

**Addendum-II to RFP for
Request For Proposal for Supply, Commissioning and Maintenance of Dedicated (1:1;
uncompressed, unfiltered and unshared) Internet Bandwidth with DDoS Protection
(Alternate).**



Allahabad Bank

RFP Ref. No: RFP -HO/DIT/NETWORK/ILL/2019-20/132 dated 14.05.2019

Introduction

Bank has floated the RFP ref no: RFP -HO/DIT/NETWORK/ILL/2019-20/132 dated 14.05.2019 for Supply, Commissioning and Maintenance of Dedicated (1:1; uncompressed, unfiltered and unshared) Internet Bandwidth with DDoS Protection (Alternate).

As per the terms of the RFP, a pre-bid meeting was held on 20th May, 2019, which was attended by representatives of prospective bidders.

In response to the queries received from prospective bidders, addendum dated **11.06.2019** containing clarifications to the queries & amendments to the RFP document is issued herewith.

➤ Bank is revising the Bid Submission Schedule as under:

Last date and time of sale of RFP	25.06.2019, 12:00 HRS IST
Last date and time for submission of Bid	25.06.2019, 13:00 HRS IST
Date and time of opening of Technical -Bids	25.06.2019, 15:00 HRS IST

Amendments to the RFP (Including Additions/Modifications/Deletions)

Sr. No.	Section Number; Page Number; Point Number	RFP Clause	Amended/Deleted/ Added Clause
1.	Page no:-8	2. Eligibility Criteria SI no:1 The bidder must be an Indian firm/ company / organization registered under Companies Act. And should be operating in India for at least 5 Years as on 31st March 2019.The bidder/ISP must be a Tier –I provider and Category-A (class-A)/ UASL ISP license holder from DoT, Government of India. The ISP should produce the validity of TRAI license with documentary proof and DOT license to operate International gateways.	The clause should be read as: The bidder must be an Indian firm/ company / organization registered under Companies Act. And should be operating in India for at least One(01) year as on 31st March 2019.The bidder/ISP must be a Tier –I provider and Category-A (class-A)/ UASL ISP license holder from DoT, Government of India. The ISP should produce the validity of TRAI license with documentary proof and DOT license to operate International gateways.
2	Page no:-9	2. Eligibility Criteria SI no:5 The ISP should have successfully commissioned and maintained or maintaining a minimum of one Internet Link with DDOS /Scrubbing facilities during last 3 years to at least one Schedule commercial bank	The clause should be read as: The ISP should have successfully commissioned and maintained or maintaining a minimum of one Internet Link with DDOS /Scrubbing facilities during last 3 years to at least one Schedule commercial bank (including RRB & Co-Operative Bank)/ PSUs/ Central /State

		(including RRB & Co- Operative Bank)/ PSUs/ Central /State Govt. Organization within India as on bid submission date. - Purchase orders and confirmation along with performance certificate or any other documentary evidence from existing customer(s).	Govt. Organization within India as on bid submission date. - Purchase orders and confirmation along with performance certificate or any other documentary evidence from existing customer(s). Otherwise, The ISP should have the capability and infrastructure in place for successful commissioning, maintenance of Internet Link with DDoS/ Scrubbing facilities to serve the enterprise category business organization/ customer. Undertaking by the bidder should be submitted along with bid proposal.
3	Page no:-9	2. Eligibility Criteria SI no:6 The bidder should have registered an average turnover of Rs.100 crores or above during the last Three financial years.	The clause should be read as: The bidder should have registered an average turnover of Rs.100 crores or above during the last financial year (2018-19). Copy of the audited Balance Sheets and / or Certificate of the Chartered Accountant for the preceding year(18-19)
4	Page no:-9	2. Eligibility Criteria SI no:7 Bidder should have experience of minimum 5 years in providing internet link in India as on 31.03.2019.	The clause should be read as: Bidder should have experience of minimum 1 (One) year in providing internet link in India as on 31.03.2019.
5	Page no:-10	3.Scope of Work SI no: C The ISP should undertake to commission the link within a period of 04 weeks from the date of Purchase Order.	The ISP should undertake to commission the link within a period of 04-06 weeks from the date of Purchase Order/Notification of Award.
6	Page no-17	Section-II Instructions to Bidders	Following clause is added as SI no:7 7. Vicarious Liability The selected Bidder shall be the principal employer of the employees, personnel/individual, engaged by the selected Bidder and shall be vicariously liable for all the acts, deeds, matters or things, whether the same is within the scope of power or outside the scope of power, vested under the contract. No right of any employment in the Bank shall accrue or arise, by virtue of engagement of personnel/individual, etc. by the selected Bidder, for any assignment under the contract. All remuneration, claims, wages dues etc. of such employees, agents, contractors, sub-contractors etc. of the selected Bidder shall be paid by the selected Bidder alone and the Bank shall not have any direct or indirect liability or obligation, to pay any charges, claims or wages of any of the selected Bidder 's employees, personnel/individual, etc. The

