

**Request For Proposal (RFP)  
For  
Implementation of Managed IP  
MPLS VPN at  
All Locations/Offices of NHB**

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## Implementation of Managed IP MPLS VPN

**GLOSSARY**

Abbreviation	Description
DC	Data Center
DR	Disaster Recovery
PoP	Point of Presence
CPE	Customer Premises Equipment
CoS	Class of Service
NOC	Network Operating Center
EMD	Earnest Money Deposit
OEM	Original Equipment Manufacturer
MPLS	Multi-Protocol Label Switching
VPN	Virtual Private Network
BUSINESS	Class of Service for Data
PRT	Premium Real Time Class of Service for Data, Voice and Video

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- For all abbreviations/terminology please refer to GLOSSARY at Page No 2.

**1. BID DETAILS**

A.	Date of commencement of sale of Bidding Documents	04/06/2010
B.	Pre-Bid meeting with Bidders (Date and Time)	24/06/2010 1500 hrs
C.	Last date and time for sale of Bidding Documents	05/07/2010 1700hrs
D.	Last date and time for receipt of Bidding Documents	12/07/2010 1700 hrs
E.	Date and Time of Technical Bid Opening	13/07/2010 1200 hrs
F.	Cost of RFP	Rs 5,000/= (Rs. Five Thousand Only) (Non-Refundable) Bid will be rejected without the above
G.	Earnest Money Deposit Amount	Rs.50,000/- (Rs. Fifty Thousand Only) (Refundable) Bid will be rejected without the EMD amount.
H.	Place of opening of Bids	National Housing Bank, Information Technology Department Head Office Core 5-A, 3 <sup>rd</sup> Floor, India Habitat Centre, Lodhi Road, New Delhi – 110003

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**Note:- Technical bids will be opened in the presence of bidders who choose to attend as above**

## **2. National Housing Bank**

National Housing Bank (NHB), a statutory organization is a wholly owned subsidiary of the Reserve Bank of India, formed under an Act of the Parliament.

NHB is the regulator for housing finance companies (HFC). It also provides finance to financial institutions such as Banks, HFCs, Co-operative Sector Institutions, Housing Agencies, etc. under its various schemes benefiting the masses both in urban and rural areas.

The head office of NHB is located at New Delhi and a regional office is located at Mumbai. It has representative offices located at Hyderabad, Chennai, Bengaluru and Kolkata, Lucknow & Ahmedabad.

## **3. Purpose**

National Housing Bank (hereinafter referred to as the Bank) with Head Office at New Delhi is interested to engage reputed Bidders [Service Provider] for providing COMPLETE MANAGED CPE TO CPE, IP MPLS VPN Services at all locations/offices

The purpose of RFP is to short list a Service Provider for providing complete managed [CPE to CPE], IP MPLS VPN connecting all locations/offices of the Bank.

- The Request for Proposal document contains statements derived from information that is believed to be relevant at the date but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with NHB. Neither NHB nor any of its employees, agents, contractors, or advisers gives any representation or warranty, express or implied, as to the accuracy or completeness of any information or statement given or made in this document. Neither NHB nor any of its employees, agents, contractors, or advisers has carried out or will carry out an independent audit or verification exercise in relation to the contents of any part of the document.
- Subject to any law to the contrary, and to the maximum extent permitted by law, NHB and its officers, employees, contractors, agents, and advisers disclaim all liability from any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of any information including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the loss or damage arises in connection with any negligence, omission, default, lack of care or misrepresentation on the part of NHB or any of its officers, employees, contractors, agents, or advisers.

## **4. Present Setup**

NHB has centralized setup with **DataCenter [DC] at New Delhi** and **Disaster Recovery [DR] Site at Mumbai**. All applications, Internet, Intranet etc., are hosted at DataCentre, New Delhi and are accessed

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by all offices/locations over WAN. NHB at present has Leased Line connectivity between Delhi and Mumbai. Other offices are not connected.

**a. Wide Area Network**

Presently NHB has Leased Line connectivity between New Delhi and Mumbai. Other offices are not connected.

- At New Delhi office Bank has installed Cisco 1800 Series routers
- At the Mumbai office Bank has installed Cisco 1800 Series routers

**b. Local Area Network**

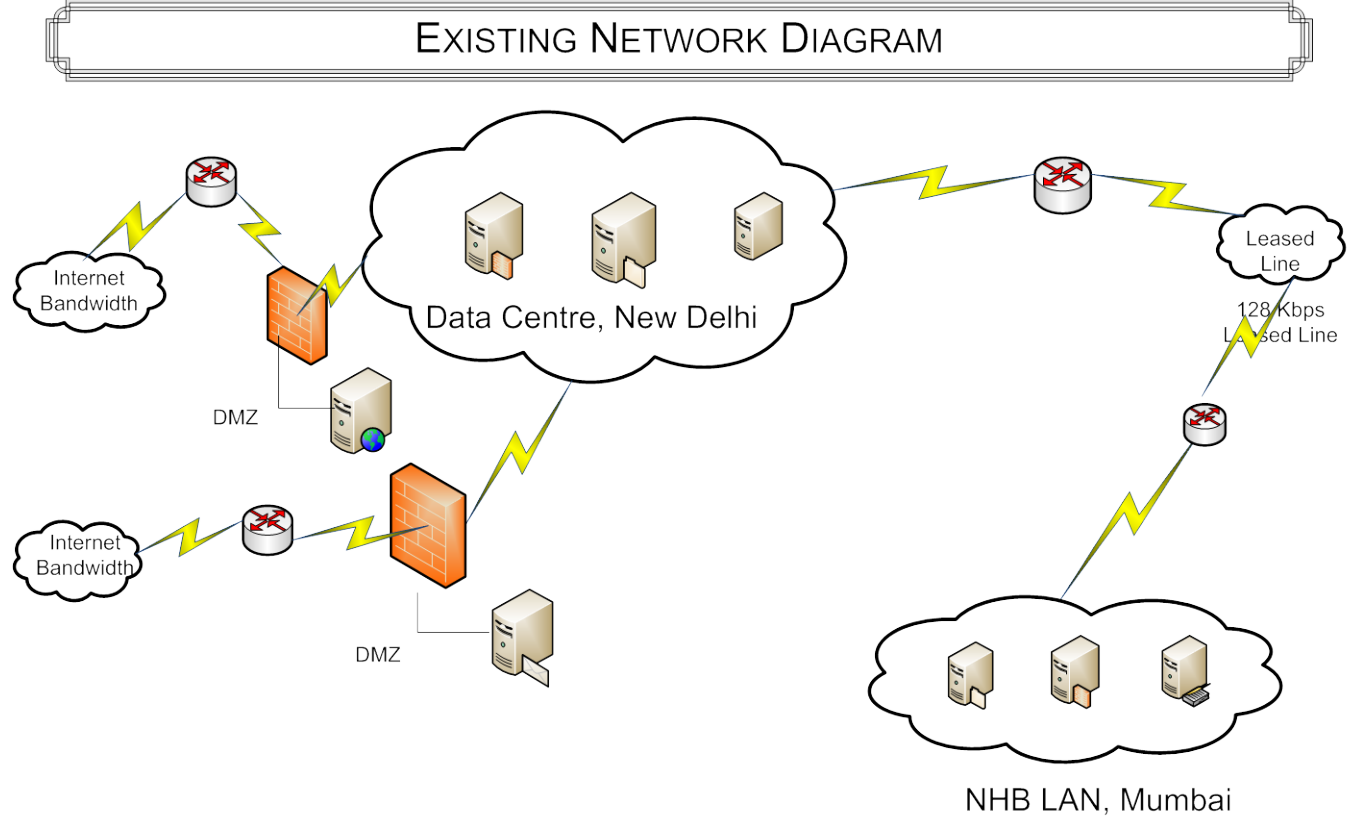
At New Delhi and Mumbai offices the LAN is based on Layer 2 switches. The switches used at the locations are unmanaged. All switches are property of NHB and are under Warranty/AMC with respective vendors.

- At Delhi and Mumbai Bank has deployed Cisco 2950/ 2960 series switches
- At Delhi Bank has installed Cisco ASA 5510 Firewalls with IPS
- At Mumbai Bank has installed Cisco ASA 5510 Firewalls
- Other offices are not connected to LAN. The offices access Corporate Mail over Internet.

**c. Applications / Internet / Intranet etc.**

- Bank has implemented SAP ERP system for all its activities.
- Mailing solution is of Ms Exchange and the Server is located at New Delhi. Users at Delhi office access the corporate mail through LAN on MS Outlook and other offices access the corporate mail through Outlook Web Access over Internet.
- Internet dedicated bandwidth from two different service providers are available at Delhi and Internet broadband is available at Mumbai. The bandwidths are used for Internet browsing and other web based services.
- NHB at its Delhi Office has implemented proxy server with web caching, web content filtering integrated with Active Directory at DC for user authentication and controlling user internet access. In addition to this Bank has implemented Cisco ASA 5510 [Firewall] and antivirus for security. Besides this, Bank is also in the process of implementing Central Logging Server for event logging and correlation.
- Bank uses services like NewsWire 18, Reuters
- Bank also uses third party software like LibSys for Library Management Software and SPSS for Statistical Analysis.
- Bank has developed a web-based package to enable the Housing Finance Companies to submit periodic returns to NHB. The web server is hosted in NHB LAN and being accessed by NHB over LAN and by Housing Finance Companies over Internet.

**d. Existing Network Diagram**



**5. Objective**

- NHB intends to engage reputed Service Provider for providing COMPLETE MANAGED CPE TO CPE, IP MPLS VPN Services at all locations/offices.
- This service includes network designing, providing all related network hardware on lease for connectivity, last mile, bandwidth, installation, configuration, hardening, maintenance support, integration with LAN/WAN, proactive monitoring and reporting, change management, migration, training etc., with SLA binding the Bidder [Service Provider] to uptime (as indicate in clause no 7.5) and application/service quality commitments.
- The period of contract will be for 3 years with annual review and renewal.
- The selected Bidder [Service Provider] to provide multiple CoS for real time traffic / nonreal time traffic /business traffic.

