इंडियन बैंक Indian Bank
इलाहाबाद ALLAHABAD

Clarification for the RFP for Providing Internet Connectivity with DDOS Services (RFP Ref. No. CO/ITD/CNW/1883/R1/2022-23 dated 01/11/2022)

Date: - 22//11/2022

S.No	Page no in RFP	RFP Point no/Title	Details provided in RFP	Query/Changes Requested	Bank's Reply
1	10	Bid Security & Cost of Bid Document	Earnest Money Deposit/Bid Security	Being a CPSU, we kindly request for exemption for the submission of the EMD through BG, instead, we will submit a Bid security declaration	No Change, Please refer RFP terms and Conditions. As bank follows Government of India Guidelines, hence bank may exempt EMD, after submission of supporting documents in this regard.
2	13	2) A)1) Bandwidth	* - Based on the utilization of links, service providers identified through open tender will be intimated to upgrade the links to next bandwidth based on the bank's requirement. Upgradation of links to be completed within 1 week from the date of receiving request from bank. Contract Period mentioned above for each bandwidth is only to arrive uniqueness in the reverse auction price amongst the bidders. Bank reserves the right to avail internet links of any of the aforementioned bandwidth without having any limitations on time period subject to the contract period of 3 years.	At any time If the bank would like to upgrade the link based on the utilization more than 1 Gbps, the On-premises DDoS also should have the capacity to do mitigation. Please provide the future scalability of the on-prem solution.	No Change, Please refer RFP terms and Conditions. It is clarified that, bidder has to provide the links and DDOS device as per RFP requirement.
3	13	2) A)4) Topology and Media	The service provider should provide the links on fiber between the service provider routers and Bank router on fiber termination. The successful bidders are encouraged to have a standby local cable laid and kept without connections between the terminal equipment and bank router for redundancy.	Please confirm the ISP to factor the commercials for both active and passive x connects in existing bank's data centres @Chennai and DR Site @Mumbai.	It is clarified that, mentioned clause is self-explanatory. Commercial pertaining to cross connect (active and passive) falls under bidder scope.
4	13	1) Scope of the Project	1) Scope of the Project · The name of the assignment is "Providing	Kindly provide full address of DC and DR sites for feasibility purpose	**Indian Bank DC Site** TATA COMMUNICATIONS BUILDING

S.No	Page no in RFP	RFP Point no/Title	Details provided in RFP	Query/Changes Requested	Bank's Reply
			Internet connectivity at Data centre @Chennai and DR Site @Mumbai with DDOS services".		#4 SWAMI SIVANANDA SALAI, CHENNAI-600002 State: TAMIL NADU **Indian Bank DR Site** CTRLS PREMISES,TTC INDUSTRIAL AREA, SOUTH CENTRAL ROAD,MIDC INDUSTRIAL AREA, MAHAPE, THANE, NAVI MUMBAI, MAHARASHTRA 400710 State: MAHARASHTRA
5	13	1) Scope of the Project	1) Scope of the Project · The name of the assignment is "Providing Internet connectivity at Data centre @Chennai and DR Site @Mumbai with DDOS services".	Kindly provide the Routing protocol requested by Bank.	It is clarified that, as per the implementation requirement, routing protocol to be configured.
6	13	1) Scope of the Project	1) Scope of the Project · The name of the assignment is "Providing Internet connectivity at Data centre @Chennai and DR Site @Mumbai with DDOS services".	As per Tata Comm understanding both Internet links will be considered as active links, kindly suggest if otherwise.	It is clarified that, both ISP's links at DC and DR will be used as active links.
7	13	2) A)4) Topology and Media	The service provider should provide the links on fiber between the service provider routers and Bank router on fiber termination. The successful bidders are encouraged to have a standby local cable laid and kept without connections between the terminal equipment and bank router for redundancy.	Kindly confirm ISP should provide Router along with Internet Circuit.	It is clarified that, ISP's have to provide links and DDOS device. Providing the router doesn't falls under the bidder scope. Please adhere to RFP terms and conditions.
8	13	2.A.1	Upgradation of links to be completed within 1 week from the date of receiving request from bank	We request to pls increase the timelines from 7 days to 21 days for the bandwidth upgradation .	No Change, Please refer RFP terms and Conditions

Clarification for the RFP for Providing Internet Connectivity with DDOS Services (RFP Ref. No. CO/ITD/CNW/1883/R1/2022-23 dated 01/11/2022)

