

Response to Querries: Date-09.01.2026

Tender No. 26/2025 Date. 30.11.2025

Subscription of Internet Leased Line Connectivity of 1 Gbps for Odisha Space Applications Centre, Bhubaneswar

Sl. No.	Tender Clause No.	Tender Page No.	Tender Clause	Query	Clarification/Amendment
1	12 Schedule (B) Scope of Assignment for Tender No.26/2025	12	10. Network Availability (uptime): More than 99.9% per month.	We would request ORSAC to kindly amend to 99.5% monthly in OFC in redundant mode.	AS PER TENDER
2				please review the uptime and modify the same to 99.5% as per Industry standard.	
3				Please note that industry standard uptime of ILL on OFC media with Path level redundancy is 99.5%, which translates to ~3.6 hr downtime monthly. Suggest to modify to 99.5% uptime.	
4	Schedule (B) Scope of Assignment for Tender No.26/2025	12	3. The Service Provider must install a 10 Gig MUX or Equivalent device to maintain 1:1 bandwidth contention ratio and maximum throughput capacity.	Please confirm why 10G Mux is mentioned here, whereas BW is 1 Gbps. Request to amend this as higher capacity mux will increase the NW cost. If any upgradation is required in future this may be looked upon.	SP has to install 10G MUX , because at any point of time we can upgrade the link , without changing any device .Also Hand Over device should not be a bottle necking one.
5	12 Schedule (B) Scope of Assignment for Tender No.26/2025	12	11. The Service Provider must be able to provide additional bandwidth on demand (BOD) within 24 hrs. (Or as and when required) without any extra payments.	We can increase the bandwidth with confirmed new PO and CAF from ORSAC with Revised Commercials only. Also allow us around 4 days for the necessary Bandwidth upgrade. There won't be any free upgrade.	AS PER TENDER
6				Kindly suggest the Highest BW requirement that might be the requirement and intimation of 2 weeks for upgradation. We can consider 1.5X BW if not specified.	1 GBPS
7				Kindly allow BOD on a pro-rata payment basis with a minimum intimation period of 72 hours .	As per Tender , 1 GBPS
8	General Terms and Conditions	9	4. Change Orders: - ORSAC may at any time before completion of work under project awarded to the Agency, change the work content by increasing / reducing the quantities of the services. In such a case, the Agency will have to perform the service in the increased/decreased quantity at the same contract rates within the time stipulated for providing services to ORSAC.	We can increase the bandwidth with confirmed new PO and CAF from ORSAC with Revised Commercials only. Also allow us around 4 days for the necessary Bandwidth upgrade. There won't be any free upgrade.	AS PER TENDER
9				The variation in the quantity shall be subject to feasibility and in case of re location of the link, the charges applicable shall be mutually agreed and subject to feasibility.	Bandwidth Charges may be vary, But Hardware charges should not include) Therefore ORSAC needs Installation of a 10G ready mux) and proper feasibility
10	General Terms and Conditions	9	7. Penalties for delay in commissioning of services: - If the Service Provider fails to uplink the connectivity by the specified date, then the penalty at the rate of 1% per week of the total order value subject to maximum of 10% of total order value will be deducted and thereafter the offer shall automatically stands cancelled.	Please amend the clause as suggested below: If the Service Provider fails to uplink the connectivity by the specified date, then the penalty at the rate of 0.5% per week of the annual value subject to maximum of 5% of annual order value will be deducted and thereafter the offer shall automatically stands cancelled.	AS PER TENDER
11				We understand that the penalty will be applicable only for the delays solely attributable to the Bidder. Kindly clarify. Requesting the Customer to cap the penalties at 5% of the value of undelivered Services.	