			<p>selected Bidder shall agree to hold the Bank, its successors, assigns and administrators fully indemnified, and harmless against loss or liability, claims, actions or proceedings, if any, whatsoever nature that may arise or caused to the Bank through the action of selected Bidder employees personnel/individual, etc. The Vendor shall maintain all records required to be maintained under statutory enactments and shall submit to the Bank a certificate every month to the effect that Vendor has and is complying with all the statutory regulations as said heretofore.</p>
7	Page no-25	<p>Section-III General Terms & conditions of Contract 9.1.Termination for Default</p>	<p>The clause should be read as:</p> <p>a. “Bank may, without prejudice to any other remedy for breach of contract, by written notice of default 30 days sent to the Vendor, terminate the contract in whole or part: if the Vendor fails to deliver any or all of the systems within the period(s) specified in the Contract, or within any extension thereof granted by the Bank pursuant to conditions of contract or if the Vendor fails to perform any other obligation(s) under the Contract.</p> <p>b. “In the event Bank terminates the Contract in whole or in part, Bank may procure, upon such terms and in such manner, as it deems appropriate, systems or services similar to those undelivered and the Vendor shall be liable to Bank for any excess costs for such similar systems or services. However, the vendor shall continue the performance of the contract to the extent not terminated”.</p>

Clarifications to Pre-Bid Queries:

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
1	Page no-10	3.Scope of Work 3.1 Sl no.a	The Allahabad Bank is requesting proposal for Supply, Commissioning and Maintenance of 3 (Three) no. of 64 Mbps Dedicated (1:1; uncompressed, unfiltered and unshared) Internet Bandwidth with DDoS Protection (scrubbing facility) of 512 Mbps from the Internet Service Providers (ISPs) at Data Centre, Mumbai, Disaster Recovery Site, Lucknow and any other locations as required by the Bank	Request Bank to share the complete address for DC, DR and other site where we need to install the link. This is required to carry out the feasibility at each site. Also request Bank to take charge for the Cross Connect Charges at Mumbai or any other sites.	<p>1. Data Center : Ctrl - S Data Center, Plot No. GEN/72/1/A TTC Industrial Area MIDC MAHAPE, Navi Mumbai - 400701</p> <p>2. Disaster Recovery Site : Allahabad Bank, 3rd Floor, Disaster Recovery Site, Zonal Office Building Hazratganj- Lucknow - 226001.</p> <p>3.Near-DR Site SIFY technologies Pvt. Ltd. VAT251 &261, 5th & 6th floor, Vashi Infotech Park 400703 - Mumbai Maharashtra</p> <p>The Bank at its discretion may change the location.</p>
2	Page no-10	1. Scope of Work 3.1. Sl no: g	The following Network parameters need to be ensured: Availability: 99.90% or above on monthly basis.	As a Industry standard request Bank to reduce the availability at each site to 99.5% monthly.	No Changes-RFP stands.
3	Page no-10	3.Scope of Work 3.1. Sl no: C	The ISP should undertake to commission the link within a period of 04 weeks from the date of Purchase Order.	Request Bank to increase the timelines to 8 weeks .	The clause should be read as – The ISP should undertake to commission the link within a period of 04-06 weeks from the date of Purchase Order.
4	Page no-24	9. Liquidated Damage, Penalties & Service Levels .a. Penalties for project implementation on delay	The Bank shall be entitled to charge penalty 2% per week of delay with a maximum of 10% of the total order value of all the services to be delivered beyond the scheduled delivery date for providing services.	Request Bank to reduce the penalty 0.5% per week of delay with a maximum of 5% of the total order value of all the services to be delivered beyond the scheduled delivery date for providing services.	The clause should be read as – Penalties for project implementation delay: The Vendor should undertake to commission the link/services in the SOW (Scope of Work) within 4-6 (Four to Six) weeks from the date of Purchase Order / Letter of Intent. The Bank shall be entitled to charge penalty 2% per week of

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					delay with a maximum of 10% of the total order value of all the services to be delivered beyond the scheduled delivery date for providing services.
5	Page no-24	9.b. Penalties for delay in upgrades	The Vendor should also undertake to upgrade the link within 7 days from the date of Purchase Order for up-gradation. The Bank shall be entitled to charge penalty 2% of the additional up-gradation cost per week of delay with a maximum of 10% of the additional up-gradation cost beyond the scheduled up-gradation date	Minimum time for up gradation will be 4 weeks. Penalty need to be reduced to 0.5% per week to maximum of 5% of the additional up-gradation cost beyond the scheduled up-gradation date.	No Changes-RFP Stands.
6	Page no-24	9.c. Uptime and penalties for downtime:	Uptime and penalties for downtime:	Request Bank too reduce the Penalties. It is too high.	No Changes-RFP Stands.
7	Page no:-6	1.6.	Bid Submission extension date	Request Bank to increase the Bid Submission date by 21 days as we need to do the feasibilities, Prepare EMD , take legal vetting on the agreements mentioned in the RFP	As notified by the Bank in Addendum-II.
8				Bidder will proactively notify Bank within 15 minutes of attack notification. Once the Bank chooses Attack Mitigation, Mitigation/Scrubbing begins within 30 minutes of attack identification	No changes-RFP Stands.
9	Page no-7	3.2 Sl no:7	Vendor's solution should have ability to block IPs from any location (known, unknown, suspected geographical locations).	This is only possible once Bank raises the ticket and we can block the IPs	No Changes- RFP Stands.

