

Request for Proposal (RFP) for Internet Leased Line and Bandwidth

Introduction

National Housing Bank (NHB), a statutory organization, is a wholly owned subsidiary of the Reserve Bank of India. 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), NHB also extends financial support by way equity participation in HFCs and refinance facility to financial institutions such as Banks, HFCs, Co-operative Sector Institutions, Housing Agencies, etc. benefiting the masses 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, Bhopal, Chennai, Hyderabad and Kolkata.

National Housing Bank (hereinafter referred to as the Bank) with 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 office located at:

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

It is therefore inviting vendors to submit proposals for providing Internet services.

Scope of Work

The purpose of this RFP is to solicit proposals from vendors to provide a dedicated Internet bandwidth through **Optic Fiber as last-mile connectivity**. The RFP will be the basis for finalization of the contract with the bidder. Both availability and consistent bandwidth are critical. This includes setting up of last mile connectivity, supply and installation of necessary equipment, along with Supply of unshared 32 Mbps (1:1) Internet Bandwidth. Bank will enter into a service contract with successful bidder for a period of **5 years w.e.f. January 01, 2018** which will be reviewed on yearly basis and on satisfactory performance the same will be renewed for subsequent years.

If the performance is not found satisfactory the Bank has the discretion to cancel the service contract.

Minimum Eligibility Criteria and evaluation of Bid

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

1. The ISP should be a Class- A ISP or Unified Access Services license holder, which should be currently valid.
2. The ISP should have Direct peering (connectivity) with Tier 1 carriers to minimize numbers of hops and latency thereof, to international destinations.
3. The ISP must have a valid ISO certification.
4. The ISP Should be a Company (Incorporated in India).
5. The ISP Company Should have a minimum Annual Turnover of Rs. 500 Crore for each of the last three financial years.
6. The ISP Company should be profitable in last three financial years.
7. The ISP Company should not have been blacklisted in any of the Central or State Government departments including PSU's at the time of submission of tender.
8. The bidder should be an ISP connected member of NIXI in Delhi (Noida) with IPv6 enabled connected network.
9. The ISP must have managed DDoS Detection & Mitigation Services enabled to protect internet and online resources against Distributed Denial of Service (DDoS) attacks

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 fails to submit documentary evidence thereon would be rejected.

Commercial bids for the bid fulfilling the Minimum Eligibility Criteria will be opened.

- The commercial bid should be submitted in a separate sealed envelope.
- Proposals would be ranked according to their commercial.
- The Bank reserves the right to revise the evaluation criteria, methodology, if it finds it necessary to do so.
- Bid submitted with adjustable price quotation will be treated as non-responsive and will be rejected.

Payment Terms:-

- i. All One Time Charges shall be paid only after successful commissioning of the link with DDoS detection and mitigation services enabled and signoff by NHB.
- ii. Bidder [Service Provider] will be paid in quarterly equal installments at the end of the quarter.
- 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. Payment of any quarter will be made after deducting TDS/other taxes and applicable penalty pertaining to the quarter.
- v. Taxes will be paid in actual as per statutory rates prevalent during the period of service provided.

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

Shifting

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

Penalty clause:-

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

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

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

Exclusions

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

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

General Instruction to bidders:-

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

<p>Contact: Sh. S K Padhi Position: Dy. General Manager Email: susanta.padhi@nhb.org.in Telephone: +91 - 11 - 39187113</p>	<p>Contact: Sh. Munish Bhutani Position: Regional Manager Email: munish.bhutani@nhb.org.in Telephone: +91 - 11 - 39187187</p>
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1. 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.
2. 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.
3. The selection process consists of two phases viz., 1) Minimum Eligibility Criteria 2) Commercial Evaluation. Evaluation Criteria proposed to be adopted would be based on Quality cum Cost Based System (CBS) where full weightage would be given to commercial bid only.
4. The bids qualify the Minimum Eligibility Criteria will be eligible for further evaluation.
5. The offers containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer. Filling up of the information using terms such as "OK", "accepted", "noted", "as given in brochure/manual" is not acceptable. NHB may treat offers not adhering to these guidelines as unacceptable. NHB may, at its discretion, waive any minor non-conformity or any minor irregularity in the offer. This shall be binding on all bidders and NHB reserves the right for such waivers.
6. 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.
7. Queries / Clarification if any, may be taken up with the contact person detailed above, on or before December 11, 2017 between 11.00 am to 05.00 pm on Monday to Friday.
8. 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.