Date: - 22//11/2022

S.No	Page no in RFP	RFP Point no/Title	Details provided in RFP	Query/Changes Requested	Bank's Reply
9	14	2) A)9) Topology and Media	Static IP addresses are required at every site. The number of static LAN IP addresses should be minimum /25 on IPV4 and /64 on IPV6, at both locations. Apart from LAN IPs for the Link, link IPs are to be provided.	Is the bank needs one static IP subnet of each /25 and /64? Pls confirm.	It is clarified that, clause is self-explanatory.
10	14	2) B)DDOS mitigation service requirement:	10 Gbps on cloud and 1 Gbps on premise	Is the 10 Gbps on cloud is pooled mitigation or per link?	It is clarified that, 10 Gbps bandwidth on cloud mitigation is required per link.
11	14	2) A)6) Latency	Latency: The latency at all times to ping to common websites like google.com and Yahoo.com (servers located in Europe) should not exceed 200 ms. If at any time Latency is observed to be more than 200ms, same may be treated as link outage till the latency is restored to less than 200ms.	Request relaxation in this clause	No Change, Please refer RFP terms and Conditions
12	14	2) A)6) Packet Loss/ Drop	Packet Loss/ Drop : <0.1% over 60 minutes.	Packet loss shall be as per standard Service schedule ; Packet drop > 1.0 % for > 7Hrs only will be applicable for service credits	No Change, Please refer RFP terms and Conditions
13	14	2. 7)	Packet Loss/ Drop :<.1% over 60 minutes	Please consider packet loss <1%	No Change, Please refer RFP terms and Conditions
15	14	2.A.6	Latency: The latency at all times to ping to common websites like google.com and Yahoo.com (servers located in Europe) should not exceed 200 ms. If at any time Latency is observed to be more than 200ms, same may be treated as link outage till the latency is restored to less than 200ms.	We request to please allow 250 ms latency	No Change, Please refer RFP terms and Conditions
16	14	2.A.7	Packet Loss/ Drop : <0.1% over 60 minutes.	We request to allow 1 % packet drops	No Change, Please refer RFP terms and Conditions
17	14	2.B	B) DDOS mitigation service requirement: 10 Gbps on cloud and 1 Gbps on premise.	The delivery would be accepted within 16 weeks from the PO Date. Due to globally Shortage of Components Device Manufacturing is Impact	No Change, Please refer RFP terms and Conditions

S.No	Page no in RFP	RFP Point no/Title	Details provided in RFP	Query/Changes Requested	Bank's Reply
				Badly. We request you to change this clause. This is important Clause for all OEM's	
18	14	DDOS mitigation service requirement: Sr. no. 8	DDOS mitigation service requirement: 10 Gbps on cloud and 1 Gbps on premise.	We request you to kindly amend this clause and asked the DDOS protection on cloud only instead of on premise.	No Change, Please refer RFP terms and Conditions
19	14	DDOS mitigation service requirement: Sr. no. 8	In-depth reporting and online user portal including usage, attacks, and protection must be available to customer IT Personnel. Please provide sample reporting.	We request you to kindly remove this clause.	No Change, Please refer RFP terms and Conditions
20	15	2) B)DDOS mitigation service requirement:	Necessary DDOS detection and mitigation solution to decrypt and inspect the encrypted packets should be provided as part of the solution.	What is the total amount of SSL Traffic that you expects in bps?	It is clarified that, most of the traffic are SSL.
21	15	2) B)DDOS mitigation service requirement:	Real time attack / threat detection of emerging internet based cyber-attacks and mitigation of the same by taking corrective action in co-ordination with Indian Bank officials.	Do you have your own IOC feed? If yes, then do you have STIX/TAXII server to integrate with our appliance? If so, share the STIX/TAXII server make and model?	It is clarified that, Bank is getting regular IOCs from Government Bodies like CERT-In, IDRBT, NCIIPC etc. which have to be complied by the Bank. As of now, bank does not have STIX/TAXI server. Please refer RFP terms and Conditions
22	15	DDOS mitigation service requirement: Sr. no. 18	SP's shall provide customer with 24*7*365 access (except during excluded Events) to the customer portal in order for customer to utilize the DDOS Detection & Mitigation service.	We request you to kindly remove this clause.	No Change, Please refer RFP terms and Conditions
23	15	DDOS mitigation service requirement: Sr. no. 19	ISP's shall provide customer with a web user id and password to access the customer portal for viewing reports and alerts of DDOS.	We request you to kindly remove this clause.	No Change, Please refer RFP terms and Conditions
24	15	DDOS mitigation service requirement: Sr. no. 22	ISP shall provide 24x7 help desk for Real Time attack reporting.	We request you to kindly remove this clause.	No Change, Please refer RFP terms and Conditions
25	15	DDOS mitigation service requirement: Sr. no. 23	SP shall provide the reports in a web portal to login and verify the status of Mitigation	We request you to kindly remove this clause.	No Change, Please refer RFP terms and Conditions

