

रा.आ.बैंक/आईटीडी/कोट./वेब-पब्लिश एवं ईमेल /2020

06 फरवरी, 2020

नाम एवं पता अंग्रेजी पत्रानुसार,

महोदय,

**राष्ट्रीय आवास बैंक - मुख्यालय, नई दिल्ली में DDoS संरक्षण के साथ इंटरनेट लीड लाइन बैंडविड्थ सर्विसेज की आपूर्ति, कमीशनिंग एवं अनुरक्षण के लिए बोलियों का आमंत्रण**

राष्ट्रीय आवास बैंक (रा.आ.बैंक) चयनित कंपनियों से मुहरबंद कोटेशन आमंत्रित करता है जो राष्ट्रीय आवास बैंक - मुख्यालय, नई दिल्ली में DDoS संरक्षण के साथ इंटरनेट लीड लाइन बैंडविड्थ सर्विसेज की आपूर्ति, कमीशनिंग एवं अनुरक्षण के लिए आईपीवी6 वाले एनआईएक्सआई नई दिल्ली के सदस्य हैं। (प्रति संलग्न)

लिफाफे नॉन-विंडो होने चाहिये और उस पर “राष्ट्रीय आवास बैंक- मुख्यालय, नई दिल्ली में DDoS संरक्षण के साथ इंटरनेट लीड लाइन बैंडविड्थ सर्विसेज की आपूर्ति, कमीशनिंग एवं अनुरक्षण के लिए बोलियों का आमंत्रण” लिखा होना चाहिये।

लिफाफे को रा.आ.बैंक के नीचे दिए गए पते पर भेजें:

**उप महाप्रबंधक  
आईटी विभाग  
राष्ट्रीय आवास बैंक  
कोर - 5ए, तृतीय तल, भारत पर्यावास केंद्र  
लोधी रोड, नई दिल्ली 110003**

कोटेशन 26 फरवरी, 2020 तक शाम 6.00 बजे से पहले उपरोक्त पते पर पहुंच जाना चाहिए।

भवदीय,

**क्षेत्रीय प्रबंधक-आईटीडी  
राष्ट्रीय आवास बैंक**

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

**1. Introduction**

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

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

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

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

**2. Scope of Work**

The Bank invites bids from reputed Internet Service Providers (ISPs) who are members of NIXI having connected network in Delhi /Noida with IPv6 enablement (other than Sify Technologies Limited as NHB is having secondary Internet lease line from Sify Technologies Limited) for Supply, Commissioning and Maintenance of Dedicated 32 Mbps (1:1 uncompressed, unfiltered and unshared) Internet Leased Line bandwidth services with enabled managed DDoS Detection and Mitigation Services at its Head Office at New Delhi. Bidders to provide a dedicated Internet bandwidth through **Optic Fiber as last-mile connectivity**. Both availability and consistent bandwidth are critical. Bidder to provide dual last mile connectivity in active-active mode.

This includes setting up of dual last mile connectivity, supply and installation of necessary equipment (CPE) etc. The Bank will enter into a service contract with successful Bidder for a period of 5 years w.e.f. **date of commissioning of link** which will be reviewed on annual basis and on satisfactory performance the same will be renewed for subsequent years. If the performance is not found satisfactory Bank has the discretion to cancel the service

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

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

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

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

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

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

Includes but not limited to:

1. Dedicated 32 Mbps (1:1 uncompressed, unfiltered and unshared) Internet

- Leased Line bandwidth services, scalable at short notice up to 64 Mbps.
2. Average latency should not be more than 300ms up to ISP's 1st Tier 1 peering point.
  3. Managed DDoS Detection, Protection and Mitigation Services enabled from day 1, to protect internet and online resources against 512 Mbps DDoS traffic.

The DDoS mitigation should include the below features:

