

No. MHCO-EBPT/47(11)/2/2024-EBPT

Dated: 03.08.2024

Request for Proposal

Request for Proposal (RFP) is invited through email from National level empanelled SI's for supply, installation, testing, configuration, commissioning and maintenance of router for one of our EB Platinum customer at Navi Mumbai (3 Nos) and Chennai (2 Nos) on Capex model.

1. BSNL is going to participate in the tender floated by BSNL Platinum Mumbai Customer. So this RFP is for identifying the rates of routers for participating in the tender. During reverse auction with the customer, the successful L1 bidder will also be asked to reduce the rates of routers for becoming L1. Final order will be placed to successful L1 bidder only when BSNL gets the order from the customer.
2. Online password protected techno-commercial bid in two separate envelopes are invited through email from National level System Integrators (SI) empanelled with BSNL in Maharashtra (MH) Circle or any other circle to AGM (EB-Mumbai), O/o CGMT, MH Circle, 5th Floor, "D" Wing, New Admin Bldg. Juhu-Danda Road, Santacruz (W), Mumbai-54 on or before **06-08.2024 till 16:00 Hrs** on email id **ajay_vasani@bsnl.co.in / mhsdeebtender@gmail.com / laxmankanekar@gmail.com** with subject line "Proposal for supply, installation, testing, configuration, commissioning and maintenance of routers for EB Platinum Customer at Navi Mumbai (3 Nos) and Chennai (2 Nos) on Capex model during the period of contract which are booked from BSNL, Mumbai.
3. (a) Eligibility conditions are specified in "Annexure I". Interested SI may submit documents duly signed by the authorized representatives of the SI in support of eligibility criteria **through email in password protected** marked as "Eligibility Documents"

(b) Commercial Bid in a predefined proforma provided in "ANNEXURE-II", duly signed by authorized representative of the System Integrator shall be **submitted through through email in password protected as Commercial Bid**. Commercial Bids of only SIs fulfilling the eligibility conditions shall be opened and evaluated for finalization of RFP.
4. The Eligibility Criteria bid will be opened at AGM (EB-MBI), O/o CGMT, MH Circle, 5th Floor, "D" Wing, Admin Bldg., Juhu-Danda Road, Santacruz (W), Mumbai-54 **at 16:30 Hrs. on 06.08-2024.**
5. All terms and conditions are as per agreement of Empanelment of System Integrator.
6. Deleted.

7. SCHEDULE OF EVENTS :

Issue of RFP	03.08.2024
Last date of submission of RFP documents	06.08.2024, 16:00 hrs

Opening of Bids	06.08.2024, 16:30 hrs
Address for Communication & submission of bid	AGM(EB-Mumbai) Maharashtra Telecom Circle, 5th Floor, D-Wing, Admin Bldg., BSNL Complex, Juhu Rd., Santacruz (W), Mumbai-400054. ajay_vasani@bsnl.co.in mhsdeebtender@gmail.com laxmankanekar@gmail.com
Contact Numbers	9427214342, 9426634343, 9423992546

Note :

- Bidder may nominate one representative to be present during the opening of the Commercial Bids.
- **The date of opening of commercial bids of qualified bidders in Eligibility criteria will be intimated separately.**

8. Purpose:

- 7.1 **BSNL invites sealed quotation through email (online password protected techno-commercial bid in two separate envelopes) from National level System Integrators for supply, installation, testing, configuration, commissioning and maintenance of routers for EB Platinum Customer at Navi Mumbai (3 Nos) and Chennai (2 Nos) on Capex model during the period of contract which are booked from BSNL, Mumbai**
- 7.2 The quantity stated above is estimated, and BSNL reserves the right to vary the quantity to the extent of $\pm 50\%$ of the estimated cost worked out after approval of rates ,without any change in unit price or other terms and conditions, however, there is no minimum guarantee ,as order would depend on requirement of customer
- 7.3 Any refusal to honor the work order for any reason shall attract penal provision of contract and forfeiture of BG submitted for SI empanelment.
- 7.4 The contract is expected to continue for approx. 5 year (2 years warranty + 3 years AMC) as per customer's contract with BSNL. In case, there is an extension of contract with customer, the contract with SI may also be extended, if agreed by vendor and contract covers scope of work. Whether to extend the contract or call for fresh RFP shall be decided by BSNL taking into account all the factors such as service performance, commercials, period of extension, scope of work etc . However in case of termination of contract by customer, before 5 year the contract with SI shall also stand terminated and pro rata payments due shall be made.
- 7.5 Location details is kept at ANNEXURE-III.

