



**Institute for Development and Research in
Banking Technology**
(Established by Reserve Bank of India)

Request for Proposal (RFP)

For

**Supply, Commissioning and Managed Services
of INTERNET Connectivity at IDRBT**

**Institute for Development and Research in Banking Technology
IDRBT, Castle Hills,
Road No.1, Masab Tank, Hyderabad – 500057, Telangana.
<http://www.idrbt.ac.in>**

February 2022

NOTE: This document contains 21 pages

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Disclaimer

This Request for Proposal (RFP) is not an offer by the IDRBT, but an invitation to receive response from eligible interested bidders for **Supply, Commissioning and Managed Services of INTERNET Connectivity at IDRBT**. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by IDRBT with the successful bidder. This document should be read in its entirety.

Any product name / function used in this document are meant to be generic and do not refer to the product of any particular company. In case such proprietary terms have been inadvertently mentioned then such terms should be taken to refer to the generic technology. Bidders with industry standard equivalent product name / function /feature under any other name will also be eligible to submit response to RFP.

Statement of Purpose

IDRBT invites sealed tenders for **Supply, Commissioning and Managed Services of INTERNET Connectivity at IDRBT**. The bidders from reputed companies having previous experience in handling successfully similar projects for Banks/FI/ Insurance companies in India may participate in the bidding tendering process.

1. Introduction

Institute for Development & Research in Banking Technology (IDRBT) is an autonomous body Established by Reserve Bank of India. The primary goal of the Institute is, as follows:

1. Development & Research on Banking Technology.
2. The systemic requirements of the banking system
3. Offer training in banking technologies for Indian Banking sector
4. Act as a CA (Certifying Authority) for Bankers.

2. Objective of the project

IDRBT has comprehensively employed technology over the years to efficiently discharge its duties in day to day functioning. At IDRBT, IT applications are centrally hosted, the main objective of this RFP is to Supply, Commissioning and Managed Services of INTERNET Connectivity at IDRBT for accessing IT Applications over INTERNET. The network connectivity should provide high uptime for accessing application services on 24x7 basis to Member banks over INTERNET network and IDRBT staff, in a secure way.

3. Time schedule:

Tender Reference number	IDRBT/SYS/VR/205/2021-2022 Dated 14 th February 2022.
Issue of RFP	14 th February 2022
Pre-Bid meeting with Vendors	22 nd February 2022 15:30
Time and Last Date for receipts of bids	8 th March 2022 16:30
Place of Opening tender offers	Institute for Development and Research in Banking Technology, Road No. 1, Castle Hills, Masab Tank, Hyderabad –500057.
Address of Communication	The Director, Institute for Development and Research in Banking Technology, Road No. 1, Castle Hills, Masab Tank, Hyderabad 500057
Contact Telephone Numbers	Phone : 040 – 23294210 Fax: 040 – 23536370

4. Bid Submission

The Technical and Commercial bids shall be submitted in separate sealed envelopes clearly super scribing on the envelope “Technical Bid for **Supply, Commissioning**

and Managed Services of INTERNET Connectivity at IDRBT as per Tender No IDRBT/SYS/VR/205/2021-2022 Dated 14th February 2022” & “Commercial Bid for **Supply, Commissioning and Managed Services of INTERNET Connectivity at IDRBT** as per Tender No IDRBT/SYS/VR/205/2021-2022 Dated 14th February 2022” on or before 16:30 Hrs of 8th March 2022.

5. Bidders Eligibility Criteria

Bidders must meet the following eligibility requirements. Bids of non-compliant bidders will not be technically or financially evaluated.

1. The Bidder shall provide evidence that it is a current legal entity.
2. The Bidder/System Integrator should be the authorized representative /partner of respective OEM products and must have back-to-back support relation with the OEM's whose products are offered to IDRBT. The proof in support of the same must be enclosed.
3. The Bidder should have experience in the following fields: **Supply, Commissioning and Managed Services of INTERNET Connectivity at IDRBT.**
4. The bidder should have Valid “Category A” Internet Service Provider License from Govt. of India. Documentary proof for having license to setup and operate own network for minimum of last three (03) years and connect to International Gateways from Govt. of India.
5. The bidder should have dual Point of Presence (POPs)s in Hyderabad and Mumbai for providing high available and redundant network connectivity.
6. The bidder will be solely responsible for seeking statutory and regulatory approvals including follow up jobs with the external agencies and concerned government departments.
7. The bidder must have at least one fully functional NOC Centre in India, documentary proof having fully Customer Service Centre in Hyderabad and Mumbai region which is operational on 24x7 basis with trained and certified engineers for support and maintenance. Latest escalation matrix should be shared.
8. The Bidder must warrant that key project personnel, should have minimum OEM certified engineers or equivalent certification on supplied Bill of Material, to be employed in this project have been sufficiently involved in executing / implemented Internet Service contracts (for minimum period of 2 years) during the preceding five years, with Annual Contract Value as mentioned below
One service contract worth ₹12.5 Lakh OR
Two service contracts each worth ₹7.75 lakh OR

