पी डी आई एल
PDIL

Projects & Development India Limited
(A Govt. of India Undertaking)
Post Box No.125,A-14, Sector-1 , Noida - 201301 ,
Dist. Gautambudh Nagar , Uttar Pradesh
Phone - 0120-2529842/43/47/51/53/54
Fax - 01202529801/2541493
GSTIN No: 09AABCP1722G1ZP
CIN:U74140UP1978GO1028629

INVITATION TO BID

To :		
Open Vendor	**ITB Number**	11/PNMM/E/4715/2019-20/101192
	Type of Bid	Two Part
	Type of Opening	Public Opening
	Date of Issue	06.07.2020
	Bid Closing Date	20-07-2020 Time : 11:30:00 AM
	Tech. Bid Opening Date	21-07-2020 Time : 11:30:00 AM
	Price Bid Opening Date & Time	SHALL BE INTIMATED LATER
	Venue of Bid Opening	ONLINE AT CPP PORTAL
	Earnest money Deposit	RS.1,64,000/-
	Tenure/Periodicity of Contract	AS PER CLAUSE 6.0 OF GCC

Projects & Development India Limited (PDIL) is a Govt. of India Undertaking under the administrative control of the Dept. of Fertilizers, Ministry of Chemicals and Fertilizers. PDIL invites e-bid thro' CPP Portal for under mentioned job subject to terms and conditions enclosed.

SL. No.	Material/HSN Code/ SAC Code	Description	Quantity	Unit
10	/ 997331	VPN, internet & VPN client facilities	1	AU
10.1	/ 997331	Noida_Internet_150Mbps		EA
10.2	/ 997331	Noida_Remote_Internet_50Mbps		EA
10.3	/ 997331	Noida_MPLS_60Mbps		EA
10.4	/ 997331	Noida_Rental Charges		EA
10.5	/ 997331	Noida_One_Time_Cost		EA
10.6	/ 997331	Vadodara_MPLS_50Mbps		EA
10.7	/ 997331	Vadodara_Rental Charges		EA
10.8	/ 997331	Vadodara_One_Time_Cost		EA
10.9	/ 997331	Mumbai_MPLS_6Mbps		EA

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10.10	/ 997331	Mumbai_Rental Charges		EA
10.11	/ 997331	Mumbai_One_Time_Cost		EA
10.12	/ 997331	Kolkata_MPLS_6Mbps		EA
10.13	/ 997331	Kolkata_Rental Charges		EA
10.14	/ 997331	Kolkata_One_Time_Cost		EA
10.15	/ 997331	Chennai_MPLS_6Mbps		EA
10.16	/ 997331	Chennai_Rental Charges		EA
10.17	/ 997331	Chennai_One_Time_Cost		EA
10.18	/ 997331	Hyderabad_MPLS_6Mbps		EA
10.19	/ 997331	Hyderabad_Rental Charges		EA
10.20	/ 997331	Hyderabad_One_Time_Cost		EA
10.21	/ 997331	VPN_Client_License_250Nos		EA

For & on behalf of
Projects & Development India Limited

(P R SAHU)
ADDL. GM (MM)

Supply and Installation of VPN, internet & VPN client facilities at PDIL

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ANNEXURE-I

Supply and Installation of VPN, internet & VPN client facilities at PDIL

Pre Qualification Criteria (PQC)

A.Technical

1. The bidder must be a licensed MPLS VPN service provider holding PAN of India for at least last 3 years. The bidder must be in the business of providing multi-location VPN and Internet Connectivity. Copies of ISP & NLD license agreement must be enclosed.
2. The bidder must have implemented at least 3 corporate MPLS VPN network with 1 corporate MPLS VPN spanning to more than 6 locations in last five years. Relevant copies of work order must be enclosed.
3. The Bidder shall submit a declaration that they shall manage ISPs Entire network.
4. The Bidder must provide an undertaking that it will enter into Service Level Agreement (SLA) for 99.5 % uptime guarantee for the last mile for all the places.
5. The Bidder should have certified CISSP/CISA professionals. Relevant bio-data should be attached with the offer.
6. The Bidder should have TL9000 / ISO 9001:2015 and ISO 27001 / ISO 20000 certified services. Copies of certificate must be enclosed. Wireless link should be Advanced Encryption Standard (AES) WPA2 compliant.
7. The Bidder must have successfully executed Contract / Purchase Order (P.O.) for VPN and internet facility, within the last seven (7) years, in the following manner:
   - At least One (1) Contract / P.O. of value not less than Rs.112 Lakh
     Or
   - At least Two (2) Contract / P.O. of value not less than Rs.70 Lakh each
     Or
   - At least Three (3) Contract / P.O. of value not less than Rs.56 Lakh each

   To meet the above criteria 7, the Bidder is required to submit the following documents:
   (i) Copy of Purchase Order (P.O.)
   (ii) Copy of completion certificate / performance certificate / installation certificate / any other relevant documentary proof.

B. Financial

8. Average Annual Financial turnover during the last 3 years, ending 31st March 2019, should be at least Rs.42 Lakh.
9. Net worth shall be positive as on 31st March 2019.

Note: To meet the above criteria 8 & 9, the bidder is required to submit copy of Audited Annual Report (Balance sheet and profit & loss account) for the last 03 (three) financial years ending 31-03-2019.

ANNEXIURE – II

Supply and Installation of VPN, internet & VPN client facilities at PDIL

INSTRUCTION TO BIDDERS

1.0 A bidder who meets the Pre-Qualification Criteria (PQC) as per ITB and intents to quote against this ITB may download the bidding document from PDIL **website** ***http://pdilin.com*** OR Central Public Procurement Portal ***https://***eprocure***.gov.in/cppp*** and submit the Bid complete in all respect as per terms & conditions of contract on or before the bid closing date and time.

2.0 **Submission of Bids:** Bids shall be submitted as detailed below:

2.1 Bidders to submit the bids online through the Central Public Procurement Portal for e-Procurement at https://eprocure.gov.in/eprocure/app). **No other mode of Bidding shall be allowed.**

1) Possession of valid Digital Signature Certificate (DSC) and enrollment/registration of the contractors/bidders on the **e-procurement / e-tender portal** is a prerequisite for **e-tendering.**

2) Bidder should do the enrollment in the e-procurement site using the "Click here to Enroll" option available on the home page. Portal enrollment is generally free of charge. During enrollment/registration, the bidders should provide the correct/true information including valid email_id. All the correspondence shall be made directly with the contractors/bidders through email_id provided.

3) Bidder need to login to the site thro' their user ID/ password chosen during enrollment/registration.

4) Then the Digital Signature Certificate (Class II or class III Certificates with signing key usage) issued by SIFY / TCS / nCode / eMudra or any Certifying Authority recognized by CCA India on eToken / SmartCard, should be registered.

5) The DSC that is registered only should be used by the bidder and should ensure safety of the same.

6) Contractor/Bidder may go through the ITB / tenders published on the site and download the required ITB documents/schedules for the tenders he/she is interested.

7) After downloading / getting the ITB / Tender document/schedules, the Bidder should go thro' them carefully and then submit the documents as asked, otherwise bid will be rejected.

8) If there are any clarifications, this may be obtained online thro' the tender site, or thro' the contact details. Bidder should take into account the corrigendum published before submitting the bids online.

9) Bidder then logs in to the site through the secured log in by giving the user id/ password chosen during enrolment/registration and then by giving the password of the eToken / SmartCard to access DSC.

10) Bidder selects the tender which he/she is interested in by using the search option & then moves it to the 'my tenders' folder.

11) From my tender folder, he / she selects the tender to view all the details indicated.

12) It is construed that the bidder has read all the terms and conditions before submitting their offer. Bidder should go through the tender schedules carefully and upload the documents as asked; otherwise, the bid will be rejected.

13) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/schedule and generally, they can be in PDF/xls/rar/zip/dwf formats. If there is more than one document, they can be clubbed together and can be provided in the requested format. Each document to be uploaded through online for the tenders should be less than 2 MB. If any document is more than 2MB, it can be reduced through zip/rar and the same can be uploaded, permitted. Bidder Bid documents may be scanned with 100 dpi with black and white option. However of the file size is less than 1 MB the transaction uploading time will be very fast.

14) If there are any clarifications, this may be obtained through the sits, or during the pre-bid meeting if any. Bidder should take into account the corrigendum published from time to time before submitting the online bids.

15) The Bidders can update well in advance, the documents such as certificates, annual report details etc., under My Space option and these can be selected as per tender requirements and then send along with bid documents during bid submission. this will facilitate the bid submission process faster by reducing upload time of bids.

16) Bidder should submit the Tender Fee/ EMD as specified in the tender. The original should be posted/couriered/given in person to the Tender Inviting Authority, within the bid submission due date & time for the tender. Scanned copy of the instrument should be uploaded as part of the offer.

17) While submitting the bids online, the bidder reads the terms & conditions and accepts the same to proceed further to submit the bid packets.

18) The bidder has to select the payment option as offline to pay the Tender FEE / EMD as applicable and enter details of the instruments.

19) The details of the DD / any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise submitted bid will not be acceptable.

20) The bidder has to digitally sign and upload the required bid documents one by one as indicated. Bidders to note that the very act of using DSC for downloading the bids and uploading their offers shall be deemed to be a confirmation that they have read all sections and pages of the bid document including General conditions of contract without any exception and have understood the entire document and are clear about the requirements of the tender requirements.

21) The bidder has to upload the relevant files required as indicated in the cover content. In case of any irrelevant files, the bid will be rejected.

22) If the price bid format is provided in a spread sheet file like BoQ_xxxx.xls, the rates offered should be entered in the allotted space only and uploaded after filling the relevant columns. the Price Bid / BOQ template must not be modified / replaced by the bidder; else the bid submitted is liable to be rejected for the tender.

23) The bidders are requested to submit the bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission end date & time (as per Server System Clock). the TIA will not be held responsible for any sort of delay or the

difficulties faced during the submission of bids online by the bidders at the eleventh hour.

24) After the bid submission (i.e after Clicking "Freeze Bid Submission" in the portal), the acknowledgement number, given by the system should be printed by the bidder and kept as a record of evidence for online submission of bid for the particular tender and will also act as an entry pass to participate in the bid opening date.

25) The time settings fixed in the server side & displayed at the top of the tender site, will be valid for all actions of requesting, bid submission, bid opening etc., in the e-tender system. the bidders should follow this time during bid submission.

26) All the data being entered by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered will not viewable by unauthorized persons during id submission & not be viewable by any one until the time of bid opening.

27) Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

28) The confidentiality of the bids is maintained since the secured Socket Layer 128 confidentiality technology is used. Date storage encryption of sensitive fields is done.

29) The bidder should logout of the tendering system using the normal logout option available at the top right hand corner and not by selecting the (X) exit option in the browser.

30) For any queries regarding e-tendering process, the bidders are requested to contact as provided in the tender document. Parallel for any further queries, the bidders are asked to contact over phone: 1-800-233-7315 or send a mail over to cppp-nic@nic.in.

2.2 Bidders are required to submit their bids under two packets/folders as created at the CPP Portal as detailed below:

Folder/Packet 1: (EMD, PQ and Technical Unpriced Bid:

1) Earnest Money Deposit (EMD) as per Cl. 6.0 below.
OR
A copy of valid Registration Certificate, in case of NSIC/MSE registered Companies.

2) Annexure-VI Format of Bank Details (RTGS) for on line payment, all the details duly filled in.

3) Documents in support of 'Pre-Qualification Criteria" as per Annexure-I, attached.

4) Complete ITB documents duly signed & stamped in each page with "Deviations"/"Exception" sheet (if any) and all Annexure duly filled in.

5) **Price Confirmation Copy** - A copy of Priced offer (BoQ to be uploaded by Bidder in the Portal), keeping price blank (hiding the price) and in place indicating "Quoted" or "√", as a confirmation of price quoted against the enquired item and GST, shall be submitted.

6) Copy of Check List as Annexure-IV enclosed, duly filled by the bidder making all the points clear and not leaving any voids.

7) Photo copy of PAN card.

8) GSTIN of your company and HSN / SAC Code for the item / service against which bid is invited.

9) Any other document as per the requirement specified in the ITB

Folder/Packet 2: Price Bid

Bidder shall fill the Price/Rate in the BoQ format (Price Schedule) after downloading it from CPP Portal. **Before filling the Price in downloaded BoQ, Bidder must read the instructions given in Annexure-V.**

3.0 **Opening of Bids**

Bid shall be opened online at CPP Portal using openers' DSC. Only Folder/Packet1 will be opened on Technical Bid Opening Date. Price Bids (Folder/Packet2) will be opened for only those bidders which will be considered technically and commercially acceptable. **The Price Bid opening schedule shall be intimated at the Portal itself.**

4.0 **Evaluation of Bids**

Bids shall be evaluated for Pre-Qualification Criteria (PQC) first and Techno-Commercial Bid Evaluation shall be carried out, only for those Bids which shall meet the Pre-Qualification Criteria (PQC).

Bids shall be scrutinized on Techno-Commercial parameters. Bids having unacceptable deviation may be rejected at this stage. However, clarifications shall be sought from bidder for any shortcoming found in their Bid at this stage.

The PRICE BID shall be opened only of those bidders who will be technically and commercially suitable.

5.0 **Price Evaluation Criteria**

5.1 Price evaluation of bids shall be done on the basis of price quoted by the bidders for all the items in the given Price Schedule (BoQ) along with GST.

Incomplete Bid/partial quotation is liable for rejection.

The award shall be made on overall lowest (L1) bid subject to provision of Public Procurement (Preference To Make In India) Order 2017 and PPP for MSE-Order-2012 read with the respective amendment. **(Refer Clause No. 5.2 to 5.7 below)**

5.2 Public Procurement Policy For Micro & Small Enterprises (MSEs), Order '2012': Benefits under the Policy as per guideline issued by Ministry of MSME Order dtd.23.03.2012 issued vide Gazette Notification no.503 dtd.26.03.2012 and related subsequent revision shall be applicable subject to submission of copy of valid/active Udyog Aadhaar Memorandum / Registration Certificate.

5.3 Public Procurement (Preference To Make In India) Order 2017 – Revision (2020): In line with "Public Procurement (Preference To Make In India) Order 2017 – Revision (2020)" of

DIPP, only 'Local Supplier' are allowed to participate in this tender. Accordingly, Bidder shall provide a declaration as per format attached at Annexure-IX.

5.4 In case a bidder is eligible for seeking benefit under the Policy of PPP to MII-Order-2017 as well as PPP for MSE-Order-2012, then the bidder should categorically seek benefits against one of the two i.e. either Public Procurement (Preference To Make In India) Order 2017 OR PPP for MSE-Order-2012 policy. The option once exercised cannot be modified subsequently.

5.5 In case of participation of MSEs Vendor and Make in India (local content) Vendor against the same tender, MSE Vendor will be given preference to match with L-1 bidder as per Public Procurement Policy and accordingly allocation/award of order will be made.

5.6 The enquired services are not splitable.

5.7 It may be noted that Government of India has implemented **Trade Receivable Discounting System (TReDS) to** address challenges faced by MSMEs in delayed payments (after receipt/acceptance of Material/Services) from Government buyers leading to shortfall of Working Capital. TReDS is an online electronic institutional mechanism for facilitating the financing of trade receivables of MSMEs through multiple financiers. PDIL is already registered on the below mentioned TReDS platform:

- M/s Receivable Exchange of India (RXIL), Mumbai

MSME Bidders are requested to register on the TReDS platform. The MSME vendors can avail the TReDS facility, if they want to.

