

Request for Proposal: Network Upgradation & Services at National Housing Bank

RFP Reference no:-NHB/ITD/RFP-Network upgradation/5571/2016

**Request for Proposal (RFP)
For
Network Upgradation and Services at
National Housing Bank**

Information Technology Department
Head Office, National Housing Bank
Core 5-A, 3rd Floor, India Habitat Centre, Lodhi Road,
New Delhi – 110 003
Phone: 011-24626383
E-Mail: padhisk@nhb.org.in; bhutanim@nhb.org.in

Request for Proposal: Network Upgradation & Services at National Housing Bank

GLOSSARY

Abbreviation	Description
DC	Data Center
DR	Disaster Recovery
NGF	Next Generation Firewall
Service Provider	Herein after referred as “bidder” or “service provider” or viceversa
PoP	Point of Presence (The first/primary Point of Presence of the MPLS network of the Service Provider)
CPE	Customer Premises Equipment
CoS	Class of Service
LSZH	Low Smoke Zero Halogen
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
NI	Network Integrator [Selected Bidder]
IPv6	Internet Protocol Version 6 (as defined by IETF RFC 2460)
ACL	Access Control List
NPT	Network Performance Review cum Tuning
OFC	Optical Fiber Cable
ISM slots	Integrated service module slots
SP	Service Provider
IPS	Intrusion Prevention System
AMP	Advanced Malware Protection
Business Hours	10 Am to 6 pm (Monday to Friday)
EVDO	Enhanced Voice-Data Optimized
TIA/EIA	Telecommunications Industry Association (TIA), an offshoot of the Electronic Industries Alliance (EIA).
LC	Large Corporate (LC) : An organization having an average annual turnover of Rs. 1000 Crore or above during last three years with a minimum of 1000 employees on its payroll and having atleast 25 offices(including offices at all metro cities & state capitals) across India, will be considered as Large Corporate(LC) for this RFP.

Request for Proposal: Network Upgradation & Services at National Housing Bank

Table of Contents

1. BID DETAILS	- 6 -
FOR ALL ABBREVIATIONS/TERMINOLOGY PLEASE REFER TO GLOSSARY AT PAGE NO 2.....	- 6 -
BID DETAILS.....	- 6 -
2. NATIONAL HOUSING BANK.....	- 6 -
3. PURPOSE.....	- 7 -
4. PRESENT SETUP.....	- 7 -
A. WIDE AREA NETWORK (MPLS).....	- 7 -
B. LOCAL AREA NETWORK	- 8 -
C. APPLICATIONS / INTERNET / INTRANET ETC.....	- 8 -
D. SETUP	- 9 -
4.D.1 : EXISTING NETWORK DIAGRAM	- 9 -
4.D.2: NETWORK EQUIPMENT.....	- 10 -
5. OBJECTIVE.....	- 10 -
6. INSTRUCTION TO BIDDERS.....	- 11 -
A. PRE-BID MEETING.....	- 12 -
B. SOFT COPY OF TENDER DOCUMENT	- 12 -
C. NON-TRANSFERABILITY OF TENDER.....	- 13 -
D. ERASURES OR ALTERATIONS	- 13 -
E. AMENDMENT TO THE BIDDING DOCUMENT.....	- 13 -
F. LANGUAGE OF BID.....	- 13 -
G. MASKED COMMERCIAL BID	- 13 -
H. RIGHT TO ALTER LOCATION / QUANTITIES.....	- 13 -
I. DOCUMENTS COMPRISING THE BID.....	- 14 -
J. BID CURRENCY.....	- 14 -
K. EARNEST MONEY DEPOSIT (EMD)	- 14 -
L. IMPLEMENTATION SCHEDULE	- 15 -
M. PERFORMANCE GUARANTEE.....	- 16 -
N. PERIOD OF VALIDITY OF BIDS	- 16 -
O. FORMAT AND SIGNING OF BIDS.....	- 16 -
P. SEALING AND MARKING OF BIDS	- 16 -
Q. DEADLINE FOR SUBMISSION OF BIDS.....	- 17 -
R. LATE BIDS	- 17 -
S. MODIFICATION AND/ OR WITHDRAWAL OF BIDS:	- 17 -
T. OPENING OF BIDS BY THE BANK	- 17 -
U. CLARIFICATION OF BIDS.....	- 18 -
V. PRELIMINARY EXAMINATIONS	- 18 -
W. PROPOSAL OWNERSHIP	- 18 -
X. PRICE COMPOSITION AND TOTAL COST OF OWNERSHIP (TCO)	- 18 -

Request for Proposal: Network Upgradation & Services at National Housing Bank

Y. PRICE VARIATION	- 19 -
Z. ORDER CANCELLATION	- 20 -
AA. TIMELY AVAILABILITY OF SUPPORT SERVICES.....	- 20 -
BB.MANUALS AND DRAWINGS	- 20 -
CC.CONFIDENTIALITY	- 20 -
DD. BID EVALUATION	- 20 -
EE. MODIFICATION AND WITHDRAWAL.....	- 21 -
FF. SITE VISIT	- 21 -
GG. REVELATION OF PRICES	- 21 -
HH. TERMS AND CONDITIONS OF THE BIDDING FIRMS.....	- 21 -
II. LOCAL CONDITIONS.....	- 21 -
JJ. VERIFICATION OF REFERENCE INSTALLATIONS	- 22 -
KK.CONTACTING THE BANK.....	- 22 -
LL. DECLARATION:.....	- 22 -
7. SCOPE OF WORK.....	- 22 -
8. BID EVALUATION METHODOLOGY.....	- 28 -
I. INTRODUCTION	- 28 -
II. MINIMUM ELIGIBILITY CRITERIA	- 29 -
III. EVALUATION OF TECHNICAL BIDS	- 30 -
IV. MARK DISTRIBUTIONS.....	- 30 -
V. FINANCIAL BID.....	- 31 -
VI. FINAL PROCESSING	- 31 -
10. COMMERCIAL TERMS AND CONDITIONS.....	- 32 -
A. COST OF RFP	- 32 -
B. CURRENCY	- 32 -
C. PRICE	- 32 -
D. ACCEPTANCE	- 33 -
E. PAYMENT TERMS	- 33 -
F. PAYMENT IN CASE OF TERMINATION OF CONTRACT	- 33 -
G. DELIVERY AND INSTALLATION	- 33 -
H. INSURANCE	- 34 -
11. GENERAL TERMS AND CONDITIONS.....	- 34 -
A. TERMINATION & PENALTY CLAUSE	- 36 -
B. PENALTY CLAUSE.....	- 36 -
% DOWNTIME = (SUM OF THE DOWNTIMES OF ALL AFFECTED/FAILED EQUIPMENT IN HOURS) *100/ (TOTAL NO. OF EQUIPMENT * TOTAL NO. OF HOURS IN QUARTER)	- 37 -
<i>Exclusions</i>	- 38 -
C. TAXES	- 38 -
D. SERVICE DELIVERY [IMPLEMENTATION].....	- 38 -
ANNEXURES.....	- 39 -
ANNEXURE - I.....	- 40 -

Request for Proposal: Network Upgradation & Services at National Housing Bank

ANNEXURE – II.....- 42 -

ANNEXURE III.....- 43 -

ANNEXURE – IV.....- 45 -

ANNEXURE –V- 46 -

ANNEXURE VI- 47 -

ANNEXURE –VII- 54 -

ANNEXURE –VIII- 55 -

ANNEXURE-IX- 69 -

ANNEXURE XI- 71 -

ANNEXURE XII- 72 -

Request for Proposal: Network Upgradation & Services at National Housing Bank

1. **BID DETAILS**

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

Bid Details		
A.	Date of commencement of sale of Bidding Documents	28/06/2016
B.	Pre-Bid meeting with Bidders (Date and Time)	12/07/2016 1500 hrs
C.	Last date and time for sale of Bidding Documents	21/07/2016 1700 hrs
D.	Last date and time for receipt of Bidding Documents	21/07/2016 1700 hrs
E.	Date and Time of Technical Bid Opening	22/07/2016 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.2,00,000/- (Rs. Two Lacs 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 rd Floor, India Habitat Centre, Lodhi Road, New Delhi – 110003

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 institution is a wholly owned subsidiary of the Reserve Bank of India, established under an Act of the Parliament.

- a. NHB has been established to achieve, inter alia, the following objectives –
- To promote a sound, healthy, viable and cost effective housing finance system to cater to all segments of the population and to integrate the housing finance system with the overall financial system.
 - To promote a network of dedicated housing finance institutions to adequately serve various regions and different income groups.

Request for Proposal: Network Upgradation & Services at National Housing Bank

- To augment resources for the sector and channelize them for housing.
 - To make housing credit more affordable.
 - To regulate the activities of housing finance companies based on regulatory and supervisory authority derived under the Act.
 - To encourage augmentation of supply of buildable land and also building materials for housing and to upgrade the housing stock in the country.
 - To encourage public agencies to emerge as facilitators and suppliers of serviced land, for housing.
- b. The head office of NHB is located in New Delhi and a regional office located at Mumbai. It has representative offices located at Hyderabad, Chennai, Bengaluru, Kolkata, Lucknow, Ahmedabad, Patna, Bhopal, Bhubaneswar & Nagpur.

3. Purpose

National Housing Bank (hereinafter referred to as the Bank) with Head Office at New Delhi is interested to engage reputed Bidders for providing end to end Network implementation cum upgradation & Support Services at its Head Office location

The purpose of RFP is to short list a Service Provider for carrying out network upgradation by way of providing Network equipment & its implementation as per Bank's requirement along with providing support services at its Head Office Location.

- 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 are hosted at DataCentre, New Delhi and are accessed by all offices/locations over MPLS WAN/Internet. NHB at present has MPLS connectivity between Delhi, Mumbai & Other offices as under:

A. **Wide Area Network (MPLS)**

Presently NHB has MPLS connectivity between New Delhi, Mumbai & Regional Representative offices (RROs) as under. MPLS services are in managed mode.

Request for Proposal: Network Upgradation & Services at National Housing Bank

S.no	Location	Bandwidth
1	New Delhi	16Mbps
2	Mumbai	4Mbps
3	RROs	1 Mbps

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 series switches
- At Delhi and Mumbai Bank has installed Cisco ASA Firewalls.
- Other offices are connected to Head office over MPLS. The offices access Bank's hosted IT services over MPLS. MPLS network as well as the premises MPLS equipment is managed by present MPLS connectivity provider.

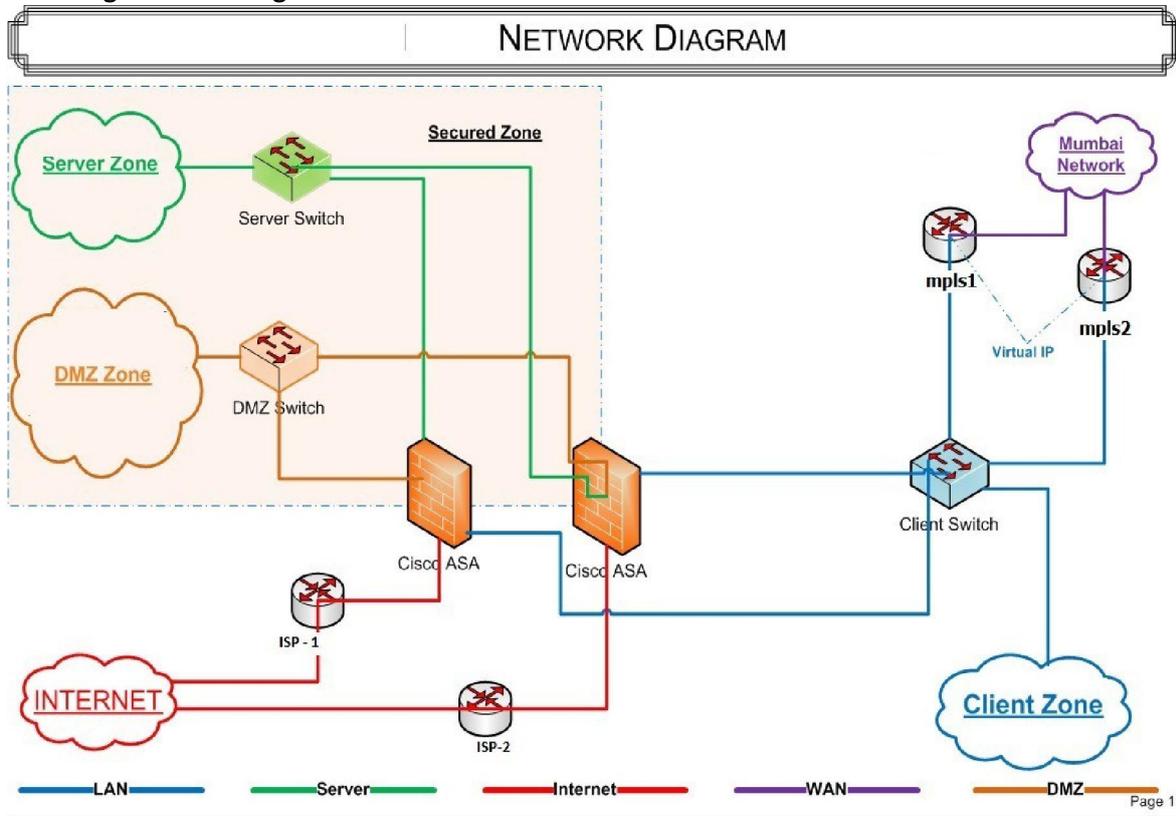
C. Applications / Internet / Intranet etc.

- Bank has setup Domain Controller (DC) & ADC for managing its environment.
- Bank has implemented SAP ERP system for most of its business operations.
- Mailing solution (MS Exchange) is available in high availability mode (DAG) with two primary servers at DC Site and one secondary server at DR site. Users at Delhi office access the corporate mail through LAN on MS Outlook. Other offices access the corporate mail over MPLS. Email service is also accessible for all NHB officials through Outlook Web Access (OWA) 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 webbased services.
- SAN network is established at DC to provide SAN storage connectivity to various implementations.
- 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 Firewall and Antivirus solution for security.
- NHB has SSL VPN Gateway to enable its employees to connect to IT services hosted in its Data Centre.
- APC Central log management solution is implemented at DC, New Delhi, to capture & deliver system logs for critical devices/servers, in lucid manner to administrators.
- Bank uses services like NewsWire 18, Reuters at its treasury department to keep a tab on development happening in financial and treasury market.

