalty for delivery and installation of ILL with DDoS shall not exceed 20% of the PO value	Requesting LIC to reduce the penalty to 0.5 % the total PO value per week of delay or part thereof.subject to maximum amount of 5% of the total consideration	Please refer to revised SLAs
144	29	Under-Delay in delivery of services:	Delay in Implementation of the DDoS solution, as per the specification, beyond 6 weeks.- 1 % of the total PO value per week of delay or part thereof.	Request to note that Penalty not acceptable since delay might be due to various reasons beyond our control	Please refer to revised SLAs
145	29	Under-Delay in delivery of services:	In case of a malfunctioning of appliances, hardware, hardware components accessories, systems software, or any products, the relevant defect should be attended immediately and rectified 0.1% of the quarterly charges for every 4 hours of delay or part thereof. within 4 hours of the receipt/notice of the complaint.-0.1% of the quarterly charges for every 4 hours of delay or part thereof.	Penalty not acceptable since delay might be due to various reasons beyond our control	Please be guided by the RFP
146	29	Delay in delivery of services:	Failure to prevent attacks for which the solutions have been procured.		Please be guided by the RFP
147	29	Penalties for downtime of links	Committed SLA>=99.99%- -NIL- >=99.95% but <99.99%- 10% of Monthly Bandwidth Charges >=99.50% but <99.95%- 20% of Monthly Bandwidth Charges >=99.00% but <99.50%- 30% of Monthly Bandwidth Charges >=98.50% but <99.00%- 40% of Monthly Bandwidth Charges <98.50- 50% of Monthly charges and LIC also reserves the right to terminate the contract.	Request a revision on the same - to be discussed in pre-bod meeting.	Please refer to revised SLAs
148	29	Penalties for downtime of links	Committed SLA 99.99%	Reliance request the SLA to be made 99.5% per link	Please refer to revised SLAs
149	29	Penalties	Levy of penalties is without prejudice to other rights and remedies available under this agreement:	The mentioned penalties are very aggressive. Reliance requests to relax the penalties.	Please refer to revised SLAs

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Sl. No.	Page No	Clause No.	Description of Terms / Headings / Query Segments	Clause [in brief] of RFP requiring clarification[s]	LIC's Response
150	29	Penalties for downtime of links	Level of Network uptime per month Downtime Penalty Committed SLA>=99.99% -NIL- >=99.95% but <99.99% 10% of Monthly Bandwidth Charges >=99.50% but <99.95% 20% of Monthly Bandwidth Charges >=99.00% but <99.50% 30% of Monthly Bandwidth Charges >=98.50% but <99.00% 40% of Monthly Bandwidth Charges 50% of Monthly charges and LIC also reserves the right to terminate the contract. <98.50	Level of Network uptime per month Downtime Penalty Committed SLA>=99.00% -NIL- >=98.5% but <99.00% 2% of Quarterly Bandwidth Charges >=98.0% but <98.5% 3% of Quarterly Bandwidth Charges >=97.00% but <98.0% 4% of Quarterly Bandwidth Charges >=95.00% but <97.00% 5% of Quarterly Bandwidth Charges <95.00 10% of Quarterly charges and LIC also reserves the right to terminate the contract.	Please refer to revised SLAs
151	29	Penalties for downtime of links	Further if the number of time the link is down during a month exceeds 3, LIC reserves the right to terminate the link	This clause should be removed, as already SLA Penalty has been charged.	Please be guided by the RFP
152	29	Penalties for downtime of links	Committed SLA>=99.99% Uptime per month	Request to change network uptime per month to 99.93%. Even Tier-III DCs are committed with 99.982% while the uptime requested in the RFP is for internet links	Please refer to revised SLAs
153	29	Section-G: Service Level Agreement (SLA)	1. Delay in delivery of services:	Request to consider timelines as requested in Sr. 9, 10, 11 for penalty calculations	Please refer to revised SLAs