S.No	Page no in RFP	RFP Point no/Title	Details provided in RFP	Query/Changes Requested	Bank's Reply
			and download reports of incidents happened during at least last one year.		
26	16	DDOS mitigation service requirement: Sr. no. 25	On Premise solution should be minimum EAL 2 or above (Common Criteria Certification) certified.	We request you to kindly amend this clause and asked the DDOS protection on cloud only instead of on premise.	No Change, Please refer RFP terms and Conditions
27	16	4 – Eligibility Criteria	The scrubbing center from which the DDOS services are provided to bank should be located in India.	We request you to kindly change this clause as most of scrubbing centers are located out of India.	No Change, Please refer RFP terms and Conditions
28	16	5) Timeframe for completion of activities	Upgradation of links to be completed within 1 week from the date of receiving request from bank	We request you to kindly allow 3 weeks' completion time instead of 1 week from the date of receiving request from bank for up gradation of links.	No Change, Please refer RFP terms and Conditions
29	16	Period of Validity of Bids	Bids should remain valid for the period of 180 days after the last date for submission of bid prescribed by the Bank. A bid valid for a shorter period shall be rejected by the Bank as non-responsive. Bank may seek extension of bid validity period, if required.	We request the bank to modify the validity of price quote to 90 days	No Change, Please refer RFP terms and Conditions
30	17	Liquidated Damages	The Bidder is expected to complete the responsibilities that have been assigned on time. As a deterrent for delays during implementation, Bank would like to levy penalties for delays attributable to the Bidder. If the commissioning is delayed beyond the timelines, the penalty of Rs. 10,000/-per week or part thereof will be charged and recovered from subsequent payments. If the link is not commissioned with DDOS services within 10 weeks, it may lead to termination of entire contract under Termination of default.	We request the bank to limit LD to 10% of undelivered scope of work	No Change, Please refer RFP terms and Conditions

S.No	Page no in RFP	RFP Point no/Title	Details provided in RFP	Query/Changes Requested	Bank's Reply
31	17	SLA Penalty	Uptime greater than or equal to 99.50% - No penalty Uptime greater than or equal to 99.00% but less than 99.50% - Rs.20,000/- Uptime greater than or equal to 98.50% but less than 99.00% - Rs.40,000/- Uptime greater than or equal to 98.00% but less than 98.50% - Rs.60,000/- Uptime greater than or equal to 97.50% but less than 98.00% - Rs.80,000/- Uptime greater than or equal to 97.00% but less than 97.50% - Rs.1,00,000/- Uptime less than 97.00% - No payment Uptime less than 97.000% (for more than 2 months in a year) – Bank reserves the right to terminate the contract.	We request the bank to limit LD to 10% of quarterly charges	No Change, Please refer RFP terms and Conditions
32	21	DDOS mitigation service requirement: Sr. no. 19 Page no. 15	ISP's shall provide customer with a web user id and password to access the customer portal for viewing reports and alerts of DDOS.	We request you to kindly remove this clause.	No Change, Please refer RFP terms and Conditions
33	25	Termination for Convenience	Both the parties, by 90 days written notice sent to the Other Party, may terminate the Contract, in whole or in part, at any time for its convenience. · The notice of termination shall specify that termination is for the Bank's convenience, the extent to which performance of the successful bidder under the Contract is terminated, and the date upon which such termination becomes effective.	We request the bank to relook this clause as upfront hardware investment is being made	No Change, Please refer RFP terms and Conditions
34	Additional	NA	Site access and permission	All kind of permission/access at site from feasibility check to link delivery will be arranged	It is clarified that, service provider should provide the links on fiber between the

