

**REQUEST FOR PROPOSAL for price discovery of the supply and commissioning of P2P, ILL and MPLS links**

**Tender No.: [PNBGILTS/RFP/Link-PROCUREMENT/2026-27/01]**

**Corrigendum**

Sr. No.	Page No.	Clause No.	RFP Clause	Clarification Sought	Clarification
1	9	15.2	Minimum 10 years of experience in MPLS/P2P/WAN delivery	Request Modification. Kindly amend it to Minimum 7 years of experience in MPLS/P2P/WAN Delivery	Please be guided by the RFP.
2	9	15.4	The Bidder must have an average turnover of a minimum of 5 crore during the last 03 (three) financial year(s), i.e., FY 2022-23, FY 2023-24, and FY 2024-25.	Kindly amend it to a Turnover of at least 100 cr and positive net worth in each of the last 5 Financial Years.	Please be guided by the RFP.
3			Additional	Kindly share list of locations with exact address and LAT LONG for feasibility purpose. This will help us in proper estimation and submitting a competitive proposal	<p><b>Delhi address: (Datacenter)</b>                      PNB Gilts Ltd , 5, Sansad Marg, 4<sup>th</sup> Floor, New Delhi, 110001  <b>Contact details:</b> Mr. Ashutosh Sharma, 8178823688</p> <p><b>Mumbai Address: (Disaster Recovery Site)</b>                      PNB Gilts Ltd, 2nd Floor PNB Pragati Tower Plot No.C-9, G Block Bandra Kurla Complex Bandra (E)-400051  <b>Contact details:</b> Mr. Ganesh Barde, 8668392621</p> <p><b>Chennai Address:</b>                      PNB Gilts Ltd., 3rd Floor, Rayala Towers, Mount Road, Anna Salai, Chennai - 600 002</p> <p><b>Ahmedabad Address:</b>                      PNB Gilts Ltd , B-1108, Sunwest Bank, Near Vallabh Sadan, Ashram Road, Ahmedabad – 380015</p> <p><b>Kolkata Address:</b>                      PNB Gilts Ltd , 13th Floor, United Tower.11. Hemanta Basu Sarani, Kolkata – 700001</p>

					<p><b>Gurugram Address:(Near Site DC)</b> E-607 Surya Vihar, Near Kapashera,Dundahera Gurugram-122016 <b>Contact Details:</b> Mr. Ashutosh Sharma, 8178823688</p> <p><b>PNB Address (DC):</b> 5, Sansad Marg, 3<sup>rd</sup> Floor, New Delhi-110001</p> <p><b>PNB Address (DR):</b> PNB, DRDC, Plot No 29, Sector 11, CBD Belapur, Mumbai, Maharashtra- 400614</p>
4			Additional	Kindly confirm if it a link wise evaluation or ARC wise evaluation	Link wise commercials.
5	9	16. Technical Compliance	16 Technical Compliance S.No-2 Fibre-based connectivity with redundant last-mile	Kindly confirm whether 3rd Party Offnet is required as a redundant last mile OR Bidder own redundant Fiber cable is sufficient from two different path.	3rd Party Offnet can be used.
6			Additional	Is there DDOS requirement for ILL ? .	Yes
7	9	16 Technical Compliance S.No-3	Auto-failover is supported between circuits	We understand that Active Standby is required here w.r.t redundant Link. Kindly confirm. Also please confirm whether Auto Failover is required in MPLS Circuit only.	Yes active standby is required. Auto fail over is required in all links.
8	10	17. SLA Compliance	MTTR: ≤ 2 hours	Request Amendment - MTTR should be ≤ 4 hours	Please be guided by the RFP.
9	7	7. Penalties	c) MTTR (Mean Time to Repair) Penalties If the provider fails to restore service within the committed MTTR (2 hours):	Request Amendment - MTTR should be ≤ 4 hours	Please be guided by the RFP.

11	6	6. Delivery Timelines	The standard delivery timeline is within 30 days from the purchase order date. Any deviation will trigger penalties as defined in the RFP.	Kindly modify the delivery timeline as " within 10-12 Weeks from the date of PO", as complete address is not provided in this RFP and there might be some sites, which are not feasible and we need to consider provisioning of additional fibre work to connect those sites and need additional time.	delivery timeline as " within 6-8 Weeks from the date of PO"
12	6	7 Penalties:	Penalties	Request customer to kindly CAP all penalties to 10% of the TCV.	Please be guided by the RFP.
13			Additional	Request extension for minimum two weeks from bid submission date.	Please refer to corrigendum/notice on website.
14	6	5 Technical Requirements	5 Technical Requirements <ul style="list-style-type: none"> <li>· End-to-end latency: As per industry standard (&lt;30–40 ms desirable).</li> <li>· Packet loss: &lt;1% (monthly average).</li> <li>· Uptime: Minimum 99.5%.</li> </ul>	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	Please be guided by the RFP.