154	30	Under-Delay in delivery of services: Point 9	Failure to prevent attacks for which the solutions have been procured. 25% of the quarterly charges for each such attack reported. 10 72 hour standard setup time for Cloud Set up (after commissioning of links) to prevent against volumetric attacks (from verifying receipt of all necessary provisioning information to provisioning complete) Rs. 1000/- per day for the delayed part 11 Failure of auto-mitigation by the cloud DDoS platform 1% of the quarterly charges for every 1 hour of delay or part thereof. 12 15 minutes mitigation effectiveness for Layer 3/4 attacks - from the time that traffic arrives to the scrubbing center. 1% of the quarterly charge for every 1 hour of delay or part thereof. 13 15 minute mitigation response from time of receiving a phone request or E-mail request for cloud service 1% of the quarterly charge for every 1 hour of delay or part thereof.	LIC to confirm the test use cases here . Penalty not acceptable since delay might be due to various reasons beyond our control	Please refer to revised SLAs and exclusion clause in the RFP
155	30	Under-Delay in delivery of services:	In case the system is working in fail open mode for any reason , other than that scheduled by LIC the defect should be attended and rectified within 4 hours of receipt of notice- 1% of the quarterly charges for every 1 hour of delay or part thereof.	Penalty not acceptable since delay might be due to various reasons beyond our control	Please refer to revised SLAs and exclusion clause in the RFP .
156	30	Under-Delay in delivery of services:	In case the appliances/hardware is in down and the system is completely down the defect should be attended and rectified within 4 hours of receipt of notice.- 1% of the quarterly charges for every 1 hour of delay or part thereof.	Penalty not acceptable since delay might be due to various reasons beyond our control	Please refer to revised SLAs and exclusion clause in the RFP .

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157	30	Under-Delay in delivery of services:	14 48 hour standard change time from verifying receipt of all necessary change information to change complete Rs. 1000 for every 1 hour of delay or part thereof. 15 The details of SDM are not communicated to LIC within 2 weeks of receipt of PO Rs.500/- per day. 16 If structured weekly meetings are not held (by the Service Delivery Manager) with ED (IT)/Secy (IT)/ Dy.Secy(IT)/ Asst.Secy. (IT), Network Section, CO, Mumbai. Rs.500/- for each meeting not held.	Penalty not acceptable since delay might be due to various reasons beyond our control	Please refer to revised SLAs and exclusion clause in the RFP .
158	30	Under-Delay in delivery of services:	19 Delay in installation of patches If the patches/signature files are not deployed within a period of 7 working days of LIC from the release of latest version/update by OEM, it will attract a penalty of 0.5% of the quarterly charges for each week of delay or part thereof.	Penalty not acceptable since delay might be due to various reasons beyond our control	Please refer to revised SLAs and exclusion clause in the RFP .
159	31	Penalty caps:	☐ The total penalty for delivery and installation of ILL with DDoS shall not exceed 20% of the PO value. ☐ The total penalty for delivery and installation of ILL without DDoS shall not exceed 20% of the PO value ☐ The total penalty for quarterly payments for ILL with DDoS shall not exceed 75% of the quarterly charges. ☐ The total penalty for quarterly payments for ILL without DDoS shall not exceed 50 % of the quarterly charges	☐ The total penalty for delivery and installation of ILL with DDoS shall not exceed 10% of the PO value. ☐ The total penalty for delivery and installation of ILL without DDoS shall not exceed 10% of the PO value ☐ The total penalty for quarterly payments for ILL with DDoS shall not exceed 25% of the quarterly charges. ☐ The total penalty for quarterly payments for ILL without DDoS shall not exceed 25 % of the quarterly charges	Please refer to revised SLAs
160	31	Under-Delay in delivery of services:	The total penalty for delivery and installation of ILL with DDoS shall not exceed 20% of the PO value.	Penalty not acceptable since delay might be due to various reasons beyond our control	Please refer to revised SLAs and exclusion clause in the RFP