8 Nature and Work and Expected Volume:

- 8.1 Supply, installation, testing, configuration, commissioning and maintenance of Routers for new links booked /existing links till the time period of the contract, i.e. for 5 years (2 years warranty + 3 years AMC). However in case of termination of contract by customer, before 5 year the contract with SI shall also stand terminated and pro rata payments due shall be made. **If the router gets faulty in an entire contract period it shall be replaced within 24 hrs without any extra cost. The specification of Router required is as per Annexure- A**

9 Scope of the work for SI is summarized below:

- 9.1 Coordination with BSNL team and BSNL Platinum Customer team for configuration and commissioning of Router.
- 9.2 Router configuration will be done by the SI and will coordinate with the customer & local BSNL for commissioning of link.
- 9.3 Supply, delivery, Installation, testing, commissioning and support (both hardware and software) for all components of 5 brand new latest routers with its associated accessories as per the technical specification defined in this document.
- 9.4 Service Provider shall support the Product and its associated items/components including OS/firmware & Licenses during the period of warranty.
- 9.5 The contract for routers shall be for a period of 5 years (2 years warranty + 3 years AMC) from the date of successful installation & sign-off of the equipment for the mentioned location with back to back OEM support. The routers should get integrated with the EB customer's existing network/application infrastructure.
- 9.6 During the warranty period, bidder will have to undertake comprehensive onsite support of the entire Product (hardware components, operating software/firmware, licenses, etc.) supplied by them at no additional cost to the BSNL. During the warranty period, bidder shall maintain the Product (hardware, software, etc.) to comply with parameters defined for acceptance criteria and bidder shall be responsible for all costs relating to labour, spares, maintenance (preventive and corrective), compliance of security requirements and transport charges from and to the designated site(s) in connection with the repair/ replacement of the Product (hardware/ equipment/ components/ software or any component/ part thereunder), which, under normal and proper use and maintenance thereof, proves defective in design, material or workmanship or fails to conform to the specifications, as specified **Technical Specification**.
- 9.7 The Product must be as per the mentioned technical specifications provided in **Technical Specification**. As the equipment is required to be deployed in the EB customer 's network, bidders must quote a suitable model from their product portfolio that are meant for enterprise category.
- 9.8 During the support period (warranty), Service Provider shall ensure that services of professionally qualified personnel are available for providing comprehensive on-site maintenance of the Product and its components as per the EB customer's requirements.
- 9.9 The bidder shall provide services of an expert engineer at Navi-Mumbai and Chennai locations whenever required by the EB customer. In case of failure of Product (hardware, system software or any of its components), Service Provider shall ensure that Product is made operational to the full satisfaction of the EB customer within the given timelines.
- 9.10 The Selected Bidder will offer onsite comprehensive warranty for the hardware, software and licenses against defects arising out of faulty design, materials and workmanship or due to any reason for a period of two (2) years from the Date of acceptance of equipment by the EB customer (hardware, software & License).
- 9.11 The on-site comprehensive support for the hardware and software during Warranty period includes replacement of faulty equipment or parts thereof/ defective parts/spare parts.
- 9.12 **All the required licenses to be provided for the entire contract period. The Routers should be**

with 2 year warranty and 3 year AMC. The AMC should be back to back with the OEM and required document to be submitted by the bidder at the time of initiation of AMC period.

