

Request for Quotation - Internet Service Provider

19/ 12 / 2018

RESERVE BANK INFORMATION TECHNOLOGY PRIVATE
LIMITED

MUMBAI - 400 705

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Important Clarifications:

Following terms are used in the document interchangeably to mean:

1. ReBIT means “Reserve Bank Information Technology Pvt Ltd”.
2. RFQ means “Response For Quotation”
3. Recipient, Respondent and Bidder means “Respondent to the RFQ document”.
4. OEMs means “Original Equipment Manufacturers”
5. ARC means “Annual Recurring Cost”
6. NRC means “Non-Recurring Cost”
7. AMC means “Annual Maintenance Cost”

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1. About ReBIT

ReBIT has been set up by the Reserve Bank of India (RBI), to take care of the IT requirements, including the cyber security needs of the Reserve Bank and its regulated entities. ReBIT will act as a catalyst for innovation, big systems and new ideas apart from having the capability to guide the regulated entities in the IT areas of their operations as also for the RBI's IT related functions and initiatives. Given the need for inter-operability and cross-institutional cooperation, ReBIT will effectively participate in setting up of standards to strengthen Reserve Bank's role as regulator. Given the need for inter-operability and cross-institutional cooperation, ReBIT will effectively participate in setting up of standards to strengthen Reserve Bank's role as regulator. ReBIT is a 100% wholly owned subsidiary of the RBI.

2. Disclaimer & Disclosures

Reserve Bank Information Technology Private Limited (ReBIT), Mumbai, has prepared this document to give background information to interested parties in bidding to this "Request for Quotation", solely for the purpose of enabling ReBIT to select a vendor for providing Leased Line Internet Bandwidth service for our corporate office at Unit no. 502, 5th Floor, "Building 1" situated at "Mindspace Juinagar", Plot Nos. Gen 2/1/D, Gen 2/1/E & Gen 2/1/F, TTC Industrial Area, Juinagar, Navi Mumbai 400706. While ReBIT has taken due care in the preparation of this RFQ document and believe it to be accurate, neither ReBIT nor any of its authorities or agencies nor any of their respective officers, employees, agents or advisors give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

The information is not intended to be exhaustive. Interested parties are required to make their own inquiries and not rely only on the information provided by ReBIT in submitting the bid. The information is provided on the basis that it is non-binding on ReBIT or any of its authorities or agencies or any of their respective officers, employees, agents or advisors. ReBIT reserves the right not to proceed with the project to change the configuration of the project, to alter the time table reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the matter further with any party expressing interest. No reimbursement of cost of any type will be paid to persons or entities expressing interest. ReBIT reserves the right to accept or reject, in full or in part, any or all the offers without assigning any reason whatsoever. ReBIT does not bind itself to accept the lowest or any tender and reserves the right to reject all or any bid or cancel the Tender without assigning any reason whatsoever. ReBIT also has the right to re-issue the Tender without the Vendors having the right to object to such reissue.

The proposal in response to RFQ should be submitted by a person duly authorized to bind the bidder to the details submitted in the proposal. The submitter should give a declaration that he/she is empowered by the competent authority to sign the necessary documents and bind the bidding.

3. RFQ requirements

The purpose behind issuing this RFQ is to invite commercial bids from the eligible bidders. The selection process consists of selecting the bidder with the lowest cost that is meeting all the requirements specified in this RFQ document.

3.1 Scope of Work

- 1) The Bidder is responsible for providing end- to -end solution (including hardware, software and internet links) for setting-up internet at ReBIT's new office.
- 2) The bidder should provide and maintain high speed uninterrupted Internet for a period of 3 years. The proposed solution should be scalable to meet future requirement as and when required by the ReBIT.
- 3) The equipment (s) to be installed for the proposed solution should not be declared End-of-Support for next 5 years (minimum) and will not be end of production for next one year from the date of bid submission.
- 4) The Bidder should provide one PRI link with redundancy for ReBIT Telephony Infrastructure.

The PRI link should enable telephone calls including both incoming and outgoing calls. The line must be designed for the requirement of up to 250 Extensions and 30 concurrent calls, which can be scalable up to 60 concurrent calls in the near future. PRI system should support T1/E1 port with optimum interface.

5) Help Desk Support:

- a) The bidder shall provide centralized Helpdesk for assistance or registration of user complaints through various medium like Voice Call/SMS/Email of ticket generation system.
- b) After rectifying the said compliant, bidder is required to update the resolution/call-closure on the centralized helpdesk and the confirmation for the rectification shall be done on visibility in the deployed service.

6) Fault Management: Detecting, isolating and correcting problems, reporting problem of end user, tracking trends related to problems.

7) Incident Management: The Helpdesk team will provide for an incident management process to seamlessly facilitate a fault/call from, initial identification, notification, logging, and diagnosing and closure acceptance, to achieve final resolution.

