

Response to Pre-Bid queries for (RFP) "RFP-IT/43/2025-26 Engagement of Vendor for Implementation, Installation, Commissioning and Management of Internet Leased Line (OFC) (1:1 uncompressed and unshared) for all the Branches, ZO and RO locations " dated 27/06/2025

#	Section and Clause Reference No	Page No	RFP Text	Query	Response To Query
1	7.1 Evaluation of Bids: - Technical scoring matrix: Point-5	9	Percentage of Wired Fiber network PAN INDIA (250+ locations) 90% to 100% - 25 marks, 80% to 70%- 15 Marks, 70% to 60% - 10 marks, 60% to 50% - 5 Marks Between 50% to 45 % - 1 Mark. Below 45% - 0 Marks	There are no marks mentioned for the category 80-90%; would request it to be 20 marks	Refer to the Amendment
2	34. ANNEXURE – VII – Scope of Work Point-1	28	Implementation, Installation, Commissioning and Management of Internet Leased Line (OFC) (1:1 uncompressed and unshared) with dual path connectivity for Branches as per listed items under clause no. 4. Requirements	For Management, SNMP access of the CFHL device would be required - mandatory	CFHL will provide the SNMP read-only access.
3	34. ANNEXURE – VII – Scope of Work Point-3	28	The Selected Bidder/ISP should provide Internet Leased Line (1:1 uncompressed and unshared) on fiber channel with dual path connectivity	Would request CFHL to ammend the clause to read as following: The selected bidder/ISP should provide ILL (1:1 uncompressed and unshared) on fiber channel with 99.50% SLA.	Refer to the Amendment

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4	34. ANNEXURE – VII – Scope of Work Point-4	28	The Selected Bidder/ISP should provide Internet Leased Line (1:1 uncompressed and unshared) with listed Bandwidth as per clause no. 4. Requirements. However, provision for bandwidth increase/decrease should be made available as and when the need arises for any of the locations as per the submitted rate card (Annexure IX). Can Fin Homes Ltd. will provide intimation for the same over e-mail communication and the Selected Bidder/ISP should ensure the bandwidth upgrade/downgrade happened within 2 Hrs after acknowledging the request via e-mail communication. The change in link cost to be included in the next billing cycle accordingly.	Would request PO for upgrade or downgrade to be provided; without it there will be billing challenges, as in most of TSP systems the order can be logged based only on PO number to maintain authenticity.	Refer to the Amendment
5	34. ANNEXURE – VII – Scope of Work Point-5	28	The Selected Bidder/ISP should provide Internet Leased Line (1:1 uncompressed and unshared) with redundant dual path connectivity having different paths and exchanges	Need more clarity on redundant dual path connectivity - Is it in Core Layer, Distribution Layer or Access Layer (in Access Layer is different paths required from S1 Splitter, from S2 Splitter or equipment/ONT 50 metres near or base of the building?	Refer to the Amendment

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6	34. ANNEXURE – VII – Scope of Work Point-10	29	2. Cable laying upto CFHL's router with dual path connectivity (refer point 5).	From Mux it will be single cable connecting to CFHL router. But the description says dual path till CFHL router which can be provided in case of dual Last mile. Please clarify? Does CFHL required Dual Path or Dual LM? Generally accepted practice is to provide dual links with dual LM where there will be 2 different links provided by 2 different TSP/ISP with 2 different paths from TSP POP; which will be that CFHL will be procuring 2 different ILLs with 2 different paths which will be managed by single TSP	Refer to the Amendment
7	34. ANNEXURE – VII – Scope of Work Point-4	29	The Selected Bidder/ISP should support SD-WAN implementation with IPSEC VPN parameters and all encryption methods	Please clarify if the SDWAN CPE to be bundled for SDWAN implementation, or else As the devices are owned by CFHL, the SDWAN implementation will be in CFHL scope	SDWAN implementation is with CFHL's Scope. The proposed ILL connections should support the requirements of the SDWAN technology and required security standards as described in the clause.
8	34. ANNEXURE – VII – Scope of Work Point-13	29	e. Packet loss, jitter and latency reports till the CFHL's devices (RO, ZO and all branches)	As the devices are owned by CFHL, Please mention the CPE make and model to extend the services and SNMP access to be provided for the reports	Will inform the same to successful Bidder. In the meantime, pl consider as standard OEM.

