

NHB/ITD/QUOT/ /2019

May 30, 2019

<<Vendor Name>>

<<Address>>

Dear Sir(s),

**Invitation of bids for Supply, Commissioning and Maintenance of Internet Leased Line Bandwidth Services along with DDoS Protection at National Housing Bank- Regional Office, Mumbai**

National Housing Bank (NHB) invites sealed quotations from select companies for Supply, Commissioning and Maintenance of Internet Leased Line Bandwidth Services along with DDoS Protection at National Housing Bank- Regional Office, Mumbai (Copy enclosed).

The envelopes should be NON-WINDOW, each super scribed with "Invitation of bids for Supply, Commissioning and Maintenance of Internet Leased Line bandwidth Services along with DDoS Protection at National Housing Bank- Regional Office, Mumbai."

The envelope shall be addressed to NHB at the address given below:

**The General Manager,  
IT Department  
National Housing Bank  
Core 5A, 3rd Floor, India Habitat Centre  
Lodhi Road, New Delhi - 110003**

The quotation must reach the above address before 6.00 p.m. by June 18, 2019.

Yours faithfully,

Sd/-

**AGM - ITD  
National Housing Bank**

**Invitation of bids for Supply, Commissioning and Maintenance of Internet  
Leased Line Bandwidth Services along with DDoS Protection  
at National Housing Bank- Regional Office, Mumbai**

**1. Introduction**

The National Housing Bank (NHB) is an Apex Financial Institution formed under the Act of the Parliament with a mandate for Promotion, Development and Regulation of the Housing Finance Institutions. Apart from regulating the housing finance companies (HFCs), NHB also extends financial support by way equity participation in HFCs and refinance facility to Banks, HFCs, Co-operative Sector Institutions etc. benefiting the households both in urban and rural areas. The Head Office of NHB is located in New Delhi with its Regional Office located at Mumbai and other Regional Representative offices at Ahmedabad, Bengaluru, Hyderabad and Kolkata.

National Housing Bank (hereinafter referred to as NHB) with its Head Office at 3-5th Floor, Core 5 A, India Habitat Centre, Lodhi Road, New Delhi is interested in procuring quality Internet connectivity with high availability at its Mumbai Regional Office located at:

**National Housing Bank  
Mumbai Life Building,  
3rd floor, 45, Veer Nariman Road,  
Fort, Mumbai - 400023**

The Service Providers are invited to submit proposal for providing Internet services.

**2. Scope of Work**

NHB invites bids from reputed Internet Service Providers (ISPs) who are members of NIXI having connected network in Mumbai with IPv6 enablement for Supply, Commissioning and Maintenance of Dedicated 16 Mbps (1:1 uncompressed, unfiltered and unshared) Internet Leased Line bandwidth services with enabled managed DDoS Detection and Mitigation Services at its Regional Office at Mumbai. Bidders to provide a dedicated Internet bandwidth through **Optic Fiber as last-mile connectivity**. Both availability and consistent bandwidth are critical. This includes setting up of last mile connectivity, supply and installation of necessary equipment. NHB will enter into a service contract with successful Bidder for a period of **5 years**

**w.e.f. July 1, 2019.** However, the service contract period shall be valid, subject to the vendor obtaining minimum satisfactory performance during the annual review. If the performance is below the satisfactory level, NHB has the discretion to cancel the service contract with a notice period of 3 months to the vendor.

### **3. Evaluation of Bid**

The Service Providers who is interested in participating in this bid must fulfill the eligibility criteria. The Commercial bids will be opened only if the Bidder is:

1. An Internet Service Provider (ISP) and is a member of NIXI having connected networks in Mumbai with IPv6 enabled connected network, with a valid ISP license (Documentary proof should be provided);
2. The ISP should be class A ISP or unified access service license holder, which should be currently Valid (Documentary proof should be provided)
3. In the Core ISP business at least for a period of last three years (Documentary proof should be provided);
4. Having a direct support office at Mumbai; and
5. Has not been blacklisted in any of the Regulatory/ Statutory Authority or PSU/ PSBs/ Government Organisation at the time of submission of quotation (Declaration should be provided).