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- The selected Bidder [Service Provider] also to undertake maintenance of ISDN lines and NT boxes at all locations/offices of NHB.
- The selected Bidder [Service Provider] to extend IP MPLS VPN to NHB locations/offices and shall be scalable to add new sites as and when required by NHB, at the contracted rate.
- The selected Bidder [Service Provider] to upgrade bandwidth from the initial contracted value to higher/lower value based on operational requirements.
- The selected Bidder [Service Provider] to provide bandwidth on demand for carrying out video conferencing, whenever need arises.
- The purpose behind issuing this RFP is to invite technical and commercial bids for selection of service provider for providing IP MPLS VPN connectivity at all locations/offices.
- It may also be noted that all the activities in the IT operation are subject to audit /inspection by Security Auditors. Selected Bidder [Service Provider] must take same into consideration while delivering the desired services.

**6. Instruction to Bidders**

The Bidder [Service Provider] is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents may result in the rejection of its bid and will be at the bidder's own risk.

- All costs and expenses incurred by Respondents in any way associated with the development, preparation, and submission of responses, including but not limited to; the attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by NHB, will be borne entirely and exclusively by the Respondent.
- No binding legal relationship will exist between any of the Respondents and NHB until execution of a contractual agreement.
- Each Recipient acknowledges and accepts that NHB may in its absolute discretion apply selection criteria specified in the document for evaluation of proposals for short listing / selecting the eligible vendor(s). The RFP document will not form part of any contract or arrangement, which may result from the issue of this document or any investigation or review, carried out by a Recipient.
- A Recipient will, by responding to NHB for RFP, be deemed to have accepted the terms of this Introduction and Disclaimer.
- Recipients are required to direct all communications related to this RFP, through the Nominated Point of Contact person:

**Contact : R K Pandey**  
**Position : General Manager (IT)**  
**Email : [rkpandey@nhb.org.in](mailto:rkpandey@nhb.org.in)**  
**Telephone : +91 - 11 – 24649432**  
**Fax : +91 - 11 – 24649432**

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**Contact : S K Padhi**  
**Position : Regional Manager (IT)**  
**Email : [padhisk@nhb.org.in](mailto:padhisk@nhb.org.in)**  
**Telephone : +91 - 11 – 24626383**  
**Fax : +91 - 11 – 24649432**

- NHB may, in its absolute discretion, seek additional information or material from any Respondents after the RFP closes and all such information and material provided must be taken to form part of that Respondent's response.
- Respondents should provide details of their contact person, telephone, fax, email and full address(s) to ensure that replies to RFP could be conveyed promptly.
- If NHB, in its absolute discretion, deems that the originator of the question will gain an advantage by a response to a question, then NHB reserves the right to communicate such response to all Respondents.
- Queries / Clarification if any, may be taken up with the contact persons detailed above before the deadline for submission of bids between 10.00 am to 5.00 pm on any working days.
- NHB may, in its absolute discretion, engage in discussion or negotiation with any Respondent (or simultaneously with more than one Respondent) after the RFP closes to improve or clarify any response.
- NHB will notify all short-listed Respondents in writing or by mail or by publishing in its website as soon as practicable about the outcome of their RFP. NHB is not obliged to provide any reasons for any such acceptance or rejection.
- The selection process consists of three phases viz., 1) Minimum Eligibility Criteria 2) Technical Evaluation and 3) Commercial Evaluation. Evaluation Criteria proposed to be adopted would be based on Quality cum Cost Based System (QCBS) where Technical Bid Score will get a weightage of 70 and Commercial Bid Score a weightage of 30.
- The bids qualify the Minimum Eligibility Criteria will be eligible for further evaluation and subsequently the bids qualify both Minimum Eligibility Criteria and Technical Evaluation will be eligible for Commercial Evaluation.

**a. Pre-Bid Meeting**

For the purpose of clarification of doubts of the bidders on issues related to this RFP, NHB intends to hold a Pre-Bid meeting on the date and time as indicated in the RFP. The queries of all the bidders, in writing, should reach by e-mail or by post on or before 18/06/2010 on the address as mentioned above. It may be noted that no queries of any bidder shall be entertained received after the Pre-Bid meeting. Clarifications on queries will be given in the Pre-Bid meeting. Only the authorized representatives of the bidders, who have purchased the RFP, will be allowed to attend the Pre-Bid meeting.

**Implementation of Managed IP MPLS VPN****b. Soft Copy of Tender Document**

The soft copy of the tender document will be made available on NHB's website <http://www.nhb.org.in> . The bidders will need to pay the non-refundable fee of Rs. 5000/- (Rupees Five Thousand only) by way of a demand draft / bankers' cheque in favour of **National Housing Bank** payable at **New Delhi** along with the bid towards the cost of the bid.

**c. Non-Transferability of Tender**

This tender document is not transferable. Only the bidder, who has purchased this tender form, is entitled to quote.

**d. Erasures or Alterations**

The offers containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled up. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as "OK", "accepted", "noted", "as given in brochure/manual" is not acceptable. NHB may treat offers not adhering to these guidelines as unacceptable. NHB may, at its discretion, waive any minor non-conformity or any minor irregularity in the offer. This shall be binding on all bidders and NHB reserves the right for such waivers.

**e. Amendment to the bidding document**

- At any time prior to the deadline for submission of Bids, the Bank, for any reason, may modify the Bidding Document, by amendment.
- The amendment will be posted on Banks website [www.nhb.org.in](http://www.nhb.org.in).
- All Bidders [Service Provider] must ensure that all amendments/enhancements (if any) in the RFP have been considered by them before submitting the bid. Bank will not have any responsibility in case some omission is done by any bidder.
- The bank at its discretion, may extend the deadline for the submission of Bids.

**f. Language of Bid**

The bid prepared by the Bidders [Service Provider], as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the Bank and supporting documents and printed literature shall be written in English.

**g. Masked Commercial Bid**

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The bidder should submit a copy of the actual price bid (as per the format specified by NHB) being submitted to NHB by masking the actual prices. This is mandatory. The bid may be disqualified if it is not submitted by masking it properly. NHB reserves the right to cancel the bid at the time of commercial evaluation, if the format/detail (except price) of 'Masked Commercial Bid' does not match with the format/detail of actual Commercial Bid submitted.

#### **h. Right to Alter Location / Quantities**

NHB reserves the right to alter the proposed location/s specified in the tender. NHB also reserves the right to add/delete one or more location/s from the list specified in the tender.

#### **i. Documents Comprising the Bid**

- The bid consists of two proposals viz., technical proposal and commercial proposal.
- Documents comprising the **TECHNICAL PROPOSAL** should be:
  - Documentary evidence establishing that the Bidder is eligible to Bid and is qualified to perform the contract i.e., minimum eligibility criteria as per **Annexure –III**.
  - Technical Bid as per **Annexure -V**. Any technical Bid containing price information will be rejected.
  - DD of Rs.5,000/- in favour of **NATIOANL HOUSING BANK** towards cost of RFP (non-refundable)
  - DD of Rs.50,000/- in favour of **NATIOANL HOUSING BANK** towards EMD (refundable)
  - Soft copy of minimum eligibility criteria, technical bid, masked commercial bid.
  - Masked Price Bid listing all the components as listed in Commercial Bid, without indicating the price as per **Annexure –VII**.
  - Manufacturer Authorisation Form as per **Annexure –XII**.
  - **Bids without the RFP cost and EMD amount will be rejected.**
- Documents comprising the **COMMERCIAL PROPOSAL** should be:
  - Complete Commercial bid as per **Annexure –VII**.
  - Soft copy of commercial bid Price bids containing any deviations or similar clauses may be summarily rejected.

#### **j. Bid Currency**

Bids to be quoted in Indian Rupee only. Request for Proposal: Implementation of Complete Managed IP MPLS VPN.

#### **k. Earnest Money Deposit (EMD)**

- All the responses must be accompanied by a refundable interest free security deposit of Rs. 50,000/- (Rs. Fifty Thousand only), in the form of Demand Draft / Bankers Cheque (at par) in favour of "National Housing Bank" payable in Delhi.
- Any bid received without EMD in proper form and manner shall be considered unresponsive and rejected.
- Request for exemption from Security Deposit will not be entertained.

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- The EMD amount of all unsuccessful bidders would be refunded on completion of the tendering process.
- Successful Bidder [Service Provider] will be refunded the EMD amount after execution of SLA and submission of Performance Bank Guarantee for 10% of first year contract value.
- The EMD security may be forfeited:
  - If a Bidder [Service Provider] withdraws its bids during the period of bid validity
  - If a Bidder [Service Provider] makes any statement or encloses any form which turns out to be false/incorrect at any time prior to signing of the contract
  - In case of successful Bidder [Service Provider] , if the Bidder [Service Provider] fails to Sign the contract.

**l. Implementation schedule**

- Bidder [Service Provider] to implement the IP MPLS VPN at all the locations within **THREE MONTHS FROM THE DATE OF WORK ORDER.**
- NHB would carry out acceptance testing and will run the network in parallel to the existing network for a period of one week
- Billing cycle will commence after successful completion of acceptance testing for all locations.
- In the event of non-implementation at any locations/offices as proposed in the response to RFP, the Bidder [Service Provider] to provide temporary connectivity till the proposed connectivity is implemented. In parallel the Bidder to ensure that the proposed connectivity is provided within one month.
- All cost towards providing temporary connectivity has to be borne by the Bidder [Service Provider].

**m. Performance Guarantee**

- The selected Bidder will be required to provide a 10% margin of the annual contract value as Performance Guarantee, in the form of bank guarantee from a scheduled commercial bank. The performance guarantee should be valid till at least three months period beyond the expiry of the annual contract period.

**n. Period of Validity of Bids**

- Prices and other terms offered by Bidders must be valid for an acceptance period of six months from the date of opening of Commercial Bid.

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- In exceptional circumstances the Bank may solicit the Bidders consent to an extension of the period of validity. The request and response thereto shall be made in writing. The Bid security provided shall also be extended.