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9	34. ANNEXURE – VII – Scope of Work Point-30	30	Proposed internet links must be delivered up to CFHL router on Ethernet handoff via Multimode Fiber optic link.	Please clarify the handoff interface for connecting CFHL Router on the requested bw a) 10 Mbps - 1000 Mbps - RJ45 b) More than 1000 Mbps - MultiMode Fiber	Handoff interface should be - i.e. RJ45 connection.
10	7.1 Evaluation of Bids	9	Past Experience of projects for Implementation, Installation, Commissioning and Management of Internet Leased Line and/or MPLS links in BFSI sector organization/NBFC/ Scheduled Commercial Banks/ Government departments/ PSU organization/Housing Finance Company in India. 3 projects in last 3 years (4 marks each). *Aggregating to 10 marks.	We request to please modify the clause: Past Experience of projects for Implementation, Installation, Commissioning and Management of Internet Leased Line and/or MPLS links in BFSI sector organization/NBFC/ Scheduled Commercial Banks/ Government departments/ PSU organization/Housing Finance Company in India. 3 projects in last 3 5 years (4 marks each). *Aggregating to 10 marks.	Comply with the RFP terms and conditions.

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11	30. ANNEXURE -III: Pre-Qualification Criteria (Eligibility) Declaration	23	Bidder is feasible at the locations specified in this RFP from their own POP (Point of Presence) in India as wired Fiber connectivity. Documents to be submitted with this RFP 1. Feasibility report for Fiber connectivity. 2. Feasibility report for RF connectivity. Document of proof for confirming ISP's presence/availability in AWS cloud environments in India.	We request you to please modify the clause: Documents to be submitted with this RFP 1. Feasibility report for Fiber connectivity. 2. Feasibility report for RF connectivity. Document of proof for confirming ISP's presence/availability in AWS cloud environments in India. [Request to delete the requirement for proof of ISP presence in AWS cloud environments.]	Comply with the RFP terms and conditions.
12	30. ANNEXURE -III: Pre-Qualification Criteria (Eligibility) Declaration	23	Bidder should have redundant NOC (Network operation center) setup. Documents to be submitted with this RFP: Approved Architecture Diagram	We request to please modify the clause: Documents to be submitted with this RFP: Approved Architecture Diagram Self Declaration duly signed by authorized signatory	Comply with the RFP terms and conditions.

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13	30. ANNEXURE -III: Pre-Qualification Criteria (Eligibility) Declaration	23	NOC – Dedicated Help Desk /Support availability 24x7x365 days / SMS Alerts, for the company. Documents to be submitted with this RFP Order of precedence of the document: 1) ISO certification or equivalent 2) Any external Auditor certification 3) Any internal Auditor certification.	We request to please modify the clause as : Documents to be submitted with this RFP Any One document from the below Order of precedence of the document: 1) ISO certification or equivalent 2) Any external Auditor certification 3) Any internal Auditor certification.	Comply with the RFP terms and conditions.
14	30. ANNEXURE -III: Pre-Qualification Criteria (Eligibility) Declaration	23	Bidder must have Business Continuity Plan (Disaster Recovery (DR) arrangement & support infrastructure) and document (e.g. ISO 23001) on business continuity.	We request to please modify the clause as : Bidder must have Business Continuity Plan (Disaster Recovery (DR) arrangement & support infrastructure) and document (e.g. ISO 23001) on business continuity. Request to allow other equivalent standards and not restrict to ISO 23001.	Relevant Documents for fulfilling this clause can be provided.
15	30. ANNEXURE -III: Pre-Qualification Criteria (Eligibility) Declaration	23	Bidder is feasible at the locations specified in this RFP from their own POP (Point of Presence) in India as wired Fiber connectivity.	Please share the AWS Location details and Bandwidth details to check the feasibility.	Requiemnet is not called for AWS landing zone, however bidder should have the feasibility in the AWS regions within India for any future requiemnets. AWS region details is available on Cloud provider website.