- Statistical anomaly based attack detection - Vendor's solution should use past traffic pattern to differentiate between legitimate and malicious traffic. Legitimate users should not get affected during attack mitigation. Vendor SHALL explain clearly the false positive and false negative rates and how false positive/negative can be avoided in the proposed solution.
- Vendor's solution should automatically learn and adapt to changes in customer's traffic profile. The solution should identify attacks based on recent customer traffic profile and not based on static customer profile.
- Vendor's solution should have ability to block IP's from known or suspected geographical locations.
- The proposed solution shall have the capacity to handle DDOS attack traffic.
- The proposed solution shall have the capability to generate alert and log DDoS attack that has been detected for future reference. Vendor shall also notify Customer in a timely manner when DDoS attack against Customer network has been detected in their system.
- The delivery should be through a public IP address and NHB should be able to create a network with a pool of minimum 32 public IPv4 addresses on LAN and 4 Public IPv4s addresses over WAN. (WAN IP pool for ILL IPv4 /30 and LAN IP pool IPv4 /27).
- ISP shall provide dual POP dual CPE implementation link to customer equipment. It should be ensured not to terminate the connection of other customers on the devices installed at our premises. ISP shall provide the PE/router at its own cost for leased line enablement during the period of contract.
- Uptime guarantee with Service Level Agreement (SLA) - 99.90% month-on-month basis.

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

**Hardware for Termination :**

1. Router, Mux/Modem, and any other hardware required to be provided by ISP.
2. Supplied hardware should be included in the services and it will be

the property of the ISP only.

3. Maintenance of Hardware supplied by ISP will be the responsibility of ISP only.

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

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

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

#### **Shifting**

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

#### **Penalty clause**

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

| <b>Uptime per month</b> | <b>Penalty in % of Monthly Payment</b> |
|-------------------------|--|
| >= 99.90%               | 0                                      |
| > 98.50 to < 99.90      | 5                                      |
| > 97.50 to < 98.50      | 10                                     |
| > 96.50 to < 97.50      | 20                                     |
| > 95.50 to < 96.50      | 30                                     |
| > 95.00 to < 95.50      | 40                                     |
| > 90.00 to < 95.00      | 50                                     |
| < 90                    | 100                                    |

In the event of non-provisioning of connectivity at any location/office even after extension of delivery date. Penalty at 1 % of the annual cost of the link will be charged for every week's delay subject to maximum of 10%.

### **Exclusions**

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

- Schedule maintenance by the service provider with prior intimation
- Link down due to power failure at Bank location/office
- Force majeure events

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

Failure to furnish all information required by the bidding documents may result in the rejection of its bid and will be at the bidder's own risk. No binding legal relationship will exist between any of the Respondents and Bank until execution of a contractual agreement. A Recipient will, by responding to Bank for Bid submission, be deemed to have accepted the terms of this Introduction and Disclaimer. Recipients are required to direct all communications related to this, through the Nominated Point of Contact person:

|  |  |
|--|--|
| <p><b>Contact: Sh. Susanta Kr Padhi</b><br/> <b>Position: Dy. General Manager</b><br/> <b>Email: Susanta.padhi@nhb.org.in</b><br/> <b>Telephone: +91 - 11 - 39187113</b></p> | <p><b>Contact: Sh. Munish Bhutani</b><br/> <b>Position: Regional Manager</b><br/> <b>Email: munish.bhutani@nhb.org.in</b><br/> <b>Telephone: +91 - 11 - 39187187</b></p> |
|--|--|

1. Bank may, in its absolute discretion, seek additional information or

material from any Respondents after the Bid closes and all such information and material provided must be taken to form part of that Respondent's response.

2. Respondents should provide details of their contact person, telephone, fax, email and full address(s) to ensure that replies to bids could be conveyed promptly
3. The bidders must familiarize themselves with local conditions and take these into account while preparing their proposal.
4. Costs involved in preparation of the Proposal, documentation cost etc. are not reimbursable.
5. Bank is not bound to accept any of the proposals submitted to it.
6. The bidder will, by responding to the Bank's invitation document, be deemed to have accepted the terms as stated in this document.
7. The selection process would be based on L1 criteria where full weightage would be given to commercial bid only.
8. The bidder should be an ISP connected member of NIXI in Delhi (Noida) with IPv6 enabled connected network, having valid ISP license. The bids not complying with this criteria will not be considered for commercial evaluation.
9. Average latency should not be more than 300ms up to ISP's 1st Tier 1 peering point.
10. The ISP must have adequate support facility in NCR/Delhi/Mumbai to provide 24 X 7 X 365 customer support.
  - i. The ISP should have centralized trouble ticketing tool for call logging, monitoring and troubleshooting purpose.
  - ii. The ISP should have single Toll Free number/Help Desk for all the call logging and status update.
  - iii. The ISP should have well defined capabilities and procedures to track call resolution Progress status and provide the updates to the customer. In addition, ISP should have well defined management and technical escalation procedures.
  - iv. The ISP should assign one SAM (Service Assurance Manager) for the customer.
  - v. The ISP has to provide Software Tool/Method to measure/check the Internet Bandwidth provided by the bidder.
  - vi. The ISP has to provide monthly MRTG Report of usage of Bandwidth and will ensure that getting 32 Mbps (1:1) Bandwidth.
  - vii. The bidder is required to offer Service Level Agreement (SLA) for the