#### **o. Format and Signing of Bids**

Each bid shall be in two parts:

- Part I: consists of MINIMUM ELIGIBILITY CRITERIA, TECHNICAL BID and MASKED COMMERCIAL BID [price bids without any price]. The above contents will be referred to as **“TECHNICAL PROPOSAL”**
- Part II : covering only the COMMERCIAL BID herein referred to as **“COMMERCIAL PROPOSAL”**
- The Original Bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorised to bind the Bidder to the Contract. The person or persons signing the Bids shall initial all pages of the Bids, except for unamended printed literature.
- Any interlineation's, erasures or overwriting shall be valid only if they are initialed by the person signing the Bids.

#### **p. Sealing and Marking of Bids**

- The Bidder [Service Provider] shall seal the envelopes containing Technical and Commercial proposals separately.
- The envelopes should be NON-WINDOW, each superscribed with **“IMPLEMENTATION OF COMPLETE MANAGED, IP MPLS VPN – TECHNICAL PROPOSAL / COMMERCIAL PROPOSAL”** as the case may be.
- The envelop shall be addressed to the Bank at the address given below:  
The General Manager, IT Department  
National Housing Bank  
Core 5A, 3<sup>rd</sup> Floor, India Habitat Centre  
Lodhi Road  
New Delhi – 110003
- All envelopes should indicate on the cover the name and address of bidder along with contact number.
- If the envelop is not sealed and marked, the Bank will assume no responsibility for the Bid's misplacement or its premature opening.

#### **q. Deadline for submission of Bids**

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- The bids must be received by the Bank at the addressed specified, not later than the last date of bid submission as indicated above.
- In the event of the specified date for the submission of bids, being declared a holiday for the Bank, the bids will be received up to the appointed time on the next working day.
- The Bank may, at its discretion, extend the deadline for submission of Bids by amending the Bid Documents, in which case, all rights and obligations of the Bank and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

**r. Late Bids**

Any bid received by the Bank after the deadline for submission of bids prescribed by the Bank will be rejected and returned unopened to the bidder.

**s. Modification And/Or Withdrawal of Bids:**

- The Bidder [Service Provider] may modify or withdraw its bid after the bid's submission, provided that written notice of the modification including substitution or withdrawal of the bids, is received by the Bank, prior to the deadline prescribed for submission of bids.
- The Bidder[Service Provider] modification or withdrawal notice shall be prepared, sealed, marked and dispatched. A withdrawal notice may also be sent by Fax, but followed by a signed confirmation copy, postmarked not later than the deadline for submission of bids.
- No bid may be modified after the deadline for submission of bids.
- No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity specified by the bidder on the bid form. Withdrawal of a bid during this interval may result in the bidders forfeiture of its EMD.
- Bank has the right to reject any or all tenders received without assigning any reason whatsoever. Bank shall not be responsible for non-receipt / nondelivery of the bid documents due to any reason whatsoever.

**t. Opening of Bids by the Bank**

- On the scheduled date and time, bids will be opened by the Bank Committee in presence of Bidder [Service Provider] representatives who will attend the meeting on the specified date.
- The Bidder [Service Provider] name and presence or absence of requisite EMD, RFP cost and such other details as the Bank, at its discretion may consider appropriate will be announced at the time of technical bid opening.

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**u. Clarification of bids**

During evaluation of Bids, the Bank, at its discretion, may ask the Bidder for clarification of its Bid. The request for clarification and the response shall be in writing (Fax/e-Mail), and no change in the substance of the Bid shall be sought, offered or permitted.

**v. Preliminary Examinations**

- The Bank will examine the Bids to determine whether they are complete, the documents have been properly signed, supporting papers/documents attached and the bids are generally in order.
- The Bank may, at its sole discretion, waive any minor infirmity, nonconformity or irregularity in a Bid which does not constitute a material deviation, provided such a waiver does not prejudice or affect the relative ranking of any Bidder.
- The decision of the Bank is final towards evaluation of the bid documents.

**w. Bid Evaluation**

- The Bank may use the services of external consultant for normalization of bids and evaluation of bids
- Evaluation criteria proposed to be adopted will be Quality cum Cost Based System (QCBS) where Technical Bid Score will get a weightage of 70 and Commercial Bid Score a weightage of 30.
- Detailed bid evaluation methodology and selection of bidder is given in **Chapter 9**.
- Arithmetic errors correction:
  - Arithmetic errors, if any, in the price breakup format will be rectified on the following basis:
    - If there is discrepancy between the unit price and the total price, which is obtained by multiplying the unit price with quantity, the unit price shall prevail and the total price shall be corrected unless it is a lower figure. If the supplier does not accept the correction of errors, its bid will be rejected.
    - If there is discrepancy in the unit price quoted in figures and words, the unit price, in figures or in words, as the case may be, which corresponds to the total bid price for the item shall be taken as correct.
    - If the vendor has not worked out the total bid price or the total bid price does not correspond to the unit price quoted either in words or figures, the unit price quoted in words shall be taken as correct.
    - Bank may waive off any minor infirmity or nonconformity or irregularity in a bid, which does not constitute a material deviation, provided such a waiving, does not prejudice or effect the relative ranking of any bidder

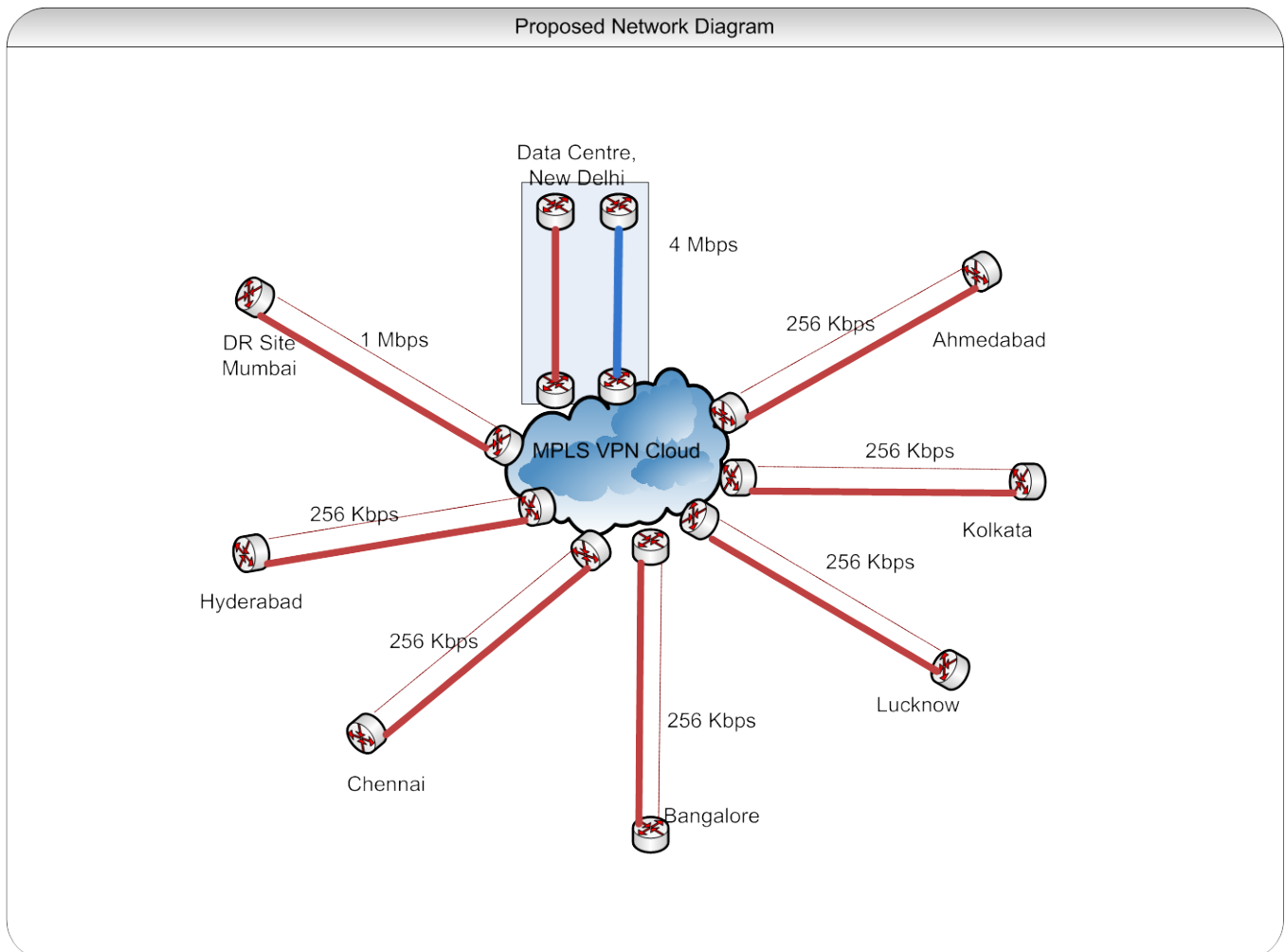
## Implementation of Managed IP MPLS VPN

### x. Contacting the Bank

Bidder shall NOT contact the Bank on any matter relating to its Bid, from the time of opening of Bid to the time a communication in writing about its qualification or otherwise received from the Bank. Any effort by the Bidder to influence the Bank in its decisions on Bid evaluation, Bid comparison may result in the rejection of the Bidder's Bid.

## 7. Scope of Work

This includes network designing, providing network hardware on lease, last mile, bandwidth, installation, configuration, hardening, maintenance support, integration with LAN/WAN, proactive monitoring and reporting, fault update through SMS and eMail alert, change management, training etc., with SLA binding the service provider to uptime and application/service quality commitments.



### a. Definitions Used

**Implementation of Managed IP MPLS VPN**

As used in the context of MPLS IP-VPN Service, the following words shall have the meanings defined following. Solely as used in the context of MPLS IP-VPN Service, the words defined below in this Clause 2 shall supersede any conflicting definition set forth elsewhere in the Agreement.

**“Class Of Service (CoS)”** means the standard of service which determines different prioritization of VPN traffic on the Bidders backbone and hence determines packet delivery guarantee, latency guarantee and jitter guarantee. The different class of services can be Business, Premium Non Real Time (NRT) and Premium Real Time (RT). If the Service is not allocated a CoS then it shall be Business.