Request for Proposal: Network Upgradation & Services at National Housing Bank

D. Setup

4.D.1 : Existing Network Diagram



- NHB Head Office is spread across 3 floors (in 2 wings viz East Wing & West Wing) of Core5A, India Habitat Center, New Delhi. The datacenter is situated at 3rd floor East Wing.
- NHB is Inter-connected with its other offices across India through MPLS network- 16 Mbps links at HO, 4 Mbps MPLS link at Mumbai Regional office, and 1Mbps MPLS links for Regional Representative Offices (RRO) - 7 nos.
- Internet lines are taken from two different ISPs to avail redundant Internet Connectivity and hosting public facing services.
- Apart from MPLS WAN network, all RRO offices have separate Internet access through broadband/ 3G etc.
- Datacentre host ASA 5510 perimeter firewall & IPS, Websense Web Proxy and Web filtering, Symantec Enterprise AV solution, BrightMail Gateway. For providing remote access, NHB has setup an SSL VPN solution, integrated with two factor authentication in the form of soft/ hard tokens.
- Bank has setup a Windows domain Active Directory system to provide IT services to its officers, the same is integrated with a two-factor authentication system to ensure secured login to NHB network.
- Infinet network is also terminating at Bank's Data Centre for operating Treasury related business activities.

Request for Proposal: Network Upgradation & Services at National Housing Bank

4.D.2: Network Equipment

Bank's Network comprises of following network equipment:

S.No.	Type	Make/Model	Location	Total Count
1	Switch	Cisco / 29XX series	Delhi	17
2	Switch	Cisco / 29XX series	Mumbai	3
3	Router/Firewall	Cisco ASA 55x0 Series	- 3 in Delhi (2 Active + 1 Standby) - 1 in Mumbai	4
4	SAN Switch	CISCO/MDS 9124	Delhi	2

- Bank has hosted around 35 Servers at Delhi DC, 9 Servers at Mumbai DR site.
- Bank's internal LAN comprises of around 250 Desktop Computers.
- As explained above RRO sites are connected to DC site over managed MPLS.

5. Objective

- NHB intends to engage reputed Service Provider for following two major activities:
 - Providing Networking equipment and NMS Solution as per Bill of Material with back to back OEM support services.
 - Upgradation cum Implementation, integration & configuration of new equipment as per scope of work.
 - Network Tuning & On-call onsite Network support services as per terms of contract.
- This service includes network designing, providing all related network hardware, installation, configuration, hardening, maintenance support, integration with LAN/WAN, proactive monitoring and reporting software, change management, migration, training etc., with SLA binding the Bidder and service quality commitments.
- The vendor will review existing NHB LAN configurations for performance issues and plug the gaps if any.
- The period of contract will be for 5 years with annual review and renewal.
- The selected Bidders to undertake installation, configuration, maintenance & support of Network equipment procured through this RFP.
- The selected Bidder to provide equipment at the contracted rate during period of contract as per terms of RFP.
- The selected Bidder to shift the equipment and provide connectivity at new location, in case of shifting of existing premises at any of the present or future NHB location as per contracted rate during contract period.
- The selected Bidder to execute activities related to network tuning during its implementation & configuration so that NHB network is free from performance issues.

Request for Proposal: Network Upgradation & Services at National Housing Bank

- The purpose behind issuing this RFP is to invite technical and commercial bids for selection of service provider for providing Network equipment, its implementation and support service as defined in this document.
- It may also be noted that all the activities in the IT operation are subject to audit /inspection by Security Auditors. Selected Bidder must take same into consideration while delivering the desired services.

6. **Instruction to Bidders**

The Bidder 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. Bidder, at its will, may send the concerned officials (not more than 2) for site visit during office working hours before last date of submission of tender bid.

- 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 persons, mentioned below:

<u>S K Padhi</u> Dy. General Manager (IT) Email : padhisk@nhb.org.in Mobile : 9717691287 Telephone : +91 - 11 – 24626383 Fax : +91 - 11 – 24649432	<u>Munish Bhutani</u> Manager (IT) Email : bhutanim@nhb.org.in Mobile : 8130498078 Telephone : +91 - 11 – 24617101 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.

Request for Proposal: Network Upgradation & Services at National Housing Bank

- Queries / Clarification if any, may be taken up with the contact persons during pre-bid meeting.
- 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 & 3) Commercial Evaluation. Evaluation Criteria proposed to be adopted would be based on Techno-Commercial i.e. Quality cum Cost Based System (QCBS) where Technical Bid Score will get a weightage of 75 and Commercial Bid Score a weightage of 25.
- 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.
- Contract
 - The bidder shall not assign or sub-let his contract or any substantial part thereof to any other bidder.
 - The Supplier/ Selected Bidder shall not use any documents, data, and other information received from the Purchaser for any purpose other than the design, procurement, or other work and services required for the performance of the Contract.
 - The obligation of a party under sub-clauses above, however, shall not apply to information that:-
 - the Purchaser or Supplier/ Selected Bidder need to share with NHB or other institutions participating in the Contract;
 - now or hereafter enters the public domain through no fault of that party;
 - can be proven to have been possessed by that party at the time of disclosure and which was not previously obtained, directly or indirectly, from the other party; or
 - otherwise lawfully becomes available to that party from a third party that has no obligation of confidentiality.

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 12/07/2016, 1700 Hrs, 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. Only the authorized representatives of the bidders, who have purchased the RFP, will be allowed to attend the Pre-Bid meeting.

B. Soft Copy of Tender Document

1. 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 Two Thousand Five Hundred only) by way of ECS as described in 6.K.

Request for Proposal: Network Upgradation & Services at National Housing Bank

2. The proof of the payment should be enclosed and put in the envelope containing the Technical Bid; in the absence of which the bid may not be considered for further evaluation.

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 may not be considered. Any interlineations', erasures or overwriting may be considered at the discretion of the Bank only if they are initialed by the person signing the Bids. However any interlineations', erasures or overwriting in any form will not be accepted in the commercial bid. 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
- All Bidders 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.
- The Bank shall not be liable for any communication gap. Further the Bank reserve the right to scrap the RFP or drop the tendering process at any stage without assigning any reason.

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

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.

Request for Proposal: Network Upgradation & Services at National Housing Bank

I. Documents Comprising the Bid

1. The bid consists of two proposals viz., technical proposal and commercial proposal.
2. Documents comprising the **TECHNICAL PROPOSAL** should be:
 - i. 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**.
 - ii. Technical Bid as per **Annexure -V**. Any technical Bid containing price information will be rejected.
 - iii. The proof of e payment of Rs. 5000/- (non-refundable) made to **NATIONAL HOUSING BANK**. (PI refer 6.K)
 - iv. The proof of e payment of Rs.2,00,000/- (refundable) made to **NATIONAL HOUSING BANK**. (PI refer 6.K)
 - v. Soft copy of minimum eligibility criteria, technical bid, masked commercial bid.
 - vi. Masked Price Bid listing all the components as listed in Commercial Bid, without indicating the price as per **Annexure –VIII**.
 - vii. Manufacturer Authorization Form as per **Annexure –XI**.
 - viii. **Bids without the RFP cost and EMD amount will be rejected.**
3. Documents comprising the **COMMERCIAL PROPOSAL** should be:
 - i. Complete Commercial bid as per Annexure –VIII with covering letter as per Annexure VII.
 - ii. Soft copy of commercial bid Price bids containing any deviations or similar clauses may be summarily rejected.
 - iii. Any Other information may be furnished in separate Annexures.

J. Bid Currency

Bids in response to this RFP to be quoted in Indian Rupee (INR) only.

K. Earnest Money Deposit (EMD)

- i. All the responses must be accompanied by a refundable interest free security deposit of Rs. 2,00,000/- (Rs. Two Lacs only), by way of an e-payment in account of **National Housing Bank**, details of which are given below:

Accounts details:

- Beneficiary Name: National Housing Bank
- Beneficiary Address: Core 5A, 4th Floor, India Habitat Centre, Lodhi Road, New Delhi 110003
- Beneficiary Bank Name: State Bank of Hyderabad
- Beneficiary Bank Branch Address: Pragati vihar Delhi Branch, Ground Floor, Core-6, Scope Complex, Lodhi Road, New Delhi – 110 003
- Type of Bank Account: Current account
- Beneficiary Bank A/C No: 52142903844

Request for Proposal: Network Upgradation & Services at National Housing Bank

- IFCS code of Bank branch: SBHY0020511
- MICR No.: 110004005
- ii. Bidder may enter appropriate remarks during payment for its easy identification such as EMD: Network Upgradation Project etc.
- iii. The proof of the payment should be enclosed and put in the envelope containing the Technical Bid; in the absence of which the bid may not be considered for further evaluation. The bidders are also required to submit ECS Mandate Form as enclosed in [AnnexureXII](#).
- iv. Any bid received without EMD in proper form and manner shall be considered unresponsive and rejected.
- v. Request for exemption from EMD will not be entertained.
- vi. The EMD amount of all unsuccessful bidders would be refunded on completion of the tendering process.
- vii. Successful Bidder will be refunded the EMD amount after execution of SLA and submission of Performance Bank Guarantee for 10% of total contract value as per terms detailed in the RFP.
- viii. The EMD security may be forfeited:
 - a. If a Bidder withdraws its bids during the period of bid validity
 - b. If a Bidder makes any statement or encloses any form which turns out to be false/incorrect at any time prior to signing of the contract
 - c. In case of successful Bidder, if the Bidder fails to Sign the contract.

L. Implementation schedule

- Bidder to submit the detailed implementation plan in GANTT chart format with clear indication of activities with time lines.
- Bidder to implement the equipment & associated services within **TWELVE WEEKS FROM THE DATE OF WORK ORDER**.
- NHB would carry out acceptance testing. Bidder will demonstrate and run the network in parallel to the existing network for a period of 5 days.
- Billing cycle will commence after successful completion of acceptance. The date of sign-off shall be treated as the start of date of billing cycle and renewal thereafter.
- All cost towards providing temporary connectivity has to be borne by the Bidder [Service Provider].
- The selected vendor will conduct Network Check cum Tuning on monthly basis as an ongoing activity during the terms of contract. Vendor will submit the report to this effect on monthly basis.
- An acceptance to this effect i.e. Sign off by the Bank will mark the completion of this project.

Request for Proposal: Network Upgradation & Services at National Housing Bank

M. Performance Guarantee

- The selected Bidder will be required to provide a 10% value of the total cost of project 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 contract period of 5 years.

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 submission.
- 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 after 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 interlineations, 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 shall seal the envelopes containing Technical and Commercial proposals separately.
- The envelopes should be NON-WINDOW, each super scribed with **"NETWORK UPGRADATION & SUPPORT SERVICES – 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, 3rd 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.

Request for Proposal: Network Upgradation & Services at National Housing Bank

- The Bidder shall seal the envelopes containing Technical and Commercial proposals separately.
- If the envelop is not sealed and marked, the Bank will assume no responsibility for the Bid's misplacement or its premature opening. In such cases, bid may be rejected at Bank's discretion.

Q. Deadline for submission of Bids

- 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 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 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 bidder's 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 / non-delivery 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 representatives who will attend the meeting on the specified date.

Request for Proposal: Network Upgradation & Services at National Housing Bank

- The Bidder 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.

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. Proposal Ownership

The proposal and all supporting documentation submitted by the bidder shall become the property of NHB unless NHB agrees to the vendor's specific request/s, in writing, that the proposal and documentation be returned or destroyed.

X. Price Composition and Total Cost of Ownership (TCO)

- The price quoted should be in Indian Rupees on a fixed price basis and should include cost towards software & hardware (including their warranty and implementation costs) etc., inclusive of all taxes, levies, duties, service tax, other charges, etc. The cost should include consultancy for preparation, layout design and installation, Facility Management Charges to setup and manage offered solution as defined in scope of work.
- The prices quoted shall be inclusive of all transportation and insurance costs i.e., on CIF basis, till the time of installation and commissioning at the respective designated locations, in respect of all the equipment, software and training to the IT staff members of NHB.
- All prices should be itemized. Unit price should be given in detail for each and every item offered. Total Cost of Ownership (TCO) will be calculated taking all the items as mentioned in this RFP, excepting optional items, if any, which may be shown separately.
- In case the equipment is to be imported, the vendor is required to do and complete all such processes without involving NHB in any manner at any stage. It will be the responsibility of the vendor to abide by all statutory requirements like payment of all taxes, duties etc., without any reference to the Bank. NHB accepts no responsibility or liability in this regard.
- The vendor should clearly furnish the cost matrix strictly as per the structure provided in the [Annexure -VIII](#). Any deviation may lead to bid rejection. Also no options should be quoted other than

Request for Proposal: Network Upgradation & Services at National Housing Bank

as per the Bill of material. Wherever options are given, the bid is liable to be rejected. The product /service quoted individually be of one OEM /make.

- All the hardware equipment for providing the intended implementation & services will be covered by a comprehensive on-site OEM warranty of 5 years from the date of installation. This includes software/IOS updates as applicable. The same shall be borne & managed by Bidder only.
- All the Software Components will be covered by a comprehensive OEM Subscription of 5 year from the date of installation, as applicable.
- The date of sign-off shall be considered for renewal of support services etc, as applicable.

Y. Price Variation

- The commercial offer shall be on a fixed price basis. No price variation relating to increases in customs duty, excise tax, other taxes, foreign currency price variation, etc will be entertained for any work assigned/procurements/DR setup during the first year of contract.
- However, for subsequent contract period/orders issued during 2nd year onwards), Bank acknowledges that the cost of specified items (Hardware/Software) fluctuates due to underlying dependency on exchange rates). Bank agree that the prices quoted shall be increased or decreased if the ERV (as defined below) is more /less than 10% by applying such percentage which is in excess /less of 10% of Reference Rate.
- The exchange rate variation (ERV) percentage shall be calculated as a percentage increase / decrease signified by the difference in the Current Rate and the Reference Rate over the Reference Rate, calculated as follows:

$$\frac{\text{Current Rate} - \text{Reference Rate}}{\text{Reference Rate}} \times 100$$

NOTE:

- "Reference Rate" is RBI's Reference US\$ exchange rate on the date of opening of Technical bids and will be applicable for ERV calculation required for processing of purchase orders made w.e.f. 2nd year of contract year, as mentioned above.
- "Current Rate" shall mean RBI's Reference US\$ exchange rate on the date of Purchase order (or the date of immediately preceding business day in case Forex markets in India are closed on the date of purchase order) issued by the bank to the vendor after the end of 1st year of contract period.
- In case the ERV % is less than or equal to 10%, then there will be no change in the quoted prices. If the exchange rate variation (ERV) is more than 10%, then price for Specified Items shall stand increased / decreased by the ERV% in excess of 10%, inclusive all taxes.
- The current rate will be taken from the RBI's website on the date of issuance of purchase order and will also be mentioned in such purchase orders (issued after the end of 1st year of contract period) for reference.