- proposed Link along with a guaranteed uptime commitment of 99.50%.
11. The ISP should have fully resilient and self-healing network architecture on fibre medium, for the domestic backbone up to the international gateway in India. The ISP should have an extremely reliable network and redundancy is expected at all levels (i.e., at the Network Operations Centre, on the domestic backbone and on the Internet gateway leading to exit points out of India).
  12. The offers containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer. Filling up of the information using terms such as "OK", "accepted", "noted", "as given in brochure/manual" is not acceptable. Bank may treat offers not adhering to these guidelines as unacceptable. Bank may, at its discretion, waive any minor non-conformity or any minor irregularity in the offer. This shall be binding on all bidders and Bank reserves the right for such waivers.
  13. The bid prepared by the Bidders, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the Bank and supporting documents and printed literature shall be written in English.
  14. Bidder may check feasibility beforehand for smooth delivery of links at our Delhi Location, if selected.
  15. Queries / Clarification if any, may be taken up with the contact person detailed above within 10 days from the date of this tender between 11.00 am to 05.00 pm on Monday to Friday.
  16. The Bidder shall seal the envelopes containing Technical Bid (supporting documents) and Commercial proposals separately. Failing in which bid may be rejected and no further communication will be entertained.
  1. The envelopes should be NON-WINDOW, each super scribed with "Invitation of bids for Supply, Commissioning and Maintenance of Internet Leased Line Bandwidth Services along with DDoS Protection at National Housing Bank-Head Office, New Delhi."

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

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

2. All envelopes should indicate on the cover the name and address of bidder along with contact number.
3. If the envelope is not sealed and marked as described above, the Bank will assume no responsibility for the Bid's misplacement or its premature opening.
4. The bids must be received by the Bank at the addressed specified, on or before **1800 Hours, 26 February, 2020.**
5. 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.
6. 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.
7. 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.
8. 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.
9. The price quoted should be in Indian Rupees on a fixed price basis and should include the followings: Cost of equipment, software licenses, etc., (including their warranty and implementation costs), etc., inclusive of all taxes, levies, duties, service tax, other charges, etc. The cost should include consultancy for site preparation, layout design and installation.
10. The bidder is responsible for liaison with Government Agencies or other departments to provide any license, approval, etc. that may be required.
11. The prices quoted shall be inclusive of all transportation and insurance costs.
12. The vendor should clearly furnish the cost matrix strictly as per the structure provided in the Annexure 2.
13. Any deviation may lead to bid rejection. Bank reserves its right to cancel the order in the event of one or more of the following conditions:
  - Delay in installation & commissioning of the system beyond 6 weeks from the date of acceptance of the Purchase order.
14. The decision of the Bank is final towards evaluation of the bid documents.
15. The Bidder shall bear all costs for execution, stamp duty and submission of contract and agreement (SLA, NDA, etc.). Bank shall not be responsible or liable for reimbursing/compensating these costs.

16. The Bidder is responsible for managing the activities of its personnel or the personnel of its subcontractors/franchisees and will be accountable for both. The Bidder shall be vicariously liable for any acts, deeds or things done by their employees, agents, contractors, subcontractors etc. which is outside the scope of power vested or instructions issued by the Bank. Bidder shall be the principal employer of the employees, agents, contractors, subcontractors etc. engaged by Bidder and shall be vicariously liable for all the acts, deeds or things, whether the same is within the scope of power or outside the scope of power, vested under the contract to be issued for this tender. No right of any employment shall accrue or arise, by virtue of engagement of employees, agents, contractors, subcontractors etc. by the Bidder, for any assignment under the contract to be issued for this invitation/tender.
17. As per Central Vigilance Commission (CVC) directives, it is required that SIs/ Suppliers/ Contractors observe the highest standard of ethics during the procurement and execution of such contracts. The Bank reserves the right to reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
18. Arithmetic errors, if any, in the price breakup format will be rectified on the following basis:
  - i. If there is discrepancy between the unit price and the total price, which is obtained by multiplying the unit price with quantity, the unit price shall prevail and the total price shall be corrected unless it is a lower figure. If the supplier does not accept the correction of errors, its bid will be rejected.
  - ii. If there is discrepancy in the unit price quoted in figures and words, the unit price, in figures or in words, as the case may be, which corresponds to the total bid price for the item shall be taken as correct.
  - iii. If the vendor has not worked out the total bid price or the total bid price does not correspond to the unit price quoted either in words or figures, the unit price quoted in words shall be taken as correct.
  - iv. 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
19. Time and quality of the service are the essence of this agreement. Failure to do so will be considered as breach of the terms and conditions of the contract.
20. Any additional or different terms and conditions proposed by the Bidder would be rejected unless expressly assented to in writing by Bank.
21. By submitting a proposal, the Bidder agrees to promptly contract with Bank for any work awarded to the Bidder. Failure on the part of the awarded Bidder to