**“CPE”**, means any router (including cables, connectors and software) supplied by service provider as part of the MPLS IP-VPN Service and installed at Locations. This also includes any other hardware installed for connectivity purpose.

**“Jitter”**, means the inter packet delay variation between CPE to CPE. Jitter is expressed in milliseconds (“ms”).

**“Month”**, means a calendar month.

**“Normal Business Hours”**, or “NBH” means NHB normal business hours, which are generally from 9:00 A.M. to 9:00 P.M., unless otherwise specified in the Agreement.

**“Outage”**, means the non-availability of the MPLS IP-VPN Service at a Location, which prevents NHB location from sending or receiving data using the MPLS IPVPN Service.

**“PLR”** or “Packet Loss Ratio” means the ratio between the number of IP packets sent by source router and the number of packets actually received by the destination router. The Packet Loss Ratio is expressed as a percentage.

**“LATENCY”** or **“Latency”** means the elapsed time taken for the two-way transmission of a packet between two CPE routers. The LATENCY is expressed in milliseconds.

**“Site Availability”**, means the virtual communication link availability, expressed as a percentage, between a Location and a PE Router to which the CPE Router is connected, including Access Circuit and the part of service provider Network that provides connectivity for the Location.

**“Scheduled Maintenance”**, means maintenance scheduled by service provider to occur during low Network traffic basically after office hours to implement generic changes to, or generic version updates of, the Network.

**“SLA”**, means this service level agreement for the MPLS IP-VPN Service.

## **Category A**

### **DataCenter, Delhi**

**Bandwidth :**

- Initial bandwidth of 4 Mbps .

**Last Mile :**

### Implementation of Managed IP MPLS VPN

- Dual last mile one on FIBER and other on Fiber / Copper.
- Primary and backup links should be physically independent links e.g., from different service providers or sharing no common point of failure.
- Primary and backup links to be extended from two different PoP's to ensure PoP level redundancy.
- The PoP's from which last miles are extended should be managed PoP's.
- Last mile to support bandwidth of at least 8 Mbps.
- To support Multiple CoS for real time and non real time traffic

### Network Hardware:

- To provide Cisco Router with all requisite interfaces and with advanced built-in security encryption features.
- To provide any additional hardware (WAN Port) if necessary for connectivity.
- 2 Routers shall be installed for hardware redundancy with auto switch over configuration.

### Integration :

- Integration of WAN with LAN at DC

### Uptime :

- 99.95% with link level, hardware level and PoP level redundancy

## Category B

### Disaster Recovery Site, Mumbai

#### Bandwidth

- Initial bandwidth of 1Mbps

#### Last Mile

- Dual last mile with Primary to be on FIBER and backup on Fiber / Copper
- Primary and backup links should be physically independent links e.g., from different service providers or sharing no common point of failure.
- Primary and backup links to be extended from two different PoP's
- Last mile on both the links to support bandwidth of at least 4 Mbps at

#### Network Hardware

- To provide Cisco Router with all requisite interfaces and with advanced built-in security encryption features.
- Last mile to support at least 4 Mbps bandwidth
- should have sufficient interfaces for termination of WAN and LAN at the respective locations/offices
- Should not degrade performance of the WAN
- The router should have all necessary hardware/software to enable it to provide the requisite information to NMS for reporting.
- The router should not be End of Sale or End of Support.
- Any other hardware ie., modem etc., required for connectivity to be provided.
- 2 Routers shall be installed for hardware redundancy with auto switch over configuration.

## Implementation of Managed IP MPLS VPN

### **Uptime :**

- Should be 99.95%

### **Integration :**

- Integration with existing LAN at the location/office

## **Category C**

### **Other Offices**

#### **Bandwidth :**

- Initial bandwidth of 256Kbps.

#### **Last Mile :**

- Last mile can be any media ie., Fibre/Copper/RF with ISDN as backup.
- Backup to fibre only when primary is down.
- ISDN should dial to vendors nearest RAS. Maximum bandwidth required at all the locations on ISDN is 128Kbps ie., two number of channels are to be fired to vendors RAS.
- Last mile to support bandwidth of at least 2 Mbps
- In case of RF
  - should be in restricted / licensed frequency.
- All locations of NHB are in rented premises, NHB does not have permission from landlord for installation of huge structure like MAST for positioning antenna. Hence the antenna should be installed on a pole over roof top, with maximum height of pole may not exceed 9 meters. Further, VSAT's are also not allowed due to the above reason.

#### **Network Hardware:**

- The make / model of router proposed should be Cisco.
- The Router should support at least 2 Mbps bandwidth
- Should not degrade performance of the WAN
- The router should have all necessary hardware/software to enable it to provide the requisite information to NMS for reporting.
- The router should not be End of Sale or End of Support
- Any other network hardware required for connectivity to be provided

#### **Uptime :**

Should be 99.50%

#### **Integration :**

Integration with existing LAN at the location/office

#### **Bandwidth on Demand:**

To provide bandwidth on demand for carrying out video conferencing at a specific notice by NHB.

## Implementation of Managed IP MPLS VPN

**b. Connectivity**

Any to Any connectivity required for all locations

**c. Service Level Requirement**

**Working Days** : Seven days a week [Monday to Sunday]

**Month** : Calendar Month

**Normal Business Hours** : 9:00am to 9:00pm [12 hours]

**SLA Measurement Period** : Monthly

**Bandwidth** :full duplex and CIR should be equal to the bandwidth contracted for the location.

**Availability / Uptime :**

S.N.	Category	Uptime
1	Category 'A'	99.95%
2	Category 'B'	99.95%
3	Category 'C'	99.50%

For the first three months till the network is stabilized the availability / uptime for Category A should be 99.50%. Thereafter the same should be as specified above.

**Latency [CPE to CPE]**

S No	Category/Location	Uptime
1	Category 'A' to Category 'B' and vice versa	100ms
2	Category 'A' to Category 'C' and vice versa	120ms

**Class of Service [CoS]**

The CoS required is BUSINESS from CPE to CPE. However, Bank may change the CoS to other category and work order for the same may be placed later at the contracted rate as defined in the Commercial Bid.

**Jitter [CPE to CPE]**

(Applicable only when Bank goes for Video Conferencing with CoS as Premium Real Time / Non Premium Real Time)

S.N.	CoS	Jitter
1	Premium Real Time Traffic	<15ms
2	Premium Non Real Time Traffic Will be applicable only when Bank goes in for voice at a later stage	< 25ms

## Implementation of Managed IP MPLS VPN

**Packet Loss [CPE to CPE]**

S.N.	CoS	Packet Loss
1	Premium Real Time and Premium Non Real Time	<= 0.5%
2	Business	<= 1%

**Service Delivery [Implementation]:** Maximum Three Months from the date of order.

**Bandwidth on Demand :** On 4 days notice

**Helpdesk facility :** toll free number, mail, portal

**Monitoring :** Proactive

**Reporting :** All reports to monitor the SLA parameters site wise to be provided on monthly basis.

**On-line Portal :** Online portal for viewing bandwidth utilization, uptime/downtime and all other SLA parameters

**d. Upgradation of Bandwidth**

In the event of operational requirement bandwidth of any location will be upgraded/degrade from the initial contracted value to higher/lower value permanently, at the contracted rate. The Bank will place order for the same.

**e. Bandwidth on Demand**

The Bidder [Service Provider] to provide bandwidth on demand:

- at all locations/offices, for Video Conferencing (in future whenever Bank goes for the facility) or for some special occasions for a specific period [say a week or part thereof]. However, order will be placed in advance (Min 4 days). The Bidder [Service Provider] would be intimated in advance.

**f. Upgradation of Location from one Category to Other**

- At any time during the contract due to operational requirement any of the location will be upgraded from the existing category to higher category. Once the location is upgraded all terms and conditions [SLA etc] of the new category will be applicable.
- The Bank will place order for upgradation well in advance. From the date of upgradation rate as per that category/bandwidth will be applicable.

**g. ISDN**

- ISDN line has to be provided from a different service provider other than the bidder network. Bank will place the order with the respective service provider for the same. The commissioning charges (provisioning and NT box charges) and the monthly rental will be paid by the Bank.
- The Bidder [Service Provider] to provide all the necessary forms from the service provider to NHB office and assist them in filling up the form. Local NHB office would fill the form and submit the same to the vendor along with requisite fee. The vendor has to submit the same to the ISDN service provider.

**Implementation of Managed IP MPLS VPN**

- The ISDN line to be procured with NT box.
- The Bidder [Service Provider] to follow up with service provider for faster installation of the link and testing. Finally the vendor to configure for ISDN dialing to RAS.
- Vendor has to provide the maintenance service and has to follow up with the respective ISDN service provider in case of break down, excess bill etc.

**h. Shifting of existing ISDN lines**

In the event of shifting of premises at any location/office, the Bidder [Service Provider] would be advised to carry out shifting of ISDN lines from existing premises to new premises. The vendor has to coordinate with service provider for shifting of the same.

**i. Annexing of new location**

Whenever Bank opens a new office order will be placed with the selected bidder at the contracted. The vendor may carry out site-survey at new location for feasibility of location over wired or wireless connectivity. The vendor is required to implement and commission the location within 4 weeks from the date of order.

In the event of non-commissioning of the link, penalty at the rate of 1% of the order value will be charged for every week delay subject to a maximum of 10% of the order value.

**j. Transition Support**

During the acceptance test to be conducted by the Bank, the Bidder [Service Provider] to provide expert personnel at the site for providing transition support to complete the acceptance testing.

**k. Shifting of premises**

In the event of shifting of premises, the Bidder [Service Provider] would be advised to carry out site-survey at the new location for feasibility of location for type of media and intimate the Bank. On receipt of confirmation from the Bank, the Bidder [Service Provider] to install and commission the link at the new location prior to shifting of office from old location. The connectivity at the old location has to be dismantled and removed on the last day of shifting. The cost towards installation as per the contracted rate for the respective category will be applicable.