8) Problem Management:

- a) Document the appliance/services fault to include date time, description of symptoms and track and report on problem status as required and provide root cause analysis as required by ReBIT.

b) Monitor and report on the progress of the problem resolution and confirm resolution of the problem.

c) Close the call upon resolution of the problem.

d) Submission of monthly report.

e) Identification of chronic issues and its resolution.

9) Escalation Management: Escalation from One resolution process to the next higher level resolution process as per escalation matrix/chart (to be submitted by bidder)

10) Call Management: The calls will be handled at helpdesk based on severity.

11) Preventive maintenance: the bidder shall conduct Preventive Maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the equipment, and necessary repair of the equipment) once within first 15 days of the installation and thereafter once every half yearly.

12) The bidder will arrange for team of experts to carry out troubleshooting if required at the time of installation and integration with the ReBIT's infrastructure in coordination with the Network Manager of ReBIT.

13) The bidder must have a good qualified technical staff to understand the technical problems and provide proper resolution. Bidder has to appoint a Project Manager for this RFQ for the entire duration of the contract. The bidder should provide CV of Project Manager that demonstrates proven experience in executing projects similar in scope and complexity. ReBIT reserves the right to ask for a change in the Project Manager, depending upon qualification/experience/performance etc.

3.2 Vendor Evaluation Process and Criteria

- The Bidder has to comply with the "Minimum Eligibility Criteria" as detailed below in the RFQ, to qualify and participate in the RFQ process.
- The Technical Proposal will be evaluated for technical suitability.
- During evaluation of the bid, ReBIT at its discretion, may ask the bidder for clarification in respect of its tender. The request for clarification and the response shall be in writing, and no change in the substance of the tender shall be sought, offered, or permitted.
- The ReBIT's reserves the right to accept or reject any bid in whole or in parts without assigning any reason thereof.
- During the commercial evaluation the vendor with lowest commercial (L1) bid will be awarded the contract subject to signing of the subsequent work contract and Non-Disclosure Agreement between both the parties.

Technical Details:

- Dedicated 25 Mbps(1:1) link on Ethernet Handover
- Uptime Guarantee with SLA – 99 % (POP to POP and POP to CE) Month on Month Basis
- Last mile connectivity using Fibre

3.3 Bidder's Eligibility Criteria

Bidders meeting the following criteria are eligible to submit their Bids along with supporting documents. If the Bid is not accompanied by all the required documents supporting eligibility criteria, the same would be rejected:

Sr.No.	Eligibility Criteria	Documents to be submitted
1	The Bidder must be an Indian firm / company/ organization registered under applicable Act in India.	Copy of the Partnership deed/Bye Law/ Certificate of Incorporation issued by Registrar of Companies along with Memorandum & Articles of Association and full address of the registered office.
2	The bidder must be a Tier - I provider or Category-A (class-A) or Unified Access Service License (UASL) license holder from DoT, Government of India.	
3	The bidder should produce the validity of TRAI license / DOT license with documentary proof to operate International gateways.	
4	The bidder should have its own International Internet Gateway.	
5	The bidder should have their own cable landing station.	
6	The bidder should be a member of National Internet Exchange of India (NIXI) and shall be peering (IPv4 and IPv6) with NIXI (at least two locations).	
7	The bidder must possess certification such as TL 9000 /TL9001, ISO 27001 or similar	Copies of the certificate to be provided along with self-attestation by the authorized signatory with company seal.
8	The bidder should have successfully commissioned a minimum of one 50 Mbps Premium Internet Link during the last 3 years to at least one reputed Financial Institutions /	Purchase orders and confirmation from existing customer(s).

	Central Govt. Organization within India.	
9	The bidder should have registered an average turnover of Rs.2 crores or above during the last three financial years.	Copy of the audited Balance Sheets and / or Certificate of the Chartered Accountant for the preceding three years (i.e. 2014-15, 2015-16 and 2016-17)
10	The bidder should have its own full-fledged office and Technical support centre in Mumbai. ISP's NOC should be in India.	Bidder to provide a declaration on its letter head to this effect.
11	Client references and contact details (email/landline/mobile) of customers for whom the Bidder has executed similar projects (Start and End Date of the Project to be mentioned) in the past three years, and which will be running as on the date of submission of the bid.	(At least three client references to be provided.) 1. 2. 3.
12	The bidder should not have been blacklisted/debarred for corrupt and fraudulent practices by Govt. organizations.	Self-declaration on the letter head.
13	The service provider should have 24*7 Helpdesk numbers.	Self-declaration on the letter head.
14	Should be able to commission Leased Line Internet Bandwidth within six weeks from the date of purchase order. For late delivery the LD clause would be applicable @1% of the contract value inclusive of all taxes, duties, levies etc., per week or part Thereof subject to a maximum of 5%.	A self-certified letter to be submitted for meeting the delivery schedule and accepting the LD clause

Note: The Bidder should submit relevant documentation supporting the above eligibility/ qualification criteria. In case of non-compliance with any of the eligibility criteria mentioned above, the bidder shall be liable to be disqualified without any notice and the bids of the bidder may not be processed further. Any additional / irrelevant document enclosed with the bid, may lead to disqualification. Also all the documents requested should be arrange in the same order as mentioned in the Checklist.