				<p>allow testing or repair of service or service equipment and use by customer of the service on an impaired basis, including refusal to allow access to customer premise of the company personnel.</p> <p>(v) Customer not providing stable power and other infrastructure required for service equipment and/or CPE.</p> <p>(vi) Events or occurrences that result in "No problem found" trouble tickets.</p> <p>(vii) Trouble tickets associated with new installation or updates.</p> <p>(viii) Customer initiated change request in the service while the change request is under progress.</p> <p>(ix) Planned repairs, modifications or maintenance notified to customer in advance</p> <p>(x) Unauthorised change to service equipment or CPE made by customer without notifying the company.</p> <p>(xi) Suspension of service by the company.</p> <p>(xii) Customer scheduled maintenance.</p>	
15	6	5 Technical Requirements	Compliance with Regulatory and PNB Gilts IT Security & Network frameworks as applicable	<p>Please note that our scope is limited to providing telecom connectivity services which are not IT services. Therefore, we understand that any IT related compliance shall not be applicable for the current scope of service and will remain dormant.</p>	Compliance with all Regulatory IT Security & Network frameworks for network service providers as applicable

16	25	Annexure H NDA (Non-Disclosure Agreement)	<p>In the course of such discussions and negotiations, it is anticipated that either party may disclose or deliver to the other party certain of its trade secrets or confidential or proprietary information for the purpose of enabling the other party to evaluate the feasibility of such a business relationship. The parties have entered into this Agreement to assure the confidentiality of such trade secrets and confidential and proprietary information in accordance with its terms. As used in this Agreement, the party disclosing Proprietary Information (as defined below) is referred to as the 'Disclosing Party' and will include its affiliates and subsidiaries, and the party receiving such Proprietary Information is referred to as the 'Recipient', and will include its affiliates and subsidiaries.</p>	<p>Please note that we do not require any trade secrets of the customer for provisioning of the services. The same is not required for provisioning of the services.</p>	<p>Please be guided by the RFP.</p>
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17	25	Annexure H NDA (Non-Disclosure Agreement)	<p>1. Proprietary Information: As used in this Agreement, the term 'Proprietary Information' shall mean all trade secrets or confidential or Proprietary Information designated as such in writing by the Disclosing Party, whether by letter or by the use of an appropriate prominently placed Proprietary stamp or legend, before or at the time the Disclosing Party discloses such trade secret or confidential or Proprietary Information to the Recipient. Notwithstanding the forgoing, information which is orally or visually disclosed to the recipient by the Disclosing Party or is disclosed in writing unaccompanied by a covering letter, proprietary stamp or legend, shall constitute proprietary information if the disclosing party, within 10 (ten) days after such disclosure, delivers to the Recipient a written document or documents describing such Proprietary Information and referencing the place and date of such oral, visual or written disclosure and the names of the employees or officers of the Recipient to whom such disclosure was made.</p> <p>The Proprietary Information" shall include, but not be limited to, domain names, trade secrets, copyrights, ideas, techniques, know-how, inventions (whether patentable or not), and/or any other information of any type relating to designs, configurations, documentation, policies, board notes, Circulars, recorded data, schematics, layouts, source code, master works, master databases, algorithms, flow charts, formulae, works of authorship, mechanisms,</p>	<p>Request the customer to modify the clause as below:</p> <p>1. Proprietary Information: As used in this Agreement, the term 'Proprietary Information' shall mean all <del>trade secrets or</del> confidential or Proprietary Information designated as such in writing by the Disclosing Party, whether by letter or by the use of an appropriate prominently placed Proprietary stamp or legend, before or at the time the Disclosing Party discloses such <del>trade secret or</del> confidential or Proprietary Information to the Recipient. Notwithstanding the forgoing, information which is orally or visually disclosed to the recipient by the Disclosing Party or is disclosed in writing unaccompanied by a covering letter, proprietary stamp or legend, shall constitute proprietary information if the disclosing party, within 10 (ten) days after such disclosure, delivers to the Recipient a written document or documents describing such Proprietary Information and referencing the place and date of such oral, visual or written disclosure and the names of the employees or officers of the Recipient to whom such disclosure was made.</p> <p>The Proprietary Information" shall include, but not be limited to, <del>domain names, trade secrets, copyrights, ideas, techniques, know-how, inventions (whether patentable or not), and/or any</del> other information of any type</p>	Please be guided by the RFP.
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research, manufacture, improvements, assembly, installation, intellectual property, and the information concerning the Parties' actual or anticipated business, research or development, or which is received in confidence by the disclosing party to the Recipient.