9. The Bidder shall seal the envelopes containing Technical Bid (Along with Minimum Eligibility Criteria & other document) and Commercial proposals separately. Failing in which bid may be rejected and no further communication will be entertained.
10. The envelopes should be NON-WINDOW, each super scribed with "QUOTATION FOR PROVIDING INTERNET LEASE LINE."

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

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

11. All envelopes should indicate on the cover the name and address of bidder along with contact number.
12. 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.
13. The bids must be received by the Bank at the addressed specified, on or before **1800 Hours, December 18, 2017.**
14. 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.
15. 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.
16. 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.
17. 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.

18. 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.
19. The prices quoted shall be inclusive of all transportation and insurance costs.
20. The vendor should clearly furnish the cost matrix strictly as per the structure provided in the Annexure 3.
21. Any deviation may lead to bid rejection. NHB reserves its right to cancel the order in the event of one or more of the following conditions:
 - Delay in installation & commissioning of the system beyond 5 weeks from the date of acceptance of the Purchase order.
22. The decision of the Bank is final towards evaluation of the bid documents.
23. 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
24. Average latency should not be more than 300ms up to ISP's 1st Tier 1 peering point.
25. 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 99.5%.

26. 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.

27. Any additional or different terms and conditions proposed by the Bidder would be rejected unless expressly assented to in writing by NHB.

28. 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.

29. 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.

30. At any time prior to the deadline for submission of Bids NHB may, for any reason, whether at his own initiative or in response to a clarification requested by prospective Bidders , modify the RFP by amendment, which will be

The key requirements are:

- Extreme reliability in the last mile as well as in any Customer Premises Equipment provided by the Service provider.
- 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).
- The ISP must have managed DDoS Detection & Mitigation Services enabled to protect internet and online resources against Distributed Denial of Service (DDoS) attacks

Termination Clause

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

- Bidder fails to install and commission the Internet link at the designated location within the stipulated time as per contract or within any extension thereof granted by the 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 1 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.

It may be noted that:

- The bidders must familiarize themselves with local conditions and take these into account while preparing their proposal.
- Costs involved in preparation of the Proposal, documentation cost etc. are not reimbursable.
- NHB is not bound to accept any of the proposals submitted.
- L-1 vendor selection will be done based on commercial bids.
- The bidder is required to quote all prices strictly in Indian Rupee only.
- All taxes should be mentioned in the commercial bid.
- All One Time Charges shall be paid on commissioning of the link/signoff by NHB & all Recurring charges shall be paid on Quarterly advance basis.
- In the event of the order being placed on the bidder, the provisioning, installation & Commissioning and operationalization should be completed within 4 weeks from the date of PO.
- The bidder is required to offer un-interrupted services for a period of **Five years w.e.f. January 01, 2018.**

Technical Requirements

NHB requires Internet bandwidth as per the following specifications:

1. 32 Mbps unshared (1:1), scalable at short notice up to 64 Mbps.

2. Managed DDoS Detection & Mitigation Services enabled from day 1, to protect internet and online resources against Distributed Denial of Service (DDoS) attacks
3. The delivery should be through a public IP address and NHB should be able to create a network with a pool of min 32 public IPv4 addresses on LAN and 4 Public IPv4s over WAN.

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

The shortlisted vendor will be required to sign a SLA and NDA with NHB.

Some important points which shall be covered under SLA will be:-

- Point to point network uptime of minimum 99.5%
- Internet availability guarantees, packet loss guarantees, latency guarantees.
- Procedure for resolving service problems, compensation for service outages and degradation of service
- Availability of 24 hr Help Desk Service.
- Availability of online traffic statistics (the same should be available to the customer).
- The complete escalation matrix.
- Penalty Clause

Schedule of Work

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

Submission, Receipt and Opening of Proposals

An authorized representative of the bidder should sign all pages of the proposal.

Proposals should not contain erasures or alterations and such proposals are liable to be excluded from the evaluation process.

Proposals must remain valid and open for acceptance for a period of 30 days from the date of opening of the proposal. The bidders will not be permitted to withdraw or change their proposals once made.

