

Bid for Selection of Telecom Service Provider (TSP) to Establish 40 Gbps Internet Bandwidth with DDoS Scrubbing at Gujarat State Data center
(Bid Number: GEM/2025/B/6533289 Dated on 11th August 2025)

Corrigendum-1 19-11-2025)

Sr. No.	Volume & Section	Bid Clause	Remarks / Modified / added Clause
1	Section 2 Scope of Work Point No-5	5. The provider must deliver DDoS protection covering L3–L7 attack vectors with a minimum mitigation capacity of 400 Gbps, preferably with distributed scrubbing centers to handle attacks closer to the source. The solution should support always-on or on-demand mitigation, with automated detection and mitigation engagement within 5 seconds. Visibility into attack events via a customer portal and detailed incident reports must be provided.	5.The provider must deliver Volumetric DDoS protection covering L3–L7 attack vectors with a minimum mitigation capacity in 1:2 ratio of subscribed ILL bandwidth 400 Gbps , preferably with distributed scrubbing centers to handle attacks closer to the source. The solution should support always-on or on-demand mitigation, with automated detection and mitigation engagement within 5 seconds in ≤10 minutes. Visibility into attack events via a customer portal and detailed incident reports must be provided.
2	4.1.2. Operational Penalties SLA Measure	Latency (at any given point of time from GSDC end to google DNS) - Quarterly- ≤20 ms	Latency (at any given point of time from GSDC end to google DNS) - Quarterly- ≤20 ms ≤80 ms
3	Section 2 Scope of Work Point No-24	The optical fiber media entering the GSDC should ensure from two separate entry points for two last miles.	The optical fiber media entering the GSDC should ensure from two separate entry points for two last mile.
4	4.1.2. Operational Penalties SLA Measure	DDoS Mitigation Response Time (Time-stamped event logs to be provided) - Quarterly - ≤5 seconds (detection to action)	DDoS Mitigation Response Time (Time-stamped event logs to be provided) - Quarterly - ≤5 seconds ≤10 Minutes (detection to action)
5	Section 2 Scope of Work Point No-10.1 a)	a) L3-L7 protection	a) L3-L7 protection where L3-L4 scrubbing through service provider and L7 DDoS mitigations by session monitoring through scrubbing center
6	Section 2 Scope of Work Point No-10.1 b)	b) Automatic blackholing/BGP signaling.	b) Automatic blackholing/BGP signaling. BGP FlowSpec and Automatic Blackholing
7	Section 2 Scope of Work Point No-10.1 c)	c) Stateful inspection + signature matching.	c) Stateful Stateless inspection + signature matching.
8	Section 2 Scope of Work Point No-10.1 d)	d) Support for Always-On and On-Demand mitigation.	d) Support for Always-On and On-Demand mitigation.
9	Section 3 Eligibility Criteria Sr. No-2	The bidder should hold following valid licenses to operate: a) Class 'A' ISP license b) Unified Access License All Licenses should be valid for at least 5 years from the last date of Bidding.	The bidder should hold following valid licenses to operate: a) Class 'A' ISP license b) Unified Access License All Licenses should be valid for at least 5 years from the last date of Bidding.
10	Section 3 Eligibility Criteria Sr. No-8	The Bidder should have a local Customer support Center which operates 24x7 and is capable of troubleshooting 24x7	The Bidder should have a local Customer support Center in India which operates 24x7 and is capable of troubleshooting 24x7. Customer should also have support team available in Gandhinagar / Ahmedabad for onprem last mile/Internet link issue resolution.
11	Section 3 Eligibility Criteria Sr. No-4	The bidder must have positive Net worth or should be Profit making in any three financial years out of last four Financial Year as on 31st March 2024.	The bidder must have positive Net worth / Positive Operating Profit / EBITDA or should be Profit making in any three financial years out of last four Financial Year as on 31st March 2024.
12	Section 2 Scope of Work Delivery Milestone:	Installation, and commissioning of the bandwidth - T+45 days	Installation, and commissioning of the bandwidth - T+45 days T+60 days

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Sr. No.	Volume & Section	Bid Clause	Remarks / Modified / added Clause
13	Section 2 Scope of Work Delivery Milestone:	Final Acceptance Test and Go Live - T+60 days	Final Acceptance Test and Go Live - T+60 days T+75 days

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Sr. No	Pg No	RFP Document Reference (s) (Section)	Content of RFP requiring Clarifications	Bidder Submission	Tenderer Response
1	4	SECTION 2 Scope of Work	Location – Gujarat State Data Center 40 Gbps (4x10 Gbps) (1:1) unshared & & Uncompressed Internet BW with Distributed Denial of Service (DDOS) protection.	Need clarity whether GIL has CPE router with spare 4x10 Gbps Ports alongwith required SFPs in GIL router where bidder will terminate 4x10Gbps ports?	Service termination required on GSDC Router in the form of 4x10 Gbps Optical Handoff.