**l. Closing down of Office**

In the event of closing down of any office, Bank will intimate the vendor in advance. The recurring charges till the end of the running year will be paid by the Bank. The contracted unit cost will be reduced before issuing the purchase order for the next year. The required hardware may be collected subsequently.

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### **m. Posting of full time Engineer on-site**

The Bidder [Service Provider] to post one full time engineer for a period of one month from from the date of commission of service to resolve problems in coordination with NoC etc., and ensure stability of network.

### **n. Maintenance Services**

The Bank has its IT team at DC, Delhi for monitoring and liasoning with service provider for network related issues. The Bank IT team will be single point of contact with the Bidder [Service Provider] NOC team for all service related issues.

The Bidder [Service Provider] to provide details of one contact person for each location,with whom the Bank can followup in case of emergencies.

### **o. Site Preparation and Installation**

The Bidder [Service Provider] to perform site inspection to verify the appropriateness of the sites before installation / commissioning of the network.

All cabling should be done with proper clamping. The cabling should be neat and structured with PVC pipe casing.

### **p. Audit Observations and Compliance**

Bank is subjected to various audits [internal / statutory / RBI etc.]. In the event of any observation by the audit regarding security, access control to routers etc., of WAN the same will be intimated to the Bidder. The Bidder [Service Provider] to assist the Bank for compliance of the same.

### **q. DR Operations**

During DR mock test or DR making live the Bidder [Service Provider] should ensure that all the other locations/offices of the Bank access the DR site for carrying out operations.

### **r. Project Monitoring Committee**

A Project Monitoring Committee would be formed with representatives of NHB [along with its outsourcing partner] and project manager of the selected Bidder [Service Provider]. The role and responsibility of the Committee would be to resolve all the issues during implementation / Commissioning / Acceptance / payments etc. The Committee to meet on weekly basis or whatever period deemed to be necessary till all the locations are migrated and acceptance carried out. Subsequent to acceptance the PMC will meet monthly to review the performance of the network.

### **s. Review meetings**

### Implementation of Managed IP MPLS VPN

NHB will review and discuss the performance of network fortnightly for the first three months after acceptance. Thereafter review meetings would be held monthly during first week of every month. The Bidder [Service Provider] to submit Minutes of Meeting after the meeting.

#### t. Training

The Bidder to provide complete training on MPLS, VPN and advanced routing and switching to the network administrators of the Bank [two persons].

## 8. Bid Evaluation Methodology

### a. Introduction

The objective of evaluation methodology is to facilitate the selection of the technically superior solution at optimal cost.

To meet NHB's requirements, as spelt out in the RFP, the selected Bidder [Service Provider] must have the requisite experience in providing services in the field of Information and Communication Technology, the technical know-how, and the financial wherewithal that would be required to successfully set-up the required infrastructure and provide the services sought by NHB, for the entire period of the contract. The evaluation process of the bids proposed to be adopted by NHB is indicated below. The purpose of it is only to provide the Bidder [Service Provider] an idea of the evaluation process that NHB may adopt. NHB reserves the right to modify the evaluation process at any time during the Tender process (before submission of technical and commercial responses by the prospective bidder), without assigning any reason, whatsoever, and without any requirement of intimating the Bidders of any such change. Any time during the process of evaluation NHB may seek specific clarifications from any or all the Bidder [Service Provider].

**It may please be noted that NHB reserves the right to reject any proposal in case same is found incomplete or not submitted in the specified format given in this RFP document .**

The details of 'Minimum Eligibility Criteria', provided by the vendor in its response to this RFP, will be evaluated first, based on the criteria described in section 8.2. The technical and commercial responses to this RFP will be considered further only for those vendors who meet the **Minimum Eligibility Criteria**. Vendors must provide their responses in the format given in **Annexure -I**.

#### **Quality cum Cost Based System (QCBS)**

**Evaluation criteria proposed to be adopted will be Quality cum Cost Based System (QCBS) where Technical Bid Score will get a weightage of 70 and Commercial Bid Score a weightage of 30.**

The technical and commercial response evaluation will be based on the criteria described in following section onwards.

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**b. Minimum Eligibility Criteria**

Proposals not complying with the minimum eligibility criteria are liable to be rejected and will not be considered for evaluation of technical bid. The proposal should adhere to the following minimum eligibility criteria.

1. The respondent should be a registered company. Copy of registration certificate to be enclosed.
2. The respondent should be in business of providing network service / MPLS service for at least five years as on the date of this tender. Proof need to be submitted.
3. The respondent should be a National Long Distance Service Provider or IP VPN service provider / Basic Service operator having own MPLS VPN network under license from Gol. Copy of license to be enclosed.
4. The respondent should have a minimum average annual turnover of Rs. 100 crores over the last three (3) years i.e. FY 2008, 2009 and 2010. If audited figures for FY-2010 is not available, provisional figures may be provided.
5. The respondent should be a profit making company for at least one year out of last two years as evidenced from CA certificate/balance sheet. The PSU's are exempted from profitability clause. Copy of audited balance sheet and P/L account statement for last three years to be enclosed.
6. The respondent should be owning high redundancy MPLS based network backbone or MPLS backbone created using multiple service providers fiber backbone in redundant architecture covering at least 50 cities in India. The network should offer redundancy at all levels.
7. The respondent must have network presence at all state capitals and MPLS VPN presence at all NHB locations specified in Annexure – X. Documentary evidence must be submitted
8. The respondent should be capable of providing wired and wireless last mile.
9. The respondent PoPs should have redundancy at all levels viz., Power, Cooling, Network, Infrastructure etc. Bank officials may visit the PoPs to ensure the same.
10. The respondent should provide Manufacturer Authorisation Form (Annexure XII) from the OEM of Router.
11. The respondent should have own NOC, mention details [location and address] of Primary and Backup NOC.
12. The NOC should be operational for at least three years as on the date of this tender.
13. The respondent should be able to maintain ISDN lines and NT boxes available at all locations of NHB. Declaration to this effect must be provided.
14. The respondent must have experience in providing network connectivity to large national/international institutions (having atleast 25 or more offices at different places) spread across multiple states/regions in India. Details of the same to be provided.

**Implementation of Managed IP MPLS VPN**

15. The respondent should have provided complete managed IP MPLS VPN services to at least three customers, with two customers having more than 10 sites and at least one customer with 25 or more sites [having PAN India presence]. Details of customers and project to be provided.
16. Bidder must preferably be having its own service support centre setup in Delhi with skilled resources from where this project can be managed and monitored.

**c. Evaluation of Technical Bids**

Minimum Eligibility Criteria bids received from the Bidder [Service Provider] will be opened on the last day of the submission of bids (after stipulated time of submission) in the presence of representatives of the bidders who choose to be present as per the schedule stipulated by NHB. A detailed analysis will be subsequently carried out by NHB. Based on responses to 'Minimum Eligibility Criteria', Bidder [Service Provider] will be short listed for technical evaluation further. Proposals, which are not meeting the Minimum Eligibility Criteria as mentioned in section 8.b above, will not be considered further for technical evaluation.

The technical bid will be analyzed and evaluated, based on which the Relative Technical Score (RTS) shall be assigned to each bid . Technical Bids receiving a RTS greater than or equal to a score of 70 (cut-off marks) will be eligible for consideration in the subsequent round. The Parameters of the Technical evaluation are broadly as follows :

**d. Mark Distributions**

Maximum Points 100

	Criteria Points	(Max Marks)
1. List of Clients (where managed MPLS connectivity has been provided) (Only currently valid contracts considered for points award) (LC stands for Large Corporate – Corporate having atleast 25 offices across the country)		Max Marks 20
<ul style="list-style-type: none"> <li>• For 10 or more in Govt. Sector / PSU/Banks/FIs/LC</li> <li>• For 7 or more in Govt. Sector / PSU/Banks/FIs/LC</li> <li>• For 5 or more in Govt. Sector / PSU/Banks/FIs/LC</li> <li>• For 3 or More Govt. Sector / PSU/Banks/FIs/LC</li> <li>• For less than 3 Govt. Sector / PSU/Banks/FIs/LC</li> </ul>	<p>20</p> <p>15</p> <p>10</p> <p>07</p> <p>05</p>	
2. Satisfactory Services Certificate by atleast ten Clients (Should be current and valid)		Max Marks 15

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<ul style="list-style-type: none"> <li>• Satisfactory Services Certificate by 10 Clients</li> <li>• Satisfactory Services Certificate by 7 Clients</li> <li>• Satisfactory Services Certificate by 5 Clients</li> <li>• Satisfactory Services Certificate by 3 Clients</li> <li>• Satisfactory Services Certificate by none</li> </ul>		15 10 05 03 00	
3. Track of being in the Business for atleast 5 years (providing Leased Line / MPLS service)			Max Marks 15
<ul style="list-style-type: none"> <li>• Being in the Business for atleast 10 years</li> <li>• Being in the Business for atleast 7 years</li> <li>• Being in the Business for 5 to 7 years</li> <li>• Less than 5 years</li> </ul>		15 10 05 00	
4. Presence at all the locations sited in the Annexure VIII			Max Marks 5
	All	05	
	Atleast 3	03	
5. ISO Certification (ISO 17799, ISO 27001, ISO 20001, BS 15000, TL9000) – Any one of the above			
a) If Yes		05	Max Marks 5
b) If No		00	
6. Technical & Qualified Manpower (Minimum Qualification: Degree/Diploma in engineering or its equivalent with minimum of 3 years work experience in Network equipment and implementation etc. )			Max Marks 10
	150 & above Qualified & Experienced Engineers	10	
	100-150 Qualified & Experienced Engineers	07	
	76-100 Qualified & Experienced Engineers	05	
	50-75 Qualified & Experienced Engineers	03	
7. Turnover for Last 3 years (with respect to Services / Annual Maintenance Contract only)			Max Marks 10
	➤ > 1000	10	
	➤ 500 to 1000	07	

## Implementation of Managed IP MPLS VPN

	<ul style="list-style-type: none"> <li>➤ 200 to 500</li> <li>➤ 200</li> </ul>	05	
8.	Presentation on Proposed Solution Architecture and Backbone / NOC Infrastructure	03	Max Marks 20

Bidders have to provide copies of supporting documents against each criteria mentioned above, without which bid may be rejected.