**Commercial bids will be evaluated as per below procedure.**

1. The Commercial bid should be submitted in a separate sealed envelope.
2. Proposals would be ranked according to their commercial.
3. L1 (Lowest Bidder) will be arrived on the basis of total charges of TCO for 5 years as mentioned in Annexure- 2 (Commercial Bid Format).
4. NHB reserves the right to revise the evaluation criteria, methodology, if it finds it necessary to do so.
5. Bid submitted with adjustable price quotation will be treated as non-responsive and will be rejected.

### **4. Main Technical Requirements**

Includes but not limited to :

1. Dedicated 16 Mbps (1:1 uncompressed, unfiltered and unshared) Internet Leased Line bandwidth services, scalable at short notice up to 32 Mbps.
2. Average latency should not be more than 300ms up to ISP's 1st Tier 1 peering point.
3. Managed DDoS Detection, Protection and Mitigation Services enabled from day 1, to protect internet and online resources against 256 Mbps of DDoS traffic.

The DDoS mitigation should include the below features:

- Statistical anomaly based attack detection – Vendor's solution should use past traffic pattern to differentiate between legitimate and malicious traffic. Legitimate users should not get affected during attack mitigation. Vendor SHALL explain clearly the false positive and false negative rates and how false positive/negative can be avoided in the proposed solution.
  - Vendor's solution should automatically learn and adapt to changes in customer's traffic profile. The solution should identify attacks based on recent customer traffic profile and not based on static customer profile.
  - Vendor's solution should have ability to block IP's from known or suspected geographical locations.
  - The proposed solution shall have the capacity to handle 256 Mbps of DDOS attack traffic.
  - The proposed solution shall have the capability to generate alert and log DDoS attack that has been detected for future reference. Vendor SHALL also notify Customer in a timely manner when DDoS attack against Customer network has been detected in their system.
4. The delivery should be through a public IP address and NHB should be able to create a network with a pool of minimum 32 public IPv4 addresses on LAN and 4 Public IPv4s addresses over WAN.
  5. ISP shall provide single CPE with single download link to customer equipment. It should be ensured not to terminate the connection of other customers on the devices installed at our premises. ISP shall provide the PE/router at its own cost for leased line enablement during the period of contract.
  6. Uptime guarantee with Service Level Agreement (SLA) - 99.50% month-on-month basis.

General instructions to bidders and Part B of Annexure – I also to be referred.

**Hardware for Termination :**

1. Router, Mux/Modem, and any other hardware required to be provided by ISP.
2. Supplied hardware should be included in the services and it will be the property of the ISP only.
3. Maintenance of Hardware supplied by ISP will be the responsibility of ISP only.

#### **5. Payment Terms:-**

- i. All One Time Charges/ Cost shall be paid only after successful commissioning of the link with DDoS detection and mitigation services enabled and signoff by NHB.
- ii. The charges will be paid after completion of each quarter based on the achievement of Service Level (The performance and uptime of the network as specified under Liquidated damages, Penalties and Service Level clause will be assessed on monthly basis and the payment will be released accordingly). The bidder should submit the details along with the uptime achieved to enable NHB to pay quarterly charges after deducting TDS/other taxes.
- iii. 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.
- iv. Taxes will be paid in actual as per statutory rates prevalent at the time of billing.
- v. No additional charges such as conveyance, travelling, per diem hotel expenses etc., will be paid to the selected Bidder or their engineers during shifting of equipment/links or any other reason.

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.

#### **Shifting**

Shifting charges, within premises, during the tenure of contract will be borne by the bidder during the period of contract.

#### **Penalty clause**

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

<b>Uptime per month</b>	<b>Penalty in % of Monthly Payment</b>
>= 99.50%	0
> 98.50 to < 99.50	5
> 97.50 to < 98.50	10
> 96.50 to < 97.50	20
> 95.50 to < 96.50	30
> 95.00 to < 95.50	40
> 90.00 to < 95.00	50
< 90	100

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%.

