Pune Metropolitan Region Development Authority

Admin Dept- IT Cell,

5th floor, New Administration Building

Date: 15th Feb 2020

No.: RFQ No.47 for FY 2019-2020

To,

<u>QUOTATION INVITING NOTICE</u>

Subject: Request for Quotation (RFQ) for providing 100 Mbps Internet leased line and 20 Mbps MPLS at PMRDA for 3 year.

Sealed Quotations are hereby invited from the Internet Service Providers (ISP) to provide fully dedicated 100 Mbps Internet connectivity on uncompressed, unshared leased line (1:1) through optical fiber / wireless and 20 Mbps MPLS for a period of 3 years which may be extended based on requirement and due approval. The sealed proposal should be submitted to the office of the undersigned not later than 15.00 hrs. on 02-03-2020 and will be opened on the next day at 16.00 hrs. The Address of the office is as follows:

PMRDA

Admin Dept- IT Cell,

5th floor, New Administration Building,

Opposite Akurdi Railway Station, Akurdi,

Pimpri-Chinchwad,

Pune – 411044

The format for submitting Quotation can be referred in Annexure 1. Kindly ensure that the quotations are signed and in the .pdf format.

Terms and Conditions

Sl No	Terms & Conditions
1.	The ISP should have a valid "A" Category ISP license from Govt. of India (attach a copy of the license) and it should be valid for another three years at the time of bidding.
2.	The ISP should be a company registered under the Companies Act, 1956/2013 and should have been in the business for more than five (5) years (Copy of Certificate of Incorporation and Copy of Memorandum & Articles of Association to be provided)
3.	The ISP should be minimum TL 9000, ISO 9001:2008, and ISO 27001 and above certified for the required services (Copy of the certificate should be submitted).
4.	The ISP should be in Core ISP business at least for a period of last three years (ISP should attach the proof).
5.	The ISP should have solution for future scalability of bandwidth.
6.	The ISP should have its own NLD (National Long Distance) infrastructure of fiber laid across the country and should have valid NLD license for at least three (3) more years. (Attach copy of the NLD license).
7.	The ISP should have sufficient personnel to provide 24x7x365 customer support and centralized ticketing tool for call logging, monitoring and troubleshooting purpose. (Attach the Service Call escalation procedure with contact details (24x7x365)).
8.	The ISP company should have requisite infrastructure and resources to successfully execute the order/project and provide services at the specified location (attach a self-certified letter of compliance).
9.	The ISP should install, commission, integrate, test and related acceptance of the ILL link of 100 Mbps bandwidth and 20 Mbps MPLS. The entire system must be able to provide a sustained Internet bandwidth of not less than requested bandwidth (1:1).
10.	The termination of the last mile connection is to be made at Akurdi Office (Hub). PMRDA will provide the router for terminating the connectivity over Ethernet. The ISP should be responsible for checking the feasibility at the said location for providing the ILL connectivity. If any earthwork is involved in and around the said location for providing the connectivity, it is responsibility of ISP to get the permission from concerned authorities and at their cost. The PMRDA deliverables includes supply of UPS power, Earthing, A/C and providing space for keeping the network devices, components and rack related to the last mile connectivity
11.	The ISP should be able to provide BGP (protocol) peering services.

12.	The ISP should have an IPv6 enabled backbone.
13.	Last mile connectivity to the PMRDA premises should be the provided over fiber or wireless by the ISP and Hand off (to PMRDA) Ethernet
14.	The ISP should provide a suitable software/ method to securely access the service provider`s network monitoring service portal for monitoring and recording the uptime, packet loss & bandwidth usage of the Internet leased line on Hourly/Daily/Weekly/Monthly and custom defined period basis. The software tool (if required) and its cost (if any) should be included in the bid.
15.	Two ISP would be selected to maintain the redundancy of the network. One ISP would be primary, and second ISP would be secondary. The switch over of the links should happen automatically

Period of Internet Connectivity Service Contract

The Internet connectivity contract shall be for a period of 3 years which may be extended based on requirement and due approval

Delivery Period and Installations

The ISP would have to provide Unshared premium 1:1 Internet Bandwidth of 100 Mbps and 20 Mbps of MPLS within 15 days from the date of receipt of work order. The Internet bandwidth link should be on a test run for 10 days. After the completion of test run, the ISP should collect an acceptance test certificate from PMRDA. Acceptance shall be after the completion of integration of both the service providers and load balancing is tested.

| S. No.	Link	Duration for Implementation
1	100 Mbps Internet Lease Line and 20 Mbps MPLS to connect 5 offices	15 Days