6.0 Earnest Money Deposit (EMD)

Bidder must submit, **at PDIL Bhawan, Noida** (Address provided elsewhere in the ITB) the requisite **original Earnest money deposit (EMD).** The EMD shall be submitted by way of Demand Draft/ Banker's Cheque only drawn on any Scheduled/ Nationalized Bank in favour of 'Projects & Development India Ltd'., Noida. EMD may also be submitted in the form of Bank Guarantee as per the format enclosed as Annexure-X. **Quotation/Bid without EMD may not be considered.** However, NSIC/MSE registered Companies are exempted from submission of EMD provided a valid Certificate in this regard is submitted.

As per Public Procurement Policy (PPP) for MSE, Order 2012, EMD shall be waived off for MSE Vendors.

6.1 EMD shall be refunded:

- To the unsuccessful bidders after acceptance of order by the successful bidder(s).
- To the successful bidder(s) after deposition of Security money/ confirmation by the Bank of the Security cum Performance Guarantee submitted by bidder

No interest shall be payable on EMD.

6.2 EMD may be forfeited without prejudice to any other right or remedy of PDIL including but not limited to following circumstances:

a) If a bidder withdraws his bid during the period of bid validity specified by the bidder

OR

b) In the case of successful bidder, if the bidder fails to accept the order

OR

c) If a bidder is found to have furnished Mis-representation or wrongful declaration/ presentation of qualifying data and other facts in their Bid.|

7.0 **Validity of Bids**

Prices quoted should remain valid for our acceptance for a minimum period of 90 days from the date of opening of technical bids. PDIL will not allow any revision in prices within validity period after sealed tender are opened.

8.0 If at any later date, it is found that documents, information and data submitted by the Bidder in the Bid, and based on which the Bidder has been considered eligible or successful or has been awarded the Contract is incorrect or false to the extent that had the correct or true information been made available to the OWNER at the time of Bid evaluation, the bid would have been declared ineligible or unsuccessful, the Bidder shall be forthwith disqualified or, as the case may be, the contract awarded based on such incorrect or false information shall be cancelled and the EMD/PBG/Security Deposit shall be liable to be forfeited.

9.0 Bidders are required to carefully go through the entire scope of ENQUIRY, terms and conditions, and other requirements before quoting. They should feel free to contact PDIL before submission of bid if they have any query on it. Once the bid is submitted, PDIL will presume that the bidder has understood thoroughly the Scope of Supply along with terms & conditions and all these are acceptable to them.

10.0 Bids shall be typed or written in indelible ink and must be free from corrections / erasing / overwriting etc. Any changes made must be authenticated with initial by the Bidder.

11.0 Bid shall be ideally in conformity to the Scope of supply/work along with all Terms & conditions, stipulated in the ENQUIRY. PDIL shall appreciate to receive a Bid having no deviation. However, under unavoidable circumstance, a Bidder may submit Deviations in a separate sheet, which PDIL at its own liberty may accept or reject. Deviations found elsewhere inside the Bid document shall not be considered. Deviations including condition(s), if any, found in the Price bid shall liable for rejection of a Bid in totality.

12.0 PDIL reserves the right to reject any or all the bids without assigning any reason whatsoever and does not bind itself to accept the lowest or any other bid. All bids in which any of the prescribed conditions are to be fulfilled or are incomplete in any respect are liable to be rejected. PDIL is at liberty to take any of the following actions in case of this ITB:

a) to cancel the tender without reference to the bidders.
b) to postpone the due date and time.

13.0 Bidders shall not be entitled to claim any costs, charges, expenses or incidentals for or in connection with the preparation and submission of their bids even though Project & development of India Limited may withdraw the enquiry/tender or reject all bids.

14.0 **SITE VISIT:** If needed, Bidder can visit site (PDIL) before quoting their rates. For site visit and any clarifications please contact to:

HOD (MM) Projects & Development India Limited PDIL Bhawan, A-14, Sector 1, Noida – 201 301 Gautam Budh Nagar (UP) Tel: 0120-2529842/43/47/51/91 (Extn. 344, 301),Fax: 0120 – 2529801 e-mail:prsahu@pdilin.com; anjali@pdilin.com; mm@pdilin.com;	HOD (Comp.) Projects & Development India Limited PDIL Bhawan, A-14, Sector-1 Noida – 201301 Tel: 0120 - 2539409(D), 2529842/43/47/51/91 (Extn. 441, 443), Fax: 0120 – 2529801 E-mail:anupama@pdilin.com; jpverma@pdilin.com;

15.0 Bids submitted thro' FAX and e-mail will not be accepted. No request from any bidder to PDIL to collect the bid from airlines, cargo agents etc. shall be entertained by PDIL.

16.0 PDIL reserve the rights to assess bidder's capability and capacity to perform the contract

17.0 Bids must be submitted on or before the closing date and time well in advance. Bids received late are liable for rejection & no complaint shall be entertained in this regard for any reason whatsoever.

18.0 To know more about PDIL, please visit our website http://www.pdilin.com

ANNEXURE-III

Supply and Installation of VPN, internet & VPN client facilities at PDIL

General Conditions of Contract (GCC)

1.0 **Scope of Contract**

The Scope of Contract/ Purchase Order (P.O), shall be as per Scope of Work defined in Annexure-VIII along with Price Schedule (BOQ), attached to the ITB, unless & otherwise it is modified, at subsequent stage of bidding.

2.0 **Firm Price**

Price to be quoted shall be firm and subject to no escalation whatsoever during the entire contractual period of three (03) years including extended period, if any, except for any statutory variations i.e. change in the rate of tax & duty and/or inclusion of any new tax & duty.

Bid with variable price will not be accepted.

3.0 **Price Basis**

Duly executed at PDIL, offices as per Scope of Work.

4.0 **Taxes and duties**

4.1 Goods & Service Tax (GST): GST shall be paid EXTRA as applicable as per GST law. Bidder shall clearly indicate the present applicable rate of GST in Percentage (%). However, Bidder shall indicate corresponding HSN / SAC Code in the check list and shall also enclose a copy of GST registration certificate along with the unpriced offer.

PDIL shall avail Input Credit against payment of GST. Same will also be considered while evaluating the price bid. Relevant necessary documents shall be provided by the Contractor to enable PDIL avail the above credit set off.

Bidders have to ensure that they should file the Tax return on time to avail input Tax credit, else the same shall be deducted from EMD/Security Deposit/Running Bills.

4.2 Statutory variation in taxes and duties including imposition of any new tax & duty, within the scheduled Completion period, as per P.O, shall be paid at actual on production of documentary evidence.

4.2.1 In case of delay in execution, if there is any increase in the rate of tax & duty and/or there is imposition of any new tax/ duty by statutory authorities, PDIL shall restrict the payment of taxes & duties, as prevalent on the scheduled delivery/ completion period only, as mentioned in the Contract and amendment(s) there to.

4.2.2 If there is any decrease in applicable rate of taxes & duties &/or there is any withdrawal of any tax & duty by statutory authorities, during the completion period including extended/amended period of P.O, shall accrue to PDIL's a/c.

5.0 **Effective date of Contract:** Shall be the Date of issuance of LOI / P.O.

6.0 **Completion Period:**

a) For Supply and Installation of VPN, Internet and VPN Client Facility: Within 08 weeks from the effective date of Contract.

b) For Services: 03 (Three) years from 01.11.2020.

c) The Bidder shall ensure testing and acceptance of the System before 31.10.2020. The cut off date for start of Services shall be 01.11.2020.

7.0 **Payment Terms**

a) For one time Charge: 100% of the Payment shall be released within 30 days on acceptance of the installation and commissioning of the link, on the invoice, duly certified by HOD (Computer) PDIL, subject to submission of PBG of 10% of Total order value.

b) For Recurring Charges: Quarterly payment shall be released within 30 days of submission of invoice duly certified by HOD (Computer), PDIL. The quarterly bills shall be submitted by the contractor with all necessary documents to the Operator of the Contract.