relating to ~~designs, configurations, documentation, policies, board notes, Circulars, recorded data, schematics, layouts, source code, master works, master databases, algorithms, flow charts, formulae, works of authorship, mechanisms, research, manufacture, improvements, assembly, installation, intellectual property,~~ and the information concerning the Parties' actual or anticipated business, ~~research or development,~~ or which is received in confidence by the disclosing party to the Recipient. The Parties warrant that information/data not required for provisioning of the services shall not be shared or disclosed with the other party.

18	25	Annexure H NDA (Non-Disclosure Agreement)	<p>2. Confidential Information: In this Agreement, “Confidential Information” means all information belonging to a Party that is or has been disclosed to one Party (the “Receiving Party”) by the other Party (the “Disclosing Party”) in connection with the business transacted/ to be transacted between the Parties. Confidential information shall also include any copy, abstract, extract, sample, note or module thereof. The Receiving Party may use the Confidential Information solely for and in connection with the business transacted/ to be transacted between the Parties. The term ‘confidential information’ shall include all written or oral information (including information received from third parties that the ‘Disclosing Party’ is obligated to treat as confidential) that is (i) clearly identified in writing at the time of disclosure as confidential and in case of oral or visual disclosure, or (ii) that a reasonable person at the time of disclosure reasonably would assume, under the circumstances, to be confidential.</p> <p>Confidential information shall also include, without limitation, software programs, technical data, methodologies, know-how, processes, designs, new products, developmental work, marketing requirements, marketing plans, customer names, prospective customer names, customer information and business information of the ‘Disclosing Party’. Confidential information shall also include, without limitation, information identified as being proprietary and/or confidential or</p>	<p>Request the customer to modify the clause as below:</p> <p>In this Agreement, “Confidential Information” means all information belonging to a Party that is or has been disclosed to one Party (the “Receiving Party”) by the other Party (the “Disclosing Party”) in connection with the business transacted/ to be transacted between the Parties. Confidential information shall also include any copy, abstract, extract, sample, note or module thereof. The Receiving Party may use the Confidential Information solely for and in connection with the business transacted/ to be transacted between the Parties. The term ‘confidential information’ shall include all written <del>or oral information (including information received from third parties that the ‘Disclosing Party’ is obligated to treat as confidential)</del> that is (i) clearly identified in writing at the time of disclosure as confidential and in case of oral or visual disclosure, or (ii) that a reasonable person at the time of disclosure reasonably would assume, under the circumstances, to be confidential.</p> <p>Confidential information shall also include, without limitation, <del>software programs, technical data, methodologies, know-how, processes, designs, new products, developmental work, marketing requirements, marketing plans, customer names, prospective customer</del></p>	Please be guided by the RFP..
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about pricing, marketing plans or strategy, volumes, financial or technical or service matters or data, employee/ agent/ consultant/ officer/ director related personal or sensitive data software programs, technical data, passwords encryption tools, methodologies, know-how, processes, designs, new products, development work, marketing requirements, marketing plans, disaster recovery plans, customer names, prospective customer names, customer information, customer databases, business information and any information which might reasonably be presumed to be proprietary or confidential in nature of the "Disclosing Party".

~~names, customer information and business information of the 'Disclosing Party'. Confidential information shall also include, without limitation, information identified as being proprietary and/or confidential or about pricing, marketing plans or strategy, volumes, financial or technical or service matters or data, employee/ agent/ consultant/ officer/ director related personal or sensitive data software programs, technical data, passwords encryption tools, methodologies, know-how, processes, designs, new products, development work, marketing requirements, marketing plans, disaster recovery plans, customer names, prospective customer names, customer information, customer databases, business information and any information which might reasonably be presumed to be proprietary or confidential in nature of the "Disclosing Party".~~  
The Parties agree that they shall not share any information which is not required for provisioning of the services.