Accordingly, the sale price duly adjusted in accordance with above provisions shall be invoiced to the Bank.

Request for Proposal: Network Upgradation & Services at National Housing Bank

Z. Order Cancellation

The Bank reserves the right to cancel the purchase order in the event of one or more of the following situations:

- I. Delay in supply, installation, integration and maintenance of Hardware, Software & related equipment, completion of project beyond the specified period.
- II. Deviations of the solution proposed from those mentioned in the RFP including non-integration of proposed solution with Bank's infrastructure, as mentioned in Scope of Work (7.A), to the satisfaction of the Bank.
- III. In the event of order cancellation, the Bidder shall be responsible to take back the equipment at their cost & expenses. In the event of cancellation of order, the Bank may also invoke the Performance Bank Guarantee (PBG) submitted by the bidder.

AA. Timely availability of Support Services

The bidder should have proper and adequate support mechanism in place to provide all necessary support under this project. Bidder will provide escalation matrix to enable Bank to avail support services during the 5 year period of contract. Bidder will actively inform the Bank if there is change with regards to support contact numbers/personnel etc.

BB. Manuals and Drawings

The bidder shall provide complete technical and other documentation/s for the equipment supplied alongwith the diagram(s) of the proposed solution. All the manuals shall be in English and the drawings should be clearly indicative of equipment supplied & solution proposed, as the case maybe.

CC. Confidentiality

a) Notwithstanding anything contained in this bidding document but subject to the provisions of any other law for the time being in force providing for disclosure of information, a procuring entity shall not disclose any information if such disclosure, in its opinion, is likely to: -

- i. impede enforcement of any law;
- ii. affect the security or strategic interests of India;
- iii. affect the intellectual property rights or legitimate commercial interests of bidders;
- iv. affect the legitimate commercial interests of the procuring entity in situations that may include when the procurement relates to a project in which the procuring entity is to make a competitive bid, or the intellectual property rights of the procuring entity.

b) The procuring entity shall treat all communications with bidders related to the procurement process in such manner as to avoid their disclosure to competing bidders or to any other person not authorised to have access to such information.

c) The procuring entity may impose on bidders, if there are any for fulfilling the terms of the procurement contract, conditions aimed at protecting information, the disclosure of which violates (a) above.

d) In addition to the restrictions specified above, the procuring entity, while procuring a subject matter of such nature which requires the procuring entity to maintain confidentiality, may impose condition for protecting confidentiality of such information.

DD. Bid Evaluation

Request for Proposal: Network Upgradation & Services at National Housing Bank

- I. Evaluation criteria proposed to be adopted will be Quality cum Cost Based System (QCBS) where Technical Bid Score will get a weightage of 75 and Commercial Bid Score a weightage of 25.
- II. Detailed bid evaluation methodology and selection of bidder is given in **Chapter 8**.
- III. Arithmetic errors correction:
Arithmetic errors, if any, in the price breakup format will be rectified on the following basis:
 - a. 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 or communicate in the prescribed time frame, its bid will be rejected at Bank's discretion.
 - b. 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.
 - c. 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.
 - d. 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

EE. Modification and Withdrawal

Bids once submitted will be treated, as final and no further correspondence will be entertained on this. No bidder will be allowed to withdraw or modify the bids after the deadline for submission of bids.

FF. Site Visit

Intending tenderer shall visit the site and make himself thoroughly acquainted with the site, requirements, facilities etc. The successful bidder will not be entitled to any claim of compensation for difficulties faced/losses incurred on account of site condition which existed before/after commencement of work.

GG. Revelation of Prices

The prices in any form or by any reasons should not be disclosed in the technical or other parts of the bid except in the commercial bid. Failure to do so will make the bid liable to be rejected.

HH. Terms and Conditions of the bidding firms

The bidding firms are not required to impose their own terms and conditions to the bid and if submitted will not be considered as forming part of their bids. The bidders are advised to clearly specify the deviations as per section Annexure-II, in case terms and conditions of the contract applicable to this invitation of tender are not acceptable to them. The bidders should also describe clearly in what respect and up to what extent the equipment and services being offered differ/ deviate from the specifications laid down in the specifications and requirements.

II. Local conditions

The bidder must acquaint himself with the local conditions and factors, which may have any effect on the performance of the contract and / or the cost.

Request for Proposal: Network Upgradation & Services at National Housing Bank

JJ. Verification of reference installations

NHB may, if deemed necessary, conduct verification of reference installation to satisfy themselves on the performance of the equipment / services offered with reference to their requirements.

KK. 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 rejection of the Bid.

LL. Declaration:

Subject to the above and notwithstanding anything to the contrary elsewhere contained herein, the maximum aggregate liability of bidder for all claims under or in relation to this Agreement, shall be, regardless of the form of claim(s), shall be limited to 100% of contract value.

The RFP document contains statements derived from information that is believed to be true and reliable at the date obtained 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 in relation to the provision of services.

7. Scope of Work

a. IMPLEMENTATION, CONFIGURATION & COMMISSIONING OF NETWORK EQUIPMENT

This includes network designing, providing network hardware, installation, configuration, hardening, maintenance support, integration with LAN/WAN, proactive monitoring and reporting, fault update through SMS/eMail alert, change management, training etc., with SLA binding the service provider to uptime and application/service quality commitments. Bidder to provide a complete portal solution for proactive centralized monitoring of network and associated equipment, health checkup and report generation.

- i. OEM of Next Generation Firewall (NGF) should be of OEM: Checkpoint/PaloAlto/Cisco/Fortinet and rest of all proposed Solution/Equipment should be of CISCO Make.
- ii. Network Monitoring Solution should be able to monitor all network equipment procured through this RFP. NMS should be able to generate auto email alerts for proactive monitoring of network equipment and data traffic.
- iii. Bidder will provide detailed implementation plan based on existing network structure of NHB and proposed requirement.
- iv. Bidder will ensure that the new network hardware is seamlessly integrated to existing hardware where the existing equipment is being used. Bidder will install and configure all active and passive components for this upgradation.
- v. Bidder will re-configure existing devices, if required, so that same are integrated with new network structure. Bidder will configure new devices based on existing access control list of existing firewall routers/network devices. While doing so, Bidder will tune the ACLs in a way to enhance network throughput, removal of redundant rules based on best security practices.
- vi. Bidder to ensure that all devices as per BOM of this RFP are IPv6 compliant.
- vii. Bidder will take care of all IP addressing or similar issues arising at the time of integration and should also ensure that the existing systems run smoothly.
- viii. Bidder will recommend and configure the VLANs in consultation with the Bank to create an efficient LAN. Access Layer aggregation & configuration will be carried out by the bidder, however horizontal & vertical

Request for Proposal: Network Upgradation & Services at National Housing Bank

- cabling will be setup by the Bank.
- ix. Bidder will be responsible for inter/intra rack connectivity to establish high availability of core network and application servers/storage etc.
 - x. Bidder will study the project & implementations requirements and submit the detailed plan of transition along with impact and roll back plan, to ensure that downtime is minimum while transitioning from old network to new network.
 - xi. Bidder will take up with third party vendors during migration and setting up of existing network at revamped DC location, however Bank will provide FM support to facilitate the same.
 - xii. Bidder will ensure that the new network structure is setup as per proposed network structure described in this RFP, however small changes, if required at the time of implementation will be executed in consultation with the Bank. Vendor will be responsible to carry out such changes/configurations.
 - xiii. Bidder will provide all patches and updates during the duration of the contract
 - xiv. Bank is also connected over INFINET network; Bidder will ensure smooth switching of the same to new data center location with minimum downtime. In-house support will be provided during such transition however the same will be incorporated in the detailed plan, as above.
 - xv. Key technical requirement and configuration:
 - a) **Network:**
 - 1. Configuration & integration of LSZH Fiber Multimode OM3 based core backbone network to ensure Core network connectivity (DC to floors) in redundant manner to ensure high availability (HA).
 - 2. Access layer reachability on line-rate Gigabit solution with resilient connectivity.
 - 3. Setting up of comprehensive security layer by implementing Next Generation Firewall in HA mode at perimeter and its configuration with existing security portfolio.
 - 4. Setting up of Aggregation points at designated area on each floor by way of Access Switches in HA mode.
 - 5. Setting up of Core Aggregation points by way of Core Switches in DC in HA mode.
 - 6. Setting up of redundant reachability for DMZ hosted public facing services and two & fro Internet traffic through Internet Routers in HA mode.
 - 7. Setting of Wireless LAN with sufficient security provisions as detailed in this RFP.
 - 8. Segregation of DC centric traffic from inside and outside network. MPLS and Internet are considered as the outside network for this understanding.
 - 9. Setting up management layer for easy management, maintenance and troubleshooting of Network & Equipment.
 - 10. Setting up of dedicated Network Management Solution for centralised monitoring, configuration and maintenance of Network.
 - 11. Bank is setting up redundant network path for each wing which will be originating from each core switch. Each such path will separately start from the core switch-1 and core switch-2 i.e. two fiber cables (6-core OM3) originating from each of the core switch and terminating separately at each wing at every floor. Bidder to ensure the configuration the core and access layer to achieve the redundancy.
 - 12. Each network aggregation rack will have two fiber drops, one from each core switch.
 - 13. Bidder will configure the network to ensure that fiber redundancy mechanism will provide highly available backbone, providing path protection, high throughput and high uptime at the same time
 - 14. Aggregated backbone cables shall terminate on core switches inside the Datacenter Network rack.
 - 15. Proper testing of the same shall be carried out after installation and setup. Requisite standard certificate in this respect will be provided by the vendor.

Request for Proposal: Network Upgradation & Services at National Housing Bank

b) NMS (Network Management & Monitoring Solution)

The Offered NMS solution should comply following:

1. All the proposed NMS Components should be from single vendor.
2. NMS Software should support Graphical view up to port level for the all the devices.
3. The NMS performance system must provide out-of-the-box and highly customizable reporting across the network domain. The tool should provide sufficient reports pertaining to asset inventory, alarms & availability reports as well as a detailed asset report.
4. Discovery of Network Elements.
5. Log based monitoring and report generation.
6. Real time Traffic monitoring of Network Links and Devices with Historical reports for various periods.
7. Management of SNMPv1, SNMPv2, SNMPv3 & MIB etc.
8. Configuration of thresholds for Generating alarms.
9. Configuration of alarm actions (visual, audible, email, etc.) for each network element
10. Should be able to provide secured windows based consoles / secured web based consoles for accessibility to NMS.
11. Should have web browser interface with user name and Password Authentication.
12. Administrator/ Manager should have privilege to create/modify/delete user.
13. NMS should be able to manage/support for SNMPv3 & IPv6, including dual-stack IPv4 & IPv6 to provide flexibility in protocol strategy and implementation.
14. The offered NMS solution should be Scalable, Secure, Robust, Advanced, State of Art, flexible, easy to deploy, reliable, built in redundancy and should support distributed architecture along with 3rd party integrations.
15. The Bidder shall be responsible for Supply of all necessary Hardware, Operating System (OS) Software, Application Software, Database etc. The NMS shall be deployed & Operationalized at Bank's Data Center at Head Office, Delhi.
16. Bank will arrange the Power points, Ethernet cabling, I/O Box etc required, if any, at Bank location. Bidder has to share the site requirements, if any with Bank for smooth installation and operationalization of the same thereafter.
17. Bidder will be responsible for getting the necessary routing changes at the Routers and at other Networking Devices for smooth deployment, operationalization and Integration of the offered NMS solution required, if any.
18. The Bidder shall manage the supplied NMS Infrastructure Solution i.e. Hardware, Application Software, OS, Database etc. for contract period as applicable to ensure its smooth operations.
19. The Bidder shall identify and document the network devices to be monitored and also identify grouping strategy of the devices.
20. The Bidder shall be responsible to document reports that need to be generated for fault, performance and analysis of the network traffic.
21. The Bidder shall be responsible for configuring alarm (Device down, Link failure, Bandwidth Utilization etc.) which are visible in the Alarm console to take necessary action.
22. The Bidder shall be responsible to supply necessary documents such as Installation Guide, Administration Guide, Manuals, Data Sheet etc.
23. The offered solution should have the facility of monitoring the Bank's Wide Area Network which is currently configured over MPLS and through respective Regional Offices

Request for Proposal: Network Upgradation & Services at National Housing Bank

24. The Bidder shall be responsible for compliance of Vulnerability Assessment (VA) audit observations as and when reported by the Bank on the supplied Equipment/Systems, configurations, softwares, database etc.
25. The offered solution should have capability of its integration with leading log management servers/systems. The interface/customization required, if any, shall be provided/done by the Bidder along with the offered solution.
26. It must provide aggregated and detailed reports on the volume of traffic flowing between host servers which can be scoped by individual router interfaces. It shall characterize all applications in the system by means of powerful configurable rules and thus presents an integrated view of packet flow in the network.
27. The proposed system must have a report authoring tool built-in which will enable complete customization flexibility of performance reports for network devices.
28. If required for solution implementation, successful bidder must submit VM requirements at the time of project kick-off meeting. The HW/SW components will be provisioned by the Bank and configured by the bidder as per solution requirement.

xvi. Broad Deliverables:

1. Removal of present obsolete network equipment and implementation of enhanced secured network structure.
2. Setup of a Tier-II architecture with core switches and next generation firewalls taking the center stage.
3. Upgradation of network backbone from present unstructured manner/raiser cables to structured fiber backbone.
4. Achievement of high performance active and passive network and removal of existing throughput limitations.
5. Configuration and setup of comprehensive, integrated security layer with high performance perimeter security solution while reaching NHB's network over Internet and MPLS.
6. Secured Wireless-LAN setup at prescribed locations.
7. Implementation of single integrated NMS solution for providing thorough visibility of network (WAN, LAN, WLAN) across all the layers and equipment of any make and model. NHB must provide network performance parameters through a portal based dashboard & capable of monitoring & generating automatic proactive email alerts for keeping the network secure, healthy & efficient.
8. High availability of network while reaching server applications and services from inside or outside.
9. QoS controls to allow for expansion of VOIP capabilities
10. Support for full video-streaming and video-distribution over the LAN
11. End to end IPv6 ready network infrastructure.
12. Enhanced and centralized visibility and manageability.
13. All proposed switch/equipment should support Dynamic Hardware Forwarding table allocation or Dual IP stack for easy of Ipv4 to Ipv6 migration.
14. Setting up of NMS solution.