2	4	SECTION 2 Scope of Work	5. The provider must deliver DDoS protection covering L3–L7 attack vectors with a minimum mitigation capacity of 400 Gbps, preferably with distributed scrubbing centers to handle attacks closer to the source. The solution should support always-on or on-demand mitigation, with automated detection and mitigation engagement within 5 seconds. Visibility into attack events via a customer portal and detailed incident reports must be provided	1. Pls ammend "DDOS protection" to "Volumetric DDOS protection". 2. Volume based anomaly detection requires approx 20-25 minutes to onserve traffic anomaly pattern before taking action, The mitigation normally starts within 30 minutes from 1st detection so ao to mitigate anomaly based ttaffic, else legitimate surge traffic will also be mitigated leading to blocking legitimate traffic. Request ammendment mitigation start time within 30 minutes therefore. 3. Request ammendment to 80 Gbps DDOS mitigation capacity (in 1:2 ratio of subscribed ILL bandwidth) instead of 400 Gbps.	Pls. refer corrigendum
3	4	GEM Doc	Latency within India Less than 20 ms	pls ammend to <=80 ms	Pls. refer corrigendum
4	4	GEM Doc	Latency outside India Less than 20 ms	pls ammend to <=350 ms	Point Omitted
5	4	GEM Doc	Router/ Networking Accessories Provided by Seller	Need clarity on the networking device that GIL has to take handoff in 4x10Gbps prts form.	Service termination required on GSDC Router in the form of 4x10 Gbps Optical Handoff.
6	5	SECTION 2 Scope of Work	16. The last mile and infrastructure proposed by the bidder at GSDC should be scalable to minimum 60 Gbps to support from day one.	Need inputs what networkig device GIL has to take handover of 60 Gbps alongwith ports form.	Service termination required on GSDC Router in the form of 4x10 Gbps Optical Handoff.
7	5	SECTION 2 Scope of Work	24. The optical fiber media entering the GSDC should ensure from two separate entry points for two last miles.	Do You mean last mile with redundant paths rather than two last miles? The handoff will be single in 4x10 Gbps ports form.	Pls. refer corrigendum
8	6	SECTION 2 Scope of Work	25. In the event that the tenderer requires a change or relocation of the service location during the contract period, the bidder shall carry out such one-time relocation at its own cost, with no additional charges to the tenderer. Provided the shifting, relocation location falls under Gandhinagar area.	There will be signifdicant downtime in such shifting to the tune of 24 hrs. Kindly accept.	Will be discussed and considered at the time of shifting.
9	7	Final Acceptance Test and Go Live:	6. The FAT shall be signed by the tenderer and its designated agency upon successful completion of the 15 working days period and fulfillment of SLA criteria as defined in the RFP.	Kindly ammed testing duration from 15 days to 7 days for acceptance signoff.	No Change, as per RFP
10	7	Delivery Milestone:	3 Final Acceptance Test and Go Live T+60 days	Since 100 Gbps capacity equipments are not available all the time, procurement timeline is 8 to 10 weeks. Add 2 weeks installation. Therefore pls ammend delivery timeline to 12 weeks from LOA date.	Pls. refer corrigendum
11	14	4.1. Service Level and Penalty Clause	4.1.1. Implementation Penalties ☐ The Bidder is required to complete the Installation, and commissioning of the bandwidth within 45 days from the date of contract award on GEM, as per locations specified in the BID.☐ A penalty of Rs. 5000/- per day or part thereof shall be levied for delay beyond 45 days.	Kindly allow 12 weeks of commissioning timeline.	Pls. refer corrigendum
12	14	4.1.2. Operational Penalties	Service Uptime- 99.99%	Kindly ammned Service uptimr to 99.5%.	No Change, as per RFP
13	15	4.1.2. Operational Penalties	Latency (at any given point of time from GSDC end to google DNS) Quarterly <=20 ms	Kindly allow domestic latency <=80 ms and international latency <=350 ms.	Pls. refer corrigendum
14	15	4.1.2. Operational Penalties	Packet Loss (at any given point of time from GSDC end to google DNS) Quarterly 1 in 1000 packets	Kindly allow packet loss to <=1.0%	No Change, as per RFP

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15	15	4.1.2. Operational Penalties	DDoS Mitigation Response Time (Time-stamped event logs to be provided) -Quarterly : ≤5 seconds (detection to action)	Kindly allow mitigation start time to within 30 minutes from anomaly detection.	GSDC may decide
16		.	Additional Query	Need Clarity whether Customer will provide following at SDC? 1. UPS Power approx 3KW 2. Network rack Space approx 8RU 3. Proper earthing with E-N voltage <2 Volt 4. CPE router with 4x10Gbps Ethernet WAN ports for link termination.	Customer will provide UPS based supply, rackspace and existing earthing is available. If not as per bidder, then separate provision may be considered. Service termination required on GSDC Router in the form of 4x10 Gbps Optical Handoff.