7.1 The above payments shall be released subject to submission of Security cum Performance Guarantee/ Security Deposit, **if applicable,** as mentioned herein below, failing which the same amount shall be deducted from the Contractor's Bill(s)

7.2 All payments will be made by account payee cheque or direct transfer in bank account through RTGS.

7.3 Tax deduction at source

Income tax, as applicable as per income tax act, shall be deducted at source from the Contractor's bills and a certificate towards this deduction shall be issued to the Contractor.

8.0 **Warranty/ Guarrantee** : As per Clause 7.0 of Scope of Work.

9.0 **Security cum Performance Guarantee**

9.1 Security cum Performance Guarantee for an amount equivalent to 10% of P.O value shall be submitted within 15 days of issuance of P.O, in the form of Demand Draft (DD)/Banker's Cheque. The same shall be valid to cover delivery/completion period plus warranty/guarantee period, if any.

Bank Guarantee (BG) for Security cum Performance Guarantee shall be entertained for value ≥ Rs 1.00 lac. PBG shall be valid to cover delivery/completion period plus three (03) months claim period thereafter. PBG shall be issued by any Scheduled Commercial Bank. Format of PBG is enclosed herewith at Annexure-XI

In the absence of submission of Security cum Performance Guarantee/ Security Deposit, the equivalent amount after adjustment of EMD amt., if any, shall be adjusted from the bills.

9.2 No interest shall be payable on Security cum Performance Guarantee.

9.3 PDIL, however, reserves the right to en-cash / forfeit the Performance Guarantee, if the Supplier/Contractor fails to execute the P.O and/or abide by all the terms and conditions of the P.O.

9.4 Performance Guarantee shall be refunded after 30 days of completion of Guarantee / Warranty period / completion of delivery / contract period on the certification of Engineer In Charge for due fulfilment of the contractual obligations and after adjusting the expenditure incurred by the owner, if any, on account of any failure on the part of the contractor.

10.0 **Price reduction clause**

In the event of delay in completion of work i.e. installation, tuning, testing and acceptance for Last Mile Connectivity for different locations (as per Price Schedule (BOQ)), price reduction @ 0.5% per week or part thereof subject to maximum 5% of total order value shall be recovered from supplier's / Contractor's bill(s).

11.0 **Insurance**

Necessary insurance(s) to cover accident risk for his employees loss of life, material etc. to crew or the third party to be arranged by Contractor at his cost.

12.0 **Statutory obligation and Safety Rules**

The Contractor will have to follow all safety rules and measures during contract period and will be fully responsible for implementing rules, obligations and statutory provisions of government and all the consequences in the event of any eventuality.

The Contractor shall be responsible to observe and comply with all statutory requirement including contract labour act 1970, minimum wage act – 1948 and EPF act 1952 etc. including all amendments thereof in vague both of central and state government. PDIL shall be kept indemnified against any action brought against it or any violation / non – compliance of any act /acts, all expenses for compliance of above acts and regulations shall be borne by the contractor.

The Contractor shall comply with at his cost all safety norms such as Fire and Safety regulation act as applicable at site.

The Contractor shall be responsible for all risk involved in respect of their personnel and material at site and arrange proper insurance coverage at his cost.

Personnel deployed should be medically fit to work should posses good conduct and should have no past criminal record and shall maintain high standard discipline, decency and decorum. PDIL reserves the right at its sole discretion to ask for replacement of any person employed by the contractor.

13.0 **Termination:**

In the event of unsatisfactory performance, PDIL reserves right to cancel part or whole of the order / contract and make alternate arrangement at any time during currency of contract on risk & costs of contractor and / or forfeit security deposit

14.0 **Force Majeure**

The act of God, epidemic, wars, revolution, and official strike shall be treated as force majeure condition. In event of occurrence of such condition neither party shall be responsible for delay in performance provided that it is notified within 07 days of its occurrence. The Contractor shall provide justification by documentation countersigned by the local chamber of commerce.

15.0 **Arbitration**

All cases of dispute arising during execution of contract shall be resolved by mutual discussion of parties operating the Contract. In the event of failure to do so, matter will be settled as per Arbitration and Conciliation Act, 1996, as amended from time to time.

However, wherever applicable, in case of settlement of commercial disputes between PSEs inter SE and PSE(s) and Government Department(s), the same shall be settled through Permanent Machinery of Arbitrators (PMA) setup in the Department of Public Enterprises(DPEs) as per the following Clause:

"In the event of any dispute or difference relating to the Interpretation and application of the provisions of the contracts, such dispute or difference shall be referred by either party for Arbitration to the sole Arbitrator in the Department of Public Enterprises to be nominated by the Secretary to the Government of India in-charge of the Department of Public Enterprises. The Arbitration and Conciliation Act, 1996 shall not be applicable to arbitration under this clause. The award of the Arbitrator shall be binding upon the parties to the dispute, provided, however, any party aggrieved by such award may make a further reference for setting aside or revision of the award to the Law Secretary, Department of Legal Affairs, Ministry of Law & Justice, Government of India. Upon such reference the dispute shall be decided by the Law Secretary or the Special Secretary/Additional Secretary, when so authorized by the Law Secretary, whose decision shall bind the Parties finally and conclusively. The Parties to the dispute will share equally the cost of arbitration as intimated by the Arbitrator".

The performance under this contract, shall not stop for any reason, whatsoever, during the said dispute / proceedings, unless the service provider is specifically directed by PDIL to desist from working in this behalf.

16.0 **Jurisdiction**

The Contract shall be deemed to have been entered into at Noida and all cases of action in relation to the Contract shall, therefore, be deemed to have been assigned within its jurisdiction for respective Unit/location.

ANNEXURE –IV

Supply and Installation of VPN, internet & VPN client facilities at PDIL

Check List

(Bidder must confirm point by point and strike out whichever is not applicable)

Name of Bidder:
Offer No.:

SL. NO.	DESCRIPTION	ITB REQUIREMENT	BIDDER'S CONFIRMATION/ ACCEPTANCE/ COMMENTS
1.0	Price Basis: Firm. Duly executed at PDIL, Noida.	TO CONFIRM	
2.0	Present applicable rate of GST (in %) is indicated separately in the Price Schedule(BOQ), in the space provided for.	TO CONFIRM	
3.0	Completion Period: As per Clause 6.0 of GCC.	TO ACCEPT	
4.0	Validity: Shall be 90 days from date of opening of Technical Bid.	TO CONFIRM	
5.0	**DOCUMENTS (DULY SIGNED BY AUTORISED SIGNATORY & STAMPED) TO BE FURNISHED WITH ENVELOPE-1:**		
5.1.	Relevant documents (copy duly signed and stamped) in support of Bidder's Pre-Qualification Criteria (PQC) indicated in Annexure-I of ITB.	To Furnish	
5.2	Complete ITB documents duly signed & stamped on each page as a token of acceptance of all terms and conditions of ITB.	To Furnish	
5.3	Price Confirmation Copy: A copy of Priced offer (as uploaded by Bidder in the Portal), keeping price blank (hiding the price) and in place indicating "Quoted" or "√ ", as a confirmation of price quoted against the enquired item and GST.	To Furnish along with technical Bid.	
6.0	Photocopy of PAN Card	To Furnish	
7.0	Format of Details for payment, all the details duly filled in (Annexure-VI).	To Furnish	
8.0	Copy of GST Registration Certificate	To Furnish	
9.0	Name, Designation, Telephone Nos., Fax No. & e-mail of Contact Person for this Enquiry.		
10.	Whether the Company is registered as M S E (Micro & Small Enterprises) if 'Yes', indicate the registration No. and enclose a copy of Registration Certificate. (YES / NO.)		
10a.	Whether the M S E Company is owned by SC / ST (YES / NO.)		
10b.	Whether the M S E Company is owned by Woman (YES / NO.)		
10c.	Declaration by bidder regarding Local Content as per given format	To Furnish	
10d.	Bidders option as per clause 5.4 of Annexure-II 'Instructions to Bidders' **(mark "√" for only one option of Purchase Preference)**	Make In India Order 2017- ☐ PPP for MSE-Order-2012 ☐	
11.	Confirmation of Acceptance to all Terms and Conditions of the Tender Document in totality.		
12.	**HSN/SAC Code (Bidder to indicate)**	.....	
It is confirmed that in case any of the terms and conditions mentioned in this summary are at variance with those indicated anywhere else in our offer, the condition indicated in this summary shall prevail.			