Scope of Work

Item No	Requested Services
1.	Internet lease line ▪ Internet Bandwidth of 100 Mbps ▪ 1:1 unshared/uncompressed to be provided to PMRDA various offices. This is to be

provided at Akurdi Office, Aundh Office and 3 Satellite offices of PMRDA (Wagholi, Nasrapur, Maval)

- ISP also needs to ensure dedicated connectivity between Akurdi and NIC office, Aundh for Video Conferencing

MPLS

- 20 Mbps MPLS network topology (any to any)
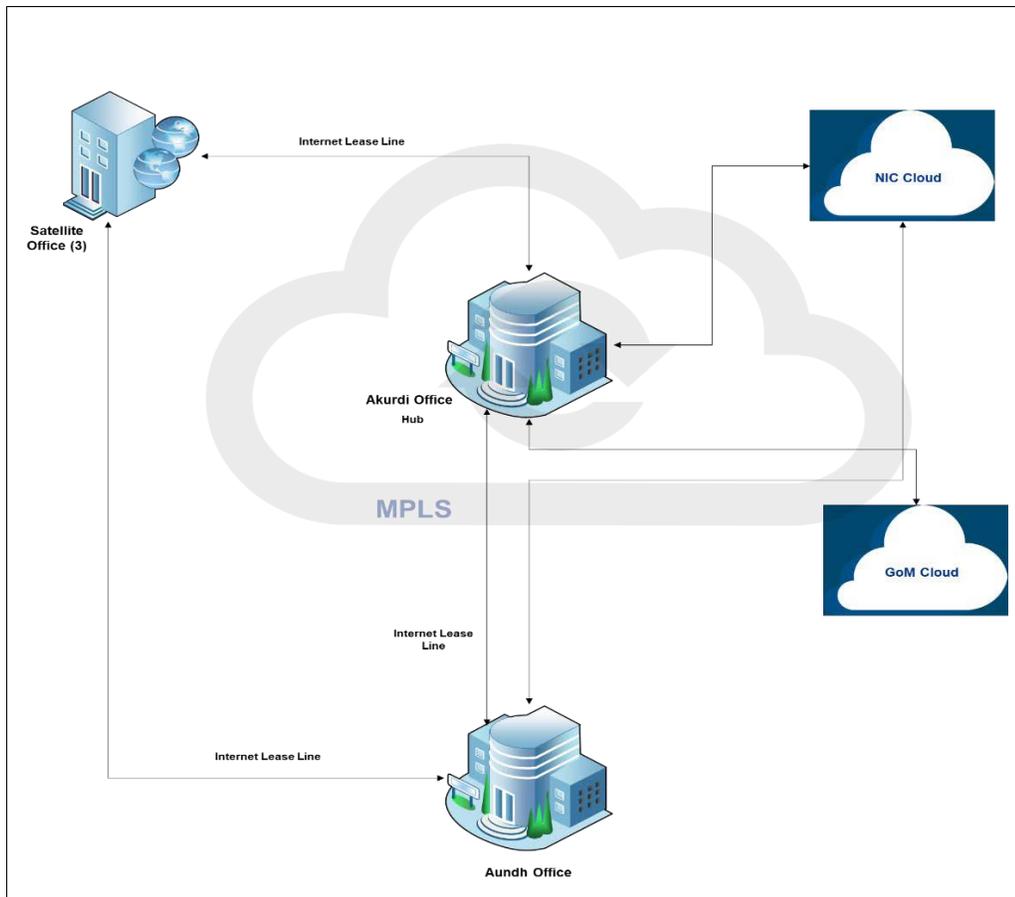
2.	System Design and Architecture
	Based on the requirements, the ISP should design the layout of the following:
	- How the links and media will be routed
	- How the link and media will get terminated and connected to the CPE equipment at the ISP's end and at the PMRDA's end
3.	Hardware
	- All the necessary hardware required for providing connectivity of unshared 1:1 committed internet Bandwidth at the above said location.
4.	Operations, Maintenance & Ownership
	- The maintenance and ownership of all such equipment's will be with ISP only.

		The ISP should provide the adequate O&M support for 3 years.	
5.	Auditing		
	▪ The ISP should maintain complete and accurate records of Service Provisioning /Activation, Fault Repair/ Restoration, Billing Complaints, Response Time to the Customer for assistance, Bandwidth Utilization/ Throughput, Service Availability/Uptime, Packet Loss and Latency measurements etc.		
	▪ Network performance parameters like Bandwidth Utilisation/Throughput including Connection Speed, Packet Loss and Latency will be measured by PMRDA on sample basis from time to time through a third-party auditor (TPA).		
	▪ The PMRDA would audit / inspect through a third-party auditor (TPA), the records relating to the reporting of compliance to the QoS, security and clean bandwidth parameters.		
6.	Additional Technical Requirements for requested serviced line/link		

1.	Latency	< 350ms	>=350ms
2.	Packet Loss	1%	>1%
3.	Command Interface Rate (CIR)	100 Mbps	<100 Mbps

1. Service Performance:

    a. Bit Error Rate (BER) 10-7 or better

    b. Packet Loss should be less than 1%

    c. Circuit Availability should be 99.99% or better

    d. Number of hops to International gateways should not be more than 5.