4. RFQ Details

4.1 Contact

Recipients are required to direct all communications related to this RFQ to procurement@rebit.org.in

4.2 RFQ Timelines

The key timelines for this RFQ are as below.

Milestone	Target End Date
RFQ release date	19-Dec-2018
Vendors submit RFQ questions to ReBIT (as needed)	26-Dec-2018, 4 pm
Bidders Conference (All queries raised by bidders shall be addressed in this conference, in person)	02-Jan-2018, 4 pm
Vendor proposal (Minimum Eligibility, EMD, Technical and Commercial in separate sealed envelope submission date)	14-Jan-2019, 4 pm
Technical Bids opening by ReBIT team	15-Jan-2019, 4 pm
Vendor Presentation for selected bidders	To be intimated later via email or ReBIT Website (tentative Jan 16, 2019 - Jan 18, 2019)
Commercial bid opening	To Be intimated via email to selected Bidder
Award Contract	To Be intimated via email to selected Bidder

4.3 Inquiries and questions

Inquiries and questions regarding the proposal document, scope of services, or the terms and conditions shall be submitted via e-mail to procurement@rebit.org.in by

the date and time mentioned above. All responses from ReBIT to all inquiries shall be sent via email as per above timelines.

4.4 Submittal Instructions

The submission must be in two parts.

Part 1: Technical proposal needs to be submitted in a sealed envelope before the date and time mentioned in the above table, clearly marked as “Technical proposal for RFQ – Internet Service Provider”, to Chief Executive Officer, Reserve Bank Information Technology Pvt Ltd (ReBIT), 18th Floor, AWFIS, Cyber One, Opp. to CIDCO Exhibition Centre, Sector 30A, Vashi, Navi Mumbai - 400703

Submittals are due at the postal address given below on or before **January 14, 2019**

The technical proposal should include:

1. Response to the questions and sections in technical specifications mentioned in the Annexure – A.
2. Technical Proposal should contain the solution architecture for Leased Line Internet Bandwidth.
3. Bidders are expected to provide a descriptive response to each of the questions and sections.
4. All other relevant documents for supporting eligibility criteria mentioned in the RFP.

Submittals submitted in any other form will NOT be accepted.

Part 2: This will contain the commercial quote from the vendor. This must be in a sealed envelope delivered to the below address before the date and time mentioned in the RFQ Timelines, clearly marked as “Commercial proposal for RFQ – Internet Service Provider”.

Submittals submitted in any other form will NOT be accepted.

Address: Reserve Bank Information Technology Pvt Ltd (ReBIT), 18th floor, Cyber One, Opp. to CIDCO Exhibition Centre, Sector 30A, Vashi, Navi Mumbai - 400703

Sole responsibility rests with the Offeror to see that their RFQ response is received on time. Any responses received after due date and time are liable to be rejected.

The commercial submission must be in the format mentioned in the Annexure - B.

4.5 Site Particulars

Non-familiarity with the site conditions will not be considered a reason either for extra claims or for not carrying out the work in strict conformity with the timelines and specifications. Successful bidder is expected to familiarize themselves with the site conditions and operationalize the total solution.

4.6 Delivery Schedule

ReBIT would prefer the following schedule for completion of the activities from the date of placement of orders.

- Delivery of solution at said the location: max 6 weeks.
- The hardware, software and associated documentation so received should be in good working condition at the designated location of the ReBIT.
- The bidder should communicate the timelines for the Installation schedule and any other relevant details to the ReBIT as part of its project plan and obtain ReBIT's approval.
- The installation will be deemed to be complete after successfully conducting Acceptance test procedure (ATP) and acceptance of the same by ReBIT.
- The Bidder has to resolve any hardware, system software and integration issues with existing systems and application related problems during installation of the Total Solution.
- On the evaluation of the Acceptance Test results and if required in view of the performance of the Total Solution, as observed during the Acceptance Test, the Vendor shall take remedial measures including up-gradation of the Total Solution or of any component there under, including replacement thereof, at no additional cost to the ReBIT, to ensure that the Total Solution meets the requirements of ReBIT as envisaged in the Tender Document.