Three service contracts each worth ₹6.2 lakh.

Purchase Orders and Completion Certificate, Referee names and contact details from Customer should be enclosed.

9. The bidder should be profit-making company. The last three financial years' audited Balance Sheet and Profit and Loss reports shall be provided duly signed by concerned authorities.
10. The Bidder must demonstrate that it has been engaged in providing similar services for other large National /International Financial / Banking Institutions.
11. The Bidder must warrant that there is no legal action being taken against it for any cause in any legal jurisdiction. If such an action exists and the Bidder considers that it does not affect its ability to deliver the RFP requirements, it shall provide details of the action(s).
12. The cost of bidding and submission of tender documents is entirely the responsibility of bidders, regardless of the conduct or outcome of the tendering process.
13. The bidder is responsible in resolving issues and escalation matrix for the same should be provided to IDRBT during the contract period.
14. Details regarding the fulfillment of the eligible criteria should be submitted as per Annexure – I.

6. Terms & Conditions:

1. All bids and supporting documentation shall be submitted in English.
2. All costs and charges, related to the bid, shall be expressed in Indian Rupees only and the above total cost is inclusive of installation charges and customization charges. IDRBT will not take into consideration, any variation in the \$ price.
3. The **Supply, Commissioning and Managed Services of INTERNET Connectivity at IDRBT** should be completed within 08 (Eight) weeks from the date of purchase order.
4. The cost of bidding and submission of the bids is entirely the responsibility of the Bidders, regardless of the conduct or outcome of the tendering process.
5. This contract is valid of 5 years from the date of acceptance by IDRBT with on-site comprehensive warranty.
6. IDRBT reserves the right to reject all or any of the quotations without assigning any reason thereof.
7. The bidder should work in close association with other vendors/service providers working for IDRBT.
8. A Letter of warranty and support from respective Original Equipment Manufacturer's (OEM) shall also be submitted in addition to a letter from respective

Manufacturer's Authorization Form for the contract period (**Annexure – IV**).

9. **IDRBT will take two links from two different Internet Service Providers having their own dedicated infrastructure, to maintain redundancy at IDRBT. The outcome L2 bidder of this RFP should match with L1 price bid for the redundant link.**
10. The successful bidders **should increase the bandwidth by 10% on 100 Mbps annually at no additional cost to IDRBT for 5 years during the contracted period.**
11. IDRBT reserves right to change the Quantity of the Items, the quantity mentioned in this requirement is an **indicative number** and may vary based on actual requirement.
12. The decision of IDRBT shall be final.

7. Bidding Process

A two stage bidding procedure will be followed. The response to this tender should be submitted in two parts i.e. the Technical Bid and the Commercial Bid.

a. The Technical Bid:

The Technical Specifications of INTERNET Managed Services is enclosed as **Annexure II**.

The bidders are required to submit a Technical Bid highlighting the features of proposed Bill of Material and compliance. The bidders can use the same Technical Bid format sheet for submitting Technical Bid compliance.

b. The Commercial Bid:

The bidders are required to submit a Commercial bid as per the Commercial Bid format enclosed as **Annexure III**.

In the first stage, only the 'Technical Bids' of those who fulfill the eligibility criteria will be opened and evaluated. Those bidders satisfying the technical requirements of Annex – II as determined by the IDRBT and as per the requirements/specifications and the terms and conditions of this document, shall be short-listed.

In Second Stage, Commercial bids of the technically qualified vendors will be opened. The commercial bids will be evaluated based on L1 criteria. The bidder who quote the lowest price shall be considered as L1.

The Bidder must organize the bid in accordance with the format specified in the tender document.