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16	34. ANNEXURE – VII – Scope of Work	28	The Selected Bidder/ISP should provide Internet Leased Line (1:1 uncompressed and unshared) with listed Bandwidth as per clause no. 4. Requirements. However, provision for bandwidth increase/decrease should be made available as and when the need arises for any of the locations as per the submitted rate card (Annexure IX). Can Fin Homes Ltd. will provide intimation for the same over e-mail communication and the Selected Bidder/ISP should ensure the bandwidth upgrade/downgrade happened within 2 Hrs after acknowledging the request via e-mail communication. The change in link cost to be included in the next billing cycle accordingly	Please delete the decrease statement that it is not feasible to reducing the bandwidth throughout the contract duration.	Comply with the RFP terms and conditions.
17	34. ANNEXURE – VII – Scope of Work	29	The Selected Bidder/ISP should ensure maintenance of dashboards but not limited to: a. Link utilization reports. b. Link fault incidents c. RCA for down time for the links d. Detailed DDoS reports. (if Subscribed) e. Packet loss, jitter and latency reports till the CFHL's devices (RO, ZO and all branches)	Bandwidth and Utilization report will be offered. Latency will be offered on request basis twice in a month	Comply with the RFP terms and conditions.

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18	pg. no. 11	clause: 12.1	Uptime Requirement: The links should have 99.50 % uptime per month. If the uptime is not maintained for any month, the penalty will be charged asunder: <table><tr><th>Per Link Uptime per month</th><th>Amount payable for supply of Bandwidth/Management and Maintenance</th></tr><tr><td>99.50% and above</td><td>100% of Monthly Bandwidth Charges</td></tr><tr><td>99.40% and above but below 99.50%</td><td>90% of Monthly Bandwidth Charges</td></tr><tr><td>99.30% and above but below 99.40%</td><td>80% of Monthly Bandwidth Charges</td></tr><tr><td>99.00% and above but below 99.30%</td><td>70% of Monthly Bandwidth Charges</td></tr><tr><td>98.50% and above but below 99.00%</td><td>60% of Monthly Bandwidth Charges</td></tr></table>	Per Link Uptime per month	Amount payable for supply of Bandwidth/Management and Maintenance	99.50% and above	100% of Monthly Bandwidth Charges	99.40% and above but below 99.50%	90% of Monthly Bandwidth Charges	99.30% and above but below 99.40%	80% of Monthly Bandwidth Charges	99.00% and above but below 99.30%	70% of Monthly Bandwidth Charges	98.50% and above but below 99.00%	60% of Monthly Bandwidth Charges	RFP should contain standard time frame for accepting payments is within 18 days post completion of quarter and from date of generation of invoice. Penalty for the downtime should be capped at 10% or less of the order value. Or the same can be measured by the following: Downtime penalty applicable in % on quarterly bill- <table><tr><th>Sr. No</th><th>Uptime</th><th>Downtime</th><th>Penalty in %</th></tr><tr><td>1</td><td>>= 99.5%</td><td>0%</td><td></td></tr><tr><td>2</td><td>>= 99% to < 99.50%</td><td>1%</td><td></td></tr><tr><td>3</td><td>>= 98.5% to 99%</td><td>2%</td><td></td></tr><tr><td>4</td><td>>= 98% to 98.5%</td><td>4%</td><td></td></tr><tr><td>5</td><td>>= 95% to 98%</td><td>6%</td><td></td></tr><tr><td>6</td><td>>= 90% to 95%</td><td>8%</td><td></td></tr><tr><td>7</td><td>< 90%</td><td>10%</td><td></td></tr></table>	Sr. No	Uptime	Downtime	Penalty in %	1	>= 99.5%	0%		2	>= 99% to < 99.50%	1%		3	>= 98.5% to 99%	2%		4	>= 98% to 98.5%	4%		5	>= 95% to 98%	6%		6	>= 90% to 95%	8%		7	< 90%	10%		Comply with the RFP terms and conditions.
Per Link Uptime per month	Amount payable for supply of Bandwidth/Management and Maintenance																																																
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19	12.1(a)(ii)	12	ii. Exclusions: Down time due to following situations will not be considered for the purpose of penalty calculation: a) Scheduled maintenance by the ISP with 7 days prior intimation to CFHL. b) Link down due to power/router failure at CFHL location/office. The above parameters are measurable between ISP POP to the Company's perimeter device in a standalone testing procedure using BERT meter/ any equivalent meter and reports generated there at.	Requesting the customer to please add exclusions to the SLA as follows: Service availability Percentage, Network Latency, Network Packet Loss, Jitter and MT Repair measurements do not include Downtime resulting in whole or in part from one or more of the following causes: (i) Any act or omission on part of the customer including but limited to failure to notify the customer care desk of the bidder through the process defined by the bidder of the service disruption. (ii) Failure of last mile access (fixed line/wireless) obtained from third party that is not provided or managed by company. (iii) Failure of customer application equipment, or facilities including any third party equipment. (iv) Refusal of customer to allow testing or repair of	Comply with the RFP terms and conditions. Point (b) is covering operational/administrative issues.
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20	15. Order Cancellation	15	15. Order Cancellation The CFHL reserves its right to cancel the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to CFHL alone; i. Delay in delivery is beyond the specified period as set out in this RFP and the Purchase Order before acceptance of the product; or, ii. Serious discrepancy in the quality of service expected as per SLA parameters mentioned under clause no 12 in this RFP (Frequent link disconnections, inappropriate bandwidth allocation, abrupt packet losses, poor service etc.). iii. If a Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading or information submitted by the bidder turns out to be incorrect and/or bidder conceals or suppresses material information. In case of order cancellation, any payments made by CFHL to the Bidder for the particular service would necessarily have to be returned to CFHL. Further the Bidder would also be required to compensate CFHL for any loss incurred by CFHL due to the cancellation of the Purchase Order and any additional expenditure to be incurred by CFHL to appoint any other Bidder. The same shall be limited to TCO (Total cost of Ownership).	Please note that : (i) The undue delay is solely attributable to the bidder (ii) We request you to consider the fact that there are already SLAs mentioned for specific scope of services and that breach of SLA may lead to termination/suspension. Such suspension/termination may be qualified as below: Non performance of services under this clause shall mean performance of services below threshold levels as agreed in the SLA for 3 (consecutive)SLA measurement periods due to acts directly attributable to Bidder. In such case Purchaser shall render 30 days cure period to rectify the breach and if such breach is not cured by Bidder then Purchaser may terminate particular link under the contract which is not performing If breach is cured then customer shall not terminate such links.	Comply with the RFP terms and conditions.