Proposed Requirement:

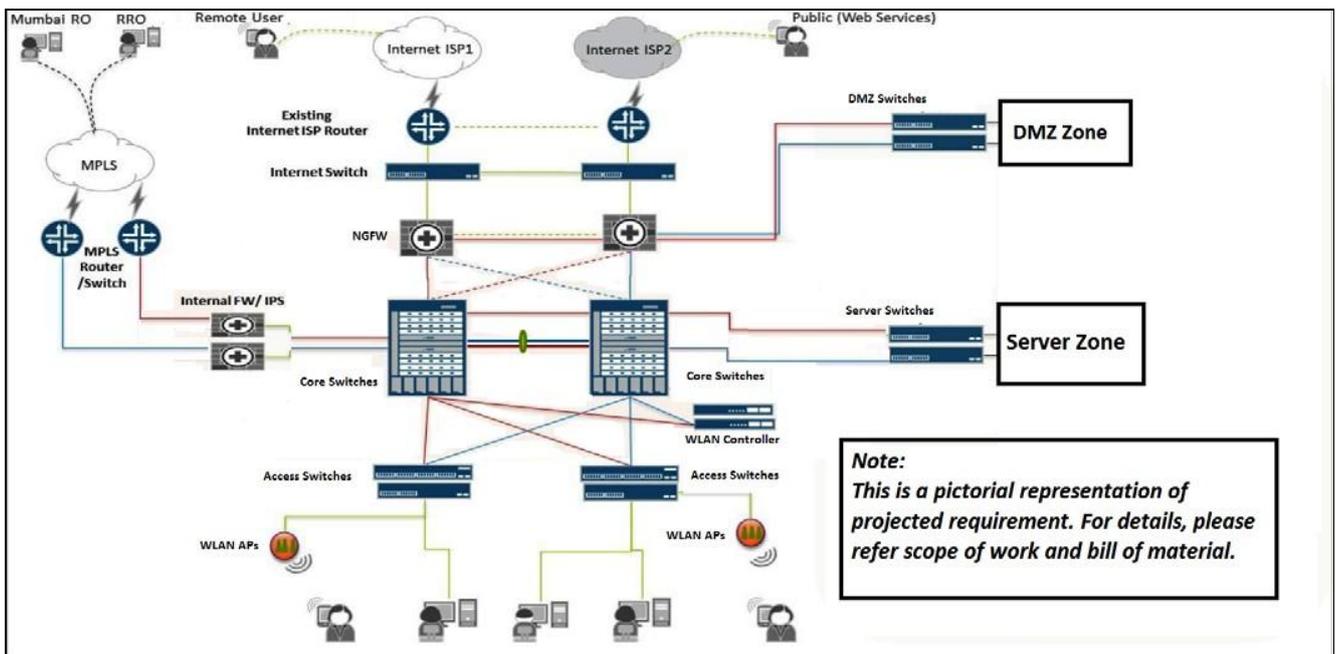
1. Bank HO site comprises of three floors (3rd, 4th, 5th). Bank's existing & renovated DC is situated in East Wing of 3rd floor.
2. Floor wise connectivity requirements are as under:

Request for Proposal: Network Upgradation & Services at National Housing Bank

S/N	Location	No of drops	Switch 24 port	Switch 48 port
1	5th Floor- Library	42	0	1
2	5th Floor-East Wing	64	1	1
3	5th Floor-West Wing	96	0	2
4	4th Floor-West Wing	170	0	4
5	4th Floor-East Wing	36	0	1
6	3rd Floor-West Wing	188	1	4
7	3rd Floor-East Wing	62	1	1
Total				

3. DC requirements are as per Bill of material.
4. Bank will provide passive connectivity between each floors, however bidder has to install and configure the network equipment both at core (DC) and access layers, to ensure high availability of network connectivity between access layer and Core layer (DataCenter)

Proposed Network Diagram*:



**Note: Bidder may improvise and propose best solution at the time of implementation. The same may be considered at the Bank's discretion.*

b. Transition Support

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

c. Shifting of premises

Request for Proposal: Network Upgradation & Services at National Housing Bank

In the event of shifting of premises, order to this effect will be placed with the selected bidder. Bidder will 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 to shift, install and commission the network at the new location. The vendor is required to implement and commission the network within 10 weeks from the date of such order. Connectivity terminating at the network perimeter devices will be carried out in coordination with third party vendors. NHB will provide in house support during such incident to facilitate coordination with third party vendors.

In the event of non-commissioning of the link within 12 weeks from the date or order of shifting, 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 total contract value.

d. **Shifting** of equipment within premises/office

For shifting of equipment/lines within the premises, vendor shall depute the concerned engineer/official within 24 hrs from the time of reporting of such requirement by the Bank. This is to enable smooth transition of network equipment and to ensure proper functioning of network connectivity at the new place of installation, in coordination with Bank's engineer/officials. Such shifting of equipment within premises/office shall be done at no cost to bank, whatsoever.

e. **Maintenance** Services

1. 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 team for all service related issues.
2. The bidder to provide network monitoring enginner for a period of 30 days from the date of sign-off for smooth hand-holding and handling/stablisation of teething issues
3. The Bidder to provide details of one designated contact person with whom the Bank can follow-up in case of outage/emergencies.

f. Site **Preparation** and Installation

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

g. **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 Network, the same will be intimated to the Bidder. The Bidder to assist the Bank for compliance of the same.

h. DR **Operations**

During DR mock test or DR live drill, the Bidder may be called for providing support for carrying out operations and resolve issues related to network.

i. Project Monitoring Committee

Request for Proposal: Network Upgradation & Services at National Housing Bank

A Project Monitoring Committee would be formed with representatives of NHB [along with its outsourcing partner] and project manager of the selected Bidder. 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.

j. **Review** meetings

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

k. **Monitoring** tool/portal

Bidder will provide a Network Management Solution for centralized monitoring of NHB's Network. The dashboard will provide detailed information of the network/equipment/links and its configuration. The solution should be capable of generating automatic alerts proactively to minimize network downtime.

l. **Training**

The Bidder to provide complete training on advanced routing and switching to the network administrators of the Bank [two persons]. The training shall be provided at HO location. The training will be completed within 5 working days on a mutually agreed date, post commissioning of services.

8. **Bid Evaluation Methodology**

i. **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 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 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.ii. The technical and commercial responses to this RFP will be

Request for Proposal: Network Upgradation & Services at National Housing Bank

considered further only for those vendors who meet the **Minimum Eligibility Criteria**. Vendors must provide their responses in the format given in **Annexure -III**.

Techno-Commercial Evaluation i.e. 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 75 and Commercial Bid Score a weightage of 25.

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

ii. 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 Bidder should preferably be a Firm/Company/Public Sector undertaking/Govt. Company incorporated in India. Copy of registration certificate to be enclosed.
2. The respondent should be in business of providing network equipment & services for at least five years as on the date of this tender. Order copies to be submitted as documentary proof.
3. Average Annual Turnover for last three financial years ending 31/03/2016 should be at least 50 crores.
4. Bidder should have +ve networth during last three financial years ending 31/03/2016. Bidder has to compulsorily submit audited financial statement for all the applicable three years.
5. The respondent should provide Manufacturer Authorization Form (Annexure XI) from the respective OEM(s) of all proposed Network Equipment.
6. The bidder must be GOLD partner with OEM: Cisco for a minimum period of last 2 years as on the date of submission of bid.
7. The bidder must have experience of having successfully implemented similar Network equipment/solution (Enterprise Firewall & Core Switches) during last 3 financial years ending 31.03.2016, with order values not less than 1 Crore. Details of customers and copy of work order & signoff to be provided.
8. The bidder shall have at least 25 Cisco certified CCNA engineers & at-least 2 CISCO Certified CCNP engineers on its payroll. Declaration from bidder and requisite certificate in the name of employees to be shared.
9. Bidder must be having dedicated service support center setup in Delhi (NCR) with skilled resources, from where this project will be managed, monitored & support services will be provided.
10. The bidder shall not be under a Declaration of Ineligibility for corruptor fraudulent practices or blacklisted in any Central/ State Government or PSU at the time of submission of bids. Bidder to submit a declaration in this regard duly signed by the authorized signatory of the bidder.

Note 1: Vendor should submit documentary evidence in respect of all above mentioned criteria while submitting the proposal. Proposal of vendor who do not fulfill the above criteria or who fail to submit documentary evidence thereon would be rejected.

Request for Proposal: Network Upgradation & Services at National Housing Bank

Note 2: Bidders fulfilling all Minimum Eligibility Criteria will only be considered for further technical evaluation. Otherwise the bids will be rejected.

iii. Evaluation of Technical Bids

- i. Minimum Eligibility Criteria bids received from the Bidder will be opened in the presence of representatives of the bidders who choose to be present as per the schedule notified by NHB. A detailed analysis will be subsequently carried out by NHB. Based on responses to 'Minimum Eligibility Criteria', Bidder will be short listed for technical evaluation further.
- ii. 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 80 (cut-off marks) will be eligible for consideration in the subsequent round. The Parameters of the Technical evaluation are broadly as follows:

iv. Mark Distributions

Maximum Points 100

Criteria	Criteria Points	(Max Marks)
1. List of Clients where similar Network equipment, installation (only at DC/DR site) and support services has been provided. (Only currently/ongoing active & valid contracts with minimum order value of Rs 50 Lac will be considered for points award)		Max Marks 25
<ul style="list-style-type: none"> • For more than 10 in Govt. Sector / PSU/Banks/FIs/LC • For more than 5 and less than 10 in Govt. Sector / PSU/Banks/FIs/LC • For more than 3 and less than 5 in Govt. Sector / PSU/Banks/FIs/LC • For less than 3 Govt. Sector / PSU/Banks/FIs/LC 	25 20 15 05	
2. Satisfactory Services Certificate (Should be current and valid)		Max Marks 10
<ul style="list-style-type: none"> • Satisfactory Services Certificate by > 5 Clients • Satisfactory Services Certificate by > 3 Clients • Satisfactory Services Certificate by <= 3 Clients 	10 05 00	
3. Track of being in the Business [providing Data Centre Network equipment (such as firewall & core switches), solution and services]		Max Marks 10
<ul style="list-style-type: none"> • Being in the Business for at least 8 years • Being in the Business for at least 5 years • Less than 5 years 	10 05 00	
4. CISCO Certified Engineers (CCNA) on payroll		Max Marks 10
<ul style="list-style-type: none"> • > 50 Certified Engineers • >25 and <=50 Certified Engineers • <=25 Certified Engineers 	10 05 03	

Request for Proposal: Network Upgradation & Services at National Housing Bank

5. ISO Certifications (Active & valid) (Both ISO 27001:2005 and ISO/IEC 20000-1:2005))			Max Marks 5
	a) If Yes	05	
	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 the field of network related projects.)			Max Marks 10
	> 75 & above Experienced Technical & Qualified Manpower	10	
	> 50 and <=75 Experienced Technical & Qualified Manpower	07	
	<=50 Experienced Technical & Qualified Manpower	05	
7. Average Turnover for Last 3 years (FY 2013-14 to FY 2015-16)			Max Marks 10
	• >150 Crore	10	
	• >100 <= 150 Crore	07	
	• <=100 Crore	05	
8. Presentation on Proposed Network Solution			Max Marks 20

Note:

- i. Bidders have to provide copies of supporting documents/certifications against each criterion mentioned above, without which bid may be rejected.
- ii. Technical Bids receiving a total score greater than or equal to a score of 65 out of Total 80 marks (Excluding the marks for presentation) will be eligible for making presentation.
- iii. The minimum qualification score for the Technical Bids would be 80 (cut-off marks) out of Total 100 marks (Including marks for presentation).

v. 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:

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

vi. Final Processing

Request for Proposal: Network Upgradation & Services at National Housing Bank

- a) Proposals would be ranked according to their Final Score arrived at by combining Technical and Financial Scores with applicable weightages as detailed below:

Final Score (FS) = Technical Score X T + Financial Score X F

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

b) Weightage for the bids are as follows:

I.	Technical Bid	T	75%
II.	Financial Bid	F	25%
Total Weightage			100%

c) L1 selection criteria:

- The bidder achieving the highest Final Score (FS), as detailed above, will be shortlisted as L1 bidder.
 - L1 bidder may be invited for negotiations, if required.
- *Please note that Bank reserves the right to revise the evaluation criteria, methodology, distribution points and weightages; if it finds it necessary to do so.*

1. 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.5000/-. Bidder has to necessarily deposit Rs. 5000/- (Rs. Five Thousand only) (PI refer [6.K](#)). The proof of payment shall be submitted in the "Technical Proposal" envelope only. Any bid received without the proof of e-payment shall be considered unresponsive and rejected.

b. Currency

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

c. Price

- i. The Price quoted by the Bidder should include all costs.
- ii. The price should be valid for all the years.
- iii. The price should be inclusive of all taxes, duties, levies charges, transportation, insurance, octroi etc. In no case Bank shall bear any other cost other than the contracted cost quoted as per Annexure VIII. (Refer Clause 13.c for treatment of taxes)
- iv. The price quoted by the Bidder shall be fixed during the Bidder's performance of the contract i.e., for a period of five years and extended if required by NHB and shall not be subjected to variation on any account, including changes in taxes, duties, levies etc.
- v. Bid submitted with adjustable price quotation will be treated as non-responsive and will be rejected.

Request for Proposal: Network Upgradation & Services at National Housing Bank

- vi. Based on the contracted rates, NHB will place order annually after performance review of the previous year.
- vii. In case there is a price quoted in words differs with price quoted in numbers, Bank will consider price mentioned in words as Final quoted price for this bid.
- viii. Bidder to quote the price (other than the pulse rate) in round off manner with no decimal.

d. Acceptance

1. The acceptance test will be carried out as per mutually agreed Acceptance Test Plan [ATP], which will be mutually 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.
2. Bidder shall submit all the duly signed Installation-cum-Acceptance Certificates at NHB Head office. Post which, NHB shall arrive at a common acceptance date(s) for the entire lot of equipment. The installation will be accepted only after the complete commissioning of hardware. Accordingly, the warranty period of 5 years starting from the date of acceptance, shall be determined.

e. Payment Terms

Any payment will be released only after submission of PBG (PI refer 6.M) & post-signing of SLA.