### **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

### **6. General Terms and Conditions and Instruction to bidders:-**

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. No binding legal relationship will exist between any of the Respondents and NHB until execution of a contractual agreement. A Recipient will, by responding to NHB for Bid submission, be deemed to have accepted the terms of this Introduction and Disclaimer. Recipients are required to direct all communications related to this, through the Nominated Point of Contact person:

<p><b>Contact: Sh. Anuj Rastogi</b>  <b>Position: Dy. General Manager</b>  <b>Email: <a href="mailto:anuj.rastogi@nhb.org.in">anuj.rastogi@nhb.org.in</a></b>  <b>Telephone: +91 - 11 - 39181044</b></p>	<p><b>Contact: Sh. Rajiv Ranjan</b>  <b>Position: Assistant General Manager</b>  <b>Email: <a href="mailto:rajiv.ranjan@nhb.org.in">rajiv.ranjan@nhb.org.in</a></b>  <b>Telephone: +91 - 11 - 39187234</b></p>
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1. NHB may, in its absolute discretion, seek additional information or material from any Respondents after the Bid closes and all such information and material provided must be taken to form part of that Respondent's response.
2. Respondents should provide details of their contact person, telephone, fax, email and full address(s) to ensure that replies to bids could be conveyed promptly.
3. The bidders must familiarize themselves with local conditions and take these into account while preparing their proposal.
4. Costs involved in preparation of the Proposal, documentation cost etc. are not reimbursable.
5. NHB is not bound to accept any of the proposals submitted to it.
6. The bidder will, by responding to the NHB's invitation document, be deemed to have accepted the terms as stated in this document.
7. The selection process would be based on L1 criteria where full weightage would be given to commercial bid only.
8. The bidder should be an ISP connected member of NIXI in Mumbai with IPv6 enabled connected network, having valid ISP license. The bids not complying with this criteria will not be considered for commercial evaluation.
9. Average latency should not be more than 300ms up to ISP's 1st Tier 1 peering point.
10. The ISP must have adequate support facility in NCR/Delhi/Mumbai to provide 24 X 7 X 365 customer support.
  - i. The ISP should have centralized trouble ticketing tool for call logging, monitoring and troubleshooting purpose.
  - ii. The ISP should have single Toll Free number/Help Desk for all the call logging and status update.
  - iii. The ISP should have well defined capabilities and procedures to track call resolution Progress status and provide the updates to the customer. In addition, ISP should have well defined management and technical escalation procedures.
  - iv. The ISP should assign one SAM (Service Assurance Manager) for the customer.
  - v. The ISP has to provide Software Tool/Method to measure/check the Internet Bandwidth provided by the bidder.
  - vi. The ISP has to provide monthly MRTG Report of usage of Bandwidth and will ensure that getting 16 Mbps (1:1) Bandwidth.

- vii. The bidder is required to offer Service Level Agreement (SLA) for the proposed Link along with a guaranteed uptime commitment of 99.50%.
11. The ISP should have fully resilient and self-healing network architecture on fibre medium, for the domestic backbone up to the international gateway in India. The ISP should have an extremely reliable network and redundancy is expected at all levels (i.e., at the Network Operations Centre, on the domestic backbone and on the Internet gateway leading to exit points out of India).
12. The offers containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer. 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.
13. The bid prepared by the Bidders, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and NHB and supporting documents and printed literature shall be written in English.
14. Queries / Clarification if any, may be taken up with the contact person detailed above, on or before June 12, 2019 between 11.00 am to 05.00 pm on Monday to Friday.
15. The Bidder shall seal the envelopes containing Technical Bid (supporting documents) and Commercial proposals separately. Failing in which bid may be rejected and no further communication will be entertained.
16. The envelopes should be NON-WINDOW, each super scribed with "Invitation of bids for Supply, Commissioning and Maintenance of Internet Leased Line and bandwidth Services along with DDoS Protection at National Housing Bank- Regional Office, Mumbai."

The envelope shall be addressed to NHB 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**

17. All envelopes should indicate on the cover the name and address of bidder along with contact number.
18. If the envelope is not sealed and marked as described above, NHB will assume no responsibility for the Bid's misplacement or its premature opening.