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21	15.1 Termination for Owner's Convenience	16	15.1 Termination for Owner's Convenience: The Company, by written notice of at least 90 days prior, of its intention to terminate services without assigning any reasons shall send to the Bidder, to terminate the Agreement, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Company's convenience, the extent to which performance of the Bidder under the Agreement is terminated and the date upon which such termination becomes effective. The Work that is complete and ready for commissioning as on the date of Bidder's receipt of notice of termination shall be accepted by the Company on the terms and prices mutually agreed at that time.	1. Given the substantial capital investment required by the selected Bidder for the execution of this project, a termination for convenience by the Customer would result in significant financial losses to the Bidder. Request such a termination subject to exit charges for undelivered links. 2. We request Right of Termination by Bidder on immediate effect in the following case: (i) Non Payment: Failure by the customer to make payment for the services rendered by the Bidder, the Bidder shall have the right to terminate the agreement with immediate effect. (ii) In case of misuse of the services. (iii) According to the directions of the government. (iv) Material Breach or Legal Violation: Any material breach of the Agreement or violation of	Comply with the RFP terms and conditions. 90 Days (3 months) prior notice is already mentioned in the clause.
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22	19. Limitation of Liability	17	19. Limitation of Liability In no event shall Can Fin Homes Ltd. be liable for any proven consequential, special, punitive, incidental or indirect damages	Neither party shall be liable to the other under these terms for indirect, special, incidental, consequential, exemplary or punitive damages even if the parties are aware of such possibilities. Request to cap the liability to the annual value actually paid by the customer from the date the claim has arisen.	Comply with the RFP terms and conditions.
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23	20. Confidentiality	17	20. Confidentiality: Vendor acknowledges that it is, may be or will be privy to Confidential Information (as defined below). Vendor agrees it will use the Confidential Information only in furtherance of its work under this Purchase Order and shall not transfer or otherwise disclose the Confidential Information to any third party except as provided for herein. Vendor shall: (i) Give access to such Confidential Information solely to those of its employees with a need to have access thereto in furtherance of or in connection with this Purchase Order or as required by applicable law; and (ii) Take the same security precautions to protect against disclosure or unauthorized use of such Confidential Information that Vendor takes with its own confidential information, but in no event shall Vendor apply less than a reasonable standard of care to prevent such disclosure or unauthorized use. As used herein, "Confidential Information" means any and all information relating to Company and any of its respective affiliates that may be received by or be provided to Vendor from time to time, including, without limitation, equipment and business specifications, business records or data, trade secrets, and confidential planning or policy matters, business strategies, internal policies, and procedures, matters subject to attorney-client privilege, and any financial or accounting information, the existence of this or any other agreements or communications between Vendor and	We request to make this clause mutual. Provided that the confidentiality clause does not apply to the data or information - (i) was available in the public domain at the time of such disclosure through no wrongful act on the part of the Bidder. (ii) is received by the Bidder without the breach of this agreement. (iii) is required by a regulatory way by a third party. (iv) received in authorised way through third party Further, Confidentiality not to be limited to the employees. We have the right to share with our affiliates, and third parties such as legal advisors and consultants who need to know.	Comply with the RFP terms and conditions.
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24	21. Data Protection, Security and Use of Information	17	21. Data Protection, Security and Use of Information: Bidder hereby unequivocally agrees to undertake all measures, including security safeguards, to ensure that the information in the possession or control of the Bidder, as a result of operation of this engagement, is secured and protected against any loss or unauthorized access or use or unauthorized disclosure thereof. It is hereby mutually agreed between the parties that Can Fin Homes Ltd., assumes no responsibility or liability for any misuse of the Confidential Information and other data in the control of Bidder. This clause shall survive the termination or expiration of this order.	The bidder as a licensed provider for connectivity services shall implement industry standard security measures and safeguards to ensure encryption of data transmitted over its network. We do not have direct access to any data transmitted over the network. The security of such data transmitted is the responsibility of the customer.	Comply with the RFP terms and conditions. It is a Standard clause.
25	22. Directors and Employees of the Company Not Individually Liable	17	22. Directors and Employees of the Company Not Individually Liable: No Director or official or employee of the Company shall in any way be personally bound or liable for the acts or obligations of the Company under the Contract or answerable for any default or omission in the observance or performance of any of the acts, matters or things which are herein contained.	22. Directors and Employees of the Company Not Individually Liable: No Director or official or employee of the Company shall in any way be personally bound or liable for the acts or obligations of the Company under the Contract or answerable for any default or omission in the observance or performance of any of the acts, matters or things which are herein contained subject to company being responsible for such acts and omissions. Request modification.	Comply with the RFP terms and conditions. It is a Standard clause.