The Bid is liable to be rejected if any commercial details are found with the technical bid.

c. List of Annexures:

Sno	Formats	Description	Submission
1	Annexure - I	Bidder Eligibility Criteria	Mandatory
2	Annexure - II	Technical Specification for Managed INTERNET Connectivity Services	Mandatory
3	Annexure – III	Commercial Bid Format	Mandatory
4	Annexure – IV	Manufacturer’s Authorization Form (MAF).	Mandatory
5	Form “B”	Technical Deviation Statement.	Mandatory

8. Objective of the project

The main purpose of the RFP is to **Supply, Commissioning and Managed Services of INTERNET Connectivity at IDRBT** for accessing INTERNET Services.

The proposed solution should be agnostic to the underlying hardware, storage, network, operating system, and Hypervisors. In addition, it should integrate with the existing infrastructure management setup currently deployed at IDRBT.

9. Technical and Solution Requirement Specifications

Overview

The bidder is required to propose the Bill of Material supporting features/functionality as indicated in **Annexures**.

The Bill of Material shall be hosted at IDRBT. In case any of hardware reaches its ‘End of Support’ date during the period of the contract, the Bidder shall be required to replace the hardware. The bidder will bear the cost of replacing all hardware, update and upgrades/applying patches.

10. Scope of Work

The minimum specified scope of work to be undertaken by the selected bidder is mentioned below:

1. The “Scope of Work” will include **Supply, Commissioning and Managed Services of INTERNET Connectivity at IDRBT**.
2. Supply of Bill of Material as per technical specification mentioned in **Annexure II** of the RFP.
3. The proposed Bill of Material should have provision of handshake / interface / integration with IDRBT ’s existing hardware, software and network.

4. The bidder will need to provide a detailed implementation plan including the architecture diagram, IP scheme, strategy, approach, and delivery of links, specific issues, and their resolutions.
5. The bidder should provide optimum performance, security, scalability and desired uptime requirements. The bidder needs to include all the required hardware and accessories to meet the objectives of the RFP.
6. The Bidder should specify the Rack space and AC power required for installation of WAN Network equipment (CPE–Customer Premises Equipment), network equipment, Bandwidth, Routers, Configuration, enablement of IPv4 & IPv6 configuration, associated peripherals, accessories and Services like Network Management, managed services as mentioned in RFP.
7. The bidder is responsible for WAN network installation, configuration, tuning, customization and hardening as per basic security standards for optimum performance.
8. Guaranteed SLA for uptime, reliability and performance
9. Help desk services for reporting network related issues and periodic performance of links, bandwidth usage, CPE Uptime, latency, packet loss and Cyclic Redundancy Check (CRC) errors. The calls should be logged with trouble ticket generation and the trouble ticket is closed upon resolution of the issue noted with RCA if required.
10. The bidder should fix all the technical problems, provide and implement upgrades, updates/ applying patches on no obligation basis to IDRBT, as and when released by the OEM during the contract period.
11. The bidder shall address statutory requirements, network and security audit recommendations suggested by IDRBT from time to time on regular basis on no obligation basis to IDRBT.
12. The bidder to provide all necessary hardware and software required to make this solution work strictly as per following technical specifications. The specifications given are minimum. Bidder can quote equivalent or higher technical specifications to the IDRBT's requirements. However, no weight age would be given for higher configurations.
13. IDRBT shall promptly notify the successful bidder in writing of any claims arising under this contract. Upon receipt of such notice, the bidder shall within reasonable time, repair or replace the defective products or part thereof without cost to the IDRBT.
 - a) The bidder shall provide free maintenance services during the contract period on no obligation basis.

- b) The successful bidder shall ensure that faults and failures intimated by IDRBT as above are set right within 24 hours of being informed of the same.

11. Training

A Comprehensive training shall be the key to successful Operations and Maintenance; hence, the successful bidder is required to provide training (for three days) to IDRBT nominated Officials at IDRBT, Hyderabad The training documents, including Operating Manuals, Standard Operating Procedures (SOP) for the proposed solution shall be prepared and shared by the successful bidder with IDRBT. The successful Bidder is free to propose the training plan. However, at a minimum, the plan shall include the following:

Sr No	Training Description
1	Overview of the components Installed
2	Technical Architecture
3	Operating procedure Hardware and Software
4	Technical and Operational Manual of the solution
5	Handling worst case scenarios

The above plan is only indicative; the final training plan shall be finalized between the successful bidder and IDRBT.