19. The bids must be received by NHB at the addressed specified, on or before **1800 Hours, June 18, 2019.**
20. In the event of the specified date for the submission of bids, being declared a holiday for the NHB, the bids will be received up to the appointed time on the next working day.
21. NHB 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 NHB and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.
22. Any bid received by the NHB after the deadline for submission of bids prescribed by the NHB will be rejected and returned unopened to the bidder.
23. NHB 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.
24. The price quoted should be in Indian Rupees on a fixed price basis and should include the followings: Cost of equipment, software licenses, etc., (including their warranty and implementation costs), etc., inclusive of all taxes, levies, duties, service tax, other charges, etc. The cost should include consultancy for site preparation, layout design and installation.
25. The bidder is responsible for liaison with Government Agencies or other departments to provide any license, approval, etc. that may be required.
26. The prices quoted shall be inclusive of all transportation and insurance costs.
27. The vendor should clearly furnish the cost matrix strictly as per the structure provided in the Annexure 2.
28. Any deviation may lead to bid rejection. NHB reserves its right to cancel the order in the event of one or more of the following conditions:
  - Delay in installation & commissioning of the system beyond 5 weeks from the date of acceptance of the Purchase order.
29. The decision of the NHB is final towards evaluation of the bid documents.
30. The Bidder shall bear all costs for execution, stamp duty and submission of contract and agreement (SLA, NDA, etc.). NHB shall not be responsible or liable for reimbursing/compensating these costs.
31. The Bidder is responsible for managing the activities of its personnel or the personnel of its subcontractors/franchisees and will be accountable for both. The Bidder shall be vicariously liable for any acts, deeds or things done by their employees, agents, contractors, subcontractors etc. which is outside the scope

of power vested or instructions issued by the NHB. Bidder shall be the principal employer of the employees, agents, contractors, subcontractors etc. engaged by Bidder and shall be vicariously liable for all the acts, deeds or things, whether the same is within the scope of power or outside the scope of power, vested under the contract to be issued for this tender. No right of any employment shall accrue or arise, by virtue of engagement of employees, agents, contractors, subcontractors etc. by the Bidder, for any assignment under the contract to be issued for this invitation/tender.

32. As per Central Vigilance Commission (CVC) directives, it is required that SIs/ Suppliers/ Contractors observe the highest standard of ethics during the procurement and execution of such contracts. NHB reserves the right to reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
33. Arithmetic errors, if any, in the price breakup format will be rectified on the following basis:
  - i. 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.
  - ii. 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.
  - iii. 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.
  - iv. NHB 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
34. Time and quality of the service are the essence of this agreement. Failure to do so will be considered as breach of the terms and conditions of the contract.
35. Any additional or different terms and conditions proposed by the Bidder would be rejected unless expressly assented to in writing by NHB.
36. By submitting a proposal, the Bidder agrees to promptly contract with NHB for any work awarded to the Bidder. 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.

37. If a Bidder makes any statement or encloses any form which turns out to be false/incorrect at any time i.e. during the evaluation of the Bid / even after placing the Purchase Order (PO). Bid/PO will be rejected/cancelled and suitable action will be taken.
38. Any form of canvassing/lobbying/influence/query regarding short listing, status, etc. may lead to disqualification.
39. The Bidder shall keep confidential any information obtained under the contract and shall not divulge the same to any other person with consent in writing by NHB. In case of non-compliance, the contract is liable to be cancelled by NHB.
40. 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, modify the proposal by amendment, which will be final.
41. In the event of the order being placed on the bidder, the provisioning, installation & Commissioning and operationalization should be completed within 4 weeks from the date of PO.
42. Disclaimer - Subject to any law to the contrary, and to the maximum extent permitted by law, NHB and its directors, officers, employees, contractors, agents, and advisers disclaim all liability from any loss claim, expense (including, without limitation, any legal fees, costs, charges, demands, actions, liabilities expenses or disbursements incurred therein or incidental thereto or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of any presumptions/ information (whether oral or written and whether express or implied information, including forecasts, statements, estimates, or projections contained in this tender document or conduct ancillary to it whether or not the losses or damage arises in connection with any negligence, omission, default, lack of care or misrepresentation on the part of NHB or any of its directors, officers, employees, contractors, agents, or advisers.