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26	24. Indemnity	18	24. Indemnity: The Bidder shall, at its own expense, defend and indemnify the Company against any third-party claims for infringement of patent, trademark, design or copyright arising from use of proposed product/products or any part thereof. Bidder will provide infringement remedies and indemnities for third party Products, on a pass-through basis. If the company is required to pay compensation to a third party resulting from such infringement, the Bidder shall be fully responsible to pay such compensation along with all costs, damages and attorney's fees and other expenses that a court may finally award, in the event of the matter being adjudicated by a court or that be included in a Bidder approved settlement. The Company will issue notice to the Bidder of any such claim without delay and provide reasonable assistance to the Bidder in disposal of such claim, and shall at no time admit to any liability for, or express any intent, to settle the claim. The Bidder shall also reimburse all incidental costs, which the Company may incur in this regard.	As the Bidder is providing ILL services, which involve the provisioning of licensed telecom infrastructure and not proprietary software or hardware products, We request the following modification. 24. Indemnity: The Bidder shall, at its own expense, defend and indemnify the Company against any third-party direct claims for infringement of patent, trademark, design or copyright of equipment which are billed to customer arising directly from use of proposed product/products or any part thereof to the extent of court awarded damages as decided in the court of competent jurisdiction. subject to: (i) equipments being used in the manner prescribed by the bidder. (ii) Equipments should not be combined with any other equipment which is provided by	Comply with the RFP terms and conditions. It is a Standard clause.
27	25. Visit Rights	18	25. Visit Rights: CFHL and/or its authorized representatives, including auditors, consultants, its regulators shall have the right to visit any of the Bidder's premises with prior notice. The successful bidder has to provide access to locations relating to the scope of work defined in this RFP.	Request justification on the scope of visit to the Bidder's Premises.	Comply with the RFP terms and conditions. It is a Standard clause.