17		Section 3- Eligibility Criteria	The Bidder should have supplied 1:1 bandwidth as following combination in Datacenter of Central / State Govt. Organization / PSU / Listed Company / BFSI during last 5 years. Single order of 30 Gbps or higher (1:1) bandwidth Or Two order of 20 Gbps or higher (1:1) bandwidth Or Three order of 10 Gbps or higher (1:1)	Kindly accept Purchase Orders/ Work Orders and Client certifications from 1:1 Bandwidth supplied by bidder in Data Centre/Customer Premises/State Govt. Organization / PSU / Listed Company / BFSI during last 5 years.	No Change, as per RFP
18		4.2. Payments Terms	4.2. Payments Terms a. 100% Payment of the one-time charge (OTC) will be processed upon successful testing of the service and formal go-live declaration by the tenderer. b. The rental payments to the successful bidder will be made Quarterly on acceptance of the invoice and adjustment of all penalties by the TENDERER or its designated agency.	Bidder requests change in Payment terms to Quarterly Advance	No Change, as per RFP
19		4.2. Payments Terms	d. The invoice would be processed for release of payment within 45 days after due verification of the invoice and other supporting documents by the TENDERER or its designated agency.	Bidder requests change to payment in Net 30 days from date of invoicing.	No Change, as per RFP
20		Bidder shall be responsible for, but not limited to, the following activities/Point no 5	The solution should support always-on or on-demand mitigation, with automated detection and mitigation engagement within 5 seconds. Visibility into attack events via a customer portal and detailed incident reports must be provided	This is vendor specific clause and aggressive detection, and mitigation timelines will increase the false positive and may result in blocking of legitimate traffic. Kindly remove and relax this clause as follow: "The solution should support always-on or on-demand mitigation, with automated detection and mitigation engagement. Visibility into attack events via a customer portal and detailed incident reports must be provided."	Pls. refer corrigendum

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21		Bidder shall be responsible for, but not limited to, the following activities/Point no 10.1	DDoS mitigation should include L3-L7 protection.	Given the sensitivity of application-layer (Layer 7) payloads, utilizing cloud-based Layer 7 DDoS protection may lead to the exposure of confidential or regulated data to external parties. Kindly change this clause as follow: "The bidder should propose a hybrid DDoS mitigation solution that includes: •On-premises DDoS protection for Layer 7 (Application Layer) attacks, to ensure sensitive payload data remains within the organization's environment. •Cloud-based DDoS protection for Layer 3/4 (Network and Transport Layers) to mitigate large-scale volumetric attacks. •The solution must support cloud signalling integration to allow coordination between the on-prem and cloud components for attack detection and mitigation"	Pls. refer corrigendum
22		Bidder shall be responsible for, but not limited to, the following activities/Point no 10.1	DDoS mitigation should include L3-L7 protection.	If Cloud-Based Layer 7 DDoS Protection Is Still Considered: In case Layer 7 DDoS protection is required to be handled via cloud, we request the following details 1. Kindly specify the number of applications that require protection. 2. Kindly specify the exact Location, where application is hosted? 3. Kindly specify the application hosting environment i.e. On-prem, Hyperscale's etc 4. How many FQDNs need to be protected? 5. What is the throughput per FQDN ? 6. What is the Requests per second/FQDN ?	Pls. refer corrigendum
23		Bidder shall be responsible for, but not limited to, the following activities/Point no 10.1	DDoS mitigation should include: Stateful inspection	•Stateful inspection is inherently resource intensive, as it requires maintaining and tracking the state of numerous network connections in real time. This can lead to significant performance bottlenecks, especially during large-scale DDoS attacks. •Attackers often exploit this by targeting connection table limits, attempting to exhaust resources and degrade service availability. This makes purely stateful devices vulnerable under volumetric or connection-exhaustion attacks. •Furthermore, stateful inspection implementation and performance vary widely across vendors. Including this as a mandatory clause may inadvertently restrict vendor participation, limiting competitive bids and innovation. Considering these points, we kindly request the removal of the mandatory stateful inspection clause from the technical requirements. This will enable a broader range of vendors to participate and allow solutions that effectively balance performance, scalability, and mitigation efficacy.	Pls. refer corrigendum