19	28	Annexure H NDA (Non-Disclosure Agreement)	<p>6. Return of Documents: The Recipient shall, upon the request of the Disclosing Party, in writing, return to the Disclosing Party all drawings, documents and other tangible manifestations of Proprietary and Confidential Information received by the Recipient pursuant to this Agreement (and all copies and reproductions thereof) within a reasonable period. Each party agrees that in the event it is not inclined to proceed further with the engagement, business discussions and negotiations, or in the event of termination of this Agreement, the Recipient party will promptly return to the other party or, with the consent of the other party, destroy the Proprietary and Confidential Information of the other party.</p>	<p>We suggest that the parties shall destroy the CI/proprietary information post termination or expiry save and except any regulatory KYC document which will be preserved as per the applicable law, unified license and direction of regulatory.</p>	<p>Please be guided by the RFP.</p>
20	28	Annexure H NDA (Non-Disclosure Agreement)	<p>8. Term: The Agreement is valid from to. Either party may terminate the Agreement by giving the other party prior written notice of 30 days. The obligation pursuant to Clauses 2 and 3 (Confidentiality and Non-Disclosure of Proprietary Information) will survive even after termination of the agreement dated. The obligations of each party hereunder will continue and remain binding, irrespective of whether the discussion between the parties materialises into a specific understanding/business relationship; however, this agreement on Confidentiality and Non-Disclosure of Confidential Information is perpetual in nature, even after termination/expiry of the Agreement. Nothing herein contained shall be construed as a grant by implication,</p>	<p>Request the customer to restrict the survival period for 5 years maximum considering that post termination/expiry we will either be destroying the information or returning it back. This defeats the purpose of perpetual survival period.</p>	<p>Please be guided by the RFP.</p>

			<p>estoppel, or otherwise or a license by either party to the other to make, have made, use or sell any product using Proprietary Information or as a license under any patent, patent application, utility model, copyright or any other industrial or intellectual property right covering the same.</p>		
21	29 and 30	Annexure H NDA (Non-Disclosure Agreement)	<p>(c) Bidder agrees to indemnify the PNB GILTS Ltd against all loss suffered due to breach of terms of this agreement and undertakes to make good the financial loss caused directly or indirectly by claims brought about by its customers or by third parties.</p> <p>18. Indemnity Service Provider shall indemnify PNB GILTS Ltd. from any claims, including third-party claims, causes of action, suits, damages or demands, whatsoever, arising out of breach of this Agreement by the indemnifying party as and when such claims, actions, damages or demands become payable under law, including any governmental, regulatory, judicial or quasi-judicial determination.</p>	<p>Please note that the sole purpose of an NDA is to protect the CI which can be done through an injunctive relief. As such indemnity should not form part of the NDA. Therefore, request deletion of the same.</p>	Please be guided by the RFP.
22	NA	NA	Additional	<p>Requesting customer to cap over liability of bidder to annual charges received by Bidder under this RFP. Neither party shall be liable to the other under these terms for indirect, special, incidental, consequential, exemplary or punitive damages even if the</p>	Please be guided by the RFP.

				parties are aware of such possibilities	
23	5	Introduction	Managed P2P	P2P will be L2 Ckt, so pro-active monitoring will not be possible. Please check.	Yes, P2P can be L2 Circuit, so pro-active monitoring is not required.
24	5	Link Specifications	Managed service, including router/CPE.	Is MII clause applicable here as well or Bidder can select any OEM.	Bidder can select any standard OEM router/CPE.
25	5	Link Specifications	Support for secure protocols and company-mandated configurations.	Please confirm support for which secure protocols will be require?	The standard secure protocols will be required.
26	5	Link Specifications	Support for secure protocols and company-mandated configurations.	Is there any IPSec tunnel will be require?	No , IPSec tunnel will not be required
27	5	Link Specifications	Support for secure protocols and company-mandated configurations.	If IPSec tunnel will be require then how many tunnel needs to be consider for Router planning at DC, DR, NDC and NDR.	No , IPSec tunnel will not be required
28	5	Link Specifications	Redundant last Mile	Do we need to offer dual last mile or Single at each location.	dual last mile required at DC and DR locations for MPLS links only
29	5	Required Service Components	Dedicated service manager	SAM will be on PNB Payroll or Bidder Payroll.	Please be guided by the RFP.
31	5	Redundancy / Failover Penalties	Redundancy / Failover Penalties	Does Bidder needs to consider link level redundancy only or it will be CPE level redundancy only.	Link as well CPE level redundancy is required.
32	9	Terms & Conditions	Prices offered must remain valid for three years from submission.	Seeing the current Geo Political Scenario, nobody can commit on the CPE pricing for next 3 years today. Any other location	The CPE pricing for next 2 years.
33	9	Terms & Conditions	Prices offered must remain valid for three years from submission.	Shared commercial and proposal will not be valid for any new location.	Please be guided by the RFP.
34	10	Technical Compliance-	Latency < 40 ms (between the two locations)	Hope this applicable for P2P only. Please help with A-end and B-End details between which it is require.	Please be guided by the RFP.