**The minimum qualification score for the Technical Bid would be 70.**

#### e. Financial Bid

**Only firms successfully qualifying the requisite criteria of the Technical Bid process would be considered eligible for the Financial Bid Round.**

The evaluation of the Financial Bids would be as follows:

- ◆ The lowest bid will be assigned the maximum Financial Score of 100 points.
- ◆ The Financial Scores of the other Financial Bids will be computed relative to the lowest evaluated Financial Bid.
- ◆ The Financial Score computing methodology is as follows:

$$\text{Financial Score}_{\text{Bid under consideration}} = \frac{100 \times \text{Price}_{\text{Lowest Bid}}}{\text{Price}_{\text{Bid under consideration}}}$$

#### f. Final Processing

- ◆ Proposals would be ranked according to their Final Score arrived at by combining Technical and Financial Scores as follows:

$$\text{Final Score} = \text{Technical Score} \times \mathbf{T} + \text{Financial Score} \times \mathbf{F}$$

(**T** - Weightage given to the Technical Bid, **F** - Weightage given to the Financial Bid, **T + F = 1**)

- ◆ Weightage for the bids are as follows:

I.	<b>Technical Bid</b>	T	70%
II.	<b>Financial Bid</b>	F	30%

## Implementation of Managed IP MPLS VPN

<b>Total Weightage</b>	<b>100%</b>
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- ◆ The firm achieving the highest combined Technical and Financial Score will be invited for negotiations.
  - *The Bank reserves the right to revise the evaluation criteria, methodology, distribution points and weightages; if it finds it necessary to do so.*

## **9. Commercial Terms and Conditions**

Bidders are requested to note following commercial terms and conditions for this project.

### **a. Cost of RFP**

Price of the bid has been fixed at **Rs.5,000/-**. Bidder has to necessarily deposit Rs. 5,000/- (Rs. Five thousand only) in the envelope of '**Technical Proposal**', in the form of Demand Draft / Bankers Cheque in favour of "**National Housing Bank**" payable in New Delhi. Any bid received without this shall be considered unresponsive and rejected.

### **b. Currency**

The Bidder [Service Provider] is requested to quote in Indian Rupees ('INR'). Bids in currencies other than INR may not be considered.

### **c. Price**

- The Price quoted by the Bidder [Service Provider] should include all costs.
- The price should be valid for all the years.
- The price should be inclusive of all taxes, duties, levies charges, transportation, insurance, octroi etc. However, applicable Service Tax will be paid on actuals.
- The price quoted by the Bidder shall be fixed during the Bidder's performance of the contract i.e., for a period of three years and extended if required by NHB and shall not be subjected to variation on any account, including changes in taxes, duties, levies etc.
- Bid submitted with adjustable price quotation will be treated as non-responsive and will be rejected.
- Based on the contracted rates, NHB will place order annually after performance review of the previous year.
- For any addition of location / enhancement in bandwidth, order will be placed at the contracted rate as mentioned in the Commercial Proposal.

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**d. Acceptance**

The acceptance test will be carried out as per mutually agreed Acceptance Test Plan [ATP], which will be finalised after PO is issued. The network will be accepted only after acceptance testing is completed as per the agreed plan and is duly signed/certified by the Bank and the service provider .

**e. Payment Terms**

- One Time Installation charges will be paid after successful commissioning and acceptance
- Bidder [Service Provider] will be paid in quarterly equal installments after the end of the quarter.
- Payment of any quarter will be made after deducting TDS/other taxes and applicable penalty pertaining to the quarter.
- Payment of first installment will be released only after submission of performance guarantee .
- Payment towards procurement of ISDN line will be paid on completion of the work and submission of invoice.

**f. Payment in case of Termination of contract**

In case the contract is terminated payment towards services will be made on pro rata basis, for the period services have been delivered, after deducting applicable penalty and TDS/other taxes.

**g. Insurance**

As all the delivered hardware will be owned by the Bidder [Service Provider] during the entire period of the contract, the service provider will take insurance for all the network hardware items installed in the premises of NHB locations for the entire duration of the contract period against all risks. The copy of insurance details must be provided to NHB.

**10. General Terms and Conditions**

- The Bidder [Service Provider] is expected to peruse all instructions, forms, terms and specifications in this RFP and its Annexures. Failure to furnish all information required in the RFP Documents, in the formats prescribed or submission of a proposal not substantially responsive or submission of unnecessary additional information as part of response to this RFP. Document in every respect may result in rejection of the proposal.
- At any time prior to the deadline for submission of Bids NHB may, for any reason, whether at his own initiative or in response to a clarification requested by prospective Bidders [Service Provider], modify the RFP by amendment, which will be placed on the bank's website for information of all prospective Bidders.

**Implementation of Managed IP MPLS VPN**

- All such amendment shall become part of the RFP and same will be notified on bank's website. The Bidders [Service Providers] are required to have a watch on bank's website for any such amendment.
- Bidder [Service Provider] must take into consideration each and every line of this RFP document while preparing technical and commercial proposal for the project. Bidder is requested to get any issue clarified by NHB before submitting the responses. The bids submitted should be complete in all respect meeting all deliverables under the project. It will be sole responsibility of the selected service provider to deliver each and everything as per the scope of the project during the contracted period. NHB will not be responsible in case of any requirement is underestimated or any requirement is not interpreted in right direction.
- NHB reserves the right to extend the dates for submission of responses to this document with intimation on the bank's website.
- NHB reserves the right to change the requirement specifications and ask for the revised bids or the tendering process without assigning any reasons.
- NHB shall be under no obligation to accept the lowest or any other offer received in response to this tender notice and shall be entitled to reject any or all offers including those received late or incomplete offers, without assigning any reason whatsoever. NHB reserves the right to make any changes in the terms and conditions of purchase. NHB will not be obliged to meet and have discussions with any bidder, and or to listen to any representations. NHB reserves the right to accept or reject, fully or partially, any or all offers without assigning any reason. The decision of NHB in this regard is final and no further correspondence in this regard will be entertained.
- As per scope of the project Bidder [Service Provider] is required to size the requirement of network hardware, link and associated software (IOS etc.) keeping in view of maximum bandwidth the link is supposed to support during the contract period in addition to the features as required. If any issue is observed with level of performance during the contract period, bidder will be responsible to resize/upgrade the h/w and s/w at free of cost.
- Although service window has been defined as 9am to 9pm, service provider must provide services on beyond the above time in case of urgent requirement of the bank without any extra cost.
- Service Level Requirement and Penalty in not achieving the same have been described in the 'Service Level Requirement' chapter.
- Notwithstanding anything to the contrary contained in the contract, NHB shall be at liberty to invoke the Performance Bank Guarantee in addition to other remedies available to it under the contract or otherwise if the selected Bidder fails to fulfill any of the terms of contract / order or commits breach of any terms and conditions of the contract.
- On faithful execution of contract in all respects, the Performance Guarantee of the Bidder [Service Provider] shall be released by NHB.
- These responses would be deemed to be legal documents and will form part of the final contract. Bidders are requested to attach a letter from an authorized signatory attesting their competence and the veracity of information provided in the responses. Unsigned responses would be treated as incomplete and could be rejected. Format of letter is given in.

**Implementation of Managed IP MPLS VPN**

- Bidder [Service Provider] must deploy manpower having requisite qualification, experience, skill-set etc. for the project.
- NHB reserves the right to call for any additional information and also reserves the right to reject the proposal of any Bidder if in the opinion of NHB, the information furnished is incomplete or the Bidder does not qualify for the contract.
- The scope of the proposal shall be on the basis of single point responsibility, completely covering the products and services specified under this RFP, on end-to-end solution basis.
- The Commercial and Technical bids will have to be signed on all pages of the bid by the authorised signatory. Unsigned bids would be treated as incomplete and would be rejected.
- By submitting a proposal, the Bidder [Service Provider] agrees to promptly contract with NHB for any work awarded to the Bidder [Service Provider]. Failure on the part of the awarded Bidder to execute a valid contract with NHB, will relieve NHB of any obligation to the Bidder, and a different Bidder may be selected.
- Any additional or different terms and conditions proposed by the Bidder [Service Provider] would be rejected unless expressly assented to in writing by NHB.
- Time and quality of the service are the essence of this agreement. The Bidder [Service Provider] must strictly adhere to the delivery schedule of all the links at all locations/offices. Failure to do so will be considered as breach of the terms and conditions of the contract.
- The selected bidder will sign **Service Level Agreement (SLA) and Non-Disclosure Agreement (NDA)** with NHB.

**a. Termination & Penalty Clause**

NHB reserves its right to terminate the contract partially or fully in the event of one or more of the following situations:

- Bidder [Service Provider] fails to install and commission the links within the stipulated time as per contract or within any extension thereof granted by the Bank
- Shortfall in achieving the Service Level requirement successively in two quarters or any three quarters in a financial year.
- Bidder [Service Provider] fails to perform any other obligation(s) under the contract..
- Any threat is perceived or observed on the security of bank's data / property out of any action by the staff deployed for monitoring / configuration etc., by service provider.
- However either party, in the case of termination, will give 3 months notice to the other party.
- The Bank may, at any time terminate the contract by giving written notice to the Service provide if the service provider becomes bankrupt or otherwise insolvent. In this event, termination will be

**Implementation of Managed IP MPLS VPN**

without compensation to the Service Provider, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Bank.

**b. Penalty Clause**

During the entire contract period the Bidder should guarantee uptime during normal business hours as mentioned in SLA on monthly basis. Bank will impose penalty as given below:

**DC, New Delhi**

<b>Uptime</b>	<b>Penalty in % of Monthly Payment</b>
>= 99.95%	0
> 99 to < 99.95	10
> 98 to < 99	20
> 97 to < 98	30
> 96 to < 97	40
> 95 to < 96	50
< 95.00	100

The location is said to be down if both primary and backup link fails. In case one link is working fine and other link fails the failed link should be made operational within **8hrs**. In the event of non-operational of the link, penalty of Rs.1,000/- per each hour downtime will be levied. In case of both the links failure at DC, Delhi, all locations/offices connected will be treated as down and penalty as defined for various categories will be applicable till the link is restored.