- 9.13 Bidder to provide all necessary hardware and software required to make the equipment work strictly as per technical specifications. The technical specifications specified in this document are minimum and the bidder can quote equivalent or higher technical specifications to meet the EB customer requirements.
- 9.14 Bidder shall ensure that all supplies (hardware, software etc.) must not be End of Life (EoL) and End-of-Software Support (EoSs) for the entire duration of the contract
- 9.15 The equipment shall include all components and subcomponents including power cables, accessories, modules, and hardware/software licenses (required for commissioning of the product as a part of RFP) and shall be supplied by the bidder at no extra cost to the BSNL
- 9.16 Bidders must provide equipment with rack mounting kit to accommodate all components in the rackspace provided in the EB customer's Data Centers
- 9.17 All necessary entitlement of license for both hardware and software in papers/electronic mode should be provided to the EB customer's NI
- 9.18 The bidder shall have to specify the make and model of the equipment being proposed in the bid document. The bidder must have a good qualified technical staff with valid certification from the OEM (being represented by them) to understand the technical problems and provide proper resolution. Providing details of Single point of contact (SPOC) and Escalation matrix.
- 9.19 During the period of contract, there will not be any separate charges for relocation or shifting of equipment. The bidder has to provide the said services without any cost to the BSNL during the entire period of the contract as per the requirement of the EB Customer

9.20 Delivery & Installation:

- 9.20.1 If the Bidder fails to install/commission any or all the equipment's mentioned in the Purchase order (PO) within 3 weeks from the day of issue of purchase order, Purchaser shall, without prejudice to its other rights and remedies under and in accordance with the Contract, deduct from the Contract price, as liquidated damages, a sum equivalent to 1% percent per week or part thereof of respective purchase order cost subject to maximum deduction of 10% of the purchase order value of the delayed equipment or unperformed services for that particular location. In case of undue delay beyond a period of 15 days unless otherwise waived by the Purchaser, Purchaser in its discretion may consider termination of the Contract.
- 9.20.2 If the Bidder fails to complete the entire works before the scheduled completion date or the extended date or if Bidder repudiates the Contract before completion of the Services, the Purchaser may without prejudice to any other right or remedy available to the Purchaser as under the Contract recover from the Bidder, as ascertained and agreed liquidated damages and not by way of penalty.
- 9.20.3 The Purchaser may without prejudice to its right to effect recovery by any other method, deduct the amount of liquidated damages from any money belonging to the Bidder in its hands (which includes the Purchaser's right to claim such amount against Bidder's Bank Guarantee) or which may become due to the Bidder. Any such recovery or liquidated damages shall not in any way relieve the Bidder from any of its obligations to complete

the works / Services or from any other obligations and liabilities under the Contract

9.21 **SLA Parameters.**

- 9.21.1 The Bidder warrants that the Products supplied under the Contract are new, unused, of the most recent or current model and they incorporate all recent improvements in design and / or features. The Vendor further warrants that all the Products supplied under this Contract shall have no defect, arising from design or from any act of omission of the Bidder that may develop under normal use of the supplied Products in the conditions prevailing in India.
- 9.21.2 **Warranty for Hardware Components:** Onsite comprehensive warranty for all the hardware components including free replacement of spares, parts, kits as and when necessary will be 24 months from date of installation, commissioning and acceptance by the EB customer.
- 9.21.3 On-site comprehensive warranty: The warranty would be on-site and comprehensive in nature and back to back support from the OEM. Bidder will warrant all the hardware and software against defects arising out of faulty design, materials and media workmanship etc. for a period of 2 years from date of installation, commissioning and acceptance by the EB customer under respective Purchase Order. Vendor will provide support for operating systems and other preinstalled software components during the warranty period of the hardware on which these software & operating system will be installed. Vendor shall repair or replace worn out or defective parts including all accessories of the Equipment at his own cost including the cost of transport.
- 9.21.4 Any worn or defective parts withdrawn from the Equipment and replaced by Vendor shall become the property of Vendor and the parts replacing the withdrawn parts shall become the property of EB customer. Notwithstanding anything contained contrary, if any hard disk or storage device is required to be replaced, the same shall not be handed over to vendor and same will continue to remain in possession of the EB customer.
- 9.21.5 During the term of the Contract, Vendor will maintain the equipment in perfect working order and condition and for this purpose will provide the following repairs and maintenance services.
- Free maintenance services during the period of warranty. Professionally qualified personnel who have expertise in the hardware and system software supplied by Vendor will provide these services.
 - Vendor shall rectify any defects, faults and failures in the equipment and shall repair/replace worn out or defective parts of the equipment within 24 hours. In case any defects, faults and failures in the Equipment could not be repaired or rectified during the said period, the engineers of the Vendor are required to accomplish their duties beyond the said schedules in case of any situation if it warrants. In cases where unserviceable parts of the Equipment need replacement, the Vendor shall replace such parts, at no extra cost to the EB customer, with brand new parts or those equivalent to new parts in performance. For this purpose, the Vendor shall keep sufficient stock of spares at its premises.
 - The response time will be 10 min at Navi Mumbai & Chennai when the call is logged
 - The maximum resolution time will be 4 hours from the time of logging incident**