I. Hardware items and Software Licenses

- a) 60% on delivery of Hardware items and Software Licenses as per bill of material mentioned in the Bill of Material technical proposal.
- b) 40% post sign-off as per scope of work mentioned in the RFP.

II. Implementation/Support Services

- a) Implementation charges- 100% on completion of project & sign off.
- b) Support services (AMC + Warranty) for 2nd year onwards will be paid in quarterly installments after the end of the quarter provided all proof documents/certificates required for renewal are submitted. The same may be paid for quarter/half year/full year in advance subject to submission of PBG of equivalent value and with validity of equivalent period.
- c) Payment of any period will be made after deducting TDS/other taxes and applicable penalty pertaining to the quarter. All taxes are subject to deduction of all statutory deductions applicable, if any(Refer 2.c).

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. Delivery and installation

Bank will not arrange for installation neither will provide any manpower for the same. The items must be delivered at the respective locations at bidders own cost and Bank will not make any payment towards the same. The road permit, way bill etc. wherever necessary has to be arranged by the bidder only and Bank will not provide any support for the same neither will make any payment towards the same.

Request for Proposal: Network Upgradation & Services at National Housing Bank

h. Insurance

- a) The Goods/equipment supplied under the Contract shall be fully insured against loss by theft, destruction or damage incidental to manufacture or acquisition, transportation, storage, fire, flood, under exposure to weather and delivery at the designated project location, till handover of the project is achieved. The insurance charges will be borne by the supplier and Purchaser will not be required to pay such charges if incurred.
- b) The goods will be delivered at the FOR destination in perfect condition.

2. General Terms and Conditions

- i. The Bidder 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.
- ii. 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.
- iii. 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.
- iv. Bidder 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.
- v. NHB reserves the right to extend the dates for submission of responses to this document with intimation on the bank's website.
- vi. NHB reserves the right to change the requirement specifications and ask for the revised bids or the tendering process without assigning any reasons.
- vii. 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.

Request for Proposal: Network Upgradation & Services at National Housing Bank

- viii. As per scope of the project Bidder 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.
- ix. 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.
- x. Service Level Requirement and Penalty in not achieving the same have been described in the 'Service Level Requirement' chapter.
- xi. 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.
- xii. On faithful execution of contract in all respects, the Performance Guarantee of the Bidder shall be released by NHB.
- xiii. 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.
- xiv. Bidder must deploy manpower having requisite qualification, experience, skill-set etc. for the project. The requisite qualification is Degree/Diploma in engineering or its equivalent with OEM (of proposed equipment) certification, having minimum of 3 years work experience in the field of implementation and configuration of Network equipment/Firewall.
- xv. 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.
- xvi. 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.
- xvii. The Commercial and Technical bids will have to be signed on all pages of the bid by the authorized signatory. Unsigned bids would be treated as incomplete and would be rejected.
- xviii. 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.
- xix. NHB may revise any part of the RFP, by providing a written addendum to all the shortlisted Bidders till the award of the contract.

Request for Proposal: Network Upgradation & Services at National Housing Bank

- xx. Any additional or different terms and conditions proposed by the Bidder would be rejected unless expressly assented to in writing by NHB.
- xxi. Time and quality of the service are the essence of this agreement. The Bidder 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.
- xxii. 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:

- i. Bidder fails to install and commission the links within the stipulated time as per contract or within any extension thereof granted by the Bank
- ii. Shortfall in achieving the Service Level requirement successively in two quarters or any three quarters in a financial year.
- iii. Bidder fails to perform any other obligation(s) under the contract.
- iv. Bidder fails to complete the activities with regards to Network upgradation, as defined under the scope of work of this RFP, with in the stipulated period of time.
- v. 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.
- vi. However, either party, in the case of termination, will give 3 months' notice to the other party.
- vii. 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 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

i. Service Level Requirements

(i) SLA Objectives

1. Successful bidder is required to provide a minimum overall uptime of 99.5% on quarterly basis for all equipment.
2. Successful bidder shall provide services as per SLA matrix, which defines maximum acceptable response as well as rectification time for resolving the problem.

(ii) SLA Matrix

1. The Successful bidder shall provide the required services as per SLA matrix given below:-

Request for Proposal: Network Upgradation & Services at National Housing Bank

Situation	Expected response of Service Provider
Catastrophic impact: (Severity Level – 1) Complete loss of a core (mission critical) business process and work cannot reasonably continue Needs immediate attention	1st call response immediate · Our Resources at Your site as soon as possible. · Continuous effort on a 24x7 basis · Rapid Escalation within OEM to Product teams · Notification of Our Senior Executives
Critical impact: (Severity Level – 2) · Significant loss or degradation of services. · Needs attention within 1hour	1st call response in 1 hour or less · Our Resources at Your site as required. · Continuous effort on a 24x7 basis · Notification of Our Project Officials
Moderate impact: (Severity Level – 3) · Moderate loss or degradation of services but work can reasonably continue in an impaired manner. · Needs attention within 2 Business Hours	1st call response in 2 hours or less · Effort during Business Hours
Minimum impact: (Severity Level – 4) · Substantially functioning with minor or no impediments of services. · Needs attention within 4 Business Hours	1st call response in 4 hours or less · Effort during Business Hours only

2. Downtime would start from the date and time of reporting of problem to Helpdesk or Contact official identified by the Successful bidder.

(iii)Planned Down Time:

- (i) The Successful bidder has to seek prior approval from the Bank for the planned downtime required, if any.
- (ii) The planned downtime would not be added to the SLA downtime.
- ii. During the entire contract period the Bidder should guarantee uptime as mentioned in SLA on monthly basis. Bank will impose penalty as given below:

Uptime (100%-downtime%)	Penalty in % of Monthly payment
>= 99.90%	0
> 99 to < 99.50	20
<99.50	40

- iii. The down time of all equipment’s/services shall be calculated either through NMS reports or from Help Desk Reports on monthly basis, as per requirement. Total % downtime will be calculated through following formula:

$$\text{\% downtime (in month)} = \frac{\text{(sum of the downtimes of all affected/failed equipment in hours)} * 100}{\text{(total no. of affected/failed equipment * total no. of business hours in month)}}$$

Request for Proposal: Network Upgradation & Services at National Housing Bank

- iv. The location is said to be down if network is down or equipment is not working. The **core network equipment** such as firewall/core switch should be made operational within 4 business hours/smartnet as applicable and other network/equipment should be made operational within **8 business hrs**. In the event of non-operational of the network/equipment, penalty of Rs. 2500/- per each hour downtime will be levied in addition penalty calculated based on above table.
- v. Penalty will be charged as 2% of the total cost of work order, per week delay in completion with a maximum of 10% of the contract cost. If the delay exceeds 2 months, contract / Order may be cancelled at Bank's discretion.
- vi. In case of termination, Bank may forfeit the EMD money deposited by the bidder along-with invoking PBGs submitted by the vendor. Post termination, bidder will not be entitled to any claim on NHB, whatsoever.

Exclusions

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

- i. Schedule maintenance by the service provider with prior intimation
- ii. Link down due to power failure at NHB location/office
- iii. Force majeure events
- iv. If latency in network is observed for more than 250 ms for continuous 30 minutes during normal business hours then financial penalty would be applicable to the tune of Rs.500/- per hour for higher latency.

c. Taxes

- a) The Quoted price/cost/amount should be inclusive of all taxes and all charges like installation, labor, octroi etc as per commercial bid format.
- b) In case of any variation (upward or down ward) in Government levies / taxes / cess / excise / custom duty etc. upto the date of invoice, the benefit or burden shall accordingly be adjusted or passed on to the Bank/Bidder as the case may be.

d. Service Delivery [Implementation]

- Post 12 weeks from date of work order, penalty will be charged as 2% of the total cost of work order for per week delay in completion with a maximum of 10% of the contract cost. If the delay exceeds 2 months, contract / Order may be cancelled at Bank's discretion.
-

Annexures

Request for Proposal: Network Upgradation & Services at National Housing Bank

Annexure - I

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/propritory]	
4.	Registration No. and date of Registration. (Copy of Registration Certificate to be enclosed)	
5.	Address of Registered Office with contact numbers [phone /fax]	
6.	PAN No	
Contact Details of Bidder authorized to make commitments to NHB		
7.	Name	
8.	Designation	
9.	FAX No	
10.	Mail ID	
11.	Company Head Office and Addresses Contact Person(s) Phone Fax E-mail Website	
12.	Provide the range of services /options offered by you covering service description and different schemes available for: ○ Implementation of end-to-end Network	Yes / No / Comments (if option is 'No')
13.	Any pending or past litigation (within three years)? If yes, please give details Also mention the details of claims and	Yes/No/Comments (if option is 'Yes') (If option is 'Yes' Bidder may Not be considered)

Request for Proposal: Network Upgradation & Services at National Housing Bank

	complaints received in the last three years (About the Company / Services provided by the company).			
14.	Please mention turnover for last three years and include the copies of Balance Sheet in support of it.	Year	Turnover	Profit/Loss(-)
		2013-14		
		2014-15		
		2015-16		

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

Authorized Signatories

(Name & Designation, seal of the company)

Date:

Request for Proposal: Network Upgradation & Services at National Housing Bank

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

Implementation of Complete Managed Network– List of Deviations		
Clarification point as stated in the tender document	Page number	Comment/ Suggestion/ Deviation

Authorized Signatories

(Name & Designation, seal of the company)

Date:

Request for Proposal: Network Upgradation & Services at National Housing Bank

Annexure III

Minimum Eligibility Criteria (MEC)

Following format has to be filled by the Bidder and has to be submitted along with Technical bid and relevant documentary proof.

S.No.	Criteria	Bidder Response	Relevant Documentary proof at Bid's Page No:
1.	The Bidder should preferably be a Firm/Company/Public Sector undertaking/Govt. Company incorporated in India. Copy of registration certificate to be enclosed.		
2.	The respondent should be in business of providing network equipment & services for at least five years as on the date of this tender. Order copies to be submitted as documentary proof.		
3.	Average Annual Turnover for last three financial years ending 31/03/2016 should be at least 50 crores.		
4.	Bidder should have +ve networth during last three financial years ending 31/03/2016. Bidder has to compulsorily submit audited financial statement for all the applicable three years.		
5.	The respondent should provide Manufacturer Authorization Form (Annexure XI) from the respective OEM(s) of all proposed Network Equipment.		
6.	The bidder must be GOLD partner with OEM: Cisco for a minimum period of last 2 years as on the date of submission of bid.		
7.	The bidder must have experience of having successful implemented similar Network equipment/solution (Enterprise & Core Switches) during last 3 financial years ending 31.03.2016, with order values not less than 1 Crore. Details of customers and copy of work order and signoff to be provided.		
8.	The bidder shall have at least 25 Cisco certified CCNA engineers & at-least 2 CISCO Certified CCNP engineers on its payroll. Declaration from bidder and requisite certificate in the name of employees to be shared.		
9.	Bidder must be having its own Toll Free number and		

Request for Proposal: Network Upgradation & Services at National Housing Bank

	dedicated service support center setup in Delhi (NCR) with skilled resources, from where this project will be managed, monitored & support services will be provided.		
10.	The bidder shall not be under a Declaration of Ineligibility for corruptor fraudulent practices or blacklisted in any Central/ State Government or PSU at the time of submission of bids. Bidder to submit a declaration in this regard duly signed by the authorized signatory of the bidder.		

Place :

Date :

Name and Signature with Seal

Note	<ol style="list-style-type: none"> 1. Bidder response should be complete; Yes/No answer is not acceptable. 2. Documentary proof, sealed and signed by authorized signatory, must be submitted 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. 4. Proposal of the bidders are liable to be rejected in case of incomplete information or wrong information or non-submission of documentary proof.
------	--

Request for Proposal: Network Upgradation & Services at National Housing Bank

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 Network & executing all activities pertaining to Network Upgradation as defined in this RFP

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)

Request for Proposal: Network Upgradation & Services at National Housing Bank

Annexure –V

Technical Bid Format

Bidder response to the Technical Bid of this Tender document must be provided as detailed in chapter 8. Any extra information may be provided as separate section at the end of Technical Bid document. Technical bid should be submitted with covering letter along with the following:

1. **Details as detailed under Chapter 8.**
2. **List of deviations** (as per Annexure -II)
3. **Technical Specification Compliance** (as per Annexure VI)
4. **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’.