Annexure -1 :

Part A

Bidder Information

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

S. No.	Information	Particulars / Response		
1.	Company Name			
2.	Date of Incorporation			
3.	Type of Company [Govt/PSU/Pub. Ltd / Pvt. Ltd/partnership/proprietary]			
4.	Registration No. and date of Registration. <i>Registration Certificate to be enclosed</i>			
5.	Address of Registered Office with contact numbers [phone / fax]			
6.	GSTIN (Documentary proof to be enclosed)			
7.	PAN No			
8.	Contact Details of Bidder authorized to make commitments to NHB			
9.	Name			
10.	Designation			
11.	FAX No			
12.	Mail ID			
13.	Company Head Office and Addresses Contact Person(s) Phone Fax E-mail Website			
14.	Any pending or past litigation (within three years)? If yes please give details Also mention the details of claims and complaints received in the last three years (About the Company / Services provided by the company).	Yes/No/Comments (if option is 'Yes') (If option is 'Yes' Bidder may Not be considered)		
15.	Please mention turnover for last three years and include the copies of Balance Sheet in support of it.	Year	Turnover	Profit/Loss(-)
		2014-15		
		2015-16		
		2016-17		

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

Signature of Bidder

Annexure 1 :

Part B

Bidder's declaration:-

S.No	Technical Requirement	Declaration(Yes/No)
1.	Average latency should not be more than 300ms up to ISP's 1st Tier 1 peering point.	
2.	The ISP must have adequate support facility in NCR/Delhi/Mumbai to provide 24 X 7 X 365 customer support.	
3.	The ISP must have centralized portal for call logging, monitoring and troubleshooting purpose.	
4.	The ISP should have single Toll Free number/Help Desk for all the call logging and status update.	
5.	The ISP should have well defined capabilities and procedures to track call resolution Progress status and provide the updates to the customer. In addition, ISP should have well defined management and technical escalation procedures.	
6.	The ISP will assign one SAM (Service Assurance Manager) for the customer.	
7.	The ISP has to provide Software Tool/Method to measure/check the Internet Bandwidth provided by the bidder.	
8.	The ISP has to provide monthly MRTG Report of usage of Bandwidth and will ensure that getting 16 Mbps (1:1) Bandwidth.	
9.	The bidder is required to offer Service Level Agreement (SLA) for the proposed Link along with a guaranteed uptime commitment of 99.5%.	
10.	The ISP should have fully resilient and self-healing network architecture on fiber medium, for the domestic backbone up to the international gateway in India.	
11.	The ISP must have managed DDoS Detection & Mitigation Services enabled to protect internet and online resources against Distributed Denial of Service (DDoS) attacks	
12.	The Mode of delivery -Fibre	

Annexure - 2

Minimum Eligibility Criteria

Following format has to be filled by the Bidder [Service Provider]

S.No	Minimum Eligibility Criteria	Bidder's response
1.	The ISP should be a Class- A ISP or Unified Access Services license holder, which should be currently valid	
2.	The ISP should have Direct peering (connectivity) with Tier 1 carriers to minimize numbers of hops and latency thereof, to international destinations.	
3.	The ISP must have a valid ISO certification.	
4.	The ISP Should be a Company (Incorporated in India).	
5.	The ISP Company Should have a minimum Annual Turnover of Rs. 500 Crore for each of the last three financial years	
6.	The ISP Company should be profitable in last three financial years.	
7.	The ISP Company should not have been blacklisted in any of the Central or State Government departments including PSU's at the time of submission of tender.	
8.	The company should be an ISP member of NIXI in Delhi (Noida) with IPv6 enabled connected network.	
9.	The ISP must have managed DDoS Detection & Mitigation Services enabled to protect internet and online resources against Distributed Denial of Service (DDoS) attacks	

Place :

Date :

Name and Signature with Seal

Note	<ol style="list-style-type: none"> 1. Bidder [Service Provider] response should be complete, Documentary proof should be provided along with the bid. 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.
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Commercial Bid Format

The structure of the Bidder's commercial response to this 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 1 all One Time Charges will be mentioned **including all applicable taxes**, 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. **Applicable taxes for the recurring charges will be paid at actual at the time of payment.**
- All the rates must be quoted in INR.

Commercial Bid Format:-

S.No	Description	Amount in Rs.
1.	ONE TIME CHARGES (Inclusive of all applicable taxes, registration, Installation, testing etc.)	
2.	Annual Recurring Charges # (without Applicable Taxes)	
Total Cost (S.No1+S.No2)**		

#inclusive of charges towards managed DDoS Detection & Mitigation Services enabled on delivered Internet Leased Line.

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