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
10	Page no-7	Table 1.1 RFP Procurement and Bid Submission Information SL no: 1.6.6	Last Date and time for sale of RFP - 28.05.2019, 12:00 Hours IST	This is a very big and important project which requires lot of planning to bring cost efficient solution for bidding. In order to arrive at a stage which is beneficial for both bidder and Authority request extension for atleast 4 weeks in terms of bid submission deadline. This will ensure cost efficient and well planned solution bid to be in place. Suggested Clause is: "Last Date and time for sale of RFP - 25.06.2019, 12:00 Hours IST"	As notified by the Bank in the Addendum-II.
11	Page no-7	Table 1.1 RFP Procurement and Bid Submission Information SI no: 1.6.7	Last Date and time for Receipt/Submission of Bid - 28.05.2019, 13:00 Hours IST	This is a very big and important project which requires lot of planning to bring cost efficient solution for bidding. In order to arrive at a stage which is beneficial for both bidder and Authority request extension for atleast 4 weeks in terms of bid submission deadline. This will ensure cost efficient and well planned solution bid to be in place. Also, provide complete day to submit bid (as sometimes there some technical difficulties)"	As notified by the Bank in the Addendum-II.
12	Page no-7	Table 1.1 RFP Procurement and Bid Submission Information SI no: 1.6.8	Date and Time of Opening of Technical Bids - 28.05.2019, 13:00 Hours IST	This is a very big and important project which requires lot of planning to bring cost efficient solution for bidding. In order to arrive at a stage which is beneficial for both bidder and Authority request extension for atleast 4 weeks in terms of bid submission deadline. This will ensure cost efficient and well planned solution bid to be in	As notified by the Bank in the Addendum-II.

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
				<p>place.</p> <p>Suggested Clause is:</p> <p>"Date and Time of Opening of Technical Bids - 26.06.2019, 11:00 Hours IST"</p>	
13	Page no-8	2. Eligibility Criteria SI no:1	<p>The bidder must be an Indian firm/ company / organization registered under Companies Act. And should be operating in India for at least 5 Years as on 31st March 2019.The bidder/ISP must be a Tier –I provider and Category-A (class-A)/ UASL ISP license holder from DoT, Government of India. The ISP should produce the validity of TRAI license with documentary proof and DOT license to operate International gateways.</p>	<p>As you are aware we are relatively new entrant in the market who works on next generation technology. And we started our operations last year only. Hence, in order to make us eligible for this tender, request you to kindly relax this clause and remove 5 years from this clause.</p> <p>Suggested Clause is: "The bidder must be an Indian firm/ company / organization registered under Companies Act. And should be operating in India as on 31st March 2019.The bidder/ISP must be a Tier –I provider and Category-A (class-A)/ UASL ISP license holder from DoT, Government of India. The ISP should produce the validity of TRAI license with documentary proof and DOT license to operate International gateways."</p>	<p>The clause should be read as:</p> <p>The bidder must be an Indian firm/ company / organization registered under Companies Act. And should be operating in India for at least One(01) year as on 31st March 2019.The bidder/ISP must be a Tier –I provider and Category-A (class-A)/ UASL ISP license holder from DoT, Government of India. The ISP should produce the validity of TRAI license with documentary proof and DOT license to operate International gateways.</p>
14	Page no-9	2. Eligibility Criteria SI no:4	<p>The bidder must possess valid certification such as ISO 27001 and ISO 9001 and preferably TL 9001.</p>	<p>Request you to kindly relax this clause as all good telecom players don't have TL 9000 certification as on date. Request you to kindly modify this clause in order to enable</p>	<p>No changes- RFP stands.</p>