35	10	Technical Compliance-	Packet loss < 1%	Hope this applicable for P2P only.	Please be guided by the RFP.
36	5	3.2	3.2 Link Specifications	Managed Services & CPE can be provided for ILL and MPLS links P2P will be unmanaged link while Service provider will be managing the Network equipment in such a way to maintain uptime requirement. Please confirm if understanding is in line with the requirement.	Managed Services and CPE is required for MPLS and ILL links.  The service provide will need to support for any change in configuration of managed CPE if suggested by PNB Gilts team. Changes will be subject to feature availability in bidder router.
37	5		Support for secure protocols and company-mandated configurations.	Please elaborate the requirement for Secure protocols for each of the service(P2P, ILL, and MPLS) individually	Please be guided by the RFP.
38	6		Redundant last-mile (preferably fiber + alternative media)	Please confirm if the alternate Media is Limited to RF only or SIM based (4g/5G) Connectivity solution can also be proposed. Please be informed that the SIM based solutions are non-SLA based solution and operate on best effort bases.	Dual last mile required at DC and DR locations for MPLS links only. Alternate media can only be RF/Fiber. Minimum one link has to be on fiber other and secondary link may be on RF
39	6		P2P fiber-based leased line, ILL and MPLS.	Please confirm the handoff interface requirement: will it be Rj-45(copper) or Optical/ fiber for LAN and WAN connectivity	Handoff interface will be Ethernet (Rj-45(copper))
40	5		3.2 ( Link Specifications)	1. With Regards to P2P fiber-based leased line, Please clarify if L2 P2P links can be offered 2. Please clarify that Managed services are not required for P2P Links 3. We request to provide the specifications for CPE Routers to be provided. 4. We request to provide more details of requirements" Support for secure protocols and company-mandated configurations."	L2 P2P can be offered for P2P links  Router to be provided by bidder.

41	7		7 Penalties:	7 Penalties: e) Reporting and MIS Non-Compliance Required monthly MIS reports must include uptime, latency, packet loss, and incident logs.	Please be guided by the RFP.
42	9		16 Technical Compliance	16 Technical Compliance- To be submitted on the bidder's letterhead: We request to relax latency requirements to <120ms considering pan India locations and different last miles used.	Please be guided by the RFP.
43	16		Annexure B	Please provide details requirement of L3 MPLS requirements - Topology, handoff interface, routing protocol. CPE router Specifications SoW for Managed Services etc	Topology and routing details will be discussed with successful bidder.
44	17		General	Please provide detailed CPE specifications for ILL, P2P and MPLS requirements	Please be guided by the RFP.
45	8		Maximum Penalty Cap	Bidder requests to cap the total penalties at 10% of the TCV.	Please be guided by the RFP.
46	6 & 7		7 Penalties:	Bidder requests to lower the various penalties given the RFP & cap the total penalties at 10% of the TCV considering pan India locations and different last miles used.	Please be guided by the RFP.
47	13		11.Split Ratio:	Bidder requests to share the split ratio in case of more than 4 Bidders.	Company reserves the right to split the ratio in that case.