Authorized Signatories

(Name & Designation, seal of the company)

Date:

Request for Proposal: Network Upgradation & Services at National Housing Bank

Annexure VI

Technical Specification and compliance

i) Next Generation Firewall (Checkpoint/PauloAlto/Cisco/Fortinet)

(1) Proposed Make & Model :

Solution Requirement		
	Parameter	Compliance (Yes/No)
1.	Listed in Gartner’s Magic Quadrant report for Enterprise Firewall - for the year 2015 or higher	
2.	Solution should support Firewall, Intrusion Prevention System, IPSEC VPN, SSL Inspection (in & out) functions etc.	
3.	3 years Back-to-back OEM Warranty for all the components and, 5 year subscription for IPS & Advanced Malware Protection from day one.	
4.	Solution should support “Stateful” policy inspection technology. It should also have application intelligence for commonly used TCP/IP protocols, not limited to telnet, ftp, http, https etc	
5.	Appliance of solution Solution should be ICSA Labs certified for ICSA 4.0 or FIPS 140-2 certified.	
6.	Firewall & IPS should have Recommended rating in 2015 or last released respective Group tests of NSS	
7.	The communication between all the components of solution (firewall module, logging & policy and Web GUI Console) should be encrypted with SSL or PKI	
8.	Management of the entire solution including real-time monitoring, event logs collection, policy enforcement etc should be from a single device only (mgt server/appliance)	
9.	Firewall should be supplied with the support for static routing and dynamic routing with protocols, like RIP v2, OSPF, & BGP etc.	
10.	Firewall should support the multicast protocols like IGMP and PIM-DM / PIM-SM etc	
11.	Solution should provide stateful failover among devices for all components and should be completely automatic without any sort of manual intervention	
12.	Solution should have hardened OS	
13.	Solution Should provide protection against various types of cyber attacks evasive attacks, scripting attacks etc	
14.	Solution should have capability to store Logs and configuration of all devices, centrally in the solution and should also have capability to send logs of all devices to the generic central log collection servers	
15.	Solution should be IPV6 ready. It should have IPV6 ready logo or similar certification from any other reputed third party.	
16.	Solution should support for multiple security levels/zones like internal, DMZ and external etc.	
Hardware and Interface Requirements		

Request for Proposal: Network Upgradation & Services at National Housing Bank

S.No	Parameter	Compliance (Yes/No)
1.	Each appliance of solution Solution requires at least 8 x 10/100/1000 Mbps RJ45 ethernet interfaces. Each appliance should have additional ports of sync, HA and other functionalities.	
2.	Each appliance should have console port and USB Port/s	
3.	Each appliance should be rack mountable and support side rails if required	
4.	Each appliance should have hardware health monitoring capabilities and should provide different parameters through SNMP	
5.	Solution should support VLAN tagging (IEEE 802.1q)	
6.	Solution should support IEEE Link Aggregation and Ethernet Bonding functionality to group multiple ports for redundancy	
7.	Solution should Support DHCP Relay	
8.	Solution should support and not limited to:	
9.	Active-Active & Active- Failover configuration	
10.	Solution should provide stateful failover for Firewall and VPN functionalities	
11.	Solution should not require any downtime/reboot for failover	
12.	Centralized Management Solution should have capability to provide high availability at site level for enabling DR deployment if required in future	
13.	Power Cord having C14 connector (PDU end) and C13 Connector towards device	

Performance Requirements

S.No	Parameter	Compliance (Yes/No)
1.	Each of Appliance of Solution should be properly sized for following parameters:	
2.	Throughput of the firewall appliance should not be less than 1 Gbps for Multiprotocol (Traffic profile consisting primarily of TCP-based protocols/applications like HTTP, SMTP, FTP, IMAPv4, BitTorrent, and DNS) traffic.	
3.	Throughput of the firewall appliance should not be less than 300 Mbps with IPS & Application Visibility and Control services are turned on	
4.	Solution should support 250,000 concurrent connections	
5.	Solution should support 15,000 new sessions per second processing	

Network Standards/Protocols and Firewall System Requirements

S.No	Parameter	Compliance (Yes/No)
1.	Solution should be capable to support Granular Application Visibility and Control (AVC) for more than 3,000 applications	
2.	Solution should have a capability to support for more than 100 VLAN	
3.	Solution should support the filtering of TCP/IP based applications with standard TCP/UDP ports or deployed with customs ports etc	
4.	Firewall should support the deployment in Routed as well as Transparent Mode & should also support following:	

Request for Proposal: Network Upgradation & Services at National Housing Bank

5.	mask the internal network from the external world.	
6.	Multi-layer, stateful, application-inspection-based filtering should be done	
7.	It should provide network segmentation features with powerful capabilities that facilitate deploying security for various internal, external and DMZ (Demilitarized Zone) sub-groups on the network, to prevent unauthorized access	
8.	Ingress/egress filtering capability should be provided for internal, external and DMZ (Demilitarized Zone) zones	
9.	Solution should support detection of reconnaissance attempts such as IP address sweep, port scanning etc	
10.	Solution should provide NAT functionality, including dynamic and static NAT translation etc	
11.	IPSec should have the functionality of PFS (perfect forward secrecy) and NAT-T and should support:	
12.	Network Address Translation (NAT) should be configurable as 1:1, 1: many, many:1, many:many, flexible NAT (overlapping IP addresses). Reverse NAT or equivalent should be supported	
13.	Port address translation/Masquerading should be provided for all internet based applications should be supported and not limited to for filtering like Telnet, FTP, SMTP, http, DNS, ICMP, DHCP, ARP, RPC, SNMP, Lotus Notes, MS-Exchange etc	
14.	Solution should support RADIUS/TACACS+ authentication protocol for Local access to devices	
15.	Solution should support PKI with:	
16.	PKCS 7/PKCS 10/ PKCS 12 and PEM	
17.	Self-signed Certificates	
18.	External CA support	
19.	Certificate Revocation List Import	
20.	Embedded Certificate Authority	
21.	IPSec ISAKMP methods should support Diffie-Hellman Group 1 & 2, MD5 & SHA, SHA2, RSA & Manual Key Exchange Authentication, 3DES/AES-256 Encryption of the Key Exchange Material and algorithms like RSA-1024 / 1536	
22.	Solution should support atleast 100 IPSEC VPN for both Site-Site & Remote Access VPN etc	
23.	Dynamic Host Configuration Protocol (DHCP) over Virtual Private Network (VPN) should be supported for dynamic allocation of IP addresses	
24.	Solution should support to features and not limited to:	
25.	The firewall should support Internet Protocol Security (IPSec)	
26.	Key exchange with latest Internet Key Exchange (IKE), IKEv2, Public Key Infrastructure PKI (X.509)	
27.	Site-to-site VPN tunnels	
28.	Support Latest Encryption algorithms including AES 128/192/256(Advanced Encryption Standards), 3DES(Data Encryption Standard) etc	

Request for Proposal: Network Upgradation & Services at National Housing Bank

29.	Support Latest Authentication algorithms including SHA-1(Secure Hash Algorithm-1), SHA- 2(Secure Hash Algorithm-2) etc	
30.	IPSec NAT traversal should be supported	
31.	Support for client-to-site based in IPSEC must be included	
32.	It must include the ability to establish VPNs with gateways with dynamic public IP's	
33.	Dynamic policy enforcement on VPN Clients	
34.	The Firewall must provide filtering capability that includes parameters like source addresses, destination addresses, source and destination port numbers, protocol type with other parameters to configure rules based on following parameters:	
35.	Source/Destination IP/Port	
36.	Time and date access	
37.	User/group role (Integration with AD)	
38.	Customizable services	
39.	Time based	
40.	Combination of one or multiple of above mentioned parameter	
41.	The Firewall should be able to filter traffic even if the packets are fragmented	
42.	It should be able to block Instant Messaging like Yahoo, MSN, ICQ, Skype (SSL and HTTP tunneled) etc	
43.	It should enable blocking of Peer-Peer applications, like Kazaa, Gnutella, Bit Torrent, IRC (over HTTP) /HTTPS etc	
44.	The Firewall should support database related filtering and have support for Oracle, MS-SQL, and SQL-Net etc	
45.	Should support CLI & GUI based access to the firewall appliance	
46.	Solution should support Access for Granular user, group & machine based visibility and policy enforcement etc	
47.	Should support basic attack protection features listed below but not limited to :	
48.	Maximum no of protections against attacks that exploit weaknesses in the TCP/IP protocol suite	
49.	It should enable rapid detection of network attacks	
50.	TCP reassembly for fragmented packet protection	
51.	SYN cookie protection , SYN Flood, Half Open Connections and NUL Packets etc	
52.	Protection against IP spoofing	
53.	Malformed packet protection	
IPS Feature Requirements		
S.No	Parameter	Compliance (Yes/No)
1.	intrusion detection and prevention systems (IDPS), should monitor network and/or system activities for malicious activities and identify them, log information about the activities, attempt to block/stop it, and report it	

Request for Proposal: Network Upgradation & Services at National Housing Bank

2.	It should be possible to deploy the product as an Intrusion Detection system (with logs and alerts suspected attacks) and/or as an Intrusion Prevention System located in line and which drops packets that are suspicious.	
3.	It should perform deep packet inspection up to layer-7 and take desired action based on findings	
4.	Advanced detection techniques with stateful application & Protocol intelligence	
5.	IPS should capture (but not limited to) the following important parameter about attack:	
6.	Identifying Network Characteristics (IP Address Src & Dst, Port Address Src & Dst and protocols etc)	
7.	Raw data packet, and Raw data information should be converted into the format that is compatible with the most popular sniffers, like Wire shark, etc. for the forensics.	
8.	A wide range of response options from logging and raising alarms to blocking traffic should be supported.	
9.	System should have capability to turn on or off the as and when required.	
10.	The IPS should be constantly updated with new defenses against emerging threats.	
11.	IPS updates should have an option of Automatic downloads and scheduled updates so that it can be scheduled for specific days and time	
12.	Should have flexibility to define newly downloaded protections will be set in Detect or Prevent mode	
13.	Solution should provide details of Performance Impact on Signatures along with the Vulnerability severity and should have options for new signatures for avoiding false positives	
14.	The product should have signature based as well as anomaly based analysis and prevention facility	
15.	The IPS should provide easy updating of signatures to remain current with latest attacks prevention	
16.	IPS Engine should support Vulnerability and Exploit signatures, Protocol validation, Anomaly detection, Behavior-based detection, Multi-element correlation etc	
17.	IPS should have Resistance to Evasion and protection from anti-NIPS techniques	
18.	IPS Profile should have an option to select or re-select specific signatures that can be deactivated	
19.	Intrusion Prevention should have and option to add exceptions for network and services	
20.	IPS should have the functionality of Geo Protection to Block the traffic country wise and direction	
21.	IPS events/protection exclusion rules can be created and view packet data directly from log entries with RAW Packets and if required can be sent to Wireshark for the analysis	

Request for Proposal: Network Upgradation & Services at National Housing Bank

22.	Application Intelligence should have controls for Instant Messenger, Peer-to-Peer, Malware Traffic etc	
23.	NIPS should have facility to blocking options of File Transfer, Block Audio, Block Video using Instant Messenger and other facility like Application Sharing and Remote Assistance etc	
24.	IPS should have an option to create your own signatures with an open signature language	
25.	Detailed IPS Logs to be provided post detection of attacks. The logs should have the attack Name, the Severity, Industry Reference, Confidence Level etc	
26.	Advanced capabilities that detect and prevent attacks launched against the Web infrastructure	
27.	Malicious code protector for Buffer Overflow, Heap overflow and other malicious executable code attacks that target Web servers and other applications without the need of signature	
28.	Monitor all communication for potential executable code, confirms the presence of executable code and identifies whether the executable code is malicious	
29.	Application layer protections for Cross site scripting, LDAP injection, SQL Injection, Command Injection, Directory traversal, OWASP (Open Web Application Security Project) etc	
30.	Spoofing attacks, Directory listing options and error concealment etc attacks should be prevented	
31.	NIPS should support HTTP Protocol Inspections for HTTP format size enforcement, ASCII-only request enforcement, ASCII-only response header enforcement, header rejection definitions, HTTP method definitions etc	
32.	Solution Should provide infrastructure and ways to test new signatures/version update/OS update in NHB environment before deploying the same in to prevention mode etc	
33.	The IPS should be able to monitor all of the major TCP/IP protocols, including IP, Internet Control Message Protocol (ICMP), TCP, and User Datagram Protocol (UDP). And detect latest attacks (not limited to) port scanning, unusual packet fragmentation, SYN	
34.	The IPS should be able to inspect SSL,https,SFTP,SSH etc traffic	
35.	Should have support for frequently analyzed network layer protocols such as IPv4, IPv6, ICMP (Internet Control Message Protocol).etc	
36.	Solution Should send notifications on a real time basis in the form of Session Packet Log, Session Summary, E-mail, SNMP, and any other configurable mode etc	
37.	IPS system should be capable to reconnaissance to get victimized	
Administration, Management and Logging Functionality Feature Requirements		
S.No	Parameter	Compliance (Yes/No)

Request for Proposal: Network Upgradation & Services at National Housing Bank

	A centralized monitoring and management system with multiple administrators who have administrative rights based on their roles, should provide Audit Trail of the Changes etc	
	Considering the existing appliances as Cisco ASA appliances, the proposed solution should support migration of existing policies in to the newer Solution	
	Any changes or commands issued by an authenticated user should be logged to a database of the management system	
	Firewall Management system should also provide the real time health status of all the firewall modules on the dashboard for CPU & memory utilization, state table, total number of concurrent connections and the connections/second counter etc	
	It should support SNMP (Simple Network Management Protocol) v 2.0 and v 3.0 and NTP V4	
	Firewall must send SNMP traps to Network Management Servers (NMS) in response to system failures or threshold violations of the health attributes.	
	Firewall should support the user based logging. Log levels must be configurable based on severity	
	The Firewall should have capability for simplified provisioning for addition of new firewalls where by a standard firewall policy could be pushed into the new firewall	
	Support for role based administration of firewall	
	Centralized Security Management should include for all the proposed security controls but not limited to:	
	Real Time Security Monitoring	
	Logging	
	Reporting functions	
	Solution should support for configuration rollback	
	Solution should support Real time traffic statistics & Historical report with	
	Attacks and threat reports, etc.	
	Customized reports on HTML and CSV format etc	
	Solution Audit Trail should contain at a minimum:	
	The name of the administrator making the change	
	The change made	
	Time of change made	
	Solution should support for real time analysis of all traffic the firewall may encounter (all possible SOURCE, DEST, SERVICE, including groups) etc	

Note: The bidder must propose required VM details, if applicable, to be provisioned by NHB for realtime monitoring, management and log collection at the time of project kick-off meeting.

Request for Proposal: Network Upgradation & Services at National Housing Bank

Annexure –VII

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 Network & executing all activities pertaining to Network Upgradation as defined in this RFP

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 applicable taxes, the respective taxes applicable as on the RFP closing date will be deducted for calculating the final price.

Yours faithfully,

Request for Proposal: Network Upgradation & Services at National Housing Bank

Annexure –VIII

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.

- I. Present Cost of Implementation of Network, its upgradation and managed services for five years.**
- II. Future Cost**
- III. Summary of Project Cost & commercial evaluation.**

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 as per format.
- 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 5 years.
- Rate quoted for various bandwidths must be valid till the end of the five 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 5 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.
- 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.

Authorized Signatories

(Name & Designation, seal of the company)

Date:

Contd..