Signature of Bidder:
Name:
Stamp:
Date :

Note: Bidder must ensure that all the above information and documents (duly signed and stamped) are furnished along with the Technical Bid.

ANNEXURE –V

Supply and Installation of VPN, internet & VPN client facilities at PDIL

Instructions to fill the Price Schedule

I. Bidder after downloading the Excel BoQ (Price Schedule) uploaded in the Portal, shall quote their Price in the given cells as per instruction given in the item description column.

II. A copy of Priced offer (BoQ to be uploaded by Bidder in the Portal), keeping price blank (hiding the price) and in place indicating "Quoted" or "√ ", as a confirmation of price quoted against the enquired item and GST, shall be submitted along with un-priced Techno-commercial Bid in Folder/Packet1.

III. Bidders are requested not to temper/alter the Price Schedule Format.

ANNEXURE –VI

Supply and Installation of VPN, internet & VPN client facilities at PDIL

Format of Details for payment

Bidders are required to submit the following details on the company's **letter head** for online transfer to amount to their account:

1.0		Contractor Name / Company Name	
		Address:	
		Phone No.	
		E-mail ID	
2.0	a.	Name of the Bank	
	b.	Address of the Branch	
	c.	Telephone No.	
	d.	9 Digit Code number of the Bank and Branch appearing on the MICR Cheque issued by the Bank	
	e.	11 Digit NEFT/IFSC Code of the Bank Branch	
	f.	Account Type (SB/CC/CA)	
	g.	Bank Account No.(as appearing on the Cheque)	
	h.	Permanent Account Number (PAN) Under Income Tax Act.	
	i.	GST Registration Number	
	j.	Name of Authorized Signatory	
	k.	Contact Person Name	

We hereby declare that the particulars given above are correct and complete

Authorized signatory of the bidder

Title
Designation
Date:

ANNEXURE-VII

Supply and Installation of VPN, internet & VPN client facilities at PDIL

(Self Declaration on Bidder's Letter Head as per below Performa)

DECLARATION

To ,

Projects and Development India Lid.

Noida – 201301

Subject : ITB No. .....Dt. .....

Sir ,

We hereby declare that M/s ..... is neither put on Holiday nor Black-listed by any Government / PSU / Private firm or Financial Institution .

Signature

Name:

Designation:

Seal of the Bidder

Annexure-IX

DECLARATION BY BIDDER REGARDING LOCAL CONTENT
(To be submitted in Bidders's LETTER HEAD)

To
Projects & Development India Ltd.
PDIL Bhawan, A-14, Sector-1
Gautam Budh Nagar
NOIDA (UP)

SUB: _____

TENDER NO: _____

Dear Sir

We, M/s_____ *(Name of Bidder) hereby declare that we are a Class I local supplier/Class II local supplier /Non-Local supplier (as per definition in* Public Procurement (Preference To Make In India), Order 2017-Revision (2020) *(*issued by Department for Promotion of Industry and Internal Trade of Ministry of Commerce and Industry) *and eligible to participate in this tender.*

[Signature of Authorized Signatory of Bidder]

Name:

Designation:
Seal of the Bidder:

Place:

Date:

Annexure-X

BANK GUARANTEE FOR EARNEST MONEY DEPOSIT
(BID BOND)

(REQUISITE STAMP TO BE PURCHASED ON NAME OF BANK)

In consideration of _____ (Purchaser) having its registered office at CIFT buildings , PO: SINDRI , Dist-Dhanbad , Jharkhand – 828122 (hereinafter called "the company" which expression shall unless repugnant to the subject or context includes its successors and assigns) having agreed to exempt m/s. _____ (bidder) (hereinafter called 'the said tenderer(s)' which expression shall unless repugnant to the subject or context includes his successors and assigns) from the demand under the terms and conditions of tender no_____for_____ _____(hereinafter called " the said tender" of such bid security deposit for the due fulfilment by the said tenderer(s) of the terms and conditions contained in the said tender on production of bank guarantee for `/US $_____(Rupees / US dollar _____only).

We _____ (the bank) hereinafter referred to as 'the bank' do hereby undertake to pay to the company an amount not exceeding `/ US $ _____ (rupees/ us dollar_____ only) against any loss or damage caused to or suffered by the said company by reason of any breach by the said tenderer(s) of any of the terms and conditions contained in the said tender. The decision of the company as to any such breach having been committed and loss suffered shall be binding on us.

2. We_____bank do hereby undertake to pay the amounts due and payable under this guarantee without any demur merely on a demand from the company stating that the amount claimed is due by way of loss or damage caused to or would cause to or suffered by the company by reason of any breach by the said tenderer(s) of any of the terms or conditions contained in the said tender or by reason of the said tenderer's failure to keep the tender open. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding _____ (Rs/US dollar _____only).

3 We (the bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the finalisation of the said tender and that it shall continue to be enforceable till the said tender is finally decided and order placed on the successful tenderer and/or till all the dues of the company under/or by virtue of the said tender have been fully paid and its claims satisfied or discharged

or till a duly authorised officer, of the company certified that the terms and conditions of the said tender have been fully and properly carried out by said tenderer(s) and accordingly discharges the guarantee.

4. Unless previously cancelled by the company, this indemnity will remain in force up to _____ months from date of issue of the guarantee i.e up to _____ and will stand automatically cancelled on the expiry of the said period than contemplated hereunder. unless demand or claim under this guarantee is made on bank in writing within three (03) months from the date of the expiry of this guarantee, all the rights of the company against as hereunder shall be forfeited and bank shall be relieved and discharged from all liabilities hereunder.

5. The Bank hereby declares that it has the power to issue this guarantee and the undersigned has full power to do so.

Dated _____day of _____200.

Corporate seal_____for_____bank.

Annexure-XI

SECURITY CUM PERFORMANCE BANK GUARANTEE
(STAMP PAPER TO BE PURCHASED ON NAME OF BANK)

This guarantee made this _____ day of _____ (Year in four digits) between a company incorporated in (mention name of the Bank/ company) _____having its registered office at _____ (hereinafter called the "BANK" which expression shall unless repugnant to the context or contrary to the meaning thereof include its successors and assigns) of the one part; and M/s. _____ (Purchaser), a company incorporated in India under the Indian Companies Act 1956 and having its registered office at PDIL Bhawan , A-14 , Sector-1 , Noida – 201301, Dist. – Gautambudh Nagar (U.P) (hereinafter called the "PURCHASER" which expression shall include its successors and assigns) of the other part.

WHERE AS M/s _____ (Seller) a Company incorporated in _____and having its Registered Office at _____(hereinafter called the "COMPANY" which expression shall include its successor and assigns) have secured order Number _____dt._____ For supply/ supply-cum-erection of _____at a total cost of _____ plus site supervision services on per diem rate basis as applicable from the PURCHASER / OWNER.

WHEREAS

1. It is one of the terms of the said order that the COMPANY shall furnish to the PURCHASER/OWNER a guarantee of a BANK which shall be for 10% of the value of the order and shall be valid for the duration of supply of the services covered by the said order and the period of defects liability in respect of the said services plus claim period of six months.

2. The BANK has at the request of the COMPANY agreed to give in favour of the PURCHASER a guarantee in manner hereinafter appearing which the PURCHASER has agreed to accept.