2. It should have ISP Network & Internet Gateway Uptime of at least 99 % or more.

3. The response time for attending the faults should be four hours (maximum) after these are reported to the ISP. The ISP will rectify the faults within 24 hours failing which 0.5% penalty will be levied; the ISP will arrange temporary replacements.

4. Quality of link. Quality of any link is measured in terms of latency, packet loss and guaranteed throughput. The terms are defined as follows:

7.	Manageability
	Manageability defines the fault resolution time taken by the Internet Bandwidth Service Provider to resolve any fault reported. The Internet Bandwidth Service Provider should meet

the fault resolution time as given in table

S. No.	Fault Resolution Time	Allowed time
1.	During Prime Business Hours	15 min.
2.	During Extended Business Hours	30 min.

Penalties

Based on the SLA objectives & parameters defined, the penalty structure has been defined against breach of service level agreement. Though the SLA parameters will be calculated on a quarterly basis, the penalties shall be calculated on a quarterly basis before the payments. Penalties will be calculated against all the SLA parameters and will be translated into the following table-for penalty structure:

Sl No.	Service Level	Metrics (SLA Breach)	Measuring Mechanism	SLA Enforcement (Penalty)
1.	Availability of Link	During Prime Business Hours - <99.99% During Extended Business Hours - <99%	Using the NMS view on the local system provided by the ISP	**During PBH** Penalty of 2% of quarterly charges shall be levied for every 0.09% of drop **During EBH** Penalty of 1% of quarterly charges shall be levied for every 0.09% of drop
2.	Quality of Link	Latency - >=350ms Packet loss - >1% CIR - <10Mbps	Using the NMS view on the local system provided by the ISP	A penalty of 5% of quarterly charges shall be levied on every breech
3.	Fault Resolution Time	During Prime Business Hours For Non critical faults- >15mins For critical faults- > 4 hrs	Using the NMS view on the local system	**During PBH** Rs. 2000/- (Rupees Two thousand only) per 15min. of delay Rs. 2000/- (Rupees Two thousand only) per hour of

		During Extended Business Hours - For Non critical faults- >30mins For critical faults - > 4 hrs.		delay **During EBH** Rs 1000/- (Rupees One thousand only) per half hour of delay Rs 1000/- (Rupees One thousand only) per hour of delay
4.	Delay in Implementation Period	On the breech of the implementation timeline given in section 3 **("Delivery Period and Installations")**	As per the project plan submitted by the successful ISP	2% of the quarterly bandwidth charges shall be levied per day of delay

Payment Terms

1. The payment will start after the completion & certification of the Acceptance Test.
2. Acceptance test would be completed after integration of both the ISP with the routers and the link load balancer.
3. The Internet Bandwidth Service Provider's request for payment should be made at the end of each quarter by invoices along with the following supporting documents:
   a. Performance Statistics
   b. Log of network parameters along with the Service Down time calculation and uptime percentage
   c. Any other document necessary in support of the service performance acceptable to PMRDA.
4. **The invoice amount for a quarter should be equal to the flat rate for the committed bandwidth in that quarter as per the cost given in Annexure 1: Format for submitting quotation**
5. Invoice Amount for each quarter = Flat cost of committed bandwidth for first month) + (Flat cost of committed bandwidth for second month) + (Flat cost of committed bandwidth for third month)
6. PMRDA will make the payment after the payment amount is verified and signed.
7. The ISP will raise the invoice at-least 15 days in advance before the start of the next quarter.

8. Deduction in payment will be made for downtime in the bills raised by the ISP provider.

All the ISPs shall be called for technical presentation and technically qualified ISPs shall be intimated through phone/email. The final selection of the qualified ISP will be based on L1.

PMRDA reserves the right to reject any or all or accept any quotation without assigning any reason.

Yours Faithfully

For PMRDA

Annexure 1: Format for submitting quotation
(This Form must be submitted only using the Supplier's Official Letterhead/ Stationery with Signature)

Note:

1. Charges quoted by the Service Provider should include all local taxes, VAT, duties, levies, transportation costs, spares etc.

2. No other charges whatsoever would be paid by PMRDA

Description	One-time Amount (Installation, Configuration etc) (In INR)	Annual Recurring Charges (In INR)	Tax (As applicable)	Total Amount (In INR)
100 Mbps of ILL				
200 Mbps of ILL				
MPLS (20 Mbps for 5 locations)				