



**RFP Reference No.: NHB/ITD/RFP- Procurement of Internet Lease Line with DDOS Protection for 5 years/2025, GEM/2025/B/5794475.**

**Request for Proposal (RFP) for  
Procurement of Internet Lease Line with DDOS Protection at National  
Housing Bank**

**The replies to the pre-bid queries received from the prospective bidders for the Pre-Bid Meeting held on January 16, 2025, are placed herewith.**

- I.T. Department  
Date: 22-01-2025.

**GEM Bid Number: GEM/2025/B/5794475**

**Pre-Bid Queries from Prospective Bidder - 1**

S. No.	Relevant Clause of the RFP	Bidder Query	Bank Response to the Query
1	Annexure -V Minimum Eligibility Criteria 4. Bidders Bidder should have a Minimum Annual Turnover of Rs. 50 lakhs (for non-MSME bidder) and NIL (for MSME and startup companies bidder) for last three financial years.	We assume that it is a typo error; clause should be as under: Bidder should have a Minimum Annual Turnover of Rs. 50 lakhs (for non-MSME bidder) and NIL (for MSME and startup companies bidder) for last three financial years.	Mentioned Clause to be read as below: Bidder should have a Minimum Annual Turnover of Rs. 50 lakhs (for non-MSME bidder) and NIL (for MSME and startup companies bidder) for last three financial years.
2	8.13 Delivery and Implementation schedule In the event of non-commissioning of connectivity with all the deliverables, Bank will impose penalty / Liquidation Damages at the rate of 1% of the Annual Order Value of the contract for every week's delay subject to maximum of 10% of the Annual Order Value.	we request bank to modify the clause as under; In the event of non-commissioning of connectivity with all the deliverables, Bank will impose penalty / Liquidation Damages at the rate of 0.5% of the Annual Order Value of the contract for every week's delay subject to maximum of 5% of the Annual Order Value.	No change in clause, please be guided as per RFP terms and conditions

**Pre-Bid Queries from Prospective Bidder - 2**

S. No.	Relevant Clause of the RFP	Bidder Query	Bank Response to the Query
1	Annexure -V: Minimum Eligibility - Clause no 12: Criteria The bidder must possess valid certification such as TL 9000/9001, ISO 27001 or similar standard	We understand that 9001 is ISO 9001 only. As there is no TL 9001 and its only ISO 9001. Kindly modify the clause as following: Suggested Clause - "Annexure - V: Minimum Eligibility - Clause no 12: Criteria The bidder must possess valid certification such as TL 9000/ISO 9001, ISO 27001 or similar standard"	Existing Clause: Annexure -V: Minimum Eligibility Criteria - S.No. 12: The bidder must possess valid certification such as TL 9000/9001, ISO 27001 or similar standard. <b>Amended Clause:</b> Annexure -V: Minimum Eligibility Criteria - S.No. 12: The bidder must possess valid certification TL 9000/ISO 9001 and ISO 27001. Corrigendum is issued.

2	<p>Annexure -V: Minimum Eligibility - Clause no 3: Bidder should have experience of minimum 5 years in execution of similar works as on the last date of bid submission. Bidder should have executed at least one similar project during last 3 years in at least one Schedule commercial bank/ PSUs/ Central / State Govt. Organization / All India Financial Institutions within India.</p>	<p>We understand you are asking for providing Internet experience only. As there was no demand of DDOS few years back.</p>	<p>We will consider the Internet Service Provider experience for 5 years. For providing Internet with DDOS is desirable.</p>
3	<p>Clause 10 - Fall Clause on page no 61</p>	<p>The price by the Bidder for the provision of the services are depends on various parameters viz, (i) specification, bandwidth , (ii) scope of services, (iii) location where the services are required to be provided (iv) quantity / number of links (v) payment terms (v) terms and conditions of contract (vi) service levels agreed (vii)last mile if any, to be taken from any third party service providers. Hence the price quoted may vary depending on the above parameters which are relevant to the provision of services and as such our compliance of this clause will be subject to the parameters specified herein above. kindly remove the clause</p>	<p>No change in clause, please be guided as per RFP terms and conditions</p>