161	31	Under-Delay in delivery of services:	The total penalty for quarterly payments for ILL with DDoS shall not exceed 75% of the quarterly charges.	Penalty not acceptable since delay might be due to various reasons beyond our control	Please refer to revised SLAs and exclusion clause in the RFP
162	31	Under-Delay in delivery of services:	Delay in delivery of services:	The mentioned penalties are very aggressive. Reliance requests to relax the penalties.	Please refer to revised SLAs
163	31	Penalty caps:	Penalty caps: ☐ The total penalty for delivery and installation of ILL with DDoS shall not exceed 20% of the PO value. ☐ The total penalty for delivery and installation of ILL without DDoS shall not exceed 20% of the PO value ☐ The total penalty for quarterly payments for ILL with DDoS shall not exceed 75% of the quarterly charges. ☐ The total penalty for quarterly payments for ILL without DDoS shall not exceed 50 % of the quarterly charges	Penalty caps: ☐ The total penalty for delivery and installation of ILL with DDoS shall not exceed 10% of the PO value for the 1st Year . ☐ The total penalty for delivery and installation of ILL without DDoS shall not exceed 10% of the PO value for the 1st Year. ☐ The total penalty for quarterly payments for ILL with DDoS shall not exceed 10% of the quarterly charges. ☐ The total penalty for quarterly payments for ILL without DDoS shall not exceed 10 % of the quarterly charges	Please refer to revised SLAs
164	37	Annexure IV	Declaration regarding non-blacklisting	Can this decalartaion be given to the best knowledge and belief of Bidder.	Please be guided by the RFP
165	40	Annexure VII	NDA	When appropriate remedy in the form of injunctive relief is given than why indemnity has been claimed from the Bidder. Bidder request that such indemnity should be removed from the NDA.	Please be guided by the RFP

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166		Integrity pact			Revised Integrity Pact uploaded. Bidders have to use the revised format.
167		Annexure-V			Annexure-V modified
168	Annexure - IX	Commercial	Commercial Bid Format	One Time Intallation (OTC) should also be quoted as Capex need to be incurred.	Please be guided by the RFP
169	Tech-Link	3	Latency Local lead(10MS)	Need clarification	Latency from the CE router to Nearest internet gateway provided to LIC by the service provider.
170	Tech-Link	4	Packet drop should not exceed 1 packet out of 1 lakh packets	Delivery of packets will be calculated from Bharti gateway router at connecting pop to router at foreign end. Testing would be done for 32 byte diagnostic packet over a period of time (30/ 60 minutes) : <1%	1 packet out of 1 lakh packets from the CE router to the Nearest internet gateway provided to LIC by the service provider.
171	Tech-Link	4	Packet loss : One in One lack packets	1) Please confirm if for local lead 2) Please revise it from "one in 1 Lakh" to "one in 1 thousand"	1 packet out of 1 lakh packets from the CE router to the Nearest internet gateway provided to LIC by the service provider.
172	Tech-Link	5	5. Jitter - 10 milliseconds (maximum)	Since internet is open circuit, target systems for jitter is not applicable. Hence request to remove the clause for reporting jitter.	Deleted
173	Tech-Link	5	Jitter 10 ms	Not applicable to Internet link	Deleted
174	Tech-Link	5	Jitter : 10 ms	Please remove this clause as its not applicable for Internet links	Deleted
175	Tech-Link	6	6. Links should be terminated on Fiber Channel	Does this mean fiber ethernet interface?	Point modified to "Presently the links are terminated on copper ethernet interface of the L2 switch, however in future the links may be terminated on Fibre/Ethernet interface of the switch/router .
176	Tech-Link	6	Links shall be terminated on Fiber Channel/Ethernet interface port of the CPE (Router) which will be arranged by LIC at the locations requested.	statement to be changed 'Link shall be terminated on Fiber/ Ethernet interface port'. Since firber channel is a different technology which is not support by ILL links	Point modified to "Presently the links are terminated on copper ethernet interface of the L2 switch, however in future the links may be terminated on Fibre/Ethernet interface port.