- e. Vendor shall ensure that the full configuration of the Equipment is available to the EB customer in proper working condition viz. uptime of 99.95% of the time on a 24 x 7 x 365 basis.
- f. Helpdesk (with preferably toll free number): 24 hours
- g. Response / Resolution Time starts from the time the call is logged.

All resolution times mentioned above includes travel time of Engineers also. Bidder shall provide on-site support for addressing devices related issues.

9.22 Downtime details:

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

Link down due to power failure and Router switch off at the respective EB customer Locations.
Scheduled maintenance by the Bidder, with prior intimation to EB customer and BSNL

9.23 Penalty Clause

Uptime:-

The percentage uptime shall be calculated on monthly basis as follows:

$$\text{Uptime (in \%)} = \frac{(\text{Sum of total hours during quarter} - \text{Sum of downtime hours during quarter}) \times 100}{(\text{Sum of total hours during quarter})}$$

Total hours during the quarter = No. of calendar days x 24 hours

Uptime (Per device per month)	Penalty per device
99.95% and above per device	Nil
If uptime is <99.95% and up to 99.75%	Rs. 2500/- per device
If uptime is <99.75% and up to 99.55%	Rs. 3,000/- per device
If uptime is <99.55% and up to 99.35%	Rs. 3,500/- per device
If uptime is <99.35% and up to 99.15%	Rs. 4,000/- per device
If uptime is <99.15% and below	Rs. 4,500/- per device

Note: - Bidder should give uptime guarantee of 99.95% on quarterly basis for all the devices. If uptime for any device during any quarter is less than 99.95%, BSNL will deduct the payment for that quarter for the particular device. BSNL has the right to terminate/surrender the contract and award the contract to alternate vendor.

9.24 The Bidder shall ensure to perform preventive maintenance (PM) of routers on timely basis as mentioned in the RFP, failing which the successful bidder will be penalized.

9.25 If any router and related items get burnt/damaged due to non-preventive measures by the

bidder, the replacement of the device with same or higher capacity shall be provided by the bidder within 24 hours at no extra cost to the BSNL.

- 9.26 During the warranty period, bidder needs to perform & submit the inspection report of Central equipment (DC & DR) along with the acceptance certificate which must be duly signed & sealed by the EB Customer official while claiming the payment of installation cost of central devices as per payment terms.

10 **Penalty Terms :**

- 10.1** BSNL will award the contract for supply of Router as per customer's requirement.
- 10.2** Penalty imposed by EB customer will be passed on 100% on SI , if the faults pertains to the issues in Router configuration, hardware failure and Routing.
- 10.3** If SI fails to maintain SLA for reasons other than BSNL and repetitive/prolonged failure on the part of SI is observed resulting into customer dissatisfaction, this contract is liable to be terminated with forfeiture of PBG submitted for empanelment of SI and/or barring from BSNL tenders for a period of 2 years.
- 10.4** **Router is expected to be commissioned within 3 weeks from date of issue of Advice Note/ Work orders from BSNL and further delay will invite penalty back to back as per EB customer terms & conditions.**