24		Bidder shall be responsible for, but not limited to, the following activities/Point no 10.1	DDoS mitigation should include: Automatic blackholing/BGP signaling.	It is understood that BGP signalling here refers to BGP Flowspec functionality. Kindly confirm.	Pls. refer corrigendum

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25		4.1.1	The Bidder is required to complete the Installation, and commissioning of the bandwidth within 45 days from the date of contract award on GEM, as per locations specified in the BID	We require a minimum of 3–4 weeks for cloud DDoS service delivery after the link has been provisioned. If GIL confirm about onprem appliance for protection of layer 7 attacks, which add additional timeline. Additionally GIL asked, existing Internet service provider are not required in that case, all non-connected ISP providers needs to deliver the links. It add the additional work for rollout the fiber from two different paths till your server room. considering all above, Please change the delivery timeline to at least 16-20 weeks.	Pls. refer corrigendum
26		Scope of Work - Point # 10.1.a	L3-L7 protection	L7 DDoS Protection is effectively achieved with an on-premise Anti-DDoS Appliance, please confirm if the Bidder should include an On-Premise Anti-DDoS appliance in their solution.	Pls. refer corrigendum
27		Scope of Work - Point # 10.1.a	L3-L7 protection	If the Bidder has to include an on-premise Anti-DDoS Solution in the proposal for L7 protection, please specify the number, type (Fiber - Multimode/Singlemode) and speed of protection ports (10G/40G/100G) required on the appliance.	Pls. refer corrigendum
28		Scope of Work - Point # 10.1.a	L3-L7 protection	If the Bidder has to include an on-premise Anti-DDoS Solution in the proposal for L7 protection, please specify the clean traffic throughput that should be provided with the Anti-DDoS Protection appliance.	Pls. refer corrigendum
29		Scope of Work - Point # 10.1.a	L3-L7 protection	If the Bidder has to include an on-premise Anti-DDoS Solution in the proposal for L7 protection, please specify if the On-Premise Anti-DDoS Solution should be in high availability.	Pls. refer corrigendum
30		Scope of Work - Point # 10.1.a	L3-L7 protection	If the Bidder has to include an on-premise Anti-DDoS Solution in the proposal for L7 protection, please specify if the On-Premise Anti-DDoS Solution should have AC or DC Power supplies.	Pls. refer corrigendum
31		Scope of Work - Point # 10.1.c	Stateful inspection + signature matching	Stateful Inspection will make the Anti-DDoS Solution itself vulnerable to State Exhaustion DDoS attacks, this will defeat the purpose of having DDoS Protection Solution. Industry best practice is to have a Stateless Anti-DDoS solution. So, we request to change "Stateful inspection" to "Stateless inspection" in this point.	Pls. refer corrigendum
32		Scope of Work - Point # 11	Any equipment required (Router, MUX, Cables, tools, software or any networking accessories) shall be provided by the ISP for operationalizing the ISP services.	Please confirm if Internet links will terminate on ISP provided devices. It means specially, do we needs to consider Router to terminate the links.	TSP last mile hardware should be available at GSDC from where termination will be done on GSDC router.
33		Scope of Work - Point # 12	The bidder shall ensure that the devices installed are compatible with the existing GSDC setup and handover the service over optical interface as per tenderer requirement	Please confirm what are the existng GSDC Setup standards, we will provide the 4 x 10G links on 10G optical interfaces.	Service termination required on GSDC Router in the form of 4x10 Gbps Optical Handoff.
34		Scope of Work - Point # 17	The ISP will obtain all the necessary clearances, permissions, licenses/permit, RoW etc., from all the authorities concerned to provide network connectivity at the GSDC premises as specified in this document.	In case of permissions required within GIL premise, GIL needs to provide permissions for same from respactive team. Road side ROW can be taken care by ISP Providers.	ROW to be borne by bidder. Support may be extended by GIL if required.
35		Scope of Work - Point # 18	GSDC network would be carrying out Video Conferencing (VC) with external parties over Internet, the link should support VC and its protocols.	Normally all standard protocol supports on Internet links. Kindly confirm if any specfic ports which GSDC is looking to confirm or may provide the list of protocol expect as part of VC	Service termination required on GSDC Router in the form of 4x10 Gbps Optical Handoff.

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36		Scope of Work - Point # 29 (e)	Bidder has to provide Managed service which includes : Class of Service (CoS)	Since the requirement is 1:1 Unshared uncompressed Internet link, there is no COS for internet traffic.	No Change, as per RFP
37		Scope of Work - Point # 23	Bidder has to maintain forensic logs as per DoT and Cert-In guideline for the public IP address.	Please confirm the number of Public IP address required.	GSDC has its own IP address which will be utilized.