### **Termination Clause**

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

- Bidder fails to install and commission the Internet link at the designated location within the stipulated time as per contract or within any extension thereof granted by the NHB

- Shortfall in achieving the Service Level requirement successively in two quarters or any three quarters in a financial year.
- Bidder fails to perform any other obligation(s) under the contract.
- Any threat is perceived or observed on the security of NHB'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 month notice to the other party.
- NHB 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 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 NHB.

#### **Service Level Agreement (SLA) and Non-Disclosure Agreement (NDA):-**

The shortlisted vendor will be required to sign a SLA and NDA with NHB. Some important points which shall be covered under SLA will be:-

- Point to point network uptime of minimum 99.50%
- Internet availability guarantees, packet loss guarantees, latency guarantees.
- Procedure for resolving service problems, compensation for service outages and degradation of service
- Availability of 24 hour X 7 days Help Desk Service.
- Availability of online traffic statistics (the same should be available to the customer).
- The complete escalation matrix.
- Penalty Clause
- Technical Data, Data Transfer loss and pilferage etc.

#### **Schedule of Work**

The project has to be completed within a period of four weeks from the date of the order. The vendor is expected to have regular meetings with NHB and inform the progress of work.

### **Submission, Receipt and Opening of Proposals**

- An authorized representative of the bidder should sign all pages of the proposal.
- Proposals should not contain erasures or alterations and such proposals are liable to be excluded from the evaluation process.
- Proposals must remain valid and open for acceptance for a period of 45 days from the date of opening of the proposal or two months from the last date of submission of bid to NHB, whichever is later. The bidders will not be permitted to withdraw or change their proposals once made.

**Part A****Bidder Information**

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

S. No.	Information	Particulars / Response
1.	Company Name	
2.	Date of Incorporation	
3.	Type of Company [Govt/PSU/Pub. Ltd / Pvt. Ltd/partnership/proprietary]	
4.	Registration No. and date of Registration. <i>Registration Certificate to be enclosed</i>	
5.	Address of Registered Office with contact numbers [phone / fax]	
6.	GSTIN (Documentary proof to be enclosed)	
7.	PAN No (Documentary proof to be enclosed)	
8.	<b>Contact Details of Bidder authorized to make commitments to NHB</b>	
9.	Name	
10	Designation	
11	FAX No	
12	Mail ID	
13	Company Head Office and Addresses Contact Person(s) Phone Fax E-mail Website	
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	Turno ver	Profit/Lo ss(-)
		2015- 16		
		2016- 17		
		2017- 18		

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

**Signature of Bidder**

**Part B****Bidder's Declaration**

<b>S.No</b>	<b>Technical Requirement</b>	<b>Declaration(Yes/No)</b>
1.	Average latency should not be more than 300ms up to ISP's 1st Tier 1 peering point.	
2.	The ISP must have adequate support facility in NCR/Delhi/Mumbai to provide 24 X 7 X 365 customer support.	
3.	The ISP must have centralized portal for call logging, monitoring and troubleshooting purpose.	
4.	The ISP should have single Toll Free number/Help Desk for all the call logging and status update.	
5.	The ISP should have well defined capabilities and procedures to track call resolution Progress status and provide the updates to the customer. In addition, ISP should have well defined management and technical escalation procedures.	
6.	The ISP will assign one SAM (Service Assurance Manager) for the customer.	
7.	The ISP has to provide Software Tool/Method to measure/check the Internet Bandwidth provided by the bidder.	
8.	The ISP has to provide monthly MRTG Report of usage of Bandwidth and will ensure that getting 16 Mbps (1:1) Bandwidth.	
9.	The bidder is required to offer Service Level Agreement (SLA) for the proposed Link along with a guaranteed uptime commitment of 99.50%.	
10.	The ISP should have fully resilient and self-healing network architecture on fiber medium, for the domestic backbone up to the international gateway in India.	
11.	The ISP must have managed DDoS Detection & Mitigation Services enabled to protect internet and online resources against 256 Mbps of DDoS traffic	
12.	The Mode of delivery -Fibre	