177	Tech-Link	7	Uptime - 99.99% per month	Request to change network uptime per month to 99.93%. Even Tier-III DCs are committed with 99.982% while the uptime requested in the RFP is for internet links	Please be guided by the RFP
178	Tech-Link	8	Reports	Quarterly report will be provided	Please be guided by the RFP
179	Tech-Link	10	Incident reports	Quarterly report will be provided	Please be guided by the RFP
180	Tech-Link	11	should have feature of blocking list or range of public IP as desired by LIC	Bidder system is designed to block traffic from Ips which are the source of DDoS traffic. LIC should correct this statement or remove it.	Deleted
181	Tech-Link	15	The bidder should have the capability of increasing / decreasing bandwidth on demand and such changes in bandwidth must be provided within 14 days.	Time line depend upon the feasibility	The bidder should have the capability of increasing / decreasing bandwidth on demand and such changes in bandwidth must be provided within reasonable time .

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182	Tech-Cloud	5	Scrubbing available for 200 Gbps all time	Request you to remove this point or reduce the capacity	The Bidder should have an arrangement scrubbing capacity of more than 100 Gbps available at all time
183	Tech-Cloud	5	The bidder should have an arrangement scrubbing capacity of more than 200 Gbps available at all time	TATA shall provide scrubbing capacity based on the mitigation capacities subscribed by LIC. Does LIC want any Mitigation Reports where TATA has scrubbed more than 200 Gbps+?	The Bidder should have an arrangement scrubbing capacity of more than 100 Gbps available at all time
184	Tech-Cloud	5	The Bidder should have an arrangement scrubbing capacity of more than 200 Gbps available at all time	Please Re-phrase it as "The Bidder should be able to arrangement scrubbing capacity of more than 200 Gbps whenever LIC requires upgrade in future"	The Bidder should have an arrangement scrubbing capacity of more than 100 Gbps available at all time
185	Tech-Cloud	6	The Bidder shall use Flowspec as a technology also to mitigate the DDOS attacks. Please provide the reference and service Guide	Request you to remove this clause.	The Bidder shall use Flowspec/Layer 4 ACL as a technology also to mitigate the DDOS attacks. Please provide the reference and service Guide
186	Tech-Cloud	12	The proposed cloud mitigation must have ability to load balance traffic across mitigation centers via anycast / Internet routing	Request to remove this clause as this will complex mitigation process and will not help LIC. Service providers do load balance client-wise but not traffic wise.	Deleted
187	Tech-Cloud	17	The proposed service must cover volumetric attack mitigation which can mitigate attack size of unlimited mitigation capacity	Please Re-phrase it as "The proposed service must cover volumetric attack mitigation which can mitigate attack size of subscribed mitigation capacity and should be future upgradable""	The proposed service must cover volumetric attack mitigation which can mitigate attack size of at least 10 Gbps . Beyond 10 Gbps the bidder shall provide mitigation on a best effort basis on a priority to LIC .
188	Tech-Cloud	20	99.99% overall service uptime excluding pre-scheduled maintenance windows	hardware uptime can't be committed . Please help with details of mode of deployment and Qty to be deployed in each locations	This uptime is related to cloud uptime and not the on-premise-device.
189	Tech-Cloud	20	99.99% overall service uptime excluding pre-scheduled maintenance windows	Request to change network uptime per month to 99.93%. Even Tier-III DCs are committed with 99.982% while the uptime requested in the RFP is for internet links	This uptime is related to cloud uptime and not the on-premise-device.
190	Tech-Cloud	20	99.99% overall service uptime excluding pre-scheduled maintenance windows	Airtel can provide 99.95% uptime	This uptime is related to cloud uptime and not the on-premise-device.