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12	12 Schedule (B) Scope of Assignment for Tender No.26/2025	12	4. The Service Provider should provide DDOS protection/Mitigation of similar bandwidth to prevent any kind of DDoS attacks.	We would request ORSAC to kindly mention the DDOS mitigation capacity (e.g. 500Mbps / 1Gbps / 2Gbps etc.).	1 Gbps DDoS To Be Provided
13				DDoS is a separate service and will require separate BOQ. Suggest to add the service provider should have own cloud based mitigation centre anywhere in India & should provide MRTG portal.	
14				Please specify that DDoS protection capacity should be equal to the committed bandwidth.	
15	Schedule (B) Scope of Assignment for Tender No.26/2025	12	Backup DNS Server should be provided.	Requirement is not clear, please elaborate	Service Provider has to provide Primary DNS address & Secondary DNS as well
16				Our understanding is secondary/ backup DNS server should be there at operators end.	
17				Kindly Clarify Pls specify if the Link is to be managed or unmanaged.	Unmanaged
18				Regarding QPS - Customer to provide QPS (Queries per second per IP) details if need TC DNS	Not Applicable
19	12 Schedule (B) Scope of Assignment for Tender No.26/2025	13	Sl. No. -- Downtime -- Penalty 1. > = 99.9% -- 0% of monthly rental 2. > 99.5 to < 99.9 -- 5 % of monthly rental 3. > 99 to < 99.5 -- 10 % of monthly rental 4. > 98.5 to < 99 -- 15 % of monthly rental 5. > 98 to < 98.5 -- 20 % of monthly rental 6. > 95 to < 98 -- 25 % of monthly rental 7. < 95% -- 30 % of monthly rental	Please amend the SLA and associated penalties as suggested below: <u>Sl. No. -- Downtime -- Penalty</u> 1. > = 99.5% -- 0% of monthly rental 2. > 99 to < 99.5 -- 1 % of monthly rental 3. > 98.5 to < 99 -- 2 % of monthly rental 4. > 98 to < 98.5 -- 3 % of monthly rental 5. > 95 to < 98 -- 4 % of monthly rental 6. < 95% -- 5 % of monthly rental	AS PER TENDER
20				Please review and modify the penalty slabs as under Sl No Downtime Penalty 1 > = 99.5% 0% of monthly rental 2 > 99 to < 99.5 2 % of monthly rental 3 > 98 to < 99 4% of monthly rental 4 > 97 to < 98 6% of monthly rental 5 > 95 to < 97 8% of monthly rental 6 > 90 to < 95 10% of monthly rental 7 < 90% 15% of monthly rental	AS PER TENDER
21	9. Service Provider Obligations: - Schedule (A) – Conditions of Contract for Tender No.26/2025	10	The Service Provider shall be responsible for ORSAC campus, commissioning and configuring of hardware and uplink of connectivity.	For ILL termination L3 hardware i.e. UTM is required and we presume that the UTM device is already present at ORSAC campus and therefore no L3 device is in bidder's scope under this RFP. Please confirm	UTM / FIREWALL is already available with ORSAC.

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22	A. Eligibility Criteria:	4	Service Provider must have Provided Internet Leased Line Service of a minimum of 1 Gbps Bandwidth and above to a minimum of 2 Nos of Reputed Government or PSU Organizations of Odisha during last 3 financial years ending 31st March 2025.	To promote wider participation we would request ORSAC to amend the clause as suggested below: Service Provider must have Provided Internet Leased Line Service of a minimum of 1 Gbps Bandwidth and above to a minimum of 2 Nos of Reputed Organizations based in Odisha during last 5 years ending 31st December 2025.	AS PER TENDER
23				Requesting for modification as below Service Provider must have Provided Internet Leased Line Service of a minimum of 1 Gbps Bandwidth and above to a minimum of 5 Nos of Reputed Government or PSU Organizations of India during last 3 financial years ending 31st March 2025. Work orders/ Contract Document /Completion of Work Certificates from the clients to be submitted along with the Bid. In case of Running links commissioned within last 3 years, link commissioning certificate or satisfactory operation certificate by customer should be submitted	No changes (As We need connectivity within the state of Odisha, therefore, we need the experience with in Odisha State.
24	B. Technical Documents: Schedule (A) – Conditions of Contract for Tender No.26/2025	5	v) ISO Certification – Bidders must submit ISO Certificate 9001:2015, 20000-1:2018, 27001:2022.	Please modify the requirement as below Bidders must submit ISO Certificate 9001:2015, 27001: 2013 / 2022 or 20000-1:2018. Please note that ISO 27001:2022 Certification is introduced since 2024 , therefore bidders who are already certified with ISO 27001:2013 prior to 2024 will be obtaining ISO 27001:2022 post expiry of current ISO 27001:2013 certification. Further ISO 20000-1:2018 is more relevant to IT operations (Data centre /Software development). Since subject scope of work involves purely telecom service please make this ISO certification as optional.	ISO Certification – Bidders must submit ISO Certificate 9001:2015, 20000-1:2018, 27001:2022 / 2013.
25	Schedule (A) – Conditions of Contract for Tender No.26/2025	6	The service must be implemented within 15 days from the date of issue of the purchase order.	In view of the size and scope of work we would request ORSAC to provide at least 8 weeks from PO date for implementation.	The service must be implemented within 30 days from the date of issue of the purchase order.
26	Schedule (A) – Conditions of Contract for Tender No.26/2025	7	ORSAC may consider receiving the items beyond stipulated date by imposing liquidated damage of 0.50 (zero point five zero) percent of cost per week of delay subject to maximum penalty of 5% of the value of each item inclusive of all taxes, duties, levies and charges. Part of the week shall be reckoned as one week.	We would request ORSAC to kindly amend the clause as suggested below: 11) ORSAC may consider receiving the items beyond stipulated date by imposing liquidated damage of 0.50 (zero point five zero) percent of annual cost per week of delay subject to maximum penalty of 5% of the annual value of each item inclusive of all taxes, duties, levies and charges. Part of the week shall be reckoned as one week.	AS PER TENDER