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
				<p>us to participate in this bid</p> <p>Suggested Clause is:</p> <p>"The bidder must possess valid certification such as ISO 27001 and either ISO 9001 or TL 9001."</p>	
15		Eligibility Criteria- Point 5	<p>The ISP should have successfully commissioned and maintained or maintaining a minimum of one Internet Link with DDOS /Scrubbing facilities during last 3 years to at least one Schedule commercial bank (including RRB & Co-Operative Bank)/ PSUs/ Central /State Govt. Organization within India as on bid submission date.</p> <p>Purchase orders and confirmation along with performance certificate or any other documentary evidence from existing customer(s).</p>	<p>Due to existing NDAs with various customers we cannot share the Purchase Orders. Kindly consider the credential letters/ Self Declaration letter for the eligibility criteria and amend the clause accordingly.</p>	<p>Bidder may submit the credential certificate from the existing customer.</p>
16	Page no-9	2. Eligibility Criteria SI no:5	<p>The ISP should have successfully commissioned and maintained or maintaining a minimum of one Internet Link with DDOS /Scrubbing facilities during last 3 years to at least one Schedule commercial bank (including RRB & Co-Operative Bank)/ PSUs/ Central /State Govt. Organization within India as on bid submission date. - Purchase orders and confirmation along with performance certificate or any other documentary evidence from existing customer(s).</p>	<p>As you are aware we are relatively new entrant in the market who works on next generation technology. And we started our operations last year only. Hence, in order to make us eligible for this tender, request you to kindly relax this clause and remove 3 years experience from this clause and ask for the capability to be present.</p> <p>Suggested Clause is:</p> <p>"The ISP should have capability for or maintaining a minimum Internet Link with DDOS /Scrubbing facilities as</p>	<p>The clause should be read as:</p> <p>The ISP may have successfully commissioned and maintained or maintaining a minimum of one Internet Link with DDOS /Scrubbing facilities to at least one Schedule commercial bank (including RRB & Co- Operative Bank)/ PSUs/ Central /State Govt. Organization within India as on bid submission date. Purchase orders and confirmation along with</p>

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
				on bid submission date. - Self Declaration to be submitted"	<p>performance certificate or any other documentary evidence from existing customer(s).</p> <p>Otherwise, The ISP should have the capability and infrastructure in place for successful commissioning, maintenance of Internet Link with DDOS /Scrubbing facilities to serve the enterprise category business organization/customer. Undertaking by the bidder should submitted along with bid proposal.</p>
17	Page no-9	2. Eligibility Criteria Sl no:7	Bidder should have experience of minimum 5 years in providing internet link in India as on 31.03.2019.	<p>As you are aware we are relatively new entrant in the market who works on next generation technology. And we started our operations last year only. Hence, in order to make us eligible for this tender, request you to kindly relax this clause and remove 5 years experience from this clause and ask for 1 year.</p> <p>Suggested Clause is: "Bidder should have experience of minimum 1 year in providing internet link in India as on 31.03.2019."</p>	<p>The Clause should be read as: Bidder should have experience of minimum 1 (One) year in providing internet link in India as on 31.03.2019.</p>

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
18	Page No:10	Scope of Work 3.1 (a)	The Allahabad Bank is requesting proposal for Supply, Commissioning and Maintenance of 3 (Three) no. of 64 Mbps Dedicated (1:1; uncompressed, unfiltered and unshared) Internet Bandwidth with DDoS Protection (scrubbing facility) of 512 Mbps from the Internet Service Providers (ISPs) at Data Centre, Mumbai, Disaster Recovery Site, Lucknow and Near DR Location (Navi Mumbai) or any other locations as required by the Bank.	<p>We request Allahabad Bank Team to review the DDoS Mitigation capacity level needed -512 Mbps and let us know if an increase in Mitigation capacity Levels are of interest with reference to High Severity DDoS Attack Trends observed these days which are a bare minimum 1-2 Gbps+ Attacks.</p> <p>For each of the 64 Mbps links Bank needs mitigation of 512 Mbps of DDOS protection or a cumulative protection of 512 Mbps is required for all three links. Please let us know.</p>	<p>No Changes-As per RFP.</p> <p>Explanation: For each of the 64 Mbps links Bank needs mitigation of 512 Mbps of DDOS protection.</p>
19	Page No:10	Scope of Work 3.1 (a)	The links are to be procured from the service provider as per Bank's requirement mentioned in 3.1 (a). The links are to be integrated with the existing network of the Bank. The Bidder shall be responsible for any other equipment (CPE), which is needed by them to terminate its link at the BANK router, no extra cost will be provided for any such equipment.	<p>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 Allahabad Bank wants OFFNET DDoS Protection too , the certain prerequisites are listed;1. Allahabad Bank's router should forward NetFlow for Cloud DDoS Detection service.</p> <p>2. Allahabad Bank should have their own AS Number with /24 or bigger IP pool which are to be protected.</p> <p>3. Allahabad Bank will have to withdraw route from existing ISP and then TCL will inject BGP route to direct traffic for OFFNET Cloud DDoS Mitigation Service</p>	<p>To be shared with the successful bidder.</p>
20	Page No:10	Scope of Work 3.1 (e)	The Bandwidth Service Provider has to provide last mile connectivity between our offices and their local POP or exchange using their own infrastructure independently for each link.	<p>Infrastructure sharing is common in the Industry. Please clarify the restriction on sharing infrastructure is only restricted to last mile connectivity? Please clarify this clause? Please share the</p>	<p>Details will be shared with the successful bidder(s).</p>