191	Tech-Cloud	21	72 hrs. standard set up time	Please raise the time limit to 1 week	96 hrs. standard set up time
192	Tech-Cloud	22	48 hrs. standard change time.	Please raise the time limit to 72 hrs.	Please be guided by the RFP
193	Tech-Cloud	23	15 min mitigation effectiveness	Please raise the time limit to 30 min	Please be guided by the RFP
194	Tech-Cloud	24	15 min mitigation response	Please raise the time limit to 30 min	Please be guided by the RFP
195	Tech-Cloud	27	During mitigation events , ongoing status messages must be provided at minimum every two hours	TATA's 24*7 SOC will be ready to help for details on respective reports on-demand basis by LIC Team during the ongoing mitigation period.	Please be guided by the RFP
196	Tech-Cloud	27	During mitigation events, on going status message must be provided in very 2 hrs.	Final report will be provided	Please be guided by the RFP
197	Tech-OPD	4	Proposed product/solution must be purpose built DDoS prevention system & should be built on stateless/statefull technology	Request you to modify the statement as "DDOS Solution should be built on stateless technology with 10Million PPS of attack traffic TCP/UDP and inspection throughput of 1Gbps scalable to 5 Gbps inspection throuhput	Please be guided by the RFP

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Sl. No.	Page No	Clause No.	Description of Terms / Headings / Query Segments	Clause [in brief] of RFP requiring clarification[s]	LIC's Response
198	Tech-OPD	5	Must support at least 10 Million concurrent connections	As per the RFP, the Requirement is 10M concurrent connections (this seems ok), but RFP states the need with the capability of 5M connections/second (this is way too high). Also, it does not make sense – if the unit has the capacity of ONLY 5M connections/second, then in 2 seconds it will hit its maximum handling capacity of 10M concurrent connections.	If the system is proposed on a stateful technology then it must meet at least below capacities. a) Must support at least 10 Million legitimate concurrent connections b) Must support at least 5 Million layer 4 connections/sec
199	Tech-OPD	5	Must support at least 10 Million concurrent connections	As per the RFP, the Requirement is 10M concurrent connections (this seems ok), but RFP states the need with the capability of 5M connections/second (this is way too high). Also, it does not make sense – if the unit has the capacity of ONLY 5M connections/second, then in 2 seconds it will hit its maximum handling capacity of 10M concurrent connections.	If the system is proposed on a stateful technology then it must meet at least below capacities. a) Must support at least 10 Million legitimate concurrent connections b) Must support at least 5 Million layer 4 connections/sec
200	Tech-OPD	5	The system must meet below capabilities	Concurrent connections are feature of Stateful technology and not stateless technology/ This point is relevant for Statefull technology Please modify the statement as "For a Stalefull DDOS technology, DDoS solution should support of 5Mllion L4 CPS and 10Million Concurrent connections along with 1Gbps Inspection throughput scalable up to 5Gbps.	If the system is proposed on a stateful technology then it must meet at least below capacities. a) Must support at least 10 Million legitimate concurrent connections b) Must support at least 5 Million layer 4 connections/sec
201	Tech-OPD	6	Solution should be transperent bridge to pass 802.Q tagged frames and other control protocols like L2TP,GRE	As a trasparent bridge appliance, solution should be capabile to handle any IP traffic which includes MPLS, IPinIP traffic inspection as well Please include MPLS, IPinIP traffic inspection	Please be guided by the RFP
202	Tech-OPD	7	The proposed system must have built-in hardware bypass for all interface types.	The proposed solution should be highly available.	Please be guided by the RFP
203	Tech-OPD	18	The system should be able to work in fail open mode in all the ports and should support software bypass capability.	Request the point to be removed	Please be guided by the RFP
204	Tech-OPD	19	The system should support deployment on a "logical link bundle" interfaces	Request to provide more insight on this requirement	Please be guided by the RFP
205	Tech-OPD	22	Should support suspension/dynamic suspension of traffic from offending source based on a signature detection or attack countermeasures	Request to provide clarity on what suspension/dynamic suspension means by?	Please be guided by the RFP