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27	General Terms and Conditions	9	5. Commencement of Contract: - On issuance of the Letter of Intent (LoI) by ORSAC, the bidder has to confirm its acceptance within seven days of its issuance and signing of agreement within 15 days of notification, failing which the ORSAC reserves the right to take appropriate disciplinary actions including forfeiture of EMD.	In view of the size and scope of work we would request ORSAC to provide at least 8 weeks from PO date for project implementation.	AS PER TENDER
28	General Terms and Conditions	9	6. Installation and Commissioning: - Project shall be completed within 2 weeks from the date of issue of the Letter of Intent (LOI) / Work order. All the aspects of safe delivery, installation, commissioning and uplink of the connectivity shall be the exclusive responsibility of the Service Provider. Agency shall start commissioning of the service within 3 days from date of commissioning order.	In view of the size and scope of work we would request ORSAC to provide at least 8 weeks from PO date for project implementation.	The service must be implemented within 30 days from the date of issue of the purchase order.
29	6. Installation and Commissioning: - General Terms and Conditions	9		Considering the Last mile requirement on fiber and in view of the Time required for arranging permissions from statutory body for fiber laying, please relax the delivery timeline to at least 6-8 weeks from the date of LOI/Work order	The service must be implemented within 30 days from the date of issue of the purchase order.
30	Schedule (B) Scope of Assignment for Tender No.26/2025	12	8. Latency: Less than 25 - 35 ms from our Organization to ISP's tier 1 or 2 peering point (Google, Facebook etc.) Latency will be randomly checked on daily basis. In case of non-adherence to the latency limit, the link will be considered as down with dialout from time of detection till the time it is restored.	Please amend the Domestic latency ask to 45 ms from ORSAC CPE to the peering point to access contents of Google, Facebook etc.	AS PER TENDER
31				Kindly consider to 80ms as per industry standard (pop to pop) instead of 25-30ms.	AS PER TENDER
32				Please specify latency as less than 35 ms to Tier 1 or Tier 2 peering points.	AS PER TENDER
33				Regarding latency – If ORSAC wants latency to any dedicated destinations, please help us with destinations IPs	AS PER TENDER
34	Tender Schedule	1	Last date of submission of Tender : 20.12.2025 by 04:00 P.M.	We would request ORSAC to kindly extend the bid submission deadline to 24.12.2025 by 04:00 PM so as to allow all bidders to study the corrigendum and submit a tender compliant response accordingly.	Last Date is Extended to 21/01/2026. Refer Corrigendum
35	A. Eligibility Criteria:	2	The tenderers must have their own Network Operation Centre (NOC) within Odisha.	We have our Global NOC at Chennai and Hyderabad. At Bhubaneswar, we have the local NOC and Service Desk with requisite number of Field Engineers for O&M support. Hence, we would request for necessary modification of the clause so as to qualify for this RFP.	The tenderers must have their own Network Operation Centre (NOC) / POP within Odisha.
36				Requesting Modification to the subject Clause as below Bidder should be having Minimum 2 PoPs (Point of Presence) in Odisha. Self declaration to be submitted by bidder on their letterhead	The tenderers must have their own Network Operation Centre (NOC) / POP within Odisha.
37				Suggest to modify the clause as NOC to be available anywhere in India.	The tenderers must have their own Network Operation Centre (NOC) / POP within Odisha.