48	18		Annexure B	Please clarify whether 2 operators would be selected for the Redundant last-mile requirement or can a single bidder with separate Last mile's be empanaled for this SOW.	Please be guided by the RFP.
49	16		Annexure B	Link confirmation will be subject to feasibility. Bidder requests to provide clarity whether partial bids can be submitted for only feasible products & locations of the Bidder.	Please be guided by the RFP.
50	12		12 Evaluation Methodology	Bidder requests to provide clarity on how will the Bids be technically qualified in case of partial compliance / deviations, if any.	Please be guided by the RFP.
51	8		12 Evaluation Methodology	Link confirmation will be subject to feasibility. Bidder requests to provide right of refusal for non-feasible links / products & locations of the Bidder.	It will be discussed with the successful bidder.
52	9		15 Eligibility Compliance	Bidder requests to accept Audited Balance sheets instead of CA Certificate for the turnover requirement.	Please be guided by the RFP.
53	6		7 Penalties:	Bidder requests to revise the standard delivery timeline to 60 days from the purchase order date as this would be subject to fesibility & based on Last mile.	delivery timeline as " within 6-8 Weeks from the date of PO"
54	6 & 7		7 Penalties:	Penalties are on higher side in the RFP hence, Bidder requests to revise the SLA parameters as per below industry standards: 9.50 % To 99.00% - 1 % of Recurring Charges for the period of measurement 98.75% To 99.00% - 2 % of	Please be guided by the RFP.

				Recurring Charges for the period of measurement 98.50% To 98.75% - 3 % of Recurring Charges for the period of measurement Less Than 98.5% - 5 % of Recurring Charges for the period of measurement	
55	7		c) MTTR (Mean Time to Repair) Penalties	SLAs are calculated based on the MTTR, Bidder requests to remove these separate parameters for MTTR penalties.	Please be guided by the RFP.
56	7		9 - Performance Issues	The clause allows termination if SLA violations occur 3+ times in a quarter. Request: (i) Provide cure period of 30 days before termination; (ii) Exclude violations caused by Force Majeure, customer dependencies, or third-party failures from the violation count.	Please be guided by the RFP.
57	8		11 - Exceptions (Non-Penalty Scenarios)	Request addition of the following as non-penalty scenarios: (i) Pandemic/epidemic-related disruptions; (ii) Government-imposed lockdowns/restrictions; (iii) Delays in customer approvals/sign-offs; (iv) Third-party vendor/contractor failures; (v) Natural disasters.	Please be guided by the RFP.
58	13		24 - PBG Invocation	Request addition: PBG shall be invoked only after providing bidder with 15 days written notice and opportunity to remedy the default. Invocation shall not occur for Force Majeure events or customer-caused delays.	Please be guided by the RFP.

59	21		Annexure D - Payment Terms	Payment terms mentioned as "Quarterly deferred." Request clarification: Does this mean payment within 30/45/60 days from quarter-end? Kindly specify exact payment terms and due dates.	Please be guided by the RFP.
60	30		General - Limitation of Liability	The RFP does not specify any limitation of liability clause. Request addition: Total liability of bidder (including penalties, damages, indemnities) shall be capped at 100% of total contract value over the contract period. Exclude indirect, consequential, special, and punitive damages.	Please be guided by the RFP.
61	30		General - Indemnity	Request addition of mutual indemnity clause: PNB Gilt shall indemnify bidder against claims arising from (i) PNB Gilt's breach of contract; (ii) Incorrect information provided by PNB Gilt; (iii) Third-party claims related to PNB Gilt's use of services.	Please be guided by the RFP.
62	20		Annexure D	Kindly provide clarity on commercial quote format evaluation and the detail to be mentioned in 'Unit'. Will the Bandwidth wise pricing remain the same for all the Locations that the bidder is participating for, please specify.	Please refer revised attached Annexure D
63		Kindly include below Clauses in the RFP		1. <b>Payment Due Date and Penal Interest:</b> Payment of invoices is to be done as per due date mentioned on the respective invoice and for delays in payments of Service charges invoices, Vodafone Idea shall have a right to charge penal interest @SBI PLR+3% per annum. Customer agrees to	Please be guided by the RFP..

				mandatorily provide invoice wise details of the payment made, and Customer acknowledges that if such details are not provided, the payment will not be accounted for by Vodafone Idea.	
64		Kindly include below Clauses in the RFP		<p>2. <b>Discontinuation, Suspension or Termination of Services:</b> Vodafone Idea shall have the right to suspend the provision of all or any part of the Services after giving a prior written notice, in the event Customer fails to (i) make payment of the undisputed invoice amount within the due date mentioned in the invoice; or (ii) substantiate by verifiable documents/data that the disputed amount in excess of 1.00% of the invoiced amount. Customer shall remain liable to pay the fixed monthly rentals during the period of suspension. Further, Vodafone Idea retains the right to discontinue the Service if any government action, order, policy requires it to do so, or if any of the Customer information (including KYC details) is incorrect. No refunds shall be processed in either of the said cases. In the event Customer fails to pay any undisputed invoice amount within ninety (90) calendar days from the payment due date, Vodafone Idea shall have the right to terminate the Services as applicable by serving Customer with seven (7) calendar days written notice of such termination. If the Customer has agreed to avail Services for a minimum period (Lock-In</p>	Please be guided by the RFP.