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28	26. Compliances to Outsourcing Activities:	18	26. Compliances to Outsourcing Activities: The selected bidder should ensure that they are compliant with the Latest Master Directions on Outsourcing of IT Services by Reserve Bank of India (Circular No: RBI/2023-24/102 DoS.CO.CSITEG/SEC.1/31.01.015/2023-24 dated April 10, 2023) and its amendments thereof from time to time during the entire tenure of the contract.	Request justification on how this clause is applicable on the services provided by the Vendor, as we understand that we are providing telecom services and not IT services and hence such guidelines are not applicable on us.	Comply with the RFP terms and conditions. It is a Standard clause.
29	Annexure II	21	If our offer is accepted, we undertake to complete this project in section "Timelines, Deliverables & Service Level Agreements (SLAs) and Uptime" above.	The SLA includes added exclusions which have been sought clarification for in Clause 12.1(a)(ii)	Comply with the RFP terms and conditions. Respective response is provided above.
30	Additional			Please note that the customer is required to sign CAF and submit all other regulatory documents as applicable and the regulatory terms & conditions of the CAF will take precedence over the RFP.	Comply with the RFP terms and conditions. RFP terms will be between succesful Bidder and Can Fin Homes Ltd. Bidder has to maintain their regulatory Terms and condition as per their internal guidelines issued, and the same cannot be compared in anyway with this RFP terms and conditions.
31	Clause 11 - Timelines, Deliverables, Term of Service	10	The Bidder is requested post acceptance of purchase order to complete the entire project within 4 months from the date as decided by CFHL. Bidder should be flexible to match their schedule with as per the requirement of CFHL.	Can the implementation period be extended beyond 4 months in case of site readiness issues at CFHL branches?	Comply with the RFP terms and conditions. Refer clasue no. 12.8 Under SLA

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32	Clause 13 - Payment Terms	15	Payment shall be released Quarterly in arrears post deducting applicable TDS and penalty for downtime during the current quarter if any, and after submission of monthly uptime report by the selected Bidder.	Please confirm whether penalty calculations will be shared for bidder's validation before deductions from quarterly invoice?	Calculated Penalty will be shared to the selected bidder before deductions from the quarterly payments.
33	Clause 15 - Order Cancellation	15-16	The CFHL reserves its right to cancel the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to CFHL alone; i. Delay in delivery is beyond the specified period as set out in this RFP and the Purchase Order before acceptance of the product; or, ii. Serious discrepancy in the quality of service expected as per SLA parameters mentioned under clause no 12 in this RFP (Frequent link disconnections, inappropriate bandwidth allocation, abrupt packet losses, poor service etc.)	Will there be a cure period or written notice provided to the bidder before order cancellation is invoked?	Check SLA, Penalty Clauses for the same. Initial cure period is already covered in above clauses.
34	Annexure-VII - Scope of Work	29	Point#11: The Selected Bidder/ISP should support SD-WAN implementation with IPSEC VPN parameters and all encryption methods.	Please clarify the scope of SD-WAN support expected from the ISP. (i) Is the ISP only required to ensure that the ILL links are compatible with SD-WAN (i.e., support for IPSEC tunnels and encryption)?	SDWAN is under CanFin Scope, Bidder should ensure no restrictions and free flow for the SDWAN requirements.
35	Annexure-VII - Scope of Work	29	Point#11: The Selected Bidder/ISP should support SD-WAN implementation with IPSEC VPN parameters and all encryption methods.	(ii) Will the SD-WAN edge devices be provided by CanFIN, or should the ISP supply compatible CPEs?	SDWAN is under CanFin Scope, Bidder should ensure no restrictions and free flow for the SDWAN requirements.
36	Annexure-VII - Scope of Work	29	Point#11: The Selected Bidder/ISP should support SD-WAN implementation with IPSEC VPN parameters and all encryption methods.	(iii) Is public IP provisioning and support for dual-link routing part of the ISP's responsibility?	SDWAN is under CanFin Scope, Bidder should ensure no restrictions and free flow for the SDWAN requirements.