execute a valid contract with Bank will relieve Bank of any obligation to the Bidder, and a different Bidder may be selected.

22. If a Bidder makes any statement or encloses any form which turns out to be false/incorrect at any time i.e. during the evaluation of the Bid / even after placing the Purchase Order (PO). Bid/PO will be rejected/cancelled and suitable action will be taken.
23. Any form of canvassing/lobbying/influence/query regarding short listing, status, etc. may lead to disqualification.
24. The Bidder shall keep confidential any information obtained under the contract and shall not divulge the same to any other person with consent in writing by Bank. In case of non-compliance, the contract is liable to be cancelled by Bank.
25. At any time prior to the deadline for submission of Bids Bank may, for any reason, whether at his own initiative or in response to a clarification requested by prospective Bidders, modify the proposal by amendment, which will be final.
26. In the event of the order being placed on the bidder, the provisioning, installation & Commissioning and operationalization should be completed within 6 weeks from the date of PO.
27. Disclaimer - Subject to any law to the contrary, and to the maximum extent permitted by law, Bank and its directors, officers, employees, contractors, agents, and advisers disclaim all liability from any loss claim, expense (including, without limitation, any legal fees, costs, charges, demands, actions, liabilities expenses or disbursements incurred therein or incidental thereto or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of any presumptions/ information (whether oral or written and whether express or implied information, including forecasts, statements, estimates, or projections contained in this tender document or conduct ancillary to it whether or not the losses or damage arises in connection with any negligence, omission, default, lack of care or misrepresentation on the part of Bank or any of its directors, officers, employees, contractors, agents, or advisers.

### **Brief & Training**

The vendor shall provide pre-engagement brief and training to Bank's personnel. Brief and training shall also be provided to Bank's personnel post delivery/ operationalization of links.

## **Termination Clause**

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

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

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

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

- Point to point network uptime of minimum 99.9%
- Internet availability guarantees, packet loss guarantees, latency guarantees.
- Procedure for resolving service problems, compensation for service outages and degradation of service
- Availability of 24 hour X 7 days Help Desk Service.
- Availability of online traffic statistics (the same should be available to the customer).
- The complete escalation matrix.
- Penalty Clause

- Technical Data, Data Transfer loss and pilferage etc.

### **Schedule of Work**

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

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

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

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

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

| <b>S. No.</b> | <b>Information</b>  | <b>Particulars / Response</b>   |
|---------------|---|---|
| 1.            | Company Name  |   |
| 2.            | Date of Incorporation   |   |
| 3.            | Type of Company<br>[Govt/PSU/Pub. Ltd / Pvt.<br>Ltd/partnership/proprietary]  |   |
| 4.            | Registration No. and date of Registration.<br><i>Registration Certificate to be enclosed</i>  |   |
| 5.            | Address of Registered Office with contact numbers<br>[phone / fax]  |   |
| 6.            | GSTIN (Documentary proof to be enclosed)  |   |
| 7.            | PAN No (Documentary proof to be enclosed)   |   |
| 8.            | <b>Contact Details of Bidder authorized to make commitments to Bank</b>   |   |
| 9.            | Name  |   |
| 10.           | Designation   |   |
| 11.           | FAX No  |   |
| 12.           | Mail ID   |   |
| 13.           | Company Head Office and Addresses<br>Contact Person(s)<br>Phone<br>Fax<br>E-mail<br>Website   |   |
| 14.           | Any pending or past litigation (within three years)? If yes please give details<br>Also mention the details of claims and complaints received in the last three years (About the Company / Services provided by the company). | Yes/No/Comments (if option is 'Yes')(If option is 'Yes' Bidder may Not be considered) |

|    |   |         |           |                    |
|----|---|---------|-----------|--------------------|
| 15 | Please mention turnover for last three years and include the copies of Balance Sheet in | Year    | Turn over | Profit/<br>Loss(-) |
|    |   | 2016-17 |           |                    |
|    |   | 2017-18 |           |                    |
|    |   | 2018-19 |           |                    |