				<p>Period) and thereafter such Services are terminated within such Lock in Period, Vodafone Idea shall be entitled to recover not only the invoice amounts but also early termination charges which will be equal to the charges for the remaining months in the Lock In Period. Vodafone Idea may suspend or terminate Services for any unauthorized or unlawful use of the Services by the Customer or End User. Customer shall be reconnected to Services, once the complete outstanding payment is received, (including interest payable thereon).</p>	
65		<p>Kindly include below Clauses in the RFP</p>		<p><b>3. Invoice Dispute:</b> Customer agrees that Customer must raise dispute on the received invoices from Vodafone Idea within twenty (20) days from invoice date, and pay the undisputed amount within the due date mentioned in the invoice, otherwise Customer waives its right to dispute the invoice. Customer agrees to furnish before Vodafone Idea all supporting documents related to the dispute. For any unsettled disputed claims, Customer agree that once the dispute is resolved in favour of VIL pursuant to the terms of this Agreement, Customer shall make immediate payment of the sums due and payable to Vodafone Idea together with interest calculated at the prime lending rate (PLR) of the State Bank of India + 3 percent per annum (PLR of SBI + 3% per annum) from the date the outstanding sums were first due and payable by the Customer to the date of receipt</p>	<p>Please be guided by the RFP.</p>

				of all dues by Vodafone Idea. VIL shall provide Credit note if dispute is resolved in favour of the customer.	
66		Kindly include below Clauses in the RFP		4. Customer shall not be entitled to setoff or withhold its payment against invoices raised by Vodafone Idea for a specific Service against any debt or sum owing to Customer or its group company/ies by Vodafone Idea or its group company/ies on account of any other service/s.	Please be guided by the RFP.
67		Kindly include below Clauses in the RFP		5. <b>Supplementary Invoice:</b> Vodafone Idea shall be entitled to raise either a supplementary invoice on the Customer or change in the current invoice for Services / Links which had not been invoiced in the past or for any bill periods which had been omitted to be invoiced against the Services or part thereof, or a link or set of links.	Please be guided by the RFP.
68		Kindly include below Clauses in the RFP		6. <b>GST and SEZ Status:</b> Customer will be solely responsible for providing the correct GST number and SEZ related information against the "Place of Supply" as per the GST Law. Customer waives off all the rights to dispute or withhold any payments in case of incorrect GST Numbers or incorrect SEZ certificates/ Status being provided which don't match the details available on the Government GSTN portal. Customer acknowledges that they will not be able to claim the GST tax credit under such circumstances and so shall be liable to pay 100% invoiced amount, including taxes.	Please be guided by the RFP.

69		Kindly include below Clauses in the RFP		7. <b>Withholding Tax:</b> To the extent required by law, Customer may withhold or deduct any applicable Taxes or applicable tax deducted at source from payments due to Vodafone Idea, provided that Customer shall furnish Vodafone Idea with such evidence as may be required by the relevant taxing authorities to establish that such Taxes have been paid so that Vodafone Idea may claim any applicable credit.	Please be guided by the RFP.
70		Kindly include below Clauses in the RFP		8. <b>GST related disputes:</b> Customer agrees that GST impact will not be borne by Vodafone Idea for GST related errors identified in the invoice beyond three months from the date of invoice. Customer further agrees that Customer shall first register the GST related dispute with Vodafone Idea before rejecting the invoice in Government tax portal.	Please be guided by the RFP.
71		Kindly include below Clauses in the RFP		9. <b>Price revision:</b> No retrospective price revision will be done. Customer agrees that Vodafone Idea shall be entitled to increase the Charges in case there is any increase in regulatory guidelines which has an effect of increasing the cost of providing Services by Vodafone Idea.	Please be guided by the RFP.
72		Kindly include below Clauses in the RFP		10. <b>Tax Indemnity:</b> The Parties agree to indemnify each other against all costs, damages, penalties, interests etc. suffered by one Party due to non-compliance by the other Party of all taxation related obligations and compliances (in particular, TDS and GST related compliances) from time to time.	Please be guided by the RFP.