Request for Proposal: Network Upgradation & Services at National Housing Bank

I. Present Requirement (Weightage 90%)

A. Infrastructure Cost (Weightage – 40%)

Table A

S.No	Part Number	Description	Qty	Unit Price in INR	Tax Rate (%)	Total Price incl of taxes
Core Switch						
1.	WS-C4500X-32SFP+	Catalyst 4500-X 32 Port 10G IP Base, Front-to-Back, No P/S	2			
1.1.	CON-SNT-C45X32SF	SNTC-8X5XNBD Catalyst 4500-X 32 Port 10G IP Base, Fro	2			
1.2.	C4KX-PWR-750AC-R	Catalyst 4500X 750W AC front to back cooling power supply	2			
1.3.	C4KX-PWR-750AC-R/2	Catalyst 4500X 750W AC front to back cooling 2nd PWR supply	2			
1.4.	C4KX-NM-BLANK	Catalyst 4500X Network Module Blank	2			
1.5.	CAB-C15-CBN	Cabinet Jumper Power Cord, 250 VAC 13A, C14-C15	4			
1.6.	S45XUK9-38E	CAT4500-X Universal Crypto Image	2			
1.7.	C4500X-IP-ES	IP Base to Ent. Services license for 32 Port Catalyst 4500-X	2			
1.8.	CAB-CON-C4K-RJ45	Console Cable 6ft with RJ-45-to-RJ-45	2			
1.9.	GLC-SX-MMD	1000BASE-SX SFP transceiver module, MMF, 850nm, DOM	28			
1.10.	GLC-T	1000BASE-T SFP	24			
1.11.	SFP-10G-SR	10GBASE-SR SFP Module	10			
Access Switch: 3rd Floor East Wing						
2.	WS-C2960X-24PS-L	Catalyst 2960-X 24 GigE PoE 370W, 4 x 1G SFP, LAN Base	1			
2.1.	CON-SNT-WSC224SL	SNTC-8X5XNBD Catalyst 2960-X 24 G	1			
2.2.	CAB-IND-10A	10A Power Cable	1			
2.3.	C2960X-STACK	Catalyst 2960-X FlexStack Plus Stacking Module	1			
2.4.	CAB-STK-E-0.5M	Cisco FlexStack 50cm	1			

Request for Proposal: Network Upgradation & Services at National Housing Bank

		stacking cable				
2.5.	PWR-CLP	Power Retainer Clip For Cisco 3560-C and 2960-C Compact Swit	1			
3.						
	WS-C2960X-48FPS-L	Catalyst 2960-X 48 GigE PoE 740W, 4 x 1G SFP, LAN Base	1			
3.1.	CON-SNT-WSC294SL	SNTC-8X5XNBD Catalyst 2960-X 48 G	1			
3.2.	CAB-IND-10A	10A Power Cable	1			
3.3.	C2960X-STACK	Catalyst 2960-X FlexStack Plus Stacking Module	1			
3.4.	CAB-STK-E-0.5M	Cisco FlexStack 50cm stacking cable	1			
3.5.	PWR-CLP	Power Retainer Clip For Cisco 3560-C and 2960-C Compact Swit	1			
3rd Floor East Wing Stack Uplink						
4.	GLC-SX-MMD=	1000BASE-SX SFP transceiver module, MMF, 850nm, DOM	2			
3rd Floor West Wing						
5.	WS-C2960X-24PS-L	Catalyst 2960-X 24 GigE PoE 370W, 4 x 1G SFP, LAN Base	1			
5.1.	CON-SNT-WSC224SL	SNTC-8X5XNBD Catalyst 2960-X 24 G	1			
5.2.	CAB-IND-10A	10A Power Cable	1			
5.3.	C2960X-STACK	Catalyst 2960-X FlexStack Plus Stacking Module	1			
5.4.	CAB-STK-E-0.5M	Cisco FlexStack 50cm stacking cable	1			
5.5.	PWR-CLP	Power Retainer Clip For Cisco 3560-C and 2960-C Compact Swit	1			
Access Switch: 3rd Floor West Wing						
6.	WS-C2960X-48FPS-L	Catalyst 2960-X 48 GigE PoE 740W, 4 x 1G SFP, LAN Base	4			
6.1.	CON-SNT-WSC294SL	SNTC-8X5XNBD Catalyst 2960-X 48 G	4			
6.2.	CAB-IND-10A	10A Power Cable	4			
6.3.	C2960X-STACK	Catalyst 2960-X FlexStack Plus Stacking Module	4			

Request for Proposal: Network Upgradation & Services at National Housing Bank

6.4.	CAB-STK-E-0.5M	Cisco FlexStack 50cm stacking cable	4			
6.5.	PWR-CLP	Power Retainer Clip For Cisco 3560-C and 2960-C Compact Swit	4			
Access Switch: 3rd Floor West Wing Stack Uplink						
7.	GLC-SX-MMD=	1000BASE-SX SFP transceiver module, MMF, 850nm, DOM	2			
4th Floor East Wing						
8.	WS-C2960X-48FPS-L	Catalyst 2960-X 48 GigE PoE 740W, 4 x 1G SFP, LAN Base	1			
8.1.	CON-SNT-WSC294SL	SNTC-8X5XNBD Catalyst 2960-X 48 G	1			
8.2.	CAB-IND-10A	10A Power Cable	1			
8.3.	C2960X-STACK	Catalyst 2960-X FlexStack Plus Stacking Module	1			
8.4.	CAB-STK-E-0.5M	Cisco FlexStack 50cm stacking cable	1			
8.5.	PWR-CLP	Power Retainer Clip For Cisco 3560-C and 2960-C Compact Swit	1			
4th Floor East Wing Uplink						
9.	GLC-SX-MMD=	1000BASE-SX SFP transceiver module, MMF, 850nm, DOM	2			
4th Floor West Wing						
10.	WS-C2960X-48FPS-L	Catalyst 2960-X 48 GigE PoE 740W, 4 x 1G SFP, LAN Base	4			
10.1.	CON-SNT-WSC294SL	SNTC-8X5XNBD Catalyst 2960-X 48 G	4			
10.2.	CAB-IND-10A	10A Power Cable	4			
10.3.	C2960X-STACK	Catalyst 2960-X FlexStack Plus Stacking Module	4			
10.4.	CAB-STK-E-0.5M	Cisco FlexStack 50cm stacking cable	4			
10.5.	PWR-CLP	Power Retainer Clip For Cisco 3560-C and 2960-C Compact Swit	4			
4th Floor West Wing Stack Uplink						

Request for Proposal: Network Upgradation & Services at National Housing Bank

11.	GLC-SX-MMD=	1000BASE-SX SFP transceiver module, MMF, 850nm, DOM	2			
Access Switch: 5th Floor East Wing						
12.	WS-C2960X-24PS-L	Catalyst 2960-X 24 GigE PoE 370W, 4 x 1G SFP, LAN Base	1			
12.1.	CON-SNT-WSC224SL	SNTC-8X5XNBD Catalyst 2960-X 24 G	1			
12.2.	CAB-IND-10A	10A Power Cable	1			
12.3.	C2960X-STACK	Catalyst 2960-X FlexStack Plus Stacking Module	1			
12.4.	CAB-STK-E-0.5M	Cisco FlexStack 50cm stacking cable	1			
12.5.	PWR-CLP	Power Retainer Clip For Cisco 3560-C and 2960-C Compact Swit	1			
Access Switch: 5th Floor East Wing						
13.	WS-C2960X-48FPS-L	Catalyst 2960-X 48 GigE PoE 740W, 4 x 1G SFP, LAN Base	1			
13.1.	CON-SNT-WSC294SL	SNTC-8X5XNBD Catalyst 2960-X 48 G	1			
13.2.	CAB-IND-10A	10A Power Cable	1			
13.3.	C2960X-STACK	Catalyst 2960-X FlexStack Plus Stacking Module	1			
13.4.	CAB-STK-E-0.5M	Cisco FlexStack 50cm stacking cable	1			
13.5.	PWR-CLP	Power Retainer Clip For Cisco 3560-C and 2960-C Compact Swit	1			
5th Floor East Wing Stack Uplink						
14.	GLC-SX-MMD=	1000BASE-SX SFP transceiver module, MMF, 850nm, DOM	2			
Access Switch: 5th Floor Library						
15.	WS-C2960X-48FPS-L	Catalyst 2960-X 48 GigE PoE 740W, 4 x 1G SFP, LAN	1			

Request for Proposal: Network Upgradation & Services at National Housing Bank

		Base				
15.1.	CON-SNT-WSC294SL	SNTC-8X5XNBD Catalyst 2960-X 48 G	1			
15.2.	CAB-IND-10A	10A Power Cable	1			
15.3.	C2960X-STACK	Catalyst 2960-X FlexStack Plus Stacking Module	1			
15.4.	CAB-STK-E-0.5M	Cisco FlexStack 50cm stacking cable	1			
15.5.	PWR-CLP	Power Retainer Clip For Cisco 3560-C and 2960-C Compact Swit	1			
5th Floor Lib. Uplink						
16.	GLC-SX-MMD=	1000BASE-SX SFP transceiver module, MMF, 850nm, DOM	2			
Access Switch: 5th Floor West Wing						
17.	WS-C2960X-48FPS-L	Catalyst 2960-X 48 GigE PoE 740W, 4 x 1G SFP, LAN Base	2			
17.1.	CON-SNT-WSC294SL	SNTC-8X5XNBD Catalyst 2960-X 48 G	2			
17.2.	CAB-IND-10A	10A Power Cable	2			
17.3.	C2960X-STACK	Catalyst 2960-X FlexStack Plus Stacking Module	2			
17.4.	CAB-STK-E-0.5M	Cisco FlexStack 50cm stacking cable	2			
17.5.	PWR-CLP	Power Retainer Clip For Cisco 3560-C and 2960-C Compact Swit	2			
5th Floor West Wing Stack Uplink						
18.	GLC-SX-MMD=	1000BASE-SX SFP transceiver module, MMF, 850nm, DOM	2			
Server Farm Switch						
19.	N9K-C93128TX	Nexus 9300 96p 1/10G-T & additional uplink module req.	2			

Request for Proposal: Network Upgradation & Services at National Housing Bank

19.1.	CON-SNT-93128TX	SNTC-8X5XNBD Nexus 9300 with 96p	2			
19.2.	NXOS-70312.3	Nexus 9500, 9300, 3000 Base NX-OS Software Rel 7.0(3)I2(3)	2			
19.3.	N9K-C9300-ACK	Nexus 9K Fixed Accessory Kit	2			
19.4.	N9K-C9300-RMK	Nexus 9K Fixed Rack Mount Kit	2			
19.5.	N9K-M6PQ-E	ACI capable Uplink Module for Nexus 9300, 6p 40G QSFP	2			
19.6.	N9K-C9300-FAN2	Nexus 9K Fan 2, Port-side Intake	6			
19.7.	CAB-C13-CBN	Cabinet Jumper Power Cord, 250 VAC 10A, C14-C13	4			
19.8.	N9K-PAC-1200W	Nexus 9300 1200W AC PS, Port-side Intake	4			
19.9.	N1K-VLCPU-96-ESSTL	Nexus 1000V Essential Edition Paper Delivery License Qty 96	2			
19.10.	N93-LIC-PAK	N9300 License PAK Expansion	2			
19.11.	CON-SAU-N93LPAK	SW APP SUPP + UPGR N9300 License PAK Ex	2			
19.12.	N93-SERVICES1K9	Nexus 9300 Network Services (includes ITD)	2			
19.13.	N93-LAN1K9	LAN Enterprise License for Nexus 9300 Platform	2			
19.14.	N9K-DCNM-PAK	N9000 DCNM License PAK Expansion	2			
19.15.	CON-SAU-N9DCNMPK	SW APP SUPP + UPGR N9000 DCNM License PAK Expansion	2			
19.16.	DCNM-LAN-N93-K9	DCNM for LAN Advanced Edt. for Nexus 9300 switches	2			
19.17.	CON-SAU-N93LANK9	SW APP SUPP + UPGR DCNM for LAN Advance	2			
Server Farm Switch Uplink 40G to 10G Convert						
20.	CVR-QSFP-SFP10G=	QSFP to SFP10G adapter	8			
Server Farm Switch Uplink and Interconnect SFP						
21.	SFP-10G-SR=	10GBASE-SR SFP Module	8			
Bundle of 1xWLC and 2xIndoor Access Points with Integrated Antennas						
22.	AIR-AP1702I-D-WLC	Mobility Express Bundle AP1700i-D and WLC2504	1			

Request for Proposal: Network Upgradation & Services at National Housing Bank

		with 25 lic			
22.1.	CON-SNT-AIRAP7DL	SNTC-8X5XNBD Mobility Express Bundle AP1700i-D and WL	1		
22.2.	SWAP1700-RCOVRY-K9	Cisco 1700 Series IOS WIRELESS LAN RECOVERY	2		
22.3.	AIR-AP-T-RAIL-R	Ceiling Grid Clip for Aironet APs - Recessed Mount (Default)	2		
22.4.		AC Power cord having C14 connector (PDU end) and C13 Connector towards device (for WLC only)	1		
22.5.	LIC-CT2504-25	25 AP License for 2504 WLAN Controller	1		
22.6.	AIR-CT2504-SW-8.1	Cisco 2504 Wireless Controller SW Rel. 8.1	1		
22.7.	AIR-AP-BRACKET-1	802.11n AP Low Profile Mounting Bracket (Default)	2		
22.8.	AIR-CAP1702I-DZBLK	BOM Level AP1700i Bulk PID for D reg domain	2		
22.9.	CON-SNT-ACAPDZBL	SNTC-8X5XNBD BOM Level AP1700i Bulk PID for D reg dom	2		
22.10.	AIR-CT2504-25-K9Z	2504 Wireless Controller in a bundle with 25 AP licenses	1		
22.11.	CON-SNT-AIR25K9Z	SNTC-8X5XNBD 2504 Wireless Controller in a bundle wit	1		
22.12.	S3G5K9W7-15303JAB	Cisco 1700 Series IOS WIRELESS LAN	2		
22.13.	AIR-CT2504-CCBL	2504 Wireless Controller Console Cable	1		
22.14.	LIC-CT2504-BASE	Base Software License	1		
22.15.	SWAP1700-CMB-A1-K9	Cisco 1700 Series Combined Unified and Autonomous (xxxxx) SW	2		
Rack Mount Kit for WLC					
23.	AIR-CT2504-RMNT=	2504 Wireless Controller Rack Mount Bracket	1		
Indoor Access Points with Integrated Antennas					
24.	AIR-CAP1702I-D-K9	802.11ac CAP; 3x3:2SS; Int Ant; A Reg Domain	13		
24.1.	CON-SNT-AIR17DK9	SNTC-8X5XNBD 802.11ac CAP; 3x3:2SS; Int Ant; A Reg Do	13		
24.2.	S3G5K9W7-15303JAB	Cisco 1700 Series IOS	13		