4.7 Confidentiality

- The bidder must maintain absolute secrecy of the request for quotation, the services delivered, and any data accessible during the performance of the services, the findings of the assessment or testing and contents of the deliverables.
- Any restrictions on the use or inspection of material contained within the proposal and any resulting contract shall be clearly stated in the proposal itself. Confidential/proprietary information must be readily identified, marked and separated/packaged from the rest of the proposal. Co-mingling of confidential / proprietary and other information is NOT acceptable. Neither a proposal, in its entirety, nor proposal price information will be considered confidential / proprietary. Any information that will be included in any resulting contract cannot be considered confidential.
- The Bidder shall treat all documents, information, data and communication of and with Purchaser as privileged and confidential and shall be bound by the terms and conditions of the Non-Disclosure Agreement. The Bidder shall sign and execute this Non-Disclosure Agreement before the execution of this Contract.
- The Bidder shall not, without Purchaser's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, sample or information or data or drawings / designs furnished by or on behalf of Purchaser in connection therewith, to any person other than a person employed by the Bidder in the performance of the Contract. Disclosure to any such employed person shall be made in utmost confidence and shall extend only so far as may be necessary and relevant for purpose of such performance

and shall be subject to the terms and conditions of the Non-Disclosure Agreement.

- The Bidder shall not, without Purchaser's prior written consent, make use of any document, data or information etc., enumerated in this Bid Documents save and except for due performance and observance of the Contract.
- Any document, other than the Contract itself, enumerated in this Bid Documents shall remain the property of Purchaser and shall be returned (in all copies) to Purchaser on completion of the Bidder's performance under and in accordance with the Contract, if so required by Purchaser.

4.8 Submission Requirements

- Proposers are expected to examine the specifications, schedule of delivery, and all instructions. Failure to do so will be at the proposer's risk.
- Each proposer shall furnish all the information required in the RFQ.
- A signed purchase order or contract furnished to the successful proposer results in a binding contract without further action by either party.
- Any interpretation, correction or change of the Proposal Documents will be made by Addendum. Interpretations, corrections and changes of the Proposal Documents made in any other manner will not be binding, and Proposer shall not rely upon such interpretations, corrections and changes. ReBIT will not be responsible for oral clarification.
- ReBIT may, in its absolute discretion, seek additional information or material from any of the Bidders after the RFQ closes and all such information and material provided must be taken to form part of that Bidder's response.
- Bidders should provide details of their contact person, telephone, fax, email and full address to ensure that replies to RFQ could be conveyed promptly.
- If ReBIT, in its absolute discretion, deems that the originator of the question will gain an advantage by a response to a question, then ReBIT reserves the right to communicate such response to all Bidders.
- ReBIT may, in its absolute discretion, engage in discussion or negotiation with any Bidder (or simultaneously with more than one Bidder) after the RFQ closes to improve or clarify any response.
- ReBIT will notify all short-listed Bidders in writing or by mail as soon as practicable about the outcome of the RFQ. ReBIT is not obliged to provide any reasons for any such acceptance or rejection.
- Contract / license agreement: Submit a copy of any contract / license agreement you will require to be executed at time of award.
- Non-disclosure Agreements: Submit a copy of any non-disclosure contracts you would require to be executed as part of the evaluation process.
- Bidders are not permitted to submit more than one bid.
- The quote from the vendor should include all costs of any tools needed by the vendor to perform the activities in scope.
- The cost of bidding and submission of the bids is entirely the responsibility of the bidders, regardless of the conduct or outcome of the tendering process.
- The bids that are not submitted in the prescribed format or incomplete or after due date in any sense are liable to be rejected. ReBIT reserves the right to

accept or reject any bids without assigning any reason and ReBIT's decision in this regard will be treated as final.

- The bid shall be in English Language.
- All prices shall be expressed in Indian Rupees only.
- Bids once submitted will be treated, as final and no further correspondence will be entertained on this. No bid will be modified after the deadline for submission of bids.
- Contacting ReBIT - From the time of bid opening to the time of Contract award, if any bidder wishes to contact ReBIT for seeking any clarification in any matter related to the bid, they should do so in writing by seeking such clarification/s from an authorized person. Any attempt to contact ReBIT with a view to canvas for a bid or put any pressure on any official of ReBIT may entail disqualification of the concerned bidder or its bid.
- Subsequent to the orders being placed/agreement executed, the successful bidder shall pass on to ReBIT all fiscal benefits arising out of reductions in Government levies viz. sales tax, excise duty, custom duty, etc.

4.9 Terms of Payment

- Selected Bidder should raise single invoice for entire project which should contain Total Solution
- Full payment will be made only after the successful completion of the activities in scope to the satisfaction of ReBIT.
- There is no provision for any partial payment prior to the completion of all the activities.
- Bidder should be willing to accept payment through Electronic Payment System (RTGS or NEFT)
- After ReBIT has received a valid invoice, ReBIT agrees to remit payment within thirty (30) days from the date the invoice was received.

4.10 Taxes and Duties

Prices should be inclusive of all taxes, duties, charges and levies of State or Central Governments as applicable, VAT/Sales Tax, service taxes etc. Octroy, if any, shall be reimbursed to supplier by ReBIT at actual on production of original receipt. The benefits realized by supplier due to lower rates of taxes, duties, charges and levies shall be passed on by the Supplier to ReBIT.