38		Scope of Work	NA	Does GIL going to use owned APNIC Ip address on internet link or Bidder needs to provide the IP address. In case, bidder needs to provide the IP address, kindly provide the number of usable Public IP Addresses required from bidder	GSDC has its own IP address which will be utilized.
39		Scope of Work	NA	If GIL going to use owned APNIC IP address on bidder's provided Internet leased line, in that kindly provide the number of subnet and subnet size going to protect as part of DDOS Protection	GSDC has its own IP address which will be utilized.
40		Delivery Milestone: (2)	Installation, and commissioning of the bandwidth -T+45 days	Understood it is including the DDOS+ILL delivery. Kindly change this and also considering the below explanation, kindly change the total delivery timeline for ILL+DDOS to atleast to 20weeks. "We require a minimum of 3–4 weeks for cloud DDoS service delivery after the link has been provisioned. If GIL confirm about onprem appliance for protection of layer 7 attacks, which add additional timeline. Additionally GIL asked, existing Internet service provider are not required in that case, all non-connected ISP providers needs to deliver the links. It add the additional work for rollout the fiber from two different paths till your server room. considering all above, Please change the delivery timeline to at least 16-20 weeks."	Pls. refer corrigendum
41		Delivery Milestone: (2)	Installation, and commissioning of the bandwidth -T+45 days	Tata Communications will be working on scope to provide TCL fiber with higher capacity BW. Location is not connected and this requires working with local authorities to seek permission for trenching and other work. We request installation period is agreed between 12-16 weeks	Pls. refer corrigendum
42		Annexure	Latency within India should be less than 20 ms.	Kindly mentioned the Google DNS IP Address. This latency cannot be committed to any public IP address or provide the Public IP address which needs to consider for latency.	Pls. refer corrigendum
43		Annexure	Packet Loss (at any given point of time from GSDC end to google DNS) 1 in 1000 packets	Packet drop is 1% i.e. 10 over 1000 packets; request to change this point to 10 in 1000 packets	No Change, as per RFP
44		Annexure	Jitter across any Network Link (at any given point of time from GSDC end to google DNS)	Jitter is a parameter of private networks, Jitter is not a measured parameter for Internet Leased Lines. Kindly remove this Jitter parameter	No Change, as per RFP
45		Annexure	Service Uptime Committed Uptime 99.99 % and above	With single link, kindly change the uptime to 99.9% or make the solution as active/passive links with 99.99% uptime	No Change, as per RFP
46		Annexure	Penalties	Penalties to be mutually discussed and be with adherence to service schedule of provider.	No Change, as per RFP
47		Scope of Work - Point # 19	End to end link management and maintenance (including router) should be performed by the ISP on a 24x7x365 basis	Understood that links needs to terminate on GIL existing router. In this case, router access needs to extend to bidder. Do we needs to consider the if any other links will be terminated on the same router apart from the asked link as part of requirement.	Service termination required on GSDC Router in the form of 4x10 Gbps Optical Handoff.

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48		Scope of Work - Point # 29 (d)	Auto TT and Notification on breach of SLA measures	Kindly change this Auto Ticketing in case of incident and monthly SLA reports to GIL. Report could be automatic or manual.	No Change, as per RFP
49		Scope of Work - Point # 23	Bidder has to maintain forensic logs as per DoT and Cert-In guideline for the public IP address	Normally forensic logs needs to be maintained in customer locations by it include the sensitive information related to customer accessibility of websites/content on internet. Kindly remote its responsibilities from bidder.	No Change, as per RFP
50		Eligibility Criteria	The bidder should hold following valid licenses to operate: a) Class 'A' ISP license b) Unified Access License All Licenses should be valid for at least 5 years from the last date of Bidding.	Unified Access License is required for mobile operator while this service is internet leased line. It is not applicable for your requirement. For your requirement Unified license is applicable hence change the point from "Unified Access license" to " Unified License"	Pls. refer corrigendum
51		Eligibility Criteria	The Bidder should have a local Customer support Center which operates 24x7 and is capable of troubleshooting 24x7	Kindly make this as "The Bidder should have a local Customer support Center in India which operates 24x7 and is capable of troubleshooting 24x7 ". Customer also have support team available in Gandhinagar / Ahmedabad for onprem last mile/Internet link issue resolution.	Pls. refer corrigendum
52		4.1.2. Operational Penalties	DDoS Mitigation Response Time (Time-stamped event logs to be provided) ≤5 seconds (detection to action)	Kindly change this as DDoS Mitigation Response Time (Time-stamped event logs to be provided) ≤ 15 minutes (detection to action).	GSOC and GSOC may decide