4	ADDITIONAL	In case of termination of contract by the customer without any specific reason or for convenience, the customer would be liable to pay the exit charges. This shall cover all the losses that have been born by the Service Provider. Additionally, the RFP should contain certain conditions where the contractor could terminate the contract from their end. If the customer is terminating the contract, the specific reason should be provided by the customer along with a notice period for a minimum of 30 days.	Additional clause may not be considered
5	Annexure XIV 8.0 SETTLEMENT OF DISPUTES In the event of any dispute or difference arising out of, in relation to, or in connection with this Agreement, or the breach thereof, shall be settled amicably through mutual discussions. If, however, the parties are not able to settle them amicably without undue delay, the same shall be settled by the process of arbitration in accordance with the provisions of the Arbitration & Conciliation Act, 1996	Different modes of resolution could be considered after coming onto a common conclusion by both the parties as to which particular mode of resolution they want to agree upon. It can be conciliation, negotiation, mediation or arbitration.	No change in clause, please be guided as per RFP terms and conditions
6	ADDITIONAL	The RFP should include that any Liquidated damages or penalties shall be settled in the form of credit note. All Liquidated damages should always be capped at 5% or less of the order value.	Additional clause may not be considered
7	ADDITIONAL	RFP should contain a specific clause stating that our standard time frame for and inspection	Additional clause may not be considered

		testing of equipment's is 14 days from date of commissioning	
8	ADDITIONAL	The RFP should state the Service Provider will have the right to suspend the services if there is any absence or delay in payment. Along with the suspension, the service Provider can even levy penal charges for the same.	Additional clause may not be considered
9	Annexure-III vs Annexure-IV	Contradiction in Annexure -III and IV. As Annexure-III states: Any deviation may result in disqualification of Bids., While Annexure-IV ask about List of deviations.	No change in clause, please be guided as per RFP terms and conditions
10	5. Scope of Work Location -1 (New Delhi): 256 Mbps (1:1) unshared Internet Leased Line with 2 Gbps Distributed Denial of Service (DDOS) protection.	256 Mbps is not standard bandwidth with majority of telecom operators. Kindly amend the same as 250 Mbps OR 300 Mbps	Existing Clause: S.No. 5. Scope of Work Location -1 (New Delhi): 256 Mbps (1:1) unshared Internet Leased Line with 2 Gbps Distributed Denial of Service (DDOS) protection. <b>Amended Clause:</b> S.No. 5. Scope of Work Location -1 (New Delhi): 250 Mbps (1:1) unshared Internet Leased Line with 2 Gbps Distributed Denial of Service (DDOS) protection. Corrigendum is issued.
11	5. Scope of Work e. ISP equipment configuration should adhere to established benchmark recommendations. (e.g., CIS/NIST/OEM)	Need Clarity On this recommendation	RFP clause is self-explanatory

12	<p>5. Scope of Work o.</p> <p>During the period of contract based on its business requirements, Bank would upgrade the bandwidth of the locations as per the contracted rate. Hence, the last mile and infrastructure proposed by the bidder at DC and DR should be scalable to minimum 500 Mbps to support from day one.</p> <p>i.</p> <p>The ISP must ensure upgrade the link bandwidth as and when required by the Bank within ONE week from the date of issue of PO in case of soft upgrade. If there are hardware changes same should be done within FOUR weeks from the date of receipt of purchase order/LOI.</p>	<p>Hardware (Router) Capability to consider as per min 500 Mbps. Or as per current scope of work, as clause (i) suggest hardware replacement within 4 weeks during Bandwidth upgrade PO.</p>	<p>RFP clause is self-explanatory</p>
13	<p>5. Scope of Work r.</p> <p>Bank would be carrying out Video Conferencing (VC) with external parties over Internet, the link should support VC and its protocol(s).</p>	<p>Kindly specify which protocols.</p>	<p>RFP clause is self-explanatory</p>
14	<p>5. Scope of Work s.</p> <p>End to end link management and maintenance (including router) should be performed by the ISP on a 24x7x365 basis. As and when required the ISP should deploy engineer on-site for assisting the Bank in re-configuration / troubleshooting during the entire period of contract. No additional cost whatsoever would be paid by the Bank.</p>	<p>Kindly confirm how many manpower (engineer), we need to consider. Is this for normal office hours or 24x7x365 Days basis.</p>	<p>Service engineer may be deployed whenever in case of any issue and not able to resolve remotely. Please be guided as per RFP terms and conditions</p>

15	ADDITIONAL	Routing Protocol is Static OR BGP. Kindly confirm the same. If BGP kindly provide the AS No. and also this routing category will be Default Route to be consider. Kindly Clarify.	Details will be shared with the successful bidder
----	------------	---	---