206	Tech-OPD	45	System should Provides protection for known attack tools that attack vulnerabilities in the SSL layer itself preferably with inbuilt FIPS compliant SSL module or separate FIPS SSL offloading device. (if separate device is quoted shall include in BoQ)	Remove this clause. This is Specific to a particular OEM	System should provide protection for known attack tools that attack vulnerabilities in the SSL layer itself either with inbuilt SSL module or separate SSL offloading device. (if separate device is quoted shall include in BoQ)

Response to prebid queries - Procurement of Internet Leased Link with DDoS Protection and Internet Leased Link without DDoS Protection

Ref: LIC-CO/IT-BPR/FW/RFP/2016-17/02 Dated: 27th February 2017

Sl. No.	Page No	Clause No.	Description of Terms / Headings / Query Segments	Clause [in brief] of RFP requiring clarification[s]	LIC's Response
207	Tech-OPD	45	The system should provide protection from known attack tools that attack vulnerabilities in the SSL layer itself preferably in the inbuilt FIPS compliant SSL module or separate FIPS SSL offloading device.	As per FIPS compliance it is required when the device is going to be hosted in 3rd party DC and where OEM don't have any control on the device mangement and this might lead to threat in certificate tampering	System should provide protection for known attack tools that attack vulnerabilities in the SSL layer itself either with inbuilt SSL module or separate SSL offloading device. (if separate device is quoted shall include in BoQ)
208	Tech-OPD	47	Device should have at least 12 x 1G copper Interfaces plus 4 X 1 GE / 4 X 10GE interface support with Hot swappable Dual Power supply. The device should be quoted with 12 X 1G copper interfaces.	Device should have 4 Nos. of 1 G Copper or Fiber ports and 2nos of 10GE Interfaces	Device should have at least 12 x 1G copper Interfaces with Hot swappable Dual Power supply. The device should be quoted with 12 X 1G copper interfaces.
209	Tech-OPD	47	The device should have atleast 12 x 1G copper interface plus 4 x 1GE interface support with hot swappable dual powersupply.The device should be quoted with 12 x 1G copper interfaces.	8 1Gig copper and 2 10 gig interfaces Understanding the network we have 4 ISPs, request you to change the required network ports to 10 1G Copper port and 2 10G ports	Device should have at least 12 x 1G copper Interfaces with Hot swappable Dual Power supply. The device should be quoted with 12 X 1G copper interfaces.
210	Tech-OPD	61	System should have high performance architecture that ensures that attack mitigation does not affect normal traffic processing and should support DDoS Flood Attack Prevention Rate up to 15 Million PPS.	Request to make this 2 million PPS	Please be guided by the RFP
211	Tech-OPD	61	System should have high performance architecture that ensure that attack mitigation does not affect normal traffick processing and should support DDoS flood attack prevention rate upto 15 milliomm PPS	As even with empty packet size of packet will be 64 byte and maximum PPS value it can reach is 9.7M PPS Please change the value to 10 Million PPS,	Please be guided by the RFP
212	Tech-OPD	62	System Should inspect and mitigate encrypted attacks up to 30k /8k SSL CPS with 1K/2k Key size.	System Should inspect and mitigate encrypted attacks up to 4k SSL TPS (1 CPS = 1TPS) with 2K Key size. Please specify clearly that 1CPS=1TPS	Please be guided by the RFP
213	Tech-OPD	62	Syatem should inspect & mitigate encrypted attacks upto 30K/8K SSL CPS with 1K/2K key size.	as per RBI circular 2K is the standard and no one uses 1K. Infact 4K will be standradized in coming years. Request to make it to atleast 20K SSL CPS@2K and scalable to 30K for 2K key size. As we are looking for 30K SSL CPS for 1K key size	Please be guided by the RFP
214	Tech-OPD	62	Syatem should inspect & mitigate encrypted attacks upto 30K/8K SSL CPS with 1K/2K key size.		System Should inspect and mitigate encrypted attacks up to 30K / 8K SSL CPS with 1K / 2k Key size. In case of malfunction of the SSL module or the SSL traffic exceeding what is specified the system should work seamlessly without disrupting other services.
215	Tech-OPD		New Point		The bidder shall provide unshared/exclusive access to LIC for managing the SSL certificate.
216	Commercial	Annexure - IX	Commercial Bid Format		Revised Commercial Bid Format