53		Annexure	The ISP must have adequate support facility in Ahmedabad/Gandhinagar to provide 24 X 7 X 365 customer support	Kindly change this as "The ISP must have adequate support facility in Ahmedabad/Gandhinagar and 24 X 7 X 365 NOC support for customer service" Considering the NOC is centralized team who supports customer 24x7 while support facility in Ahmedabad/Gandhinagar support during the incidents only.	No Change, as per RFP
54		Section 15	Extension of Delivery Period and Liquidated Damages	iv. Force Majeure Conditions - We propose extension of the force majeure condition period from 10 days to 60 days before terminating the contract by either parties	No Change, as per RFP

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55		Section 18	Limitation of Liability	We propose the following clause to replace the current clause "NOTWITHSTANDING ANY OTHER PROVISION HEREOF, NEITHER PARTY SHALL BE LIABLE FOR (A) ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, EXEMPLARY OR PUNITIVE DAMAGES OR (B) ANY DAMAGES FOR LOST PROFITS, LOST REVENUES, LOSS OF GOODWILL, LOSS OF ANTICIPATED SAVINGS, LOSS OF CUSTOMERS, LOSS OF DATA, INTERFERENCE WITH BUSINESS OR COST OF PURCHASING REPLACEMENT SERVICES, ARISING OUT OF THE PERFORMANCE OR FAILURE TO PERFORM UNDER THIS AGREEMENT, WHETHER OR NOT CAUSED BY THE ACTS OR OMISSIONS OR NEGLIGENCE (INCLUDING GROSS NEGLIGENCE OR WILLFUL MISCONDUCT) OF ITS EMPLOYEES OR AGENTS, AND REGARDLESS OF WHETHER SUCH PARTY HAS BEEN INFORMED OF THE POSSIBILITY OR LIKELIHOOD OF SUCH DAMAGES. IN NO EVENT BIDDER SHALL BE LIABLE IN AN AMOUNT THAT EXCEEDS, IN THE AGGREGATE FOR ALL SUCH LIABILITIES, THE MOST RECENT TWELVE (12) MONTHS OF CHARGES COLLECTED BY BIDDER FROM THE CUSTOMER PURSUANT TO THE APPLICABLE PURCHASE ORDER GIVING RISE TO THE LIABILITY. "	No Change, as per RFP
56		23.2	The Seller shall at all time indemnify Buyer against all suits and claims which may be made in respect of the goods/ services for infringement of any right protected by patent, registration of designs or trade mark. Provided always that in the event of any claim and suit in respect of alleged breach of patent, registered designs or trade-mark being made against the Buyer, the Buyer shall notify the Seller/ Service Provider of the same who shall at its own expense either settle any such dispute or conduct and litigation that may arise there from.	This section shall be subject to the Limitation of Liability section mentioned above.	No Change, as per RFP
57		23.2	Buyers and Sellers agree to indemnify, defend and hold harmless GeM: 23.2.1- Breach of the contract 23.2.2- 3rd party third party claims due use of the Website 23.2.3- claims made by 3rd party regarding content/ information or materials provided by Seller cause any damage to a third party; 23.2.4- Violation of any IP rights	Bidder requests to restrict this section only to claims arising from damage to tangible property, personal injury or death caused by such party's negligence or wilful misconduct. Bidder further suggests addition of the following clause: With respect to all claims including those for intellectual property claims, Bidder shall in no event be liable in an amount that exceeds, in the aggregate for all such liabilities, the most recent twelve (12) months of charges collected by Bidder pursuant to the applicable PO/Order giving rise to the liability	No Change, as per RFP
58		Eligibility Criteria	The existing Internet service provider at GSDC cannot participate in this BID	This clause is restrictive and a CPSU like BSNL may not able to participate in this hence it is requested to remove this clause	No Change, as per RFP
59			Location - Gujarat State Data center (GSDC), Gandhinagar	Please share the complete delivery and installation address along with pincode and lat-long	Gujarat State Data Center, Sector 18, Gandhinagar, Gujarat 382018 23°12'52.1"N 72°39'34.9"E

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60			The bidder must have positive Net worth or should be Profit making in any three financial years out of last four Financial Year as on 31st March 2024. The copies of CA Certified Statement for last three financial years as on 31st March 2024 shall be attached along with the bid.	Please remove this clause OR allow that bidder should have positive EBITDA for the last three FY 2021-22, FY 2022-23 and FY 2023-24 out of the last four Financial Year as on 31st March 2024 Or Please allow that Bidder should have Positive Net worth in two financial years amongst the last 4 financial years ending 31st March, 2024	Pls. refer corrigendum