NOW THIS DEED WITNESSETH AS FOLLOWS:-

1. In pursuance of the said agreement and in consideration of the premises the BANK hereby unconditionally guarantees to the PURCHASER due observance and fulfillment by the COMPANY of the terms of the said order relating to the said equipment and of the performance warrantees which is a part of the said order and agrees and undertakes that if the COMPANY fails to observe and fulfil the said terms of the said order and/or the performance warrantees then the BANK shall immediately pay to the PURCHASER on demand such sum or sums of money to the extent of ` _____ being 10% of the value of the said order on account of losses and damages suffered by the PURCHASER as may be claimed by the PURCHASER by reason of such non-observance and non-fulfillment by the company as aforesaid and shall also indemnify

the PURCHASER against all losses and damages which may be suffered by the PURCHASER aforesaid and against all costs, charges, expenses which may be incurred by the PURCHASER in connection herewith.

2. The BANK hereby agrees that the decision of the PURCHASER as to the failure on the part of the COMPANY to fulfil their obligations as aforesaid and/or as to the amount payable by the BANK to the PURCHASER hereunder shall be final, conclusive and binding on the BANK.

3. All compensations and payments received by the PURCHASER from Bank on behalf of the COMPANY shall be regarded as payments in gross and in the event of the COMPANY BEING wound-up, the PURCHASER will be entitled to prove against the properties of the COMPANY in respect of the whole of the COMPANY's indebtedness to the PURCHASER without any right on the part of the BANK to stand in the PURCHASER's place in respect of or to claim the benefits of such imposition and payment or any security held by the PURCHASER until the PURCHASER shall have received the full amount of the PURCHASER's claims against the COMPANY.

4. This guarantee shall be in addition to and shall not affect or be affected by any other security now or hereafter held by the PURCHASER on account of the moneys hereby intended to be secured and the PURCHASER at its discretion and without any further consent from the BANK and without affecting the liability of the BANK and the rights of the PURCHASER against the BANK may be compound within given time or other indulgence to or make any other arrangement with the COMPANY and nothing done or omitted to be done by the PURCHASER in pursuance of any authority or permission contained in the guarantee shall affect or discharge the liability of the BANK.

5. Though as between the COMPANY and the BANK, the BANK is SURETY only, the BANK agrees that as between the PURCHASER and the BANK, the BANK is principal debtor to the PURCHASER.

6 This guarantee shall not be affected by any change in the constitution of the BANK or the COMPANY nor shall this guarantee be affected by any change in the constitution of the PURCHASER or any amalgamation or absorption with any other body corporated and this guarantee will be available to or enforceable by such body corporate.

7. The guarantee shall be continuing guarantee and continue to be in force notwithstanding the discharge of the COMPANY by operation of law and shall cease only on payment in full to the PURCHASER by the BANK of the amount hereby guaranteed and on the claim of the PURCHASER against the COMPANY on any account whatsoever being satisfied.

8 In order to give full effect to the provisions of this guarantee the PURCHASER will be entitled to act as if the BANK were the principal debtor to the PURCHASER and the BANK hereby waives all or any of its rights as surety.

9. This guarantee is irrevocable except with the written consent of the PURCHASER.

10. This guarantee shall remain valid up to _____.

11. Any notice by way of request demand or otherwise hereunder may be sent by post to the BANK addressed as aforesaid and if sent by post it shall be deemed to have been given at the time when it would be delivered in due course of post and in proving such notice when given by post it shall be sufficient to prove that the envelope containing the notice was posted and a certificate signed by an officer of the PURCHASER that the envelope so posted shall be conclusive.

12. These presents shall be governed by and construed in accordance with Indian Law.

13. Notwithstanding anything stated above, the BANK's liability to the PURCHASER under this guarantee shall be limited to _____ and the guarantee will remain valid up to ____ provided that unless a claim under this guarantee is made by the PURCHASER against the BANK within three (03) months of the said date of expiry of this guarantee, the claim shall be forfeited and the BANK shall be relieved and discharged from all liabilities under this guarantee.

IN WITNESS whereof the BANK has hereunto affixed its common seal the day and year first above written.

THE COMMON SEAL OF THE ABOVE NAMED BANK has hereunto been affixed in the presence of

Annexure-VII

Scope Of Work

For

Supply and Installation of VPN, internet & VPN client facilities at PDIL

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SECTION NUMBER	DESCRIPTION	SHEET NUMBER
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1.0 OBJECTIVE OF THE REQUEST FOR TENDER

In line with its IT plan and IT development road map, PDIL proposes to establish VPN, internet & VPN client connectivity facilities at its offices:

a) To establish NOIDA as central IT Hub for PDIL, providing Centralized IT application software, management of data, security, OS patch management, data backup.

b) To connect all offices of PDIL with VPN in phased manner. VPN will be used to provide access to Intranet Applications, centralized internet and security policy, centralized OS patch management, access of mail and other normal usage.

c) The VPN is also used for implemented ERP SAP System.

d) To provide Centralized Internet communication to enable cost-effective communication among various geographically spread agencies for regular exchange of data through web based mailing or other Internet technologies.

e) To provide Internet access to selected personnel on internal LAN as per the policies implemented from time to time.

f) To provide a means for exchanging large data files.

g) To handle e-mails having attachment of up to 10 MB. Files larger than this shall be exchanged using FTP.

h) To maintain confidentiality of the document exchanged using Internet Technology.

i) To store and backup critical files and data at central hub at NOIDA.

The intent of this Notice Inviting Tender (NIT) is to seek tenders from prospective bidders for the supply, installation and maintenance of high quality and cost-effective VPN and dedicated 1:1 internet connectivity and services in PDIL as per the scope detailed in this document.

The successful bidder has to own the entire responsibility of making the system operational. The bidder has to demonstrate successful operation of the entire system as envisaged in the objectives mentioned above. PDIL's obligations will be limited to providing adequate space and power. Bidders are required to include all items and accessories required to make the system complete and operational in their offer.

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2.0 SCOPE OF REQUIREMENTS

2.1 LOCATIONAL COVERAGE:

Fully functional proposed service is required to provide following services:

Sr	Location	Service	Required Bandwidth	Medium	Remarks
1)	Vadodara	MPLS	50 Mbps	Fibre	Provision to increase to 80 Mbps VPN + 6 Mbps Video Conferencing.
2)	Mumbai	MPLS	6 Mbps	Fibre / Copper / RF	
3)	Kolkata	MPLS	6 Mbps	Fibre / Copper / RF	
4)	Chennai	MPLS	6 Mbps	Fibre / Copper / RF	
5)	Hyderabad	MPLS	6 Mbps	Fibre / Copper / RF	
6)	NOIDA*	MPLS	60 Mbps	Fibre	The 60 Mbps Bandwidth is required for link at NOIDA to be used for outlying offices mentioned at Sl. No. 1 to 5. The system should have provision to increase to 100 Mbps including video conferencing at Vadodara.
		Internet for PDIL Noida	150 Mbps	Fibre	Upgradable to 150 x 2 Mbps link. The offered modem/router must have provision to take care of these requirements.
		Internet for Remote Offices	50 Mbps	Fibre	Upgradable to 50 x 2 Mbps link. The offered modem/router must have provision to take care of these requirements.

***At central location Bidder should give provision for primary last mile over fiber in self healing ring architecture & secondary last mile of equal bandwidth over fiber / Copper / RF by the other service provider for all the links at Noida. Whenever the primary link fails the MPLS network should be operational using the secondary last mile.**

PDIL reserves the right to add or remove the location as stated above.

Note: All services which are stated above must be covered in managed services.