S.No	Page no in RFP	RFP Point no/Title	Details provided in RFP	Query/Changes Requested	Bank's Reply
				by customer. Inbuilding internal cable routing in false celling and under POP wall will be in customer scope of work	service provider routers and Bank router on fiber termination. The successful bidders are encouraged to have a standby local cable laid and kept without connections between the terminal equipment and bank router for redundancy. In this regard, cable laying falls under bidder's scope. However, Permission/access at site for laying of cable & feasibility check to link delivery will be arranged by bank. Please refer RFP terms and Conditions
35	Additional	NA	Power and earthing	RACK Space, Proper power supply and earthing arrangement for the bidder network devices will be arranged and maintained by customer.	Yes, It is clarified that RACK Space, Proper power supply and earthing arrangement for the bidder network devices will be arranged and maintained by bank.
36	Additional	NA	Acceptance criteria	We request to please define the acceptance criteria	It is clarified that, Bank will provide the acceptance for the delivered link as per RFP terms and conditions like latency, packet drop etc.
37	Additional	NA	First level troubleshooting	In case of connectivity down, FLT will be done by the customer spoke available at site. No downtime will be attribute to bidder incase the local person is not available at site or on site access is not available for the bidder engineer to check after the FLT.	No Change, Please refer RFP terms and Conditions. However, downtime may be exempted in case issue is attributable to bank, based on submission of relevant document by bidder & bank discretion.
38	Additional	NA	SLA calculation	SLA/downtime calculation will be done basis the trouble ticket raised by the customer with the bidder central helpdesk. Bidder will share the monthly uptime report with the customer where all the SR will be captured along with detailed RFO/RCA.	It is clarified that, SLA calculation will depend on various parameters like uptime based on internal NMS tool, raised tickets etc.

S.No	Page no in RFP	RFP Point no/Title	Details provided in RFP	Query/Changes Requested	Bank's Reply
39	Additional	NA	SLA Exemption	NO SLA penalty will be applicable on bidder incase the location is down due to 1) Power issue at customer end. 2) Improper earthing at site. 3) Equipment damaged due to water seepage or stolen from the location. 4) Access not available at site for the bidder engineer to check the issue. 5) LC not available at site. 6) Any condition which is beyond the control of bidder.	No Change, please refer RFP terms and Conditions. However, SLA may be exempted incase issue is attributable to bank, based on submission of relevant document by bidder & bank discretion.
40	Additional	NA	NA	What are the critical services in customer network (Web/Video/Audio/E-Commerce/SSL/E-Mail etc.)	It is clarified that, services running over internet links are critical in nature.
41	Additional	NA	NA	Is the layer 7 DDoS Protection required for Tata Link or All link at IB locations?	It is clarified that, layer 7 DDoS Protection required for the links provided by respective ISP's.
42	Additional	NA	In the provided specifications there is no mention on the physical interfaces requirement required for the On-premise device. Request the department to consider the provided clause	Considering the requirement of Bandwidth mentioned on the RFP, we request the department to include the clause " The proposed hardware appliance should not be a licensed feature of a Firewall, Load Balancer or any Reverse proxy solution and should support at least 6 nos of 1G copper interfaces from day-1 & should have scalability by 2 x 1/10G SFP+ interfaces"	Not considered, Please refer RFP terms and Conditions
43	Additional	NA	The solution must be able to protect all internet protocols used including http, https, dns, smtp, ftp, ipsec. Necessary DDOS detection and mitigation solution to decrypt and inspect the encrypted packets should be provided as part of the solution.	Zero day DDoS attacks are widely seen in the industry and the proposed solution should also have capability to mitigate such attacks as well, hence we request the department to rephrase the clause as " The solution must be able to protect all internet protocols used including http, https, dns, smtp, ftp, ipsec. Necessary DDOS detection and mitigation solution to	No Change. It is clarified that, solution must be able to protect all internet protocols and all type of attacks.

S.No	Page no in RFP	RFP Point no/Title	Details provided in RFP	Query/Changes Requested	Bank's Reply
				decrypt and inspect the encrypted packets should be provided as part of the solution. The solution should also have capability to mitigate Zero day attacks and should have a mechanism to configure real time signature within 20 seconds to mitigate such attacks"	
44	Additional	NA	End user response times must not be adversely impacted during business-asusual with business-as-usual response times being maintained.	Significant lateny on the end user response time can impact the production, hence we request the department to ammend the clause as " End user response times must not be adversely impacted during business-asusual with business-as-usual response times being maintained and the DDoS device should have latency of < 70 micro seconds"	It is clarified that, maximum capping for latency is less than 200ms. At any time latency is observed to be more than 200ms, same may be treated as link outage till the latency is restored to less than 200ms.
45	Additional	NA	Additional Point	To ensure continuity of the production traffic the system should have a means to bypass the traffic when the device goes down, hence we request the department to consider the provided clause "System should Fail-Open or should bypass the traffic in case of Hardware failure internally or Externally using Bypass Switch"	No Change, Please refer RFP terms and Conditions
46	Additional	NA	Additional Point	For effective mitigation of malicious traffic we request the department to consider the provided clause " The DDoS solution on cloud should have capability to accept signalling from on-premise DDoS device for effective and fast mitigation"	Not Considered, Please refer RFP terms and Conditions