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37	Annexure-VII - Scope of Work	31	Point# 36: Circuit should be in Ring architecture with different exchange connected to take care of path failures.	As per the requirement for ring architecture using different exchanges, kindly confirm if the bidder can meet the intent of this clause by proposing POP-level and last-mile access diversity (i.e., dual paths via physically separate routes/exchanges), even if both paths converge at the same POP but through different physical paths.	As per RFP requirement is of one ILL link for Branch locations except RO & ZO. Refer amendment.
38	Annexure – VII, Scope of Work – Sl. No. 1	28	Point#1: Implementation, Installation, Commissioning and Management of Internet Leased Line (OFC) (1:1 uncompressed and unshared) with dual path connectivity for Branches as per listed items under clause no. 4. Requirements.	Please clarify whether the two ILL links are to be configured in Active/Passive mode (one primary, one standby), or if both links are expected to operate in Active/Active mode for load balancing.	As per RFP requirement is of one ILL link for Branch locations except RO & ZO. Refer amendment.
39	Annexure – VII, Scope of Work – Sl. No. 1	28	Point#1: Implementation, Installation, Commissioning and Management of Internet Leased Line (OFC) (1:1 uncompressed and unshared) with dual path connectivity for Branches as per listed items under clause no. 4. Requirements.	Please confirm whether the CPE where both ILL links will terminate respectively is to be provided by CanFIN or if the bidder should propose a suitable model, sized for full duplex bandwidth with DDoS compatibility.	CPE is under CanFin scope.

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40	34. ANNEXURE – VII – Scope of Work	29	Point#16: The Selected Bidder/ISP should be able to enable the DDoS protection on all the provided ILL links, as and when required with mutually agreed terms and conditions.	Kindly confirm the scope of DDoS protection expected: Does it include detection and mitigation for Layer 3/4 volumetric attacks only, or also cover Layer 7 application-layer attacks?	Proposed links should have the feasibility for future requiermnets.
41	34. ANNEXURE – VII – Scope of Work	29	Point#16: The Selected Bidder/ISP should be able to enable the DDoS protection on all the provided ILL links, as and when required with mutually agreed terms and conditions.	Please clarify whether DDoS mitigation is expected as a Clean Pipe service from the ISP?	Proposed links should have the feasibility for future requiermnets.
42	34. ANNEXURE – VII – Scope of Work	29	Point#16: The Selected Bidder/ISP should be able to enable the DDoS protection on all the provided ILL links, as and when required with mutually agreed terms and conditions.	Please confirm whether the cost of DDoS protection should be bundled with the ILL link commercials or provided as an optional line item.	DDos cost is not be included with the TCO.
43	34. ANNEXURE – VII – Scope of Work	28	Point#4: The Selected Bidder/ISP should provide Internet Leased Line (1:1 uncompressed and unshared) with listed Bandwidth as per clause no. 4. Requirements. However, provision for bandwidth increase/decrease should be made available as and when the need arises for any of the locations as per the submitted rate card (Annexure IX). Can Fin Homes Ltd. will provide intimation for the same over e-mail communication and the Selected Bidder/ISP should ensure the bandwidth upgrade/downgrade happened within 2 Hrs after acknowledging the request via e-mail communication. The change in link cost to be included in the next billing cycle accordingly	Kindly clarify if CanFIN expects the selected ISP to provide a self-service portal or dashboard to enable real-time bandwidth upgrade/downgrade as per the specified 2-hour SLA. If so, please confirm if CanFIN will define the maximum permissible bandwidth per site upfront (based on last mile/access capacity), to allow pre-provisioning and avoid delays during scale-up.	Comply with the RFP terms and conditions. Prior initmation will be provided.