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2.2 EQUIPMENT, PRODUCTS & SERVICES

PDIL proposes to use the equipment, accessories on lease basis. All the equipment shall remain property of the supplier and PDIL shall be entitled to use these for entire period of contract. It will be the responsibility of the successful bidder to maintain, upgrade the equipment etc. during the contract period. The contract period is envisaged to be a minimum of 3 years. However, PDIL reserves the right to terminate the contract after 1 year or even before if performance of the bidder is found unsatisfactory. The Scope of works shall include:

2.2.1 Supply, Transportation, Loading and Unloading, Transit Insurance, Delivery to site, Storage, Installation, Cabling, Testing, Commissioning, Replacement and Maintenance during contract period. The equipment, products and services shall conform to the technical and functional requirements and specifications as detailed in various clauses of this document.

2.2.2 All the necessary equipment supplied shall be maintained and owned by the bidder.

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3.0 TECHNICAL AND FUNCTIONAL SPECIFICATIONS

3.1 TECHNICAL SPECIFICATIONS

3.1.1. Router:

1. Appropriate Router as per Annexure - I for carrying out the required functionality at all locations connected through VPN.
2. Configuration of router to achieve full functionality shall be responsibility of the bidder.
3. Last mile connectivity arrangements and all statutory clearances.
4. Appropriate fall back arrangement in case of damage to the connectivity. Provide full details of the arrangement to handle connectivity issue in case of damage to last mile connectivity, fault in Router and damage to fiber providing connectivity.
5. Any weather proofing arrangement, including lightning protector to protect the system, shall be bidder's responsibility.
6. PDIL has its earthing mechanism. It shall be the responsibility of the successful bidder to check it for use of grounding/earthing of System. Any adjustment required in the existing earthing system shall be responsibility of the bidder.

3.1.2 Modem and other Connecting Equipment (if required)

1. Pair of Modem and all other accessories at all locations shall be supplied by the bidder to provide data transmission rate as envisaged above.
2. The Modem and other accessories should be capable of supporting data transmission rate as envisaged above without any additional cost to PDIL.
3. All co-ordination with statutory authorities for clearance required during installation and subsequently during the contract period, like WPC/SAFCA etc., shall be bidder's responsibility.
4. Bidder shall clearly indicate all acts and formalities to be done by PDIL including requirement of paper for the purpose of statutory clearances and other requirements, if any.

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3.1.3 Other Items

1. All cabling and termination, from server room to required location, shall be responsibility of the bidder. Bidder shall provide cost on per meter basis and this shall include the cost of cable, conduit and labor cost. Actual routing of the cable shall be done at the time of execution of the project based on technical considerations.

2. Selected bidder shall carryout complete installation through competent/ trained supervisor and workmen. All materials shall be handled and installed taking due care and avoiding any damage to PDIL's property and its personnel. Any damage shall be made good without any cost to PDIL.

3. Selected bidder shall take due care in handling and installation of the components supplied as per Work Order. Any damage to the supplied component shall be made good by replacement with new component without any cost to PDIL.

4. The working hour for the bidder shall be mutually agreed, taking due care to avoid disturbances in normal office hours. PDIL works 5 days a week, Monday to Friday, 9:30 A.M. to 6:00 P.M. Noisy work shall not be allowed during office working hours.

   If the bidder intends to sub-contract any part of work, the details thereof must be provided. However, the bidder must accept the principal responsibility and must be sole point of contact for PDIL.

5. At least **24 nos**. of external (live) IP address shall be provided. These will be available for exclusive use by PDIL and will be in addition to the requirement to achieve VPN and other functionality requirement covered under the scope.

6. Bidders are required to provide services through their own Medium/POP. Full details in this respect, for all the locations must be provided in the offer. Last mile coverage at any location may be provided using services of BSNL or any other service provider.

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3.2 FUNCTIONAL SPECIFICATIONS / FEATURES

- The bidder is required to guarantee 99.5% availability of the link. A copy of Service Liability Agreement, including all the terms and conditions applicable to the guaranteed availability of the VPN and Internet link shall be provided by the bidder.
- Full duplex connectivity link shall be required to provide fast Uplink as well as Downlink depending upon usage. The bidder shall indicate the available maximum Uplink speed and Downlink speed.
- Provision for dual internet link i.e. internet link from two sources.
- Latency of VPN network must be less than 100 millisecond (round trip delay)
- Packet loss in the network must be less than 1%.
- Methodology for ascertaining latency and packet loss on installation and subsequent desired interval to be provided in detail by the bidder.
- Methodology along with commercial terms to handle issues related with shifting of offices must be indicated by the bidder. Mumbai, Chennai, Kolkata and other inspection offices are in hired building and thus may change location within the city limits.
- The offer must indicate manner in which additional offices may be made part of VPN Network. This situation may arise on opening of new inspection/site offices. The methodology and commercial for closing down an operational office should also be indicated.
- Provision for Dynamic Allocation of Bandwidth.

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4.0 SERVICE REQUIREMENTS

4.1 Bidders are to specify facilities for support services. This shall essentially include:

- The details of support service centers
- Location of the service centre(s) service staff strength.
- Call logging mechanism
- Response time and standby arrangements
- Preventive maintenance schedules

4.2 The bidder shall provide support/maintenance for the system and all its components for a period of 3 years from the date of supply. During this period, the bidder shall continue to supply the appropriate consumables, upgrades and/or replacement parts.

4.3 The bidder shall replace faulty products. The replacement products shall be new or warranted as new and equivalent to the replaced item. The bidder should note that providing uninterrupted bandwidth and VPN shall be their responsibility and PDIL shall not be held responsible for replacement of any equipment / accessories for the contract period of 3 years. The equipment shall be owned by the bidder and after successful completion of the contract period; they may take back the equipment.

4.4 Bidders are to specify the problem resolution time it would comply with during on-site warranty support and subsequent services and also escalation chart must be provided with name and contact details. After PDIL makes a request for support to the Supplier's Help desk, the Supplier must resolve the issue and make the system fully operational within the time specified.

4.4.1 Problem resolution time shall be calculated by reference to the time elapsed before rectification and the time elapsed after complaint lodging.

4.4.2 Bidder shall ensure satisfactory resolution of the problem within 24 hrs from call lodging. In case the problem resolution time extends beyond 24 hrs, standby equipment/system shall be provided to make the connectivity link functional.

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4.4.3 Irrespective of the above, Bidder shall be required to extend the support services on any day including holidays, on specific calls. In case of such calls, bidder shall equip himself with adequate standby systems for making the system functional to meet the urgency.

4.5 Bidders are required to provide a list of reference sites and contact names for installation, located in NOIDA/Delhi/Ghaziabad, where the tendered products/brand of products or services has been supplied. Information should be given about each reference site, which shall essentially include scope of services, size and the installation and commissioning dates.

4.6 Equipment and Systems Installation.

4.6.1 Bidder shall furnish a clear and explicit activity wise action plan and schedule for supply, installation, testing, commissioning and training of the system personnel for completion of the scope of work detailed in this document.

4.6.2 ***Bidder shall provide all the required equipment and services, whether explicitly mentioned in these specifications or not, to fulfill the intent of the specifications and to ensure completeness, operability and maintainability of the system at no extra cost to PDIL***.

4.6.3 The bidder shall arrange for all tools, tackles, testing instruments etc., as required during all operations such as transportation, installation, testing and commissioning etc. for completing the scope of work as per this specification. These tools, tackles and testing instruments etc. shall be allowed to be taken back by bidder. The bidder shall undertake all testing and commissioning activities and shall provide assistance during inspection and acceptance testing by the PDIL.

4.6.4 Site Preparation

4.6.4.1 The site preparation responsibility of the PDIL shall be limited to providing adequate space, and power point (230V AC, 50 Hz, nominal). The bidder shall provide suitable power converter/adapter equipment to suit requirement of the supplied items, if required, at no extra cost to PDIL.

4.6.4.2 The bidder shall furnish along with the offer the details of space required for the equipment and a layout of his proposed arrangements. Proposed connectivity details should also be provided along with the offer.