**Part C**  
**Compliance Certificate**  
(On companies letter Head)

To  
The General Manager (IT),  
National Housing Bank  
New Delhi

Date:

Dear Sir,

Ref: -

1. Having examined the Invitation for Bids including all appendix, the receipt of which is hereby duly acknowledged, we, the undersigned offer to provide the end to end services in conformity with the said invitation and in accordance with our proposal and the schedule of Prices indicated in the Price Bid and made part of this bid.
2. If our Bid is accepted, we undertake to deliver the equipment within the scheduled time lines.
3. We confirm that this offer is valid for 45 days from the date of opening of the proposal or two months from the last date for submission of bids to the Bank (closing date), whichever is later.
4. This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.
5. We undertake that in competing for and if the award is made to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".
6. We agree that the Bank is not bound to accept the lowest or any Bid that the Bank may receive.
7. We have not been debarred/black-listed by any regulatory / statutory authority/PSU/PSBs/Govt. organization on the date of submission of Bid and we have the required approval to be appointed as a service provider to provide the services to Bank.
8. We shall observe confidentiality of all the information passed on to us in course of the tendering process and shall not use the information for any other purpose than the current tender.

Seal & Signature of the bidder

Phone No.:

Fax:

E-mail:

Place:

Date:

## Commercial Bid Format

The structure of the Bidder's commercial response to this invitation/tender must be as per following format. Any extra information may be provided as separate section.

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.
- **All the pages of commercial bids must be sealed and signed by authorized signatory.**
- Vendor will supply and install the necessary hardware, software for implementation & commissioning of the Internet connectivity. No separate charges will be paid by the NHB for the same and it will be included in the charges mentioned in the commercial format.
- At S.No. 1 all One Time Charges/Cost will be mentioned **including all applicable taxes**, levies, registration, Installation, training, testing etc.) and at S.No. 2 Annual Recurring Charges will be mentioned **without applicable taxes** but will include all other charges such as insurance charges, port charges etc. and NHB will not pay any other charges except applicable taxes on the annual recurring charges.
- All the rates must be quoted in INR.

### Commercial Bid Format:-

S.No	Description	Charges/Cost in Rs.	Taxes in Rs.	Total charges/cost (all inclusive) in Rs. (v)=(iii+iv)
(i)	(ii)	(iii)	(iv)	(v)
1.	One Time Charges /Cost <b>(Inclusive of registration, Installation, training, testing etc.)</b>			
2.	Annual Recurring Charges for providing ILL Services(16 Mbps) with DDoS for 256 Mbps traffic for 1 <sup>st</sup> year			
3.	Annual Recurring Charges for providing ILL			

	Services(16 Mbps) with DDoS for 256 Mbps traffic for 2 <sup>nd</sup> year			
4.	Annual Recurring Charges for providing ILL Services(16 Mbps) with DDoS for 256 Mbps traffic for 3 <sup>rd</sup> year			
5.	Annual Recurring Charges for providing ILL Services (16 Mbps) with DDoS for 256 Mbps traffic for 4 <sup>th</sup> year			
6.	Annual Recurring Charges for providing ILL Services(16 Mbps) with DDoS for 256 Mbps traffic for 5 <sup>th</sup> year			
7.	Charges for additional ILL bandwidth in increment of 16Mbps#			
8.	Charges for additional DDoS Detection& Mitigation Services in increment of 256 Mbps traffic#			
9.	Charge of additional IP address#			
<b>Total Cost</b> <b>(1+2+3+4+5+6+7+8+9)*</b>				

**\* TOTAL COST ARRIVED ABOVE WILL BE TAKEN INTO CONSIDERATION FOR FINAL COMMERCIAL EVALUATION.**

**# CHARGES WILL BE APPLICABLE FOR ENTIRE CONTRACT OF 5 YEARS**