**DR, Mumbai**

<b>Uptime</b>	<b>Penalty in % of Monthly Payment</b>
>= 99.95%	0
> 99 to < 99.95	10
> 98 to < 99	20
> 97 to < 98	30
> 96 to < 97	40
> 95 to < 96	50
< 95.00	100

The location is said to be down if both primary and backup link fails. In case one link is working and other link fails the failed link should be made operational within **8hrs**. In the event of non-operational of the link, penalty of Rs.500/- per each hour downtime will be levied.

If network hardware fails the location is said to be down and penalty as given in the above table will be levied.

**Other Offices**

<b>Uptime</b>	<b>Penalty in % of Monthly Payment</b>
>= 99.50%	0
> 98.50 to < 99.50	10

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> 97.50 to < 98.50	20
> 96.50 to < 97.50	30
> 95.50 to < 96.50	40
> 95.00 to < 95.50	50
> 90.00 to < 95.00	75
< 90	100

The location is said to be down if primary is down or network hardware fails and penalty as given in the above table will be levied.

If ISDN is used as backup, ISDN usage charges up to 4 hours in a month will be born by the Bank. ISDN used beyond 4 hours will be recovered from the service provider at the rate of Rs.250/- per hour.

If both primary and backup [ISDN] fails ie., location/office is left with no connectivity then penalty as given in above table along with Rs.250/- per hour will be levied.

**Exclusions**

Down time due to following situations will not be considered for the purpose of penalty calculation

- Schedule maintenance by the service provider with prior intimation
- Link down due to power failure at NHB location/office
- Force majeure events
- If latency of any link is more than what is specified in SLA for continuous 30minutes during normal business hours then financial penalty would be applicable to the tune of Rs.500/- per hour for higher latency.

Eg: Say if latency of Category 'A' link is more than 120 ms for 3 hrs in a calendar month then penalty calculation would be as under:

$$\{(180 \text{ min} - 30 \text{ min}) / 60 \text{ min}\} * \text{Rs.}500/- = \text{Rs.}1250/-$$

**Jitter** [applicable only when NHB deploys voice / video]

If jitter of any link is more than what is specified in SLA for continuous 30 minutes during normal business hours then financial penalty would be applicable to the tune of Rs.100/- per hour for higher latency.

Eg: Say if Jitter of Category 'A' link is more than 15 ms for 3 hrs in a calendar month then penalty calculation would be as under:

$$\{(180 \text{ min} - 30 \text{ min}) / 60 \text{ min}\} * \text{Rs.}100/- = \text{Rs.}500/-$$

**c. Service Delivery [Implementation:]**

In the event of non provisioning of connectivity at any location/office even after extension of delivery date:

Penalty at 1 % of the annual cost of the link will be charged for every week's delay subject to maximum of 10%.

# **Annexures**

**Annexure - I**

**Bidder Information**

Please provide following information about the Company (Attach separate sheet if required): -

<b>S. No.</b>	<b>Information</b>	<b>Particulars / Response</b>
1.	Company Name	
2.	Date of Incorporation	
3.	Type of Company [Govt/PSU/Pub. Ltd / Pvt. Ltd/partnership/propritory]	
4.	Registration No. and date of registration. <b>Registration Certificate to be enclosed</b>	
5.	Address of Registered Office with contact numbers [phone /fax]	
6.	PAN No	
7.	<b>Contact Details of Bidder authorized to make commitments to NHB</b>	
8.	Name	
9.	Designation	
10.	FAX No	
11.	Mail ID	
12.	Company Head Office and Addresses Contact Person(s) Phone Fax E-mail Website	
13.	Provide the range of services /options offered by you covering service description and different schemes	Yes / No / Comments (if option is 'No')

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	available for: <ul style="list-style-type: none"> <li>o Implementation of MPLS network</li> </ul>			
14.	Any pending or past litigation (within three years)? If yes please give details Also mention the details of claims and complaints received in the last three years (About the Company / Services provided by the company).	Yes/No/Comments (if option is 'Yes') (If option is 'Yes' Bidder may Not be considered)		
15.	Please mention turnover for last three years and include the copies of Balance Sheet in support of it.	Year	Turnover	Profit/Loss(-)
		2007-08		
		2008-09		
		2009-10		

***Audited/CA certificate of Balance sheet and Profit & Loss accounts for last 3 years to be submitted.***

**Signature of Bidder**

**Annexure – II**

**Statement of Deviations**

Bidders are requested to provide details of all deviations, comments and observations or suggestions in the following format with seal and signature. You are also requested to provide a reference of the page number, state the clarification point and the comment/ suggestion/ deviation that you propose as shown below.

*NHB may at its sole discretion accept or reject all or any of the deviations, however it may be noted that the acceptance or rejection of any deviation by NHB will not entitle the bidder to submit a revised commercial bid*

<b>Implementation of Complete Managed IP MPLS VPN – List of Deviations</b>		
<b>Clarification point as stated in the tender document</b>	<b>Page number</b>	<b>Comment/ Suggestion/ Deviation</b>

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**Annexure –III****Minimum Eligibility**

Following format has to be filled by the Bidder [Service Provider] and has to be submitted in a separate envelope along with softcopy and relevant documentary proof.

S. N.	Minimum Eligibility Criteria	Bidder's Response
1.	The respondent should be a National Long Distance Service Provider or IP VPN service provider / Basic Service operator having MPLS VPN network under license from GoI. Copy of license to be enclosed	
2.	The respondent should be owning high redundancy MPLS based network backbone or MPLS backbone created using multiple service providers fiber backbone in redundant architecture covering at least 50 cities in India. The network should offer redundancy at all levels. Specify details.	
3.	The respondent must have provided MPLS VPN connectivity at all state capitals. Documentary evidence must be submitted.	
4.	The respondent should be capable of providing wired and wireless last mile.	
5.	The respondent PoPs should have redundancy at all levels viz., Power, Cooling, Network, Infrastructure etc. Bank officials may visit the PoPs to ensure the same. Specify details.	
6.	The respondent provide Manufacturer Authorization Form [MAF] (Annexure–XII) for the hardware proposed. Copy of certificate to be enclosed.	
7.	The respondent should have own NOC, mention details [location and address] of Primary and Backup NOC.	

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8.	The NOC should be operational for at least three years as on the date of this tender. Specify the date and attach any documentary proof.	
9.	The respondent should be able to maintain ISDN lines and NT boxes available at all locations of NHB. Declaration to this effect must be provided.	
10.	The respondent must have experience in providing network connectivity to large national/international institutions (having atleast 25 or more offices at different places) spread across multiple states/regions in India. Details of the same to be provided.	
11.	The respondent should have provided complete managed IP MPLS VPN services to at least three customers, with two customers having more than 10 sites and at least one customer with 25 or more sites [having PAN India presence]. Details of customers and project to be provided. Details of customers and project to be provided.	
12.	Bidder must preferably be having its own service support centre setup in Delhi with skilled resources from where this project can be managed and monitored.	
13.	Details of support centers at all locations where NHB offices are present to be provided. [location, address, contact number, direct or through franchise etc.] to be provided.	

**Place :****Date :****Name and Signature with Seal**

Note	<ol style="list-style-type: none"> <li>1. Bidder [Service Provider] response should be complete, Yes/No answer is not acceptable..</li> <li>2. Documentary proof, sealed and signed by authorized signatory, must be submitted</li> <li>3. Details of clients and relevant contact details are mandatory. Bidders may take necessary approval of the clients in advance before submission of related information. NHB will not make any separate request for submission of such information.</li> <li>4. Proposal of the bidders are liable to be rejected in case of Incomplete information or wrong information or non-submission of documentary proof.</li> </ol>
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Implementation of Managed IP MPLS VPN

**Annexure – IV**

**Technical Bid Covering Letter**

Date :

To  
The General Manager  
National Housing Bank,  
Information Technology Department  
Head Office  
Core 5-A, 3rd Floor, India Habitat Centre, Lodhi Road,  
New Delhi – 110003

Dear Sir,

**Technical Bid  
Implementation of Complete Managed IP MPLS VPN**

We, the undersigned, offer to provide services for the above-mentioned project, in accordance with your RFP document [Insert RFP Number] dated [Insert Date]. We are hereby submitting our Proposal, which includes Minimum Eligibility Criteria, this Technical Proposal and a commercial Proposal. The minimum eligibility criteria and technical proposal are put in one envelop and the commercial proposal in separate envelop.

We also enclose masked Commercial Bid.

We understand you are not bound to accept any proposal you receive.

Dated at \_\_\_\_\_ / \_\_\_\_\_ day of \_\_\_\_\_ 20\_.

Yours faithfully,

For

Signature

Name

Address

(Authorised Signatory)

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**Annexure –V**

## **Technical Bid Format**

Bidder [Service Provider] response to the Technical Bid of this Tender document must be provided as detailed in chapter 8.3. Any extra information may be provided as separate section at the end of Technical Bid document. Technical bid should be submitted with covering letter.

- 1. Details as detailed under Chapter 8.d**
- 2. List of deviations** (as per Annexure -II )
- 3. Technical Proposal Covering Letter** (as per Annexure –IV)

**Note** :Bidder must submit softcopy of complete technical bid inside the sealed envelope meant for 'Technical Proposal'.

**Annexure –VI**

**Commercial Bid Covering Letter**

Date :

The General Manager  
National Housing Bank,  
Information Technology Department  
Head Office  
Core 5-A, 3rd Floor, India Habitat Centre, Lodhi Road,  
New Delhi – 110003

Dear Sir,

**Commercial Bid - Implementation of Complete Managed, IP MPLS VPN**

We, the undersigned, offer to provide services for the above-mentioned project, in accordance with your Request for Proposal *[Insert RFP Number]* dated *[Date]*, and our Proposal (Technical and Commercial Proposals). The Total fee is inclusive of all taxes, duties, charges and levies (as applicable and payable under the local laws) and out of pocket expenses that we might incur and there will be no additional charges.