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44	34. ANNEXURE – VII – Scope of Work	28	Point#4: The Selected Bidder/ISP should provide Internet Leased Line (1:1 uncompressed and unshared) with listed Bandwidth as per clause no. 4. Requirements. However, provision for bandwidth increase/decrease should be made available as and when the need arises for any of the locations as per the submitted rate card (Annexure IX). Can Fin Homes Ltd. will provide intimation for the same over e-mail communication and the Selected Bidder/ISP should ensure the bandwidth upgrade/downgrade happened within 2 Hrs after acknowledging the request via e-mail communication. The change in link cost to be included in the next billing cycle accordingly	In case the selected bidder does not support a self-service portal for bandwidth management, and bandwidth changes are to be provisioned manually (based on email request), kindly confirm if the same 2-hour SLA for scale-up/scale-down remains applicable. Also, is there any mechanism expected to track provisioning response and completion time for audit/SLA compliance?	Please comply with the RFP terms and conditions. Prior intimation will be provided.
45	Annexure – VII, Scope of Work	28	Point#1: Installation and commissioning is the responsibility of the bidder	Can the bidder leverage authorized local partners for physical installation, while retaining end-to-end accountability?	Comply with the RFP terms and conditions. Also, Successful Bidder shall refer PO in this regard.
46	Annexure – VII, Scope of Work	30	Point#24: The Bidder in case providing the ILL links on RF (Radio Frequency) media, there should not be any additional cost to company for any additional hardware such as antenna and other additional equipment	Please confirm the acceptable minimum bandwidth and latency expectations for RF connectivity at such fallback locations.	Comply with the RFP terms and conditions Please refer to clause no 27 of Annexure - VII.

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47	Annexure – VII, Scope of Work	31	Point#31: The proposed network architecture must utilize a single Autonomous System (AS) number across all geographical regions rather than employing multiple AS numbers per region or country.	Kindly clarify if the requirement for a single AS number across all geographical regions applies strictly to the bidder's entire global routing architecture, or only to the portion of the network terminating within India. In many standard global ISP architectures, Internet services within India are delivered using a licensed domestic AS number as per regulatory norms, while international traffic may route via a separate global AS (used for IP transit and international peering). Please confirm if such models- which still maintain end-to-end routing transparency and consistent QoS - are acceptable under this clause.	ILL links to be provided within INDIA only.
48	11(iv)	10	PenaltiesLiquidated Damages		No query. Comply with the RFP terms and conditions.
49	12	11	Service Level Agreement		No query. Comply with the RFP terms and conditions.

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50	15	15	Order Cancellation	Bidder suggests that this clause shall be made mutual for both parties in addition to payment of early termination charges by Bank in case the Bidder terminates the agreement before the expiry of the term.	Comply with the RFP terms and conditions.
51	19	17	Limitation of Liability	Notwithstanding anything to the contrary, the Bidder's overall liability in the contract/ applicable purchase order shall not exceed, the most recent twelve (12) month of charges collected by the Bidder. Further liability of Bidder shall be restricted to direct losses/damages only and will exclude indirect, consequential, special or punitive damages including without limitation loss of profit, loss of revenue, loss of data, negligence, damage to data etc. Bidder's sole liability and Customer's sole remedy for damages relating to services is limited to any applicable credit allowances/penalties due.	Comply with the RFP terms and conditions.
52	20	17	Confidentiality	Bidder proposes to make this clause mutual	Comply with the RFP terms and conditions.

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53	24	18	Indemnity	We propose the following to be replaced with the original 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 damage to tangible property, personal injury or death caused by such Party's negligence or willful misconduct. Customer shall also indemnify, defend and hold Supplier harmless from any and all claims (including claims by any Governmental Authority seeking to impose penal or criminal sanctions) (i) relating to Customer's or its End Users' use of the Services; and/or (ii) claims arising from Customer's breach of acceptable use policy of the Supplier.	Comply with the RFP terms and conditions.
54	Clause 13 - Payment term	15	Payment Terms: Financials Submission for Implementation, Installation, Commissioning and Management of Internet Leased Line (OFC) (1:1 uncompressed and unshared) for Branches as per below terms: • Payment shall be released Quarterly in arrears post deducting applicable TDS and penalty for downtime during the current quarter if any, and after submission of monthly uptime report by the selected Bidder	Please confirm if payment term can be done - Quarterly in advance.	Comply with the RFP terms and conditions.

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55	15.1 Termination for Owner's Convenience:	16	15.1 Termination for Owner's Convenience: The Company, by written notice of at least 90 days prior, of its intention to terminate services without assigning any reasons shall send to the Bidder, to terminate the Agreement, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Company's convenience, the extent to which performance of the Bidder under the Agreement is terminated and the date upon which such termination becomes effective. The Work that is complete and ready for commissioning as on the date of Bidder's receipt of notice of termination shall be accepted by the Company on the terms and prices mutually agreed at that time.	Termination on Convenience is challenging to accept, It should be 90 days notice post completion of Initial contract term of 3 year/5years.	Comply with the RFP terms and conditions.
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