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
			It should be noted that Bandwidth Service Provider should not share or use any infrastructure from the existing vendor. The bandwidth to be provided by the Bidder should meet the network security requirement as defined by Bank from time to time e.g. would be able to support IPSec, 3 DES encryption etc.	details of existing Vendors .	
21	Page No:10	Scope of Work 3.1 (f)	The ISP shall provide DDoS attack detection and protection (scrubbing) facility to the bank and filter the traffic as per Bank's requirement.	We would like 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 Allahabad Bank'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 need to be tweaked. Fine-tuning of ongoing mitigation's countermeasures can also be done when requested by Allahabad Bank.	
22	Page No:11	Scope of Work 3.1 (k)	Confirmation of availability of on-line fault detection mechanism of circuits/CPE at the service provider's NOC should be given along with the proposal/solution by the service provider. The evidence to this effect will be submitted on agreed periodicity	For proactive monitoring Bank to share the read only access to SNMP trap to service provider for monitoring of link.	No Changes-RFP Stands
23	Page No:11	Scope of Work 3.1 (n)	Initially Service Provider should provide 32 No. of IPv4 and 32 No. of IPv6 Global IP addresses and additional IP addresses if required by the Bank, free of cost.	As standard practice in the market only 8 nos of IPv4 addresses are provided along with each link. As there are total 3 links, request you to kindly change this number to 24 Nos. Suggested Clause is:	No Changes-RFP Stands.

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
				"Initially Service Provider should provide 24 No. of IPv4 and 24 No. of IPv6 Global IP addresses and additional IP addresses if required by the Bank, free of cost."	
24	Page No:11	Scope of Work 3.1 (p)	<p>Detection and Mitigation Process</p> <p>i. For Attack less than or equal to 512 Mbps</p> <ul style="list-style-type: none"> o Attack Notification within 10 minutes of Identification. o Automatic Attack Mitigation, Mitigation/Scrubbing begins within 15 minutes of attack identification. o Necessary Reports to be submitted to the Bank. <p>ii. Detection and Mitigation Process for Attack more than 512 Mbps</p> <ul style="list-style-type: none"> o Attack Notification within 10 minutes of Identification. o Automatic Attack Mitigation, Mitigation/Scrubbing begins within 15 minutes of attack identification. o Necessary reports (as proof) to be submitted to bank within 24 hours of the attack notification. o The same will be reviewed by the Bank for necessary confirmation. 	Need clarification as to whether is 512 Mbps referred to the size of Attack when detected or does it refer to the amount of Attack traffic levels dropped during mitigation .Also please provide a boundary for defining the size of attacks greater than 512 Mbps-should be considered as 1 Gbps to provide appropriate commercials as follows - commercials for mitigating attack sizes up to 512 Mbps and b. Commercials for mitigating attack sizes greater than 512 Mbps up to 1 Gbps?	No Changes-RFP Stands.
25	Page No:12	3.2 (1) and 3.2(2)	<p>The solution must be able to detect and mitigate different types of Distributed Denial of Service (DDoS) attacks:</p> <ul style="list-style-type: none"> • TCP SYN Flood • Spoofed TCP-SYN Flood • SYN/ACK Reflection Flood • TCP ACK Flood • Smurf attack • Ping Flood • Ping of Death • ICMP Echo request Flood • Mydoom • UDP Flood • Nuke 	Does Allahabad Bank want protection from Volumetric and Application Layer DDoS Attacks since L4 & L7 Protocols are mentioned. For Layer 4+ 7 TATA has Hybrid Solution where Cloud + CPE Model (which includes Cloud Protection for Volumetric Attacks plus an Inline CPE device for L7 Protection). Request to confirm the requirement. Request the bank to remove mydoom as it is a virus and not a kind of ddos attack.	No Changes-As per RFP.

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
			<ul style="list-style-type: none"> • HTTP/HTTPS Flood attack • DNS amplification attack • IP Fragmented attack • The solution should be able to scrub any other type of Flooding attacks. <p>2. The solution must be able to protect all internet protocols used including http, https, dns, smtp, ftp, ipsec etc.</p>	<p>Flood attack on highlighted ports can be mitigated based on pattern however protection of these protocol traffic cannot be covered under cloud based DDOS mitigation this feature is for L7 Application layer DDOS mitigation which Bank is not looking for. If Bank needs a Application based DDOS mitigation also then please specify the throughput needed for application attack mitigation else remove the clause.</p>	
26	Page No:13	3.2(16)	Vendor should provide web portal to verify the status of mitigation and download reports of incidents happened.	<p>TATA can share the mitigation reports (24*7-Anytime)when requested by Allahabad Bank Team and a Customer's view portal will be given to retrieve necessary DDoS Attack Alert Reports only. So requesting Bank to modify the clause as:</p> <p>Bidder should provide Bank portal to provide alert reports and mitigation reports will be shared (24*7-Anytime)when requested by Allahabad Bank Team.</p>	No Changes-RFP Stands.
27	Page No:12	12 3.2 Following features should be available but	Vendor shall provide support in case Bank decides any integration between Bank's SOC (Security Operation Centre)	Kindly remove this clause, as Bank will be provided with all the required information and logs through the NMS login provided. And doing	No Changes-RFP Stands.