4.11 Subcontracting

The selected Bidder shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the vendor under the contract.

4.12 Period of validity of bids / Responses

- Prices and other terms offered by Bidders must be firm for an acceptance period of 60 days from date of closure of this RFQ.

- In exceptional circumstances ReBIT may solicit the Bidders consent to an extension of the period of validity. The request and response thereto shall be made in writing.
- ReBIT, however, reserves the right to call for fresh quotes at any time during the period, if considered necessary.

4.13 Force Majeure

Neither Party shall be responsible for any failure to perform due to unforeseen circumstances or due to causes beyond the defaulting Party's control even after exertion of best efforts to prevent such failure, which failure may include, but not be limited to, acts of God, war, riots, embargoes, strikes, lockouts, acts of any Government authority, delays in obtaining licenses or rejection of applications under the Statutes, fire or floods.

4.14 Arbitration

- In the event of any dispute or differences between the parties relating to the Contract or LOI (Letter of Invitation) whichever is issued later the same shall be referred to arbitration to be conducted in accordance with the Arbitration and Conciliation Act, 1996 and the venue of arbitration shall be at Mumbai, India.
- In the event of failure to resolve the differences through arbitration, either of the parties shall be free to undertake necessary further legal course with the Courts of Law in Mumbai who shall have jurisdiction for preventive, interlocutory and other incidental relief applied for by any party under or in relation to Agreement.

4.15 Limitation of liability

Neither party shall, in any event, regardless of the form of claim, be liable for any indirect, special, punitive, exemplary, speculative or consequential damages, including, but not limited to any loss of data, business interruption, and loss of income or profits, irrespective of whether it had an advance notice of the possibility of any such damages. Subject to the above and notwithstanding anything to the contrary elsewhere contained herein, the maximum liability, of selected bidder (vendor) and purchaser (ReBIT) shall be, regardless of the form of claim, restricted to the total cost of services of the vendor for the event that gave rise to such liability, as of the date such liability arose, during contract period.

4.16 Other Terms and Conditions

- The Contract/Purchase Order will be awarded to that responsible proposer whose submittal, conforming to the RFQ, will be most advantageous to the ReBIT, price and other factors considered.
- ReBIT reserves the right to reject any or all proposals and to waive informalities and minor irregularities in proposals received, and to accept any portion of or all items proposed if deemed in the best interest of ReBIT to do so.
- The successful bidder will have to bear all the legal charges like cost of Stamp duty etc. at the time of signing Purchase Agreement/Service Level Agreement.
- The bidder is required to get prior approval of all the project plans and processes from ReBIT before commencement of the project. This will be reviewed from time to time based on the agreed milestones. Reports on

progress of the project should be submitted by the appointed personnel of the Bidder once a week to ReBIT till the completion of the project.

- ReBIT reserves the right to accept or reject any bid or scraps the Tender without assigning any reason thereof and ReBIT's decision in this regard will be treated as final.
- Ownership of this RFQ: The content of this RFQ is a copy right material of ReBIT. No part or material of this RFQ document should be published in paper or electronic media without prior written permission from ReBIT.
- Neither the contract nor any rights granted under the contract may be sold, leased, assigned, or otherwise transferred, in whole or in part, by the Vendor without advance written consent of ReBIT and any such sale, lease, assignment or transfer otherwise made by the Vendor shall be void and of no effect.
- ReBIT reserves the right to make an award without further discussion of the proposal submitted. Therefore, the proposal should be initially submitted on the most favourable terms the vendors can offer. It is understood that the proposal will become a part of the official file on this matter without obligation to ReBIT.
- The vendor selected as the apparently successful vendor will be expected to enter into a contract with ReBIT. Considering the immediacy of the requirement, if the selected vendor fails to sign and return the contract within two (2) business days of delivery of the final contract, ReBIT may elect to cancel the award and award the contract to the next-highest-ranked vendor.
- No cost chargeable to the proposed contract may be incurred before the vendor has received a fully executed contract.
- ReBIT will not reimburse the vendor for non-business hour work (weekends and evenings), travel, lodging, meals or other business costs. Ensure these costs are included in your RFQ response.

4.17 Compensation

No payment of any kind will be provided to the submitting vendor, or parties they represent, for obtaining any of the information solicited. Procurement of all equipment and services will be in accordance with subsequent contractual action.

4.18 Commitments

All quotes should be submitted initially on the most complete basis and with the most favourable financial terms available. The selected vendor's proposal may, at ReBIT option, be made part of the final purchase contract and all representations in the vendor's proposal may be considered commitments to supply the system as described.