Request for Proposal: Network Upgradation & Services at National Housing Bank

		WIRELESS LAN				
24.3.	SWAP1700-RCOVRY-K9	Cisco 1700 Series IOS WIRELESS LAN RECOVERY	13			
24.4.	SWAP1700-CMB-A1-K9	Cisco 1700 Series Combined Unified and Autonomous (xxxxx) SW	13			
24.5.	AIR-AP-BRACKET-1	802.11n AP Low Profile Mounting Bracket (Default)	13			
24.6.	AIR-AP-T-RAIL-R	Ceiling Grid Clip for Aironet APs - Recessed Mount (Default)	13			
24.7.	AIR-OPT60-DHCP	Service Provider Option 60 for Vendor Class Identifier	13			
Cisco Prime Infrastructure to manage network with 15 (APs), 17 (2Ks), 2 (4Ks) and 2 (N93xx) without HA and deploy PI on a virtual appliance						
25.	R-MGMT3X-N-K9	Cisco Ent MGMT: Lic For PI 3.x And APIC EM Solution Apps	1			
25.1.	CON-ECMU-RMGMT3XN	SWSS UPGRADES Cisco MGMT: Lic For Prime Infra 3.x And	1			
25.2.	R-PI31-SW-K9	Prime Infrastructure 3.1 Software	1			
25.3.	CON-ECMU-RPI31SW9	SWSS UPGRADES Prime Infrastructure 3.1 Software	1			
25.4.	L-MGMT3X-AP-K9	Cisco Ent MGMT: PI 3.x LF, AS & APIC-EM Lic, 1 AP	15			
25.5.	CON-ECMU-LMGMTAPK	SWSS UPGRADES Cisco Ent MGMT PI 3.x LF, AS APIC-EM	15			
25.6.	L-MGMT3X-2K-K9	Cisco Ent MGMT: PI 3.x LF,AS & APIC-EM Lic, 1 Cat 2K	17			
25.7.	CON-ECMU-LMGMT32X	SWSS UPGRADES Cisco Ent MGMT: PI 3	17			
25.8.	L-MGMT3X-4K-K9	Cisco Ent MGMT: PI 3.x LF,AS & APIC-EM Lic, 1 Cat 4K	2			
25.9.	CON-ECMU-LMGMT4KK	SWSS UPGRADES Cisco Ent MGMT:PI 3.x LF,AS APIC-EM L	2			
25.10.	L-MGMT3X-N93XX-K9	Cisco Ent MGMT: PI 3.x LF, AS Lic, 1 Nexus 93XX	2			
25.11.	CON-ECMU-LMGMXXT3	SWSS UPGRADES Cisco Ent MGMT: PI 3	2			

Request for Proposal: Network Upgradation & Services at National Housing Bank

25.12.	L-MGMT3X-PI-BASE	Cisco Ent MGMT: PI 3.x Platform Base Lic	1			
25.13.	CON-ECMU-LMGMBASE	SWSS UPGRADES Cisco Ent MGMT PI 3.x Platform Base Lic	1			
DMZ Switches						
26.	WS-C3650-24TS-E	Cisco Catalyst 3650 24 Port Data 4x1G Uplink IP Services	2			
26.1.	CON-SNT-WS5024SE	SNTC-8X5XNBD Cisco Catalyst 3650 24 Port Data 4x1G Up	2			
26.2.	S3650UK9-36E	CAT3650 Universal k9 image	2			
26.3.	PWR-C2-250WAC	250W AC Config 2 Power Supply	2			
26.4.	PWR-C2-250WAC/2	250W AC Config 2 Secondary Power Supply	2			
26.5.	CAB-C15-CBN	Cabinet Jumper Power Cord, 250 VAC 13A, C14-C15 Connectors	4			
26.6.	C3650-STACK-KIT	Cisco Catalyst 3650 Stack Module	2			
26.7.	C3650-STACK	Cisco Catalyst 3650 Stack Module	4			
26.8.	STACK-T2-50CM	50CM Type 2 Stacking Cable	2			
DMZ Switch - Copper Uplink to Firewall						
27.	GLC-T=	1000BASE-T SFP	8			
Core MPLS Firewall						
28.	ASA5525-FPWR-BUN	ASA 5525-X with FirePOWER Svcs. Chassis and Subs. Bundle	1			
28.1.	ASA5525-FPWR-K9	ASA 5525-X with FirePOWER Services, 8GE, AC, 3DES/AES, SSD	2			
28.2.	CON-SNT-A25FPK9	SNTC-8X5XNBD ASA 5525-X with FirePOWER Services, 8GE,	2			
28.3.	SF-ASA-X-9.2.2-K8	ASA 9.2.2 Software image for ASA 5500-X Series,5585-X,ASA-SM	2			
28.4.	ASA5525-CTRL-LIC	Cisco ASA5525 Control License	2			
28.5.	ASA-RAILS	ASA 5512-X -- ASA 5555-X Rail Kit	2			
28.6.	SF-ASA-FP5.4-K9	Cisco FirePOWER Software	2			

Request for Proposal: Network Upgradation & Services at National Housing Bank

		v5.4 for ASA 5500-X			
28.7.	Power Cord having C14 connector (PDU end) and C13 Connector towards device		2		
28.8.	ASA-IC-B-BLANK	ASA 5525-X Interface Card Blank Slot Cover	2		
28.9.	ASA5500X-SSD120INC	ASA 5512-X through 5555-X 120GB MLC SED SSD (Incl.)	2		
28.10.	ASA5525-MB	ASA 5525 IPS Part Number with which PCB Serial is associated	2		
28.11.	ASA5500-ENCR-K9	ASA 5500 Strong Encryption License (3DES/AES)	2		
28.12.	L-ASA5525-TA=	Cisco ASA5525 FirePOWER IPS License	2		
28.13.	L-ASA5525-TA-5Y	Cisco ASA5525 FirePOWER IPS 5YR Subscription	2		
28.14.	FS-VMW-2-SW-K9	Cisco Firepower Management Center,(VMWare) for 2 devices	1		
Switch for Internet facing Firewall and Routers					
29.	WS-C2960X-24TS-L	Catalyst 2960-X 24 GigE, 4 x 1G SFP, LAN Base	2		
29.1.	CAB-C15-CBN	Cabinet Jumper Power Cord, 250 VAC 13A, C14-C15 Connectors	2		
29.2.	PWR-CLP	Power Retainer Clip For Cisco 3560-C and 2960-C Compact Swit	2		
29.3.	C2960X-STACK	Catalyst 2960-X FlexStack Plus Stacking Module	2		
29.4.	CAB-STK-E-0.5M	Cisco FlexStack 50cm stacking cable	2		
SAN Switch					
30.	DS-C9148S-12PK9	MDS 9148S 16G FC switch, w/ 12 active ports	2		
30.1.	CON-SNT-C48S	SNTC-8X5XNBD MDS 9148S 16G FC switch	2		
30.2.	DS-9148S-KIT-CSCO	MDS 9148S Accessory Kit for Cisco	2		
30.3.	M9148S-PL12	MDS 9148S 16G FC 12-port upgrade license	4		
30.4.	CAB-C15-CBN	Cabinet Jumper Power Cord, 250 VAC 13A, C14-	4		

Request for Proposal: Network Upgradation & Services at National Housing Bank

		C15 Connectors			
30.5.	AC Power cord having C14 connector (PDU end) and C13 Connector towards device		4		
30.6.	M91S5K9-7.3.0	MDS 9100 Supervisor/Fabric-5, NX-OS Software Release 7.3.0	2		
30.7.	DS-SFP-FC4G-SW=	4 Gbps Fibre Channel-SW SFP, LC, spare	30		
31.	Internet Enterprise Firewall with integrated IPS and AMP. IPS & AMP subscription to be activated for 5 years from day 1. (PI refer technical spec sheet for compliance)		2		
32.	Cost of first year AMC & 3-year Warranty for items at S.No. 1 to 31 for first year				
33.	Total Cost of solution [A]				
34.	Total Cost for commercial evaluation i.e. 40% of A [A1]				

***Note: The price quoted in the commercial bid will be applicable for future procurements made within 1 year of the purchase order, if any. For any procurement post first year, the rates will be adjusted based on ERV clause.**

B. Implementation cost (Weightage 30%)

Table B

S.No	Particulars	Tax Rate	Amount
1	Total cost of Implementation required for Installation and configuration of proposed equipment and NMS solution.		
	Total Implementation Cost [B]		
	Total Cost for commercial evaluation i.e 30% of B [B1]		

C. Cost of Support/AMC & Warranty of proposed solution & equipment (Weightage 20%)

Table C

S.No	Particulars	Tax Rate	Amount
1	Total Support Cost of proposed solution for 2 nd year		
2	Total Support Cost of proposed solution for 3 rd year		
3	Total Support Cost and Warranty/ Smartnet of proposed solution & equipment for 4 th year		
4	Cost of AMC and Warranty/ Smartnet of proposed solution & equipment for 5 th year		
	Total Cost (C)		
	Total Cost for Commercial Evaluation i.e. 20 % of C [C1]		

Request for Proposal: Network Upgradation & Services at National Housing Bank

D. SUMMARY OF COST TOWARDS PRESENT REQUIREMENT [X]

Table D

SI No	Item Description	Total Cost inclusive of Taxes	Total Cost in words
1.	Total Cost towards items mentioned at Table A above		
2.	Total installation, Implementation and commissioning charges as per Table B above		
3.	Total Cost towards Support/Warranty as per Table C above		
4.	TOTAL COST [X]		
5.	TOTAL COST FOR COMMERCIAL EVALUATION (A1+B1+C1) [X1]		

II. Future Requirement# (Weightage 10%):

SI No	Particulars	Total Cost inclusive of taxes
1	Man-day rate for configuration/customization/ implementation of Network & Network Equipment in future	
2	Configuration/Customization of Network at Bank's DR Site in Mumbai	
3	Total Cost for future requirement (Y)	
	Total Cost for commercial evaluation i.e. 10% of Y [Y1]	

Please note that all future procurements for network equipment will be made as per price quoted in Table 1.A. The above quoted price will be valid for all additional purchases made during first year from the date of Work order, however purchase orders post one year will be made as per ERV clause.

III. Summary of Project Cost & Commercial Evaluation:

i. Total Cost of Project:

SI No	Item Description	Total Cost inclusive of taxes	Total Cost in words
1	Total Cost towards Implementation of complete solution and support services for First year*		
2	Total Cost towards Implementation of complete solution and support services for Five years [X]		

*Note: Successful bidder will be issued work order for the first year. Support services will be renewed for subsequent years subject to satisfactory services & yearly review.

Request for Proposal: Network Upgradation & Services at National Housing Bank

ii. **Commercial Evaluation**

a. Total value be considered for Commercial Evaluation (after applying applicable weightages):

S.No	Item Description	Total Value*
1	Total Value for Commercial evaluation. [X1+Y1]	

****The value is only used for commercial evaluation purposes; it has no relevance with cost of order.***

iii. **L1 bidder will be shortlisted as per clause 8. v & 8.vi, detailed in this RFP**

Authorized Signatories

(Name & Designation, seal of the company)

Date:

Request for Proposal: Network Upgradation & Services at National Housing Bank

Annexure-IX

Address and Contact Details of Locations

SI No	Location Details	Contact Details
1.	Head Office: National Housing Bank Core 5A, India Habitat Centre, 3rd-5th floor, Lodhi Road, New Delhi - 110003 Phone No. +91-11-24649031 to 35 FAX No. +91-11-24646988, 24649041 e-mail : ho@nhb.org.in	Shri S K Padhi Dy. General Manager - IT Phone: 011-24626383, 24649031- 35 Extn – 359 Mob : 09717691287
2.	Regional Office: National Housing Bank Mumbai Life Building, 45, Veer Nariman Road, Fort, Mumbai - 400023 Phone No. +91-22- 22851560-64 FAX No. +91-22-22851555 e-mail : romum@nhb.org.in	Shri V Sambamurthy Assistant General Manager Phone: 022-22822624 Mob : 9820538547

For latest address/contact pl refer Bank's Website: www.nhb.org.in

Request for Proposal: Network Upgradation & Services at National Housing Bank

Annexure X

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 :

Request for Proposal: Network Upgradation & Services at National Housing Bank

Annexure XI

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 Network, its upgradation and support services

We who are established and reputable manufacturers ofhaving 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 this 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. *Manufacturer may use his own format however no relevant details, as detailed above, be missed in the MAF.*

Request for Proposal: Network Upgradation & Services at National Housing Bank

Annexure XII

**ECS MANDATE
FORM FOR PROVIDING DETAILS OF BANK ACCOUNT FOR CREDIT OF PAYMENT FROM NATIONAL HOUSING
BANK**

(Please fill in the information in CAPITAL LETTERS)

1. Name of the vendor/supplier _____

2. Address of the vendor/supplier _____

City _____ Pin Code _____

E-mail id _____

Phone /Mobile No. _____

Permanent Account Number (PAN) _____

Service Tax Registration No. _____

TIN No. _____

3. Particulars of Bank Account

A. Name of Account same as in the Bank _____

B. Name of the Bank _____

C. Name of the Branch _____

D. Address of the Branch with Tel No. _____

E. Account No. (appearing in Cheque book) _____

F. Account Type (SB, Current, etc.) _____

G. MICR No. _____

H. IFSC Code of the bank branch (to be obtained from the respective branch) _____

I/We hereby authorize National Housing Bank to credit payment(s) to my/our above bank account by ECS. # (#ECS will accepted on centers where the facility is available).

I/We hereby declare that the particular given above are correct and complete. If the transaction is delayed or not effected at all by ECS for reasons of incomplete or incorrect information, I/we would not hold National Housing Bank responsible. I also undertake to advise any change in the particulars of my account to facilitate updation of records for purpose of credit of amount through RTGS/NEFT.

I also agree that without prejudice to the generality of the foregoing, in the event National Housing Bank is not able to carry out the ECS instructions given by me, National Housing Bank may make such arrangements for payment as deemed appropriate by it, for effecting the transaction.

Place:

Date:

Authorized Signatory/ies

Certified that the particulars furnished above are correct as per our records.

Bank's Stamp:

Date:

Signature of the Authorized Official of the Bank

Request for Proposal: Network Upgradation & Services at National Housing Bank

-XXX end of RFP document XXX-