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		not limited to must be included in the deliverable by the Bidder.	and Scrubbing Facility Centre or equivalent provided by vendor. This includes but not limits to components like network logs, integration with SIEM (Security Information & Even Management) etc.	integration with SIEM of the bank will be a big project in itself. The information required by the bank may be provided through the NMS system directly on the login of Bank. This will double the effect and will cause in wastage of resources. Hence, remove this clause.	
28	Page No:13	17. 3.2 Following features should be available but not limited to must be included in the deliverable by the Bidder.	Vendor should provide support and allocate provision for providing proxy facility to the links if required for any business purpose or as a part of security measure without charging extra from the Bank.	Kindly clarify this requirement and provide detailed explanation of expectations from "provide support and allocate provision for providing proxy facility to the links if required for any business purpose or as a part of security measure without charging extra from the Bank."..	No changes-RFP Stands.
22	Page no:-18	Section-II SI no:6	As per scope of the RFP, the subcontracting is explicitly prohibited. However, if the Bidder later considers subcontracting for certain reasons, the, Bidder has to obtain written permission from the Bank before contracting any work to subcontractors. Bank at its own discretion may permit or deny the same. The bidder should then provide subcontracting details to the Bank and if required, Bank may evaluate the same.	Sub contracting of operations and maintenance services, installation and commissioning is common in industry, whether the same will be permitted without any written consent from the Bank?	No Changes-RFP Stands.

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
23	Page no:23	Payment terms	Subsequent to commissioning of links, the locations may have to be shifted as per Bank's requirements. Bidder is required to shift the equipment/links and carryout the commissioning at the new location. Cost for shifting shall be pay only after the appropriate approvals from Bank officials.	Branch shifting will attract One Time Charge. The OTC will be based on calculation of capex and opex involved. The request for the same should be raised by the AS via Self Care	No Changes-As per RFP
24	Page no:25	Section-III 9.C	In the event Bank terminates the Contract in whole or in part, Bank may procure, upon such terms and in such manner, as it deems appropriate, systems or services similar to those undelivered and the Vendor shall be liable to Bank for any excess costs for such similar systems or services. However, the vendor shall continue the performance of the contract to the extent not terminated.	Whether in such events Bank will procure services through public auction or through private negotiation? Whether the existing bidder will have access to the details of such negotiations to ensure transparency.	The Clause should be read as: No Changes –RFP Stands
25	Page no-30	Cancellation of the Order	In case of order cancellation, any payments made by Bank to the Bidder would necessarily have to be returned to Bank with interest @ BPLR+3.5%+2% as per the prevailing BMPLR	Kindly remove this clause, it is not a acceptable norm in the industry	No Changes-RFP Stands.
26	Page no:30	Section-III 19.Business Continuity	The Service Provider agrees for the following continuity arrangements to ensure the business continuity of the Bank: i. In the event this Agreement comes to end on account of termination or by the expiry of the term/ renewed term of the Agreement or otherwise, the Service Provider shall render all reasonable	Please specify the exact scope of services for business continuity under this provision? We expect that in such events Bank will be coordinating with the new service provider, as per our understanding. Kindly clarify.	No Changes- RFP Stands. Explanation: In the event this Agreement comes to end on account of termination or by the expiry of the term/ renewed term of the Agreement or otherwise, the Service Provider shall render all reasonable assistance and help to the Bank

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
			assistance and help to the Bank and to any new contractor engaged by the Bank, for the smooth switch over and continuity of the Services.		and to any new contractor engaged by the Bank, for the smooth switch over and continuity of the Services.
27	Page no:32	Section-III section 10 (ix) - Integrity Pact	Either directly or indirectly, is closely related to any of the officers of the Buyer, or alternatively, if any close relative of an officer of the Buyer has financial interest/stake in the Bidder's firm, the same shall be disclosed by the Bidder at the time of filing of tender. Any failure to disclose the interest involved shall entitle the Buyer to rescind the contract without payment of any compensation to the Bidder. The term 'close relative' for this purpose would mean spouse whether residing with the Government servant or not, but not include a spouse separated from the Government servant by a decree or order of a competent court; son or daughter or step son or step daughter and wholly dependent upon Government servant, but does not include a child or step child who is no longer in any way dependent upon the Government servant or of whose custody the Government servant has been deprived of by or under any law; any other person related, whether by blood or marriage, to the Government servant or to the Government servant's wife or husband and wholly	In case bidder is a large organization , compliance on whether the bidder or any employee of bidder is a relative of any of the officers of Buyer is difficult to identify and comply . Hence can this clause be either removed or the disclosure requirement may be restricted to the key employees of bidder who are directly involved in the participation of the Bid , whether related to any officials of the Bank ?	No Changes- RFP Stands.