4.19 ReBIT reserves the right to

- Reject any and all responses received in response to the RFQ
- Waive or Change any formalities, irregularities, or inconsistencies in proposal format delivery
- To negotiate any aspect of proposal with any Bidder and negotiate with more than one Bidder at a time
- Extend the time for submission of the bid

- Select the most responsive Bidder (in case no Bidder satisfies the eligibility criteria in totality)
- Share the information/ clarifications provided in response to RFQ by any Bidder, with any other Bidder(s) /others, in any form.
- Cancel the RFQ at any stage, without assigning any reason whatsoever

4.20 RFQ Revisions

ReBIT reserves the right to change the schedule or issue amendments to the RFQ at any time. ReBIT also reserves the right to cancel or reissue the RFQ at any time. Amendments or a notice of cancellation will be notified individually to each participating vendor.

4.21 Ownership of documents, data and hardware

- ReBIT shall own the documents, prepared by or for the Bidder arising out of or in connection with this Contract.
- Forthwith upon expiry or earlier termination of this Contract and at any other time on demand by ReBIT, the Bidder shall deliver to ReBIT all documents provided by or originating from ReBIT and all documents produced by or from or for the Bidder in the course of performing the Services, unless otherwise directed in writing by ReBIT at no additional cost.
- The Bidder shall not, without the prior written consent of ReBIT, store, copy, distribute or retain any such documents

4.22 Cancellation of contract and compensation

The ReBIT reserves the right to cancel the contract of the selected Bidder and recover expenditure incurred by the ReBIT on the following circumstances. ReBIT would provide 30 days' notice to rectify any breach/ unsatisfactory progress:

- The selected Bidder commits a breach of any of the terms and conditions of the RFQ/contract.
- The selected Bidder becomes insolvent or goes into liquidation voluntarily or otherwise
- The progress regarding execution of the contract, made by the selected Bidder is found to be unsatisfactory.
- If the commissioning leased of Line Internet Bandwidth delayed by more than two weeks from the due date of commissioning / If deductions on account of liquidated Damages exceeds more than 5% of the total contract value.
- If the selected Bidder fails to complete the due performance of the contract in accordance with the agreed terms and conditions
- An attachment is levied or continues to be levied for a period of 7 days upon effects of the tender.

4.23 Non-Disclosure Agreement

The selected vendor will have to sign a NDA agreement with ReBIT in the prescribed format on a Stamp paper. Non-disclosure agreement will be shared with the final selected vendor.

Annexure - A

Company Profile	
Organizational Information (SI Partner)	Vendor Response
Company Name	
Corporate Address	
Contact name, Title, Email and Phone number of primary contact person	
Number of years in business	
Sample list of clients within India	
Number of total employees	

Organizational Information (Product Vendor)	Vendor Response
Company Name	
Corporate Address	
Contact name, Title, Email and Phone number of primary contact person	
Number of years in business	
Number of years providing proposed network solutions	
Number of active clients using proposed ISP solutions globally	
Number of active clients using proposed ISP solutions within India	
Sample list of clients using proposed ISP solutions globally	
Sample list of clients using proposed ISP solutions within India	
Number of total employees	

ISP 1

Sr. No.	Technical Specifications	Requirement specification	Compliance Y/N
1	ISP shall provide 25 Mbps connectivity for each last mile of business class internet and should be upgradable to 50 Mbps	Must Have	
2	Wired connectivity till CE end	Must Have	
3	ISP shall provide IPv6 support	Must Have	
4	ISP shall provide usable public IP addresses for WAN side \29 & for LAN side \28	Must Have	
5	ISP shall provide dual last mile and the proof of 2 last mile wired providers for redundancy purpose	Must Have	
6	Detailed solution diagram	Must Have	
7	CE to pop level redundancy with last mile	Must Have	
8	ISP shall provide one PRI link with redundancy purpose	Must Have	
9	ISP shall provide bandwidth availability 24*7*365 days	Must Have	
10	ISP shall have network engineering support 24*7*365 days	Must Have	
11	ISP shall maintain network monitoring capability and notify ReBIT at the point of any disruption of service, at no time shall it take longer than fifteen (15) minutes to send notification from the time the outage occurs	Must Have	
12	ISP should have Proactive monitoring services	Must Have	
13	ISP shall provide web-based bandwidth utilization reporting	Must Have	
14	ISP shall provide Bandwidth utilization & network uptime report to client on weekly, monthly, yearly basis	Must Have	
15	ISP shall guarantee quality of service - minimum uptime 99.999% per month with maximum of two (2) hours response and resolution to problems	Must Have	
16	Network/Transit delay shall not exceed an average of 80milliseconds over a 5 minute period where the situation is under the ISP's control.	Must Have	
17	SLA type 1) POP to POP 2) POP to CE.	Must Have	
18	Packet loss shall not exceed an average of 0.1% over a 5 minute period	Must Have	
19	ISP shall provide DDoS solution as per included specification in DDOS sheet	Must Have	
20	Router shall be provided by the ISP as a managed service	Must Have	
21	Redundancy in CE end router	Must Have	
22	ISP should provide Managed Service like Device Management, configuration management, Troubleshooting	Must Have	