Our commercial proposal shall be binding upon us, subject to the modifications resulting from contract discussions, up to expiration of the validity period of the Proposal, i.e., *[Insert date]*.

If the quoted price is inclusive of Service Tax, the Service Tax applicable as on the RFP closing date will be deducted for calculating the final price.

Yours faithfully,

For .....

**Signature**

**Name**

**Address**

**(Authorised Signatory)**

## Implementation of Managed IP MPLS VPN

**Annexure –VII****Commercial Bid Format**

The structure of the Bidder's commercial response to this tender must be as per following order. Any extra information may be provided as separate section. Commercial Bid Response must be submitted with Commercial Bid covering letter, format of which is given at the end this section.

- 1. Cost of complete managed services for three years** (to be filled in Section **A** below)
- 2. ISDN lines maintenance and procurement** (to be filled in **Section C** below)
- 3. Summary of commercial bid** (to be filled in **Section C** below )

Bidders are requested to note the following :

- All the details must be provided as per format. Incomplete formats will result in rejection of the proposal.
- Masked commercial bids must be given with technical bid. . All the pages of commercial bids must be sealed and signed by authorized signatory.
- All the quoted costs must include all applicable taxes and other levies. Applicable Service Tax will be paid on actuals
- Service provider is to quote as per format given in following sections.
- In case of annexing new locations the rate quoted under respective category for specified bandwidth will be taken for placing order during the period of next 3 years.
- Rate quoted for various bandwidths must be valid till the end of the three years period from the date of entering the contract. Further, the bidder should be ready to offer the same rate in case of extension up to additional 6 months beyond initial 3 years period.
- Bidder must submit softcopy of complete commercial bid inside the sealed envelope meant for 'Commercial Proposal'.
- All the rates must be quoted in INR.
- The commercial is divided into two categories viz., Present Requirement and Future Enhancements. The Present Requirement will be given a weightage of 80% and the Future Enhancements will be given wightage of 20%.
- In case of new location the order will be given to the bidder at the contracted rate as per the category of the location.
- In case of shifting of location, the contracted installation charges for the specified category will be paid.

**I. Present Requirement**

**A. Cost of complete managed services**

SI No	No of Locations	Bandwidth Capacity	One Time installation		Recurring Expenditure (per annum)		Total Cost
			In Figures	In words	In Figures	In words	
<b>Category A</b>							
	1	4 Mbps					
		1 <sup>st</sup> Year					
		2 <sup>nd</sup> Year					
		3 <sup>rd</sup> Year					
<b>Category B</b>							
	1	1 Mbps					
		1 <sup>st</sup> Year					
		2 <sup>nd</sup> Year					
		3 <sup>rd</sup> Year					
<b>Category C</b>							
	6	256 Kbps					
		1 <sup>st</sup> Year					
		2 <sup>nd</sup> Year					
		3 <sup>rd</sup> Year					

**B. ISDN Lines Maintenance and Procurement**

SI No	Quantity	Unit Cost		Total Cost
		In Figures	In Words	
<b>Procurement of ISDN Lines</b>				
	6			
<b>Maintenance of NT Boxes and ISDN lines per Annum</b>				
	6			
	<b>Total Cost towards ISDN</b>			

**C. Summary of Cost [To be considered for Commercial Evaluation]**

SI No	Item Description	Cost
1.	Total Cost towards complete managed services for three years [X]	
2.	Total Cost towards ISDN lines maintenance and procurement [Y]	
3.	<b>NET COST [X+Y] **</b>	

\*\* NET COST ARRIVED ABOVE WILL BE TAKEN INTO CONSIDERATION FOR FINAL COMMERCIAL EVALUATION with a weightage of 80%.

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The total cost should be inclusive of all the cost towards installation, hardware, rent, bandwidth, primary and backup links

## II. Future Enhancements

### a. Change of Class of Service (CoS) (weightage 10%)

CoS	Charges
<b>Category A</b>	
Premium Real Time	
<b>Category B</b>	
Premium Real Time	
<b>Category C</b>	
Premium Real Time	

- CoS should be dynamic

### b. Existing Locations – Bandwidth Upgradation (weightage 10%)

Bandwidth	Bandwidth Cost
<b>Category A</b>	
6 Mbps	
8 Mbps	
<b>Category B</b>	
2 Mbps	
4 Mbps	
<b>Category C</b>	
512 Kbps	
1 Mbps	

**Annexure -VIII**

**List of Locations and Bandwidth Requirement**

SI No	Name of Location	Bandwidth Requirement	
		Capacity	Unit
1.	New Delhi	4	Mbps
2.	Mumbai	1	Mbps
3.	Hyderabad	256	Kbps
4.	Chennai	256	Kbps
5.	Bengaluru	256	Kbps
6.	Kolkata	256	Kbps
7.	Lucknow	256	Kbps
8.	Ahmedabad	256	Kbps

Note: Exact bandwidth while issuing the PO may be different from what is mentioned above.

## Annexure –IX

### Categories of Locations

Category A	Category B	Category C
New Delhi	Mumbai	Hyderabad
		Chennai
		Bengaluru
		Kolkata
		Lucknow
		Ahmedabad

**Annexure -X**

**Address and Contact Details of Locations**

Sl No	Location Details	Contact Details
1.	<b>Head Office:</b> <b>National Housing Bank</b> Core 5A, India Habitat Centre, 3rd-5th floor, Lodhi Road, <b>New Delhi - 110003</b> Phone No. +91-11-24649031 to 35 FAX No. +91-11-24646988, 24649041 e-mail : ho@nhb.org.in	Sh R K Pandey General Manager 011-24649432 Mob : 9811678653
2.	<b>Regional Office:</b> <b>National Housing Bank</b> Mumbai Life Building, 45, Veer Nariman Road, Fort, <b>Mumbai - 400023</b> Phone No. +91-22- 22851560-64 FAX No. +91-22-22851555 e-mail : romum@nhb.org.in	Sh J K Khat Regional Manager 022-22851566 Mob : 9987083780
3.	<b>National Housing Bank</b> Representative Office- Hyderabad Forth Floor, APSHCL BUILDING, Street No. 17, Himyat Nagar, <b>Hyderabad - 500029</b> Phone No. +91-40-23223375 e-mail : vineets@nhb.org.in	Shri Vineet Singhal Regional Resident Representative Mobile No. +91-9000228869
4.	<b>National Housing Bank</b> Representative Office- Chennai Repco Bank Building No. 55, 2nd Floor Gandhi Nagar, IVth Main Road, Adyar, <b>Chennai - 600020</b> TeleFax +91-44-24401180 e-mail : <a href="mailto:rochn@nhb.org.in">rochn@nhb.org.in</a>	Shri W.C. Robin, Relationship Manager Mobile No. +91-9444991104

## Implementation of Managed IP MPLS VPN

5.	<p><b>National Housing Bank</b>  Representative Office- Bengaluru  F- Block, II Floor  CBAB Complex,  Cauvery Bhawan, K.G. Road,  <b>Bengaluru- 560009</b>  Phone No. +91-80-22711228  TeleFax +91-80-22131157  e-mail : roblr@nhb.org.in</p>	<p>Shri G.N. Somdeve  Regional Resident Representative  Mobile No. +91-9741118155</p>
6.	<p><b>National Housing Bank</b>  Representative Office – Kolkata  RBI Building 8,  Council House street,  2nd Floor, <b>Kolkata - 700001</b>  Phone No. +91-33- 22312522  e-mail : rokol@nhb.org.in</p>	<p>Shri M.B.Roy  Regional Resident Representative  Phone No: -033-22312522</p>
7.	<p><b>National Housing Bank</b>  Representative Office- Lucknow  Floor, N E Wing, A-Block,  Bibhuti Khand, PICKUP Bhawan  Gomti Nagar  <b>Lucknow – 226010.</b> Uttar Pradesh  Phone No. +91-522-4025169  e-mail : rolck@nhb.org.in</p>	<p>Shri S H P Rizvi  Regional Resident Representative  Mobile No: 09793008850</p>
8.	<p><b>National Housing Bank,</b>  Representative Office - Ahmedabad  Mezzanine Floor, G-7, Sakar-I,  Opposite Gandhigram Station,  Ashram Road,  <b>Ahmedabad – 380009.</b> Gujarat  Phone No.  e-mail : roahm@nhb.org.in</p>	<p>Mr R.K.Arvind  Relationship Manager  Mobile No:09662051412</p>

Implementation of Managed IP MPLS VPN

**Annexure XI**

**Letter of Competence Format**

[To be executed on a non judicial stamp paper]

Letter of Competence for Quoting against NHB's RFP No. /.....

This is to certify that we *[Insert name of Bidder]*, Address.....are fully competent to undertake and successfully deliver the scope of services mentioned in the above RFP. This recommendation is being made after fully understanding the objectives of the project and requirements like experience etc.

We certify that the quality and number of resources to be deployed by us for implementation will be adequate to implement the connectivity expeditiously and correctly and provide the services professionally and competently.

We also certify that all the information given by in response to this RFP is true and correct .

Authorised Signatory of the Bidder

Date :

Implementation of Managed IP MPLS VPN

**Annexure XII**

**Manufacturers Authorisation Form**

[to be submitted along with Technical Bid]

Ref. No: Date:

To,  
The General Manager  
National Housing Bank,  
Information Technology Department  
Head Office  
Core 5-A, 3rd Floor, India Habitat Centre, Lodhi Road,  
New Delhi – 110003

Dear Sir,

**Sub:RFP No. Dated for Implementation of Complete Managed, IP MPLS VPN**

We ..... who are established and reputable manufacturers of .....having factories at ..... and ..... do hereby authorize M/s .....**[Name and address of vendor]** to submit a bid and sign the contract with you for the goods manufactured by us against the above RFP No..... dated ..... We hereby extend our full guarantee and warranty as per the clauses of contract based on the terms and conditions of the RFP for the goods and services offered for supply by the above firm against the RFP.

Yours faithfully

[ ]

**Name of the manufacturer**

**Note:** This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. It should be included by the bidder in its bid.

-XXXXX-