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

**Signature of Bidder**

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

| <b>S.No</b> | <b>Technical Requirement</b>   | <b>Declaration(Yes/No)</b> |
|-------------|--|----------------------------|
| 1.          | Average latency should not be more than 300ms up to ISP's 1st Tier 1 peering point.  |                            |
| 2.          | The ISP must have adequate support facility in NCR/Delhi to provide 24 X 7 X 365 customer support.   |                            |
| 3.          | The ISP must have centralized portal for call logging, monitoring and troubleshooting purpose.   |                            |
| 4.          | The ISP should have single Toll Free number/Help Desk for all the call logging and status update.  |                            |
| 5.          | The ISP should have well defined capabilities and procedures to track call resolution Progress status and provide the updates to the customer. In addition, ISP should have well defined management and technical escalation procedures. |                            |
| 6.          | The ISP will assign one SAM (Service Assurance Manager) for the customer.  |                            |
| 7.          | The ISP has to provide Software Tool/Method to measure/check the Internet Bandwidth provided by the bidder.  |                            |
| 8.          | The ISP has to provide monthly MRTG Report of usage of Bandwidth and will ensure that getting 32 Mbps (1:1) Bandwidth.   |                            |
| 9.          | The bidder is required to offer Service Level Agreement (SLA) for the proposed Link along with a guaranteed uptime commitment of 99.9%.  |                            |
| 10.         | The ISP should have fully resilient and self-healing network architecture on fiber medium, for the domestic backbone up to the international gateway in India.   |                            |
| 11.         | The ISP must have managed DDoS Detection & Mitigation Services enabled from day 1 to protect internet and online resources against 512 Mbps of DDoS traffic  |                            |
| 12.         | The Mode of delivery – Dual last mile connectivity in active-active mode (Dual POP/ Dual CPE)  |                            |

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

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

Date:

Dear Sir,

Ref: -

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

Seal & Signature of the bidder

Phone No.:

Fax:

E-mail:

Place:

Date:

## Commercial Bid Format

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

Bidders are requested to note the following:

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

### Commercial Bid Format:-

| In Rs       |  |                       |                         |  |
|-------------|--|-----------------------|-------------------------|--|
| S.No<br>(i) | Description<br>(ii)  | Charges/Cost<br>(iii) | Taxes in<br>Rs.<br>(iv) | Total charges/cost<br>(all inclusive<br>V=(iii+iv) |
| 1.          | ONE TIME CHARGES /Cost <b>(Inclusive of registration, Installation, testing , equipment, cables etc.)</b>            |                       |                         |  |
| 2.          | Annual Recurring Charges for providing ILL Services(32 Mbps) with DDoS for 512 Mbps traffic for 1 <sup>st</sup> year |                       |                         |  |
| 3.          | Annual Recurring Charges for providing ILL   |                       |                         |  |

|  |   |  |  |  |
|--|---|--|--|--|
|  | Services(32 Mbps) with DDoS for 512 Mbps traffic for 2 <sup>nd</sup> year   |  |  |  |
| 4.   | Annual Recurring Charges for providing ILL Services(32 Mbps) with DDoS for 512 Mbps traffic for 3 <sup>rd</sup> year    |  |  |  |
| 5.   | Annual Recurring Charges for providing ILL Services (32 Mbps) with DDoS for 512 Mbps traffic for 4 <sup>th</sup> year   |  |  |  |
| 6.   | Annual Recurring Charges for providing ILL Services(32 MBps) with DDoS for 512 Mbps traffic for 5 <sup>th</sup> year    |  |  |  |
| 7.   | Charges for additional ILL bandwidth in increment of 32#  |  |  |  |
| 8.   | Charges for additional DDoS Detection& Mitigation Services in increment of 512 Mbps traffic and increased upto 1 GB #   |  |  |  |
| 9.   | Charge of additional IP address (Additional IP are required Unit-wise. Upper limit for LAN IP pool is IPv4 /29 (8 IP))# |  |  |  |
| <b>Total Cost</b><br><b>(1+2+3+4+5+6+7+8+9)*</b> |   |  |  |  |

*Note: Applicable taxes will be paid at the time of payment*

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

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