

Query and Clarification for providing dedicated 1:1 internet line on fiber vide Bid Ref No BRLPS/Proj-MIS/2593/25/3808 dated 24/07/2026.

SN	Bid reference	Content of Bid document requiring clarification(s)	Points of clarification	Clarification by BRLPS.
1.	Clause 1 (Item 4) & Clause 25: Completion Period	Service must be made operational within 10 days from the receipt of the Letter of Acceptance (LoA).	Request to extend the delivery and commissioning timeline from 10 days to 4-6 Weeks.	It is clarified that Service should be operational within 04 weeks from the Letter of Acceptance of BRLPS.
2.	Clause 1 (Item 5) & Clause 27(d): SLA Required	A 99% uptime SLA is required, and a proportionate amount will be deducted for outages from running bills.	Requesting BRLPS to provide the exact mathematical formula or percentage slabs used to calculate the downtime penalty.	It is clarified that SLA Deduction will be calculated on monthly Basis. Required SLA Uptime will be 99% per month. If SLA will be less than 99 % per month, then 3 % flat deduction from monthly bill value will be applicable as penalty.
3.	Clause 16: Support Dashboard	"Bidder has to provide online portal/ Dashboard for live monitoring the connection."	Requesting clarification. Web-based MRTG graphs for Utilization is the standard offering across industry.	It is clarified that "The requirement shall be deemed complied with if the bidder provides a web-based online portal/dashboard enabling real-time monitoring of link status, bandwidth utilization, uptime/downtime, alerts and ticket status". Standard MRTG or equivalent monitoring portal will be acceptable, if it fulfills these requirements.
4.	Clause 1 (Item 4) & Clause 20: Static Public IP & Security Scope	"06 (Six) (all whitelisted IPs) at Vidyut Bhawan" and "Integration / configuration of Static IPs with local LAN..."	Kindly clarify if the 6 Static IPs must be provided as a usable /29 IPv4 block or Higher /28 Block	It is clarified that bidder shall provide 06 (Six) usable Public Static IPv4 addresses. Allocation may be through a /29 block, provided that six usable public IP addresses as per BRLPS requirements.
5.	Clause 1 (Item 6) & Clause 13 / 15: Hardware Provisioning	"Hardware (Router, Modem, connecting devices and LAN wires) Provided and maintained by Bidder..." and "BRLPS will not purchase additional hardware..."	Kindly clarify if the bidder has to provide a CPE router with managed service or not?	It is clarified that The successful bidder shall provide, install, configure and maintain all required Customer Premises Equipment (CPE), including enterprise-grade router, modem/ONT, accessories, power adapters, mounting hardware and patch cords, on a managed service basis during the entire agreement period without additional cost to BRLPS.