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38	A. Eligibility Criteria:	4	The Internet Service Provider must have their own local office, Network Operation Centre (NOC) /DC in the state of Odisha.	We have our Global NOC at Chennai and Hyderabad. At Bhubaneswar, we have the local NOC and Service Desk with requisite number of Field Engineers for O&M support. Please amend the clause as suggested below so that we can qualify: 4. The Internet Service Provider must have their own local office and Network Operation Centre (NOC) / Base Station / Support Centre / DC in the state of Odisha.	The Internet Service Provider must have either their own local office or Network Operation Centre (NOC) or DC or POP in the state of Odisha. Valid Address Proof (Copy of Telephone Bill/ Electricity Bill/ Rent Agreement along with an undertaking to be submitted along with the Bid.
39				Requesting Modification to the subject Clause as below The Internet Service Provider must have their own local office, CENTER(NOC) /DC in India and Minimum 2 PoPs (Point of Presence) in Odisha. Valid Address Proof (Copy of Telephone Bill/PAN/ Electricity Bill/ Rent Agreement / ISO Certificates with Address etc.) along with an undertaking to be submitted along with the Bid.	The Internet Service Provider must have either their own local office or Network Operation Centre (NOC) or DC or POP in the state of Odisha. Valid Address Proof (Copy of Telephone Bill/ Electricity Bill/ Rent Agreement along with an undertaking to be submitted along with the Bid.
40				Suggest documentary evidence to be accepted for any govt organization across India.	The Internet Service Provider must have either their own local office or Network Operation Centre (NOC) or DC or POP in the state of Odisha. Valid Address Proof (Copy of Telephone Bill/ Electricity Bill/ Rent Agreement along with an undertaking to be submitted along with the Bid.
41				We have a stable POP and Edge Router in Bhubaneswar (Niladri Vihar). Our centralized NOC is in New Delhi with a backup NOC in Bangalore. Kindly modify the requirement to accept centralized NOC with local POP at Bhubaneswar.	The Internet Service Provider must have either their own local office or Network Operation Centre (NOC) or DC or POP in the state of Odisha. Valid Address Proof (Copy of Telephone Bill/ Electricity Bill/ Rent Agreement along with an undertaking to be submitted along with the Bid.
42	B. Technical Documents: Schedule (A) – Conditions of Contract for Tender No.26/2025	5	viii) Addresses of NOC facility centres within Odisha	Addresses of NOC facility centre In India and own local office and PoP within Odisha	Addresses of NOC facility centre In India and own local office and PoP within Odisha
43	Sl. No 5. Schedule (B) Scope of Assignment for Tender No.26/2025	12	The Internet Service Provider must have their own NETWORK OPERATION CENTER(NOC) /DC in the state of Odisha and must have their own outgoing and incoming gateway in Bhubaneswar. An undertaking on the same with physically verifiable NOC/DC address to be submitted with the Bid.	Please note that NOC and Gateways are Pre established centralized locations of ISPs which can be located anywhere in India. Therefore requesting modification as below Bidder should have their own NETWORK OPERATION CENTER(NOC) /DC in India and Own International Gateway at least 2 locations in India. Verifiable NOC/DC address to be submitted with the Bid. Further Bidder should have Minimum 2 PoPs (Point of Presence) in Odisha. Self declaration to be submitted by bidder on their letterhead	Bidder should have their own NETWORK OPERATION CENTER(NOC) /DC in India. Verifiable NOC/DC address to be submitted with the Bid.