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
			dependent upon Government servant.		
28	Page no:33	Inspection of Records	All Bidder records with respect to any matters covered by this tender shall be made available to Bank or its designees at any time during normal business hours, as often as Bank deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data. Said records are subject to examination. Bank reserves the right to conduct audits on the service provider whether by its internal or external auditors, or by external specialists appointed to act on its behalf and to obtain copies of any audit or review reports and findings made on the service provider in conjunction with the services performed for the bank. Bank's auditors would execute confidentiality agreement with the Bidder, provided that the auditors would be permitted to submit their findings to Bank, which would be used by Bank	<p>Audit of any records cannot be allowed, kindly modify this clause. Companies like ours can only allow audit to the authorized auditors as per Government of India norms.</p> <p>Whether the audit referred in this clause will be restricted to the Bank's locations where the services are provided ? The term service levels may be broad , for a telecom service provider there are restriction and limitation on providing any network related details , as such , will it be excluded from the scope?</p>	No Changes-RFP Stands.
29	Page No-33	24-Solicitation of Employees	Allahabad Bank shall request a clause in the final agreement that states the parties agree not to hire, solicit, or accept solicitation (either directly, indirectly, or through a third party) for their employees directly involved in this contract during the period of the contract and one year thereafter, except as the parties may agree on a case-by-case basis.	Whether an employee responding to a general advertisement in any digital or print medium will be exempted from the restriction imposed under this Clause?	No Changes-RFP Stands.

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
30	Page No-39	Terms of Payment 11.1	Notwithstanding the remedies contained herein, the Bidder shall be responsible for payment of penalties in case service levels are not met because of inability of the bank to use the proposed solution. C	We understand that the SLA penalties for the „T“th quarter shall be deducted in every T+1 quarter i.e. penalties of first quarter bills shall be adjusted in second quarter after satisfactory downtime reconciliation for the first quarter and so on. Please confirm our understanding	No Changes-RFP Stands
31	Page :43	Section-III 2(C)- Restriction	The foregoing obligations as to confidentiality shall survive any termination of this Agreement	How long the confidentiality obligation to survive?	No Changes-RFP Stands
32	Page no-67	Section -11 Fall Clause	The Bidder undertakes that he has not supplied/is not supplying the similar systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India and if it is found at any stage that the similar system or sub-system was supplied by the Bidder to any other Ministry/Department of the Government of India at a lower price, then that very price will be applicable to the present case and the difference in the cost would be refunded by the Bidder to the Buyer, if the contract has already been concluded.	This clause will be difficult to comply, as the price may depend on several factors as well, hence can it be removed from compliance?	No Changes-RFP Stands.

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
		Generic Clause		<p>Does Allahabad Bank Team want Cloud DDoS Detection and Mitigation facility or even CPE Inline based DDoS Protection facility</p> <p>Request to note that the Cloud Model will have DDoS Protection upto Layer 4 DDoS Attacks and the Inline CPE Device will provide DDoS Protection upto Layer 7(Application)</p>	<p>The Scope of work and other terms and conditions has been clearly mentioned in the RFP for the bidders to provide the desired solution to the Bank. Bank does not require any additional service which is out of scope of the RFP.</p>
33		Generic Clause		<p>Does Allahabad Bank Team want cloud signalling facility that is available in the CPE Model. In case the throughput of CPE gets exceeded , The CPE Inline device signals the Cloud Model to perform DDoS Scrubbing / Request to give an answer for this query if CPE Model is needs to be subscribed.</p>	<p>The Scope of work and other terms and conditions has been clearly mentioned in the RFP for the bidders to provide the desired solution to the Bank. Bank does not require any additional service which is out of scope of the RFP.</p>
34		Generic Clause		<p>Does Allahabad Bank's router support GRE</p>	<p>To be shared with successful bidder in case of any such valid requirement arises from the successful bidder.</p>
35		Generic Clause		<p>If Allahabad Bank wants OFFNET DDoS protection for the IPV6 Addresses also, Request the bank to confirm following pre-requisites, OFFNET IPV6 Protection pre-requisites:</p> <p>a. Bank to export the IPV6 details from an IPV4 source IP only and not via a IPV6 Source IP.</p> <p>b. The customer should have a minimum of /48 IPV6 Address to add under protection.</p>	<p>The Scope of work and other terms and conditions has been clearly mentioned in the RFP for the bidders to provide the desired solution to the Bank.</p>