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5.0 TAKING OVER OF THE SYSTEM

The hardware and software shall be taken over by the PDIL from the bidder after 30 days continuous availability of the system from successful installation. However non-availability of the system due to reasons beyond bidder's scope (e.g. Power Failure) shall not be attributed to non-availability of the system for the purpose of taking over.

6.0 DELIVERIES AND WORK SCHEDULE

The connectivity link along with all other associated equipment and interfaces shall be delivered, installed and commissioned in full within **Eight weeks** from the date of letter of award.

7.0 WARRANTY

Bidder shall provide warranty for trouble free operation of connectivity link system and other equipment supplied during the full contract. During this period it shall be the responsibility of the bidder to maintain and support the equipment and systems including all associated software and hardware fully and ensure availability of the same. The bidder shall be responsible for providing all supplies, spares and services necessary for maintenance during the contract period. The bidder shall arrange for standby equipment if the faulty equipment or systems are taken out of PDIL premises for servicing. The maintenance and support services during the warranty period shall conform to the service requirements detailed above.

8.0 ANNUAL RENTAL CHARGES

8.1 The bidder shall quote rates for Annual Rent (including free supply of spares and annual cost of bandwidth and VPN) initially for a period of Three years commencing from the start date of services. These prices shall be on firm price basis and valid for three years contract periods which shall be renewed on mutually agreed rates and terms.

8.2 The bid shall be evaluated on the basis of total cost for a period of 3 years (This shall comprise of 1st Year's one-time cost plus rental cost for bandwidth and support for the first year, and rental charges and cost of bandwidth and VPN and support for a period of next 2 years).

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8.3 All spare parts, if any are to be covered under annual rental charges. The bidder shall specifically indicate the items, which are not included in the spare parts, covered under annual rental charges, if any.

9.0 SCOPE OF WORK FOR VPN CLIENT

9.1 Bidder will provision requisite number of users on the SecureRoamConnect Gateway. Client licenses, Installation guide and user manual will be provided by bidder.

9.2 24x7 monitoring of the gateway to ensure adherence to committed SLA of 99.9%.

9.3 Bidder will setup the backhaul link between SecureRoamConnect Gateway to Customer VPN network. PDIL will assist in provisioning this link by allowing configuration changes in the MPLS VPN setup.

9.4 The VPN Client on user laptop/desktop will be installed and configured by bidder team. Bidder will provide the configuration guide for setting the same.

9.5 Bidder team will be provided On-line Admin Portal and also provide assistance or user guidance for creating, managing user accounts / passwords / access mechanism, etc. using On-line Admin Portal.

9.6 The dedicated VPN Client software will be provided by bidder.

Note: <u>All services which are stated above must be covered in managed services.</u>

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Annexure – I

Router Specification for Central Location

1. **General requirements**
   - 1.1. Routers should have a modular architecture with support for internal redundant Power Supply.
   - 1.2. Minimal performance degradation when running advanced services such as stateful firewall, NAT, and IPSec.
   - 1.3. The device should be EAL3/NDPP certified.
2. **Hardware and interface requirements**
   - 2.1. Router should have 6 free slots for WAN connectivity
   - 2.2. Router should have a 6 x 10/100/1000 ports for WAN connectivity and minimum 2 SFP ports
   - 2.3. Routers should support modular LAN and WAN connectivity options including Gigabit Ethernet (copper and fiber) and E1, E1 physical interface modules.
3. **Performance requirements**
   - 3.1. The router should have a minimum performance of 800Kpps
   - 3.2. The router should have a Integrated IPS performance of 600 Mbps with support for enabling 4000 concurrent signatures
   - 3.3. The router should have a minimum IPSec forwarding performance of 600 Mbps and should support minimum 1000 VPN tunnels
4. **Quality of Service (QoS) requirements**
   - 4.1. Routers should support Class-based queuing with prioritization
   - 4.2. It should be possible to configure maximum bandwidth and guaranteed bandwidth
   - 4.3. Routers should support Queuing based on VLAN, DLCI, interface, bundles, or filters
   - 4.4. Routers should support Marking, policing, and shaping
   - 4.5. Routers should support congestion management features like WRED

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5. Routing protocol support

5.1. The router should support IPv4 and IPv6 routing

5.2. The router should support VRRP

5.3. The router should support Static Routes

5.4. The router should support RIPv1 & RIPv2

5.5. The router should have OSPFv2 and IS-IS routing features

5.6. The router should support BGP & BGPv4+

5.7. The router should support Policy Based Routing

5.8. The router should support Routing over IPSec Tunnels

5.9. The router should support ECMP

5.10. Routers should support IPv6 Routing features

5.11. OSPFv3

6. Multicast Features

6.1. Multicast Listener Discovery (MLD)

6.2. IPv4 Multicast features

6.3. IGMP v1/v2/v3

6.4. PIM-SM

6.5. Source Specific Multicast (SSM)

6.6. Multicast over GRE Tunnels

7. MPLS Features

7.1. Routers should support Layer 2 VPN

7.2. Routers should support Layer 3 VPN

7.3. Routers should support LDP

7.4. Routers should support RSVP

7.5. Routers should support Circuit Cross-connect (CCC)

7.6. Routers should support Translational Cross-connect (TCC)

8. Security features

8.1. Routers should support AAA using RADIUS or TACACS

8.2. Routers should support Packet Filters

8.3. Routers should have Stateful Firewalling

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8.4. Routers should support Network attack detection

8.5. Routers should support DoS and DDoS protections

8.6. Routers should support Tunnels (GRE, IP-in-IP, IPSec)

8.7. Routers should have DES (56-bit), 3DES (168-bit), AES (256-bit) encryption support

8.8. Routers should support MD5 and SHA-1 authentication

8.9. Routers should support Prevent replay attack

8.10. Routers should have role based access mechanisms.

8.11. Routers should support Network address translation (NAT).

9. Management and Troubleshooting

9.1. Router should have Console, Telnet and Web for management

9.2. Routers should support Software upgrades through Web

9.3. Routers should support SNMPv2 and SNMPv3

9.4. Extensive debugs on all protocols

9.5. Real-time traffic-interface/sub interface statistics.

9.6. Real-Time Performance Monitor—service-level agreement verification probes/alerts

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Router Specification for Remote Location

1. **General requirements**
   1.1. Routers should have a modular architecture
   1.2. Minimal performance degradation when running advanced services such as stateful firewall, NAT, and IPSec.
   1.3. The device should be EAL3/NDPP certified.
2. **Hardware and interface requirements**
   2.1. Router should have two free slots for future connectivity
   2.2. Router should have a 6 x 10/100/1000 ports for WAN and LAN connectivity.
   2.3. Routers should support modular LAN and WAN connectivity options including Gigabit Ethernet T1/E1, serial V.35, ADSL2+ physical interface modules.
3. **Performance requirements**
   3.1. The router should have a minimum performance of 200Kpps
   3.2. The router should have a Integrated IPS performance of 80 Mbps with support for enabling 4000 concurrent signatures
   3.3. The router should IPSEC performance of 80 Mbps with support for minimum 200 VPN tunnels
4. **Quality of Service (QoS) requirements**
   4.1. Routers should support Class-based queuing with prioritization
   4.2. It should be possible to configure maximum bandwidth and guaranteed bandwidth
   4.3. Routers should support Queuing based on VLAN, DLCI, interface, bundles, or filters
   4.4. Routers should support Marking, policing, and shaping
   4.5. Routers should support congestion management features like WRED
5. **Routing protocol support**
   5.1. The router should support IPv4 and IPv6 routing
   5.2. The router should support VRRP
   5.3. The router should support Static Routes
   5.4. The router should support RIPv1 & RIPv2
   5.5. The router should have OSPFv2 and IS-IS routing features

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5.6. The router should support BGP & BGPv4+

5.7. The router should support Policy Based Routing

5.8. The router should support Routing over IPSec Tunnels

5.9. The router should support ECMP

5.10. Routers should support IPv6 Routing features

5.11. OSPFv3

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