73	8		This is not a procurement RFP, and is only for price discovery and empanelment of the service provider. Purchase Order will be placed as and when required, with the empanelled service provider	Please clarify if we are qualified as per the eligibility criteria of this RFP, so will we be empaneled with PNB Gilts for 3 years and further we need to match L1 price as when the purchase order will be issued to us.	Bidder will be empaneled only if he agrees to match the L1 rate offered.
74	6,9		4. Eligibility Criteria – Have experience supplying WAN / MPLS / P2P services to BFSI / Enterprise / Public sector 15. Eligibility Compliance 2. Minimum 10 years of experience in MPLS/P2P/WAN delivery. Work Orders	Please allow minimum 10 or 5 years of experience in MPLS/P2P/ILL/WAN delivery for Private Companies/ Private Banks/ Private BFSI / Enterprise / Public sector	Please be guided by the RFP.
75	6		5. Technical Requirements • Compliance with Regulatory and PNB Gilts Information Security & Vendor Governance. Undertaking to be submitted	Please clarify there is any detailed information/clauses available for Regulatory and PNB Gilts Information Security & Vendor Governance Requirement	Please be guided by the RFP.
76	11		19. Certifications & Governance Compliance 3. OEM authorisation (if partner)- MAF	We are ISP, so OEM authorisation (MAF) is not applicable, please clarify if it is not mandatory.	Please be guided by the RFP.
77	19		Annexure C Security & Data Protection Measures (Encryption, DDoS, Access Control)	Please clarify if there are any details or specifications available for Security & Data Protection Measures (Encryption, DDoS, Access Control)	Please be guided by the RFP.
78	5		3.2 Link Specifications • Managed service, including router/CPE.	Please clarify if router is in PNB or service provider's scope	Router to be provided by bidder.

79	12		<p>23 Instructions to Bidders:</p> <p>1. The above-mentioned envelopes should be separately sealed and super-scribing "For supply and commissioning of P2P, ILL and MPLS links " sealed and submitted on or before the specified date and time as mentioned under bid details at the following address: PNB Gilts Ltd. 5, Sansad Marg, New Delhi- 110001</p>	<p>Please clarify if technical and commercial bid documents are required to be physically submitted at PNB Gilts Ltd., New Delhi</p>	<p>Please be guided by the RFP.</p>
80	12		<p>. Interested bidders may submit their password-protected technical and commercial proposals (with separate passwords for technical and commercial proposals) to IT@pnbgilts.com as per the schedule of events of this RFP for opening bids. Subject of the email should be "For supply and commissioning of P2P, ILL and MPLS links" Note: - Passwords are not to be shared until requested.</p>	<p>Please clarify if technical and commercial proposals can be submitted in separated mails, incase the file size of technical proposal exceeds limit to send it via mail</p>	<p>Please be guided by the RFP.</p>

**Annexure D**

**COMMERCIAL QUOTE SHEET**

**Point to Point, (P2P) Links**

S.No	Item / Service Description	Unit	Annual Price	One-Time Installation / Activation Charges	Annual recurring Maintenance
1	4 Mbps Link				
2	10 Mbps Link				
3	20 Mbps Link				
4	50 Mbps Link				
5	100 Mbps Link				
6	Taxes (GST/VAT/Other@ __%)	%			
	GRAND TOTAL				

**Internet Leased Line**

S.No	Item / Service Description	Unit	Annual Price	One-Time Installation / Activation Charges	Annual recurring Maintenance
1	4 Mbps Link				
2	10 Mbps Link				
3	20 Mbps Link				
4	50 Mbps Link				
5	100 Mbps Link				
6	Taxes (GST/VAT/Other@_%)	%			
	GRAND TOTAL				

#### Multiprotocol Label Switching (MPLS)

S.No	Item / Service Description	Unit	Annual Price	One-Time Installation / Activation Charges	Annual recurring Maintenance
1	4 Mbps Link				
2	10 Mbps Link				
3	20 Mbps Link				
4	50 Mbps Link				
5	100 Mbps Link				
6	Taxes (GST/VAT/Other@_%)	%			
	GRAND TOTAL				

#### Commercial Terms:

- Payment Terms: Quarterly deferred
- Authorized Signatory:
- Name: \_\_\_\_\_
- Designation: \_\_\_\_\_

**Last date & time for submission of bids (technical and commercial) along with supporting documents:** 11.05.2026 on or before 04:00 PM

**Date of opening of technical bids (Tentative):** 11.05.2026 at 05:00 PM

**Date of opening of commercial bids (Tentative):** 19.05.2026