DDOS Service Requirements			
Sr.No.	General Functionality	Requirement specification	Compliance (Y/N)
1	The proposed cloud mitigation service provider has to have their own global network presence in both India and abroad in APAC, The USA and European regions	Must Have	
2	The proposed cloud mitigation service provider should mitigate attacks originated within India locally inside the country (attack traffic must not be diverted outside India)	Must Have	
3	The proposed cloud mitigation service provider must have mitigation centers distributed across the world	Good To Have	
4	The proposed cloud mitigation service provider should be able to mitigate as close to the source of the attacks to ensure minimal additional latency due to re-routing	Must Have	
5	The proposed cloud mitigation service provider should be able to mitigate attacks originating within its network, transiting its network and originating outside its network	Must Have	
6	The proposed cloud mitigation should have ability to support BGP diversion options	Must Have	
7	The proposed cloud mitigation should have ability to support GRE traffic re-injection directly to the customer site	Good To Have	
8	The proposed cloud mitigation must have ability to provide carrier agnostic DDoS mitigation service i.e. independent of who the customer's upstream ISPs are or how many there are	Must Have	
9	The proposed cloud mitigation should have ability to load balance traffic across mitigation centers via anycast / Internet routing	Must Have	
10	The proposed cloud mitigation should support for mitigation events of up to 24 hours in duration with full access to SOC personnel anytime during the event	Must Have	
11	The proposed cloud mitigation should have ability to block traffic based on specific botnet signatures and intelligence feed derived from well-known security research teams	Must Have	
12	The proposed cloud mitigation service provider must have a minimum of 3 live scrubbing centers in the Indian Region and must have a minimum of 10 live scrubbing centers in International Regions.	Must Have	

13	The proposed cloud mitigation service provider must have at least 20 Gbps Scrubbing capacity in the Indian Region and must have at least 100 Gbps Scrubbing capacity in International Regions.	Must Have	
14	The proposed Cloud Mitigation service provider must provide service on best effort basis, if Attack traffic exceeds subscribed capacity	Must Have	
15	The proposed cloud mitigation service should be from an ISP in India having both local and global scrubbing centers	Must Have	
16	The service should allow the submission of black or white lists on demand during mitigation events for application on the mitigation systems.	Good To Have	
17	The service should capable of detecting & mitigating huge volumetric DDoS Attacks on cloud	Must Have	
18	The service is based on proven technologies that have been widely deployed in carrier environments and appropriate customer references and testimonials can be provided.	Good To Have	
19	The proposed Cloud service should have volumetric & state exhaustion attack mitigation capacity of at least 200 Gbps	Good To Have	
20	The proposed Cloud DDoS Mitigation service should have BGP Flow spec facility which protects the scrubbing farms deployed on the cloud, safe from getting flooded	Must Have	
21	The proposed Cloud DDoS Detection platform must have the ability to collect 500K+ FPS which enables higher detection rates	Good To Have	
	Capacity and Scale		
22	The platform has Intelligent mitigation capacity. Intelligent mitigation capacity means protocol analysis driven mitigation engine that performs intelligent anomaly detection, signature based analysis, protocol aware analysis, and intel driven detection and mitigation of botnet and known bad actors.	Must Have	
	Service Levels		
23	99.999% overall service uptime excluding pre-scheduled maintenance windows	Must Have	
24	72 hour standard setup time - from verifying receipt of all necessary provisioning information to provisioning complete	Good To Have	
25	72 hour standard change time from verifying receipt of all necessary change information to change complete	Good To Have	
26	15 - 30 minute mitigation response from time of receiving a phone request or E-mail request for cloud service	Good To Have	
	Reporting		

27	Post incident reports are delivered after every mitigation event and include specific details about the event, date, time, traffic passed and dropped.	Must Have	
28	During mitigation events, ongoing status messages can be provided anytime on demand basis.	Good To Have	
29	A dedicated portal should be available to view DDOS alerts and extract reports	Must Have	
30	On demand during or after a mitigation event customer must be able to request and receive screen shots / details from the intelligent mitigation system being used to perform the mitigation. These details will including information on the techniques used to block the attack traffic, their configuration settings etc., and how much traffic was passed and dropped by each technique.	Must Have	
31	On demand during a mitigation event, the customer may request and receive list of source IP addresses that are dynamically being black listed in the mitigation.	Good To Have	
32	Attack and mitigation notification by means of E-mail, phone should be available	Good To Have	
	SOC and Support Services		
33	The service should have a dedicated Security Operations Center to provide mitigation support with 24 x 7 coverage.	Must Have	
34	The service has a dedicated customer service organization that provides support for service provisioning and communication to mitigation customers with 24 x 7 coverage	Must Have	
35	The Security Operations Center is managed by someone with over 5 years of senior management experience in mission critical network environments	Must Have	
36	The service should have Engineers specialized in DDoS domain	Must Have	