11. **Payment Terms Details**

11.1 **General:**

- 11.1.1 Successful bidder shall submit the bills in duplicate to the designated officer of this office.
- 11.1.2 The successful bidder shall mention, in each bill the rate and amount of GST, if any, and shall submit the challan as per the rules applicable from time to time with bills. GST is to be deposit by all tax payers on due basis instead of collection basis and submit proof of GST deposited by the contractor with bills at the time of submission of bills, as per GST rules amendment.
- 11.1.3 Tax deduction at source (TDS) will be applied while making payment to Successful bidder as per rules.
- 11.1.4 The BSNL shall have no liability or obligation for any other State or Local Govt. Levies / Taxes (other than GST) for providing services by the Successful bidder under this Agreement.
- 11.1.5 Successful Bidder shall ensure the payment of EPF in the individual account of each person employed on contract basis in pursuant of contract agreement.
- 11.1.6 The payment shall be made in Indian Rupees.

11.2 **Payment Terms:**

- 11.2.1** The payment to the vendor shall be on back to back basis after receipt of payment from customer within 60 days from the payment receipt and after receipt of Original Invoice from the bidder.
- 11.2.2** The payment shall be made after deducting damage/penalties as per SLA report from customer.
- 11.2.3** In case of shifting of link due to change in location of branches/offices, **no additional cost will be paid by the BSNL.**
- 11.2.4** The rate quoted by bidder(s) shall be uniform across the country for all locations during

the entire tenure of the contract.

11.2.5

Sr. No.	Description	Milestone based Payment
a	On successful delivery of routers including hardware, software, licenses, verification of BOM, rack mounting & POST (Power on Self-Test)	80% cost of routers including hardware, software, licenses and 2 years warranty as mentioned in the Purchase Order (PO), subject to submission of correct and undisputed invoices & delivery challan duly signed by concerned EB Customer official, after deducting penalty charges for late delivery (if any) after receiving back to back from EB customer.
b	On successful signing and execution of documents mentioned in RFP	10% Remaining cost of routers including hardware, software, licenses and 2 years warranty as mentioned in the Purchase Order (PO), On successful signing and execution of documents mentioned in RFP, subject to submission of correct and undisputed invoices, after deducting penalty charges (if any) after receiving back to back from EB customer
c	On successful completion of 12 months from the date of delivery of routers including software, licenses, verification of BOM, rack mounting & POST (Power on Self-Test)	10% Remaining cost of routers including hardware, software, licenses and 2 years warranty as mentioned in the Purchase Order (PO), subject to submission of correct and undisputed invoices, after deducting penalty charges (if any) after receiving back to back from EB customer
d	AMC cost	The AMC cost of the devices will be made quarterly in arrears subject to deduction of SLA penalties, TDS, withholding tax etc., if any. after receiving back to back from EB customer

11.3 For claiming this payment the following documents are to be Submitted to the paying authority

- 11.3.1** Invoice clearly indicating break up details of composite price i.e. Basic, Goods and Services Tax (GST), any other Duties and Taxes, etc.
- 11.3.2** Commissioning report from customer and/or original Challan of hardware supplied.
- 11.3.3** Proof of payment of GST, if applicable.
- 11.3.4** Timely uploading of correct and necessary information on GSTN portal is mandatory as prescribed in GST compliances.

Note:

- 1) If the supplier fails to furnish necessary supporting documents i.e. GST invoice / Customs invoices etc. and also fails to upload the information on GSTN in respect of the Duties/taxes for which input tax credit is available, the amount pertaining to such Duties/Taxes will be deducted from the payment due to the supplier.
- 2) Tax amount will be paid to the supplier only after supplier declares the details of the invoices its return in GSTR 1 and GSTR-3 uploaded by the supplier and the same is reflected in GSTR-2A of BSNL on GSTN portal.
- 3) TDS/ TCS shall be deducted at the prescribed rate, if any (as the case may be).
- 4) BSNL can adjust/ forfeit Bank Guarantee obtained from the supplier against any loss of input tax credit to BSNL on account of supplier's default.
- 5) In case BSNL has to pay GST on reverse charge basis, the supplier would not charge GST on its invoices. Further, the supplier undertakes to comply with the provisions of GST law as may be applicable.