61			The Bidder should have supplied 1:1 bandwidth as following combination in Datacenter of Central / State Govt. Organization / PSU / Listed Company / BFSI during last 5 years. • Single order of 30 Gbps or higher (1:1)bandwidth Or • Two order of 20 Gbps or higher (1:1)bandwidth Or • Three order of 10 Gbps or higher (1:1)bandwidth Details of such projects undertaken along with work order/purchase order copy/clients' on-going or completion certification/letter signed/ e-mail issued by authorized signatory or company secretary with the details w.r.t to the clause should be enclosed.	Please allow that bidder should have supplied 1:1 bandwidth as following combination in Central / State Govt. Organization / PSU / Listed Company / Private Company/Bank/BFSI during last 5 years as per below criteria- • Single order of 3 Gbps or higher (1:1)bandwidth Or • Two order of 2 Gbps or higher (1:1)bandwidth Or • Three order of 1 Gbps or higher (1:1)bandwidth work order/purchase order copy/clients' on-going/completion certification/letter signed/ e-mail issued by authorized signatory	No Change, as per RFP
62			Bidder should have its own cable landing station.	Please remove this clause OR allow that, as we procure Internet Bandwidth from Tier 1 operators like TCL/Airtel who have their own cable landing station and they fulfill this tender clause requirement. So, please consider it.	No Change, as per RFP
63			Bidder should have its own scrubbing centres within India (preferably 2 sites minimum). Not hosted on cloud services like AWS WAF/CDN	Please remove this clause OR allow that, Bidder shall provide the DDOS services through third party service providers/ TCL/Airtel who have their own scrubbing centres within India	No Change, as per RFP
64			40 Gbps (4x10 Gbps) (1:1) unshared & Uncompressed Internet BW with Distributed Denial of Service (DDOS) protection	Please clarify if 40Gbps ILL bandwidth is required or in the drop of 4x10 Gbps ILL is required	4x10 Gbps ILL
65			Additional Clause	Please share the IP Pool	No Change, as per RFP
66	11	SECTION 3 POINT 4	The bidder must have positive Net worth or should be Profit making in any three financial years out of last four Financial Year as on 31st March 2024.	Due to AGR verdict, Vi does not currently hold a positive net worth position. We propose to ammend this clause as "Positive Operating Profit / EBITDA	Pls. refer corrigendum
67	2	GEM document	PBG 5% Ask	We propose to have @3% as per recent tenders through GEM portal	No Change, as per RFP
68	3	GEM document	EMD ask of 16 lakh	Please confirm if we are exempted for EMD as per GEM Clause	As per GEM GTC.
69	4	Scope of Work - Point 1	The bidder shall provide symmetric 40 Gbps (4x10 Gbps) (1:1) the Internet lease line along with DDOS scrubbing service. The service provider must ensure end-to-end connectivity using its own network infrastructure, including last-mile connectivity	Will service provider need to handover link through only 4 port of 10Gb, is our understanding correct- 10G * N	40 Gbps ILL is to be deliver by 4x10 Gbps Handoff.
70	5	Scope of Work - Point 12	The bidder shall ensure that the devices installed are compatible with the existing GSDC setup and handover the service over optical interface as per tenderer requirement.	Is it related to optical port? Share your end optical port SFP type and frequency	Will be discussed and provided to L1 agency

Sr. No	Pg No	RFP Document Reference (s) (Section)	Content of RFP requiring Clarifications	Bidder Submission	Tenderer Response
71	5	Scope of Work - Point 13	Further, any passive component and all the cabling requirements till handover of the services shall be arranged by the Service Provider without any additional cost to the tenderer	Is handover point near by Service provider's installed equipment ? If not, then what will be distance between service provider's equipment and GSDC equipment. Will GSDC provider power supply till service provider's equipment ? Will GSDC provide DC supply ?	Space and AC power will be provided within GSDC Rack Room.
72	5	Scope of Work - Point 23	The infrastructure providing ILL to the GSDC should always be kept 100% up and running as also has the high availability at every layer up to the landing point at GSDC. The architecture with built-in redundancy at various levels including at network component level, site level, POP level etc.	Will landing point consider as service provider's network's equipment installed at GSDC but not router ?	Yes
73	6	Scope of Work - Point 23	Bidder has to maintain forensic logs as per DoT and Cert-In guideline for the public IP address.	Logs requires for upto how many hours ?	As per DoT and Cert-In guideline for the public IP address.
74	20	Annexure - Point 4	Latency within India should be less than 20 ms.	This clause is contradict with Latency to google DNS is asked <20ms mentioned on page 15); Is bidder need to consider latency at Google DNS only. Request to please consider latency <80ms within india	Pls. refer corrigendum
75	4	GEM	Latency outside India should be less than 20ms	Different destination country will have different latency, request you to please recheck and make it as per geography latency	Point Omitted
76	4	Section 2	Interface requirement : Dropping requirement, as per n*10G port (Client Side)	Interface requirement : Dropping requirment & Customer's infra readiness accordingly (n*10G or 100G from router)	Service termination required on GSDC Router in the form of 4x10 Gbps Optical Handoff.