Services Requirement set			
Group	Requirement	Compliance (Y/N)	Detailed response (please be as elaborate as possible on how your solution addresses these points)
Overview of Scope			
	Implementation of the mentioned solutions		
	Recommend Hardware and Software required for the implementation		
	Dedicated project management with governance model / body in place in case of escalations		
	Defining deployment architecture based on requirements.		
	Consulting services for a defined period if required		
Requirement Workshop			
	Vendor should provide network architect to design the network architecture, conducting site surveys and capacity management in consultation with ReBIT Team.		
	The Bidder shall provide a requirement specification with deployment architecture to determine the optimal IT Infrastructure		
	Bidder is expected to provide sign-off on the architecture and interface documents		
Project Management			
	The Bidder is required to provide comprehensive project management services for the entire duration of the implementation of the proposed solution		
	The Bidder shall provide with dedicated project manager and technical resources during the implementation phase		
	The Bidder shall provide the project plan, identifying major tasks, start dates, end dates and responsibilities		
	The Bidder is required to develop and respond with a typical project implementation plan for solution		
	The Bidder is expected to provide for a typical project team structure for solution implementation		
	The Bidder is expected to provide for a representative project team profile information		

	The Bidder is expected to provide for a typical resource allocation plan for various phases of the project implementation		
Project Implementation			
	The Bidder is required to provide for complete implementation services for the solution		
Hardware Requirements			
	The Bidder should provide recommendations for any hardware required for implementation.		
	The Bidder should ensure that the infrastructure is sized adequately. The bidder should provide the hardware sizing appropriately to support the scalability and performance requirements of the solution		
Software Requirements			
	The Bidder is required to provide recommendations for any software requirements for implementation such as but not limited to OS, Database...etc.		
System Acceptance			
	System test will need to be carried out on sample end user machines as a part of the production release		
	The Bidder should provide for test cases for conducting the system test		
	Customer is expected to provide for System acceptance certificate after which rollout to all the end user machines can be scheduled		
After Implementation Requirements			
	The Bidder shall provide with dedicated service account manager		
	ISP shall provide Bandwidth utilization & network uptime report to client on weekly, monthly, yearly basis		
	ISP shall have NOC support 24*7*365 days		
Project Documentation			

	Appropriate Project documentation is expected to be provided as part of the implementation phase, which includes but not limited to Statement of Work, Deployment Configurations, Escalation Matrix and Team Structure, Detailed Project Plan, Test Reports, Help Manuals and Issue logging and Resolution procedures...etc.		
Change Management			
	The Bidder is required to provide for consulting support for solution adoption post Go Live. Formulate and implement consulting plan to minimize the impact and ensure business continuity.		
	Design and implement a change management plan to address the needs of end users. This should factor the communication strategy, help desk, documentation such as help manuals..etc..		
Patch Management			
	The Bidder is required to provide details about their product upgrades and patch management		
Incident Management			
	The Bidder is required to provide details about their Incident Management process		
	The Bidder is required to provide details about their Incident Classification process. The bidder is expected to provide a priority concept for review.		
	The Bidder is required to provide details about the way in which support issues / tickets are tracked and responded		
Contact hours			
	The Bidder is required to provide details about communication medium and time slots if any for support services		
Post Go-Live Support			
	The Bidder is required to provide details about their Support model		
	The Bidder is required to provide details about their Support service window		
	The Bidder is required to provide details about their SLAs followed		
Support Language			
	The Bidder is expected to provide language support for English		
Release Cycle			
	The Bidder is expected to provide information about how often new minor or major versions of the solution are released.		

Annexure - B

Commercial Sheet for 25 Mbps (1:1) dedicated Leased Line Internet Bandwidth

ISP	Physical Media	Managed Services	CE Router	LAST MILE		IP POOL		SPEED (MB)	ARC	NRC	TOTAL
				PRI	SEC	LAN	WAN				

Commercial Sheet for PRI

Sr.No.	Items	Quantity	NRC	ARC	Total Cost
1.	PRI Gateway (30 channels) with 3 years warranty				
2.	AMC Cost (if any)				
3.	Development, customization & end to end solution implementation cost (if any)				
	Total cost				
	Total cost in Words				

Terms & Conditions:

- All the commercial value should be quoted in Indian Rupees.
- The amount quoted is exclusive of all taxes.
- ReBIT will deduct applicable TDS, if any, as per the law of the land.
- The price quoted should be inclusive of Cost of deliverables, Software License, installation, customization, maintenance and support systems as per ReBIT's requirement.
- ReBIT will not pay any labour charges for transportation, Road Permit, installation of software, items separately. All such costs, if any, should be absorbed in the above Total cost.
- Bidder has to show the bifurcation/details of applicable GST (CGST/SGST/IGST) in every invoice.
- The bidder has to make sure all the arithmetical calculations are accurate. ReBIT will not be held responsible for any incorrect calculations.
- Further, we confirm that we will abide by all the terms and conditions mentioned in the Request for Quotation document.

Place:

Date:

Seal & Signature of the bidder