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44	12 Schedule (B) Scope of Assignment for Tender No.26/2025	12	7. The Service Provider shall provide Internet Router Port at ISP Gateway for required Bandwidth and minimum subnet of (/25) i.e. 128 No's of public static IPV4 addresses including Reverse Lookups configured at these IPs. Also, as & when required, IPV4 should be extended up to (/24) i.e. 256 No's without any additional payments.	As a practice, we can provide 8 public IPs. In case ORSAC requires more IPs then we would request ORSAC to procure from APNIC /IRINN.	AS PER TENDER
45				1. Please note that IPV4 are chargeable over the Internet bandwidth as bundled service along with internet and which will be not transferrable, hope this is acceptable. 2. Kindly provide justification on why such a huge amount of public IPs are required. 3. We recommend ORSAC to purchase from APNIC/IRINN as IPV4 are non transferrable. RJIL can assist ORSAC for procurement of IPV4 directly from APNIC/IRINN. 4. Request to keep 1 subnet of /29 along with the connectivity, or request to keep the option of providing IPV6 for this requirement.	AS PER TENDER
46				Kindly provide IP justification. We will consider 128 IP's only. Additional 128 will have cost implication.	AS PER TENDER
47				Kindly restrict the requirement to /27 subnet (30 usable public static IPV4 addresses). Any additional IP requirement beyond /27 can be provided on mutually agreed commercial terms considering scarcity of IPV4 address.	AS PER TENDER
48	15) Terms of Payment General Terms and Conditions	7	Payments will be made only on quarterly basis after satisfactory completion of the work and necessary performance certification from the Project In Charge and on submission of authenticated bills to ORSAC.	Please specify the timeline in which the payment will be released post submission of bills. Our standard timeline is 18 days post submission of quarterly bill.	AS PER TENDER
49	Schedule (B) Scope of Assignment for Tender No.26/2025	12	1. The Internet Service Provider should provide 1 Gbps Dedicated Internet Leased Line Service over Optic Fiber Cable (OFC) with 1:1 contention ratio at Symmetrical Bandwidth without any compression factor (Full Duplex, Dedicated -1:1, Unshared, Uncompressed) with last mile connectivity on Fiber and RF (wireless) or Dual Fiber as fall back connection at all the time (24 X 7 X 365).	RF last mile is not a suitable Last mile option for 1 Gbps BW. Please review. Further please clarify the Access Level redundancy is meant here Whether Internet Lease Line of 1 Gbps in path level redundancy terminating at the SP provided Mux and from the Mux there will be a single HO towards ORSAC UTM) or altogether Separate two last miles terminating at OSRAC UTM.	Single HO towards ORSAC UTM / Firewall (But 2 nos OFC Ring Circuit / OFC +RF)
50	Pt.No2	Pg.No-12	Service Provider should have backup line and should provide 100% backup through alternate route (Both Fiber & Fiber/Wireless) in Ring Circuit.	Pls clarify if there is a requirement of 2 link of 1Gbps or 1link of 1 gbps in protection.	It will be in Ring Circuit - It can be Fiber + Fiber or Fiber + RF, at any point of time speed should be 1GBPS

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51	General Terms and Conditions	11	<p>12. Termination & Withdrawal: -</p> <p>a. Without prejudice to any other right or remedy it may have, either party may terminate this Agreement at any time by giving one month advance notice in writing to the other party.</p> <p>b. ORSAC reserves the right to withdraw/ terminate empanelment of applicant in any of following circumstances:</p> <p>i) Applicant becomes insolvent, bankrupt, resolution is passed for the winding up of the applicant' organization</p> <p>ii) Information provided to ORSAC is found to be incorrect.</p> <p>iii) Tender conditions are not met within the specified period.</p> <p>iv) If the bidder does not execute the contract to the satisfaction of the ORSAC then the ORSAC may invoke any or all the following clauses.</p> <p>v) Forfeit the Performance Guarantee Amount</p> <p>vi) Terminate the contract without any liability of ORSAC towards the agency.</p>	<p>1. Requesting the Customer to note for the sub clause (iii) and (iv), to consider terminating the underperforming links instead of the Agreement if the successful Bidder is unable to rectify the cause of such non maintenance for 3 consecutive SLA measurement periods due to reasons solely attributable to the Bidder within the cure period as specified in the SLA.</p> <p>2. With reference to sub clause (vi), we do not agree to termination by the Customer for convenience. . The selected Bidder is required to make considerable investments in execution of the project. As such termination for convenience by the customer will make bidder to suffer significant losses . As such we request to delete termination for convenience by customer.</p> <p>3. Request the customer to allow the bidder to serve notice in case of termination of the contract due to the following reasons:</p> <p>(i) Non-payment of amount.</p> <p>(ii) In case of any regulatory breach or immediately if instructed by relevant authority</p>	AS PER TENDER
52	Additional			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 parties are aware of such possibilities.	AS PER TENDER
53	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.	AS PER TENDER
54	Additional			Please provide the draft of contract agreement for our review and inputs if any.	Will be discussed after award of work order
55	Additional			<p>Following Hardware/Accessories are excluded from Bidder's Scope and needs to be arranged along with the UPS power</p> <ul style="list-style-type: none"> • Earthing from 220 volts to 230 volts, E-N Voltage < 2 volts, • Air conditioning inside server room, • Rack Space of 4U. • Extension of cross-connect will be under the scope of Purchaser 	Earthing, Air Conditioning,Rack Space already Available.

Sd/-
Chief Executive (ORSAC)