12 BSNL Right To Accept Any Bid and to reject any or All Bids:

BSNL reserves the right to accept or reject any Bid in part or in full or to cancel the Bidding process and reject all Bids at any time prior to contract award, without incurring any liability to the affected the bidder(s) or any obligation to inform the affected the bidder(s) of the grounds for the BSNL action.

13 Mode of Evaluation:

The bidder i.e. L1, shall be decided based on the total cost of Commercial Bid (Annexure- II) satisfying the Technical specifications of the router as specified in the RFP and 100% quantity of orders, shall be placed with lowest bidder. However POC will be conducted by the EB customer. After successful completion of POC EB customer will issue PO to BSNL and BSNL will issue back to back PO to the successful L1 bidder.

If L1 bidder fails to conduct successful POC for EB customer than L2 & so on bidders matching the L1 price will be offered for conducting POC.

Further if L1 refuses to work, then order will be placed to L2 bidder at L1 price and so on. However BSNL reserves the right to award the PO to L2 bidder at L1 rates if the L1 bidder experience with EB-Mumbai Platinum unit is not satisfactory in past projects.

During reverse auction with the customer, the successful L1 bidder will also be asked to reduce the rates of routers for becoming L1. Final order will be placed to successful L1 bidder only when BSNL gets the order from the customer.

14 PBG:

System integrator shall submit PBG of 5% of APO value within 14 days from date of issue of advance purchase order in the format given in ANNEXURE- B. PBG will be valid for duration 6 months more than the project duration. Failure to submit the PBG, within the stipulated time,

shall lead to forfeiture of PBG submitted for empanelment of SI and /or barring from BSNL tender for period of 2 years.

15) Dispute Settlement:

- 15.1 In the event of any question, dispute or difference arising under this agreement or in connection there-with (except as to the matters, the decision to which is specifically provided under this agreement), the same shall be referred to the sole arbitration of the CGM Maharashtra Circle, BSNL. The agreement to appoint an arbitrator will be in accordance with the Arbitration and Conciliation Act 1996. In the event of any question, dispute or difference arising under this agreement or in connection there-with (except as to the matters, the decision to which is specifically provided under this agreement), the same shall be referred to the sole arbitration of the CGM Maharashtra Circle, BSNL. The agreement to appoint an arbitrator will be in accordance with the Arbitration and Conciliation Act 1996.
- 15.2 There will be no objection to any such appointment on the ground that the arbitrator is a BSNL Servant or that he has to deal with the matter to which the agreement relates or that in the course of his duties as a BSNL servant he has expressed his views on all or any of the matters in dispute. The award of the arbitrator shall be final and binding on both the parties to the agreement. In the event of such an arbitrator to whom the matter is originally referred, being transferred or vacating his office or being unable to act for any reason whatsoever, the CGM Maharashtra Circle, BSNL or the said officer shall appoint another person to act as an arbitrator in accordance with terms of the agreement and the person so appointed shall be entitled to proceed from the stage at which it was left out by his predecessors.
- 15.3 The arbitrator may from time to time with the consent of both the parties enlarge the time frame for making and publishing the award. Subject to the aforesaid, Arbitration and Conciliation Act, 1996 and the rules made there under, any modification thereof for the time being in force shall be deemed to apply to the arbitration proceeding under this RFP terms and conditions and SI empanelment Eol.
- 15.4 The venue of the arbitration proceeding shall be the office as decided by CGM, Maharashtra Telecom BSNL, or such other places as the arbitrator may decide.

16. Exit Clause

- 16.1 BSNL reserves the right to terminate the agreement, at any time, due to change in its own license conditions or upon directions from the DOT/Government of India. In such a situation, BSNL shall not be responsible for any damage or loss caused or arisen out of aforesaid action.
- 16.2 On termination or expiry of the agreement, the BG shall be released to Bidder only after ensuring clearance of dues, if any which bidder is liable to pay to BSNL. In case of failure of bidder to pay the amount due to BSNL, the outstanding amount shall be realized through encashment of the Bank Guarantee without prejudice to any other action(s) for recovery of the amounts due to BSNL.
- 16.3 No penalty/damages/compensation shall be payable by either party before expiry of agreement period, if exit is made under the following circumstances.
(a) The order of any Government (Central/State) or any statutory body.
(b) In force majeure event.
- 16.4 Notwithstanding any other rights and remedies provided elsewhere in the agreement, upon termination of this agreement.
- 16.4.1 Neither party shall represent the other party in any of its dealings.