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
				<p>c.A router that supports GRE and forwards net-flow (or equivalent info) to Cloud DDoS service.</p> <p>d.Customer must have own AS number or control on the respective /48 segment.</p> <p>e.Customer will have to withdraw route from the existing ISP and then we inject BGP route to direct traffic to our Cloud DDoS service.</p>	
36		Generic Clause		Should we protect only 32 no. of IPV4 and IPV6 Addresses for DDoS protection services? please confirm. If not, please confirm the range of IP Addresses v4/v6 to be protected?	The Scope of work and other terms and conditions has been clearly mentioned in the RFP for the bidders to provide the desired solution to the Bank.
37	Page no-20	Section - III General Terms and Conditions of Contract Point O	The Bidder is responsible for managing the activities of its personnel or the personnel of its subcontractors/franchisees and will be accountable for both. The Bidder shall be vicariously liable for any acts, deeds or things done by their employees, agents, contractors, subcontractors etc. which is outside the scope of power vested or instructions issued by the Bank. Bidder shall be the principal employer of the employees, agents, contractors, subcontractors etc. engaged by Bidder and shall be vicariously liable for all the acts, deeds or things, whether the same is within the scope of power or outside the scope of power, vested under the contract to be issued for this tender. No right of any employment shall accrue or arise, by virtue of engagement of	Bidder shall comply with all law rule and regulations with respect to employees, however it is not OK with Indemnification, kindly modify the clause accordingly	No Changes- As per RFP.

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
			<p>employees, agents, contractors, subcontractors etc. by the Bidder, for any assignment under the contract to be issued for this tender. All remuneration, claims, wages, dues etc. of such employees, agents, contractors, subcontractors etc. of Bidder shall be paid by Bidder alone and the Bank shall not have any direct or indirect liability or obligation, to pay any charges, claims or wages of any of Bidder's employee, agents, contractors, and subcontractors. The Bidder shall hold the Bank, its successors, Assignees and Administrators fully indemnified and harmless against loss or liability, claims actions or proceedings, if any, that may arise from whatsoever nature caused to the Bank through the action of its employees, agents, contractors, subcontractors etc. However, the Bidder would be given an opportunity to be heard by the Bank prior to making of a decision in respect of such loss or damage.</p>		
38	Page no-25	Clause 10- Termination for default Point A & B	<p>Without prejudice to any other remedy for breach of contract, written notice shall be given to the vendor specifying the default and rectifying the same within a reasonable time and in case default continues then the contract will be terminated in whole or part stating the reason. The default will be reckoned as : if the Vendor fails to deliver any or all of the systems within the period(s) specified in the Contract, or within any</p>	<p>Bank may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Vendor, terminate the contract in whole or part: if the Vendor fails to perform material and substantial provisions of the Contract.</p> <p>Bidder shall replace the infringed material with non-infringed material however bidder shall not indemnify,</p>	No Changes-RFP Stands.

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
			extension thereof granted by the Bank pursuant to conditions of contract or if the Vendor fails to perform any other obligation(s) under the Contract.	kindly amend the clause accordingly	
39	Page no-27	Clause 16- Intellectual Property Rights	Entire Clause	In the event of a third party claim of intellectual property infringement, Bidder may, at its sole option, (i) obtain for Customer the right to continue using the Services, (ii) modify the Services so that the Services are non-infringing, (iii) replace the Services with a functionally equivalent, non-infringing service, or (iv) if the alternatives in Section (i)-(iii) are not available, Bidder may so notify Customer and terminate such infringing Services without penalty to either Party. Notwithstanding anything in this Agreement to the contrary, this Section is Customer's sole and exclusive remedy for any intellectual property infringement claims.	No Changes- As per RFP
40	Page no-29	Clause 21- Indemnity	Entire Clause	<p>Remark- Tata Communications shall indemnify in case of damage to tangible property, death, personal injury as a result of wilful misconduct or negligence of Tata Communications.</p> <p>Deviation - Please replace the current clause with the following clause "Each Party shall indemnify the other from and against any claims by third parties (including any Governmental Authority) and expenses (including legal fees and court costs) arising from</p>	No Changes- As per RFP

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
				<p>damage to tangible property, personal injury or death caused by such Party's negligence or wilful misconduct.</p> <p>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 BANK PURSUANT TO THE APPLICABLE PURCHASE ORDER GIVING RISE TO THE</p>	

Sr. No.	Page No	Section Number; Page Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
				LIABILITY. "	
41		PAGE NO-34	c) Non- Disclosure Agreement clause	Receiving Party acknowledges that monetary damages may not be the only and / or a sufficient remedy for unauthorized disclosure of Confidential Information and that disclosing party shall be entitled, without waiving any other rights or remedies, to injunctive relief. Notwithstanding anything stated to the contrary the total aggregate liability of Bidder shall not exceed 12 month of charges received from Bank under a specific purchase order giving rise to the liability.	No Changes-As per RFP

Further, for all other queries/requests submitted by the bidders in the Pre-Bid Meeting or elsewhere, for change i.e. addition/modification/deletion in the existing clauses of RFP, the **Bank's response is 'No Changes-RFP Stands'**.

All other terms and conditions of the RFP remain unchanged. Please treat this Addendum as an integral part of the RFP under reference. No further queries pertaining to this Addendum will be entertained. Amendment incorporated through this addendum will override the concerned RFP clause/terms & condition issued earlier.

(Chief Manager-IT)
Allahabad Bank, Head Office
Kolkata (WB)

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