77	5	Scope of Work - Point 24	Fiber entry to be confirmed at Premises, As per RFP 2 entries to be required	Location of the Entry points to be confirmed to check OSP feasibility accordingly	Pls. refer corrigendum
78	6	Scope of Work - Point 25	Shifting of the location during contract period, to be bared by bidder	Shifting request can be proceed further with the Capex requirement based on the feasibility at new location	No Change, as per RFP
79	15	SECTION 4-Service Uptime	Latency (at any given point of time from GSDC end to google DNS)	<=20 ms-If the Latency is not improved within 30 Minutes, INR 500/- per hour per instance or part thereof.	Pls. refer corrigendum
80	14	SECTION 4-Service Uptime	99.95% and above but below 99.99%	1 Lac of the quarterly amount >Propose Rs 25000 per Qtr	No Change, as per RFP
81	15	SECTION 4-Service Uptime	99.50% and above but below 99.95%	1 Lac of the quarterly amount> Propose Rs 25000 per Qtr	No Change, as per RFP
82	15	SECTION 4-Service Uptime	99.00% and above but below 99.50%	3 Lac of the quarterly amount >>Propose Rs 50000 per Qtr	No Change, as per RFP
83	15	SECTION 4-Service Uptime	Below 98.50%	5 Lac of Quarterly amount and the tenderer- >>Propose 1 Lacs Per Qtr	No Change, as per RFP
84		Section 2: Scope of Work & Delivery Milestone (Page 7)	T+45 days: Installation and commissioning T+60 days: Final Acceptance Test and Go-Live	We request the customer to revise the timelines to: T+60 days for Installation and Commissioning T+90 days for Final Acceptance Test and Go-Live This will allow adequate time for procurement, permissions, and deployment of fiber infrastructure with ring protection. Considering Monsoon BAN as per AMC.	Pls. refer corrigendum
85		Section 4.1.2 Operational Penalties (Page 15)	Latency ≤ 20 ms Penalty: INR 2000/- per hour per instance if not improved within 30 minutes	We request revision of latency threshold to ≤ 30 ms, considering the deployment involves end-to-end fiber with ring protection and real-world latency variations.	We may consider 80ms considering all the major players have requested for change

Sr. No	Pg No	RFP Document Reference (s) (Section)	Content of RFP requiring Clarifications	Bidder Submission	Tenderer Response
86		Section 4.1.2 Operational Penalties (Page 15)	P1 Critical: 15 Minutes Penalty: Rs. 5,000/- per incident	We request revision of penalty to Rs. 3,000/- per incident, as the current amount is significantly high for initial detection and response.	No Change, as per RFP
87		Section 4.1.2 Operational Penalties (Page 15)	P2 Major: 30 Minutes Penalty: Rs. 3,000/- per incident	We request revision of penalty to Rs. 2,000/- per incident, to align with industry norms for major but non-critical service degradations.	No Change, as per RFP
88		Section 4.1.2 Operational Penalties (Page 15)	P3 Minor: 60 Minutes Penalty: Rs. 2,000/- per incident	We request revision of penalty to Rs. 1,000/- per incident, as these are minor issues with minimal impact.	No Change, as per RFP
89		Section 2: Scope of Work (Page 5)	Onsite engineer required full-time during office hours and on-call 24x7	Kindly clarify: a) Whether the engineer should be on-roll or off-roll of the bidder. b) Who will bear the cost of this resource. c) Request to include this requirement in the BOQ for transparency and cost estimation.	The bidder has to bear the cost of manpower as services.
90		Section 4.1.2 Operational Penalties (Page 14)	Uptime SLA: 99.99% with penalties below this threshold	We request revision of uptime SLA to 99.50% without penalty, as this is the standard offered for fiber-based connectivity with ring protection.	No Change, as per RFP
91		Section 4.1.2 Operational Penalties (Page 14)	Jitter across any Network Link (at any given point of time from GSDC end to google DNS) is mentioned as <=5 ms Quarterly with penalty as "If the Jitter is not improved within 30 Minutes, INR 3000/- per hour per instance or part thereof."	Standard offering is <=15ms for last mile, Please change this clause.	No Change, as per RFP
92		Section 4.1.2 Operational Penalties (Page 14)	Packet Loss (at any given point of time from GSDC end to google DNS) mentioned as 1 in 1000 packets Quarterly with penalty as "If the Packet Loss is not resolved within 30 Minutes, INR 3000/- per hour per instance or part thereof."	If on FTTB the packet loss is <=0.5% on last mile.	No Change, as per RFP