Maharashtra Telecom Circle,
O/o The G.M. EB-Mumbai,
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Tel: 022-26604816 Fax:26612176



भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)



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- 16.4.2 Neither party shall intentionally nor otherwise commit any act (s) as shall make a third party to believe that the other party is still the former Parties partner.
- 16.4.3 Each party shall stop using the other parties name, trade, mark, etc, in any audio or visual form.

ANNEXURE- A

Technical Specification of Router:

The Supply of 5 nos. of Routers at the Specified Locations having minimum 8 Gbps of encrypted throughput & 8 Gbps of WAN throughput

S.No	Requirement	Compliance (Yes/No)
1	Attach router document containing detailed bill of material (make, model, OS details: version, date of release, end of sale & support date, product development path, etc.)	
2	Router should integrate seamlessly with EB Customer's existing network infrastructure comprising of Cisco/juniper and other make router, switches, firewalls, IPS,VPN-IPSEC devices and various types of WAN links	
3	Router should be having Back to Back OEM support (Hardware, Software, Firmware etc.) for next 2 years from the date of PO	
4	Router should have dual power redundancy.	
5	The router should have minimum 8 GBPS DRAM, Flash Memory, CPU and other hardware to support all the services configured	
6	The router Should support various boot options like booting from TFTP server, Network node and Flash Memory	
7	The router should be capable of IP routing protocols like RIPV1 & V2,OSPF,BGP-IBGP & EBGP, Policy Routing, NAT etc	
8	The router should be capable of WAN protocols like PPP, Multilink PPP, etc.	
9	Router should support security services with Standard Access Lists, Extended Access Lists to provide supervision and control.	
10	The router should support multiple privilege levels to support role based access control with and without use of external RADIUS or TACACS+ and other AAA servers	
11	The router Support for Remote Authentication Dial-In User Service (RADIUS), TACACS+ and AAA. a)SHA-1, SHA-2 Route Authentication. b)PPP: PAP & CHAP support.	
12	Router should support ability to Layer 2 P2P (Point to point) or MPLS networks to provide full-mesh connectivity by providing tunnel-less VPN's, without any impact on the router performance	
13	Router should support dynamic and static routing	
	The router should support dead peer detection or equivalent which enable	

14	the router to take down IPSec tunnel when the remote peer goes down due to physical or logical issues	
15	Router should be rack mountable and support side rails if required	
16	Router should support for embedded RMON for central NMS management and monitoring	
17	Router should support for sending logs to multiple centralized syslog server for monitoring and audit trail	
18	Router should provide remote logging for administration using: telnet/SSH v2, etc.	
19	Router should have capability to upgrade, patch the operating system automatically, manually and remotely	
20	The router should be supplied with minimum 5 numbers of Gigabit Ethernet WAN (1 gig /10 gig Mbps) and 2 number of Ethernet LAN (10/100/1000/10000 Mbps) ports	
21	Router should support hot swapping of power supply modules without hampering the working and performance of router	
22	The router should be with fixed ports / SFP ports (10G Copper SFP with backward compatibility upto 1G, to be provided by the successful bidder) WAN ports should be routable.	
23	The router should support Routing Information Protocol (RIPv1 and RIPv2), Layer 2 Tunneling Protocol (L2TP, L2TPv3), Port Address Translation (PAT)	
24	Router should have the capability of holding multiple OS images to support resilience & easy rollbacks during the version upgrades etc. and should support in service software upgrade including: a. Multiple System image b. Multiple system configuration c. Option of Configuration roll-back	
25	Router should support for different logical interface types like loopback, GRE and IPSec tunnel, VLAN etc.	
26	Router should have capability to automatically failover from primary link to standby link and vice-versa when primary interface is not reachable or there is a latency observed in any of the links/ports using following real-time parameters: a. Jitter b. Network path availability c