No separate charges will be paid for training.

12. User Acceptance Test

The implementation shall be deemed as completed in all respects only after

- a. as per the intent of this RFP;
- b. Enabling all the functionalities mentioned therein, i.e., go-live; and
- c. All the related trainings are completed and post training assessment carried out by IDRBT
- d. The User acceptance test will be carried out as per mutually agreed Acceptance Test Plan (ATP) against the systems requirements during the Implementation phase.
- e. The system will be considered accepted (supplied, installed and operationalized) only after ATP is completed as per the agreed plan and is duly signed/certified by the IDRBT and the successful bidder.
- f. The acceptance testing will be carried covering, all aspects of the network implementation will be tested as a part of the Acceptance Test which will include the delivery and installation of network hardware, provisioning of links, configuring of routers and other network equipment, commissioning of links, connectivity testing, fault-tolerance and failover feature testing, end-to-end solution testing, and application access test.

13. Period of Validity

All the prices and other terms and conditions of the offer proposed by the bidder should be **Valid** for a **minimum** period of **Eight months**.

14. Correction of Errors

Arithmetic errors in bids will be treated as follows:

Where there is a discrepancy between the amounts in figures and in words, the amount in words shall govern.

Where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate will govern unless, in the opinion of IDRBT, there is obviously a gross error such as misplacement of a decimal point, in which case the line item total will govern.

Where there is a discrepancy between the amount mentioned in the bid and the line item total present in the Bill of Material, the amount obtained on totaling the line items in the Bill of Materials will govern.

The amount stated in the tender form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall tender price to rise, in which case the bid price shall govern.

15. Confidentiality

Bidder agrees that all mails, data, financial, mail architecture and personnel data relating to IDRBT's business and other information identified as confidential by the IDRBT, the same shall be kept confidential and shall not be shared with any third party without prior written approval from IDRBT

16. Right to Verification

The IDRBT reserves the right to verify any or all statements made by the bidder in the tender document and to inspect the bidder's facility, if necessary, to establish to its satisfaction about the Vendor's capacity to perform the job.

17. Insurance

Insurance for all the hardware components supplied under the contract shall be arranged by the Bidder at his own risk and cost throughout the period of delivery, implementation and final acceptance process.

IDRBT will not be responsible for any loss/damage/theft of any systems/goods due to any reasons whatsoever, claims etc., if the Bidder himself will deal any. Evidence of the insurance policy shall be submitted to IDRBT.

18. Delivery & Installation Period

The following time schedule for completion of the activities from the date of placement of orders should be strictly adhered to. Delay in delivery and installation may invite penalties for the vendors.

a)	Delivery	≤ 2 Weeks
b)	Installation and Operationalization	≤ 2 Weeks

19. Warranty

During the contract period, the vendor should provide on-site comprehensive warranty covering all parts & labor from the date of acceptance of the systems by IDRBT. During the warranty period, the successful bidder will have to undertake comprehensive maintenance of the entire hardware, hardware components, systems software and accessories supplied by the vendor.

20. Payment Terms:

1. One-time installation charges will be paid on successful completion of User Acceptance Test.
2. IDRBT shall pay the Managed Service charges (Includes bandwidth, CPE and Services) on quarterly basis, after deducting the penalty amount and on successful discharge of service.
3. All payments will be released based on invoices (containing One Time charges and Recurring Bandwidth Charges) submitted to Institute by the vendor.

21. Obligations of Successful Bidder

- a. The successful bidder has to supply all the components, services and licenses to make solution complete and operational.
- b. The successful bidder is liable to supply, install and maintain any new location(s) which may come up in future anywhere in the country under this RFP, within the contract period. The warranty/any benefit from the OEM shall be passed on to IDRBT directly.
- c. The successful bidder shall deploy their own computing resources and trained and experienced engineers for implementing, managing and maintaining the system.
- d. Whenever any new threats / vulnerabilities become public, The successful bidder shall bring this to the notice of IDRBT immediately and help/guide IDRBT in

plugging the same. Once the call has been attended, successful bidder engineers shall put their maximum efforts and deploy their best resources to resolve all calls at the earliest possible time frame at all locations and ensure appropriate uptime.

- e. The successful bidder to ensure that during implementation of complete, the critical services hosted at IDRBT shall not face any downtime due to security breach, security incident, improper configuration of security units/ appliances/ components.

22. Order Cancellation:

IDRBT reserves its right to cancel the order in the event of delay in delivery and installation beyond the stipulated time.

23. Penalty for Delay:

For any delay in installation and commissioning of the equipment beyond the specific period, IDRBT will charge penalty @ 0.5% of the order per week or part thereof, subject to a maximum of 6%. In case, the amount equal to 6% of the order value is deductible as penalty and the vendor is still unable to complete successful Installation, the Institute reserves the right to cancel the order and no payment will be made to the vendor.

24. Service Level Agreement and Penalty for Service outage

The internet network management and support contract is for a period of five years from the date of acceptance of the systems by IDRBT.

The INTERNET Managed Service includes “Scope of Work”, technical specification defined and Managed Services at IDRBT.

The bidder must maintain 99.50% uptime.

Link availability shall be calculated on quarterly basis as follows:

$$\text{Link Availability (in \%)} = \left[\frac{\text{TH} - \text{TO}}{\text{TH}} \right] \times 100\%$$

Where, TH = Total number of hours in quarter and TO = Total outage hours in quarter

Service Unavailability, credit Service unavailability includes all the below scenarios:

- i. Any Service / Link is down
- ii. Any Router / CPE is down
- iii. Auto-failover between the links is not happening.
- iv. Service /Link is Unavailable due to configuration issue
- v. Unable to provide backup links (Last mile) from separate service provider
- vi. Unable to do Configuration/Reconfiguration on router as desired by IDRBT within 48 Hrs

- vii. Latency is higher than specified limit
- viii. Any other scenario due to which services are unavailable.

The penalty will be calculated for Service unavailability as below:

1. Penalty shall be calculated based on proportionate period of downtime as and when such instances arise.
2. No Penalty will be imposed, if link/service is restored within 8 Hrs of time.
3. If quarterly link outage time is more than 1% for any link.
4. For any configuration/reconfiguration of router or hardware related problems (provided links are available), no penalty will be imposed for first 8 Hrs., post penalty will be imposed for unavailability of Services as mentioned below.
5. Downtime will start as soon as the IDRBT team logs a complaint with service provider. NMS detects the problem or as soon as alert through e-mail or SMS is received with the timestamp.
6. Quarterly Penalty shall be calculated in the following manner:
$$((100 - \text{Link Availability } \%) \times \text{Quarterly recurring charges}) / 100$$
7. The Maximum Penalty amount will be limited to Quarterly recurring charges of the link for the affected quarter.
8. Penalty will be deducted from quarterly recurring charges invoiced for each quarter.

25. Repeated failure

During the warranty period if any system as a whole or any subsystem has any failure on two or more occasions in a period of 3 months, it shall be replaced by equivalent new equipment or any alternative steps are to be taken which would serve the purpose to the Institute. Every quarter engineer has to visit and check the server performance or any corrective maintenance or patch updates required for smoother operation and also as and when desired by the institute for technical help or installation help.

The bidders are required to adhere to tendering norms and no undue explanation, request for change in due date of bid submission, etc. will be offered by the Institute. Any request of any kind from the bidder before the bid submission due date must be forwarded to the undersigned in writing. The Institute reserves the right to accept or reject the bidder request without offering any explanation or reason for the acceptance or rejection. However, in case of any change/amendment in the tender content, all vendors participating in the tendering process would be informed in writing and sufficient time would be provided to adhere to such change/amendment

26. Resolution of Disputes

IDRBT and the bidder shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If after thirty days from the commencement of such informal negotiations, IDRBT and the bidder have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution by formal arbitration.

27. Indemnification

1. The bidder/ successful bidder at its own cost and expenses defend and indemnify the Institute against all third-party claims including those of the infringement of Intellectual Property Rights, including patent, trademark, copyright, trade secret or industrial design rights, arising from use of the Products or any part thereof in India.
2. The bidder shall expeditiously meet any such claims and shall have full rights to defend itself there from. If the Institute is required to pay compensation to a third party resulting from such infringement, the bidder shall be fully responsible therefore, including all expenses and court and legal fees.
3. The Institute will give notice to the Bidder of any such claim and shall provide reasonable assistance to the bidder disposing of the claim.
4. The bidder shall also be liable to indemnify the Institute, at its own cost and expenses, against all losses/damages, which the Institute may suffer on account of violation by the bidder/successful bidder of any or all national/international trade laws, norms, standards, procedures, etc.

28. Liquidated Damages

The liquidated damages is an estimate of the loss or damage that the Institute may have suffered due to delay in performance or non-performance of any or all the obligations (under the terms and conditions of the purchase contract relating to supply, delivery, installation, operationalisation, implementation, training, support/services, acceptance, maintenance, etc., by the bidder/successful bidder and the bidder/successful bidder shall be liable to pay the Institute a fixed amount for each day of delay / non-performance of the obligations by way of liquidated damages, details of which will be specified in the RFP. Without any prejudice to the Institute's other rights under the law, the Institute shall recover the liquidated damages, if any, accruing to the Institute, as above, from any amount payable to the Bidder either as per the RFP, executed between the parties or under any other purchase agreement / contract, the Institute may have executed / shall be executing with the bidder/successful bidder.

29. Force Majeure

The bidder/successful bidder or the Institute shall not be responsible for delays or non-performance of any or all contractual obligations, caused by war, revolution,

insurrection, civil commotion, riots, mobilizations, strikes, blockade, acts of God, Plague or other epidemics, fire, flood, obstructions of navigation by ice of Port of dispatch, acts of government or public enemy or any other event beyond the control of either party, which directly, materially and adversely affect the performance of any or all such contractual obligations.

If a Force Majeure situation arises, the bidder/successful bidder shall promptly notify the Institute in writing of such conditions and any change thereof. Unless otherwise directed by the Organization in writing, the bidder/successful bidder shall continue to perform his obligations under the contract as far as possible, and shall seek all means for performance of all other obligations, not prevented by the Force Majeure event.

30. Jurisdiction

The jurisdiction of the courts shall be Hyderabad.

For pre-queries/clarifications related to requirements, please contact us at itprocurement@idrbt.ac.in

Annexure I

Tender No: IDRBT/SYS/VR/205/2021-2022 Dated 14th February 2022 for Supply, Commissioning and Managed Services of INTERNET Connectivity.

Sno	Bidders Eligibility Criteria	Compliance Y/N	Supporting Documents enclosed Y/N
1	The Bidder shall provide evidence that it is a current legal entity.		
2	The Bidder/System Integrator should be the authorized representative /partner of respective OEM products and must have back-to-back support relation with the OEM's whose products are offered to IDRBT. The proof in support of the same must be enclosed.		
3	The Bidder should have experience in the following fields: Supply, Commissioning and Managed Services of INTERNET Connectivity.		
4	The bidder should have Valid "Category A" Internet Service Provider License from Govt. of India. Documentary proof for having license to setup and operate own network for minimum of last three (03) years and connect to International Gateways from Govt. of India.		
5	The bidder should have dual Point of Presence (POPs)s in Hyderabad and Mumbai for providing high available and redundant network connectivity.		
6	The bidder will be solely responsible for seeking statutory and regulatory approvals including follow up jobs with the external agencies and concerned government departments. The bidder will assign one Single Point of Contact (SPOC) for the IDRBT.		
7	The bidder must have at least one fully functional NOC Centre in India, documentary proof having fully Customer Service Centre in Hyderabad and Mumbai region which is operational on 24x7 basis with trained and certified engineers for support and maintenance. Latest escalation matrix should be shared.		
8	The Bidder must warrant that key project personnel, should have minimum OEM certified engineers or equivalent certification on supplied Bill of Material, to be employed in this project have been sufficiently involved in executing / implemented Internet Service contracts (for minimum period of 2 years) during the preceding five years, with Annual Contract Value as mentioned below One service contract worth ₹12.5 Lakh OR Two service contracts each worth ₹7.75 lakh OR		

Sno	Bidders Eligibility Criteria	Compliance Y/N	Supporting Documents enclosed Y/N
	Three service contracts each worth ₹6.2 lakh Purchase Orders and Completion Certificate, Referee names and contact details from Customer should be enclosed.		
9	The bidder should be profit-making company. The last three financial years' audited Balance Sheet and Profit and Loss reports shall be provided duly signed by concerned authorities.		
10	The Bidder must demonstrate that it has been engaged in providing similar services for other large National /International Financial / Banking Institutions.		
11	The Bidder must warrant that there is no legal action being taken against it for any cause in any legal jurisdiction. If such an action exists and the Bidder considers that it does not affect its ability to deliver the RFP requirements, it shall provide details of the action(s).		
12	The cost of bidding and submission of tender documents is entirely the responsibility of bidders, regardless of the conduct or outcome of the tendering process.		
13	The bidder is responsible in resolving issues and escalation matrix for the same should be provided to IDRBT during the contract period.		
14	Details regarding the fulfillment of the eligible criteria should be submitted as per Annexure – I.		

Annexure – II

Tender No: IDRBT/SYS/VR/205/2021-2022 Dated 14th February 2022 for Supply, Commissioning and Managed Services of INTERNET Connectivity.

Technical Specification/Bid format for Providing INTERNET Managed Services

Sl.No	Technical Requirements	Compliance Y/N
1	Last Mile connectivity - Optic Fiber Cable – Two links from two different Internet Service Providers.	
2	Handout - Ethernet handout to L2/L3 switch 1G RJ45	
3	Service Features	
a	Redundancy in % at internet service provider backbone level - 100.00%	
b	Packet loss/drop in % - Less than 1%	
c	Latency in ms - Less than 200 msec	
d	Throughput - 100% (Contracted bandwidth)	
e	RTD in ms - 45 ms	
f	Service Level Agreement (SLA) of the Managed Services with a guaranteed uptime commitment of Uptime/Availability in % - 99.50%	
g	No. of IPv4 IP's to be provided per link - 64 IPs	
h	No. of IPv6 IP's to be provided per link - 256 IPs	
i	The bidder should enable and demonstrate IPv4 and IPv6 Configuration with dual stack implemented from Day 1.	
4	Service Type: Managed services on rental basis - Bandwidth, CPE and Services	
5	The bidder should mentioned the equipment details for establishing connectivity - Make and model of CPE should be mentioned.	
6	The bidder should confirm that the devices proposed to deployed at IDRBT should be insured, under warranty and covered under AMC during entire contracted period.	
7	The bidder should have centralized portal for call logging, status update, monitoring, call tracking, troubleshooting purpose, management and technical escalation procedures. Software Tool/Method to measure/check the Internet Bandwidth provided by the bidder.	
8	The bidder has to provide monthly MIS Report containing the critical parameters of the Managed Service for processing invoice.	
9	The bidder should have fully resilient redundant network architecture on fiber medium, for the domestic backbone up to the international gateway in India.	

Annexure – III

Tender No: IDRBT/SYS/VR/205/2021-2022 Dated 14th February 2022 for Supply, Commissioning and Managed Services of INTERNET Connectivity.

Commercial Bid format for Providing INTERNET Managed Services at IDRBT

S.No	Bandwidth	Location	Qty	Cost of the Bandwidth	CPE Per annum	Service Tax	Total Amount in Rs
1	100 Mbps*	IDRBT, Castle Hills, RoadNo.1, Masab Tank, Hyderabad -500 057	1				

* The successful bidders should increase the bandwidth 10% on 100 Mbps annually at no additional cost to IDRBT for 5 years during the contracted period.

Annexure IV

MANUFACTURER'S AUTHORISATION FORM (MAF)

Tender No: IDRBT/SYS/VR/205/2021-2022 Dated 14th February 2022 for Supply, Commissioning and Managed Services of INTERNET Connectivity.

No. _____ Dated _____

To

We _____ who are established and reputable manufactures of _____ having offices at _____ and _____ do hereby authorize

M/s _____ (Name and address of Agent /Dealer) to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender offer.

We hereby extend our full guarantee and warranty as per the terms and conditions of the tender and the contract for the equipment and services offered against this invitation for tender offer by the above firm.

Yours faithfully,

(Name) for and on behalf of M/s _____ (Name of manufacturers)

Note: This letter of authority should be on the letterhead of the manufacturing concern and should be signed by a competent person of the manufacturer.

Form "B"

Technical Deviation Statement

Tender No: IDRBT/SYS/VR/205/2021-2022 Dated 14th February 2022 for Supply, Commissioning and Managed Services of INTERNET Connectivity.

The following are the particulars of deviations from the requirements of the tender specifications:

Sno	Clause	Annexure No	Deviation	REMARKS (Including justifications)

The technical specifications furnished in the bidding document shall prevail over those of any others document forming a part of our bid except only to the extent of deviations furnished in this statement.

Dated -----

Signature and seal of the

Bidder

Note: Where there is no deviation, the statement should be returned duly signed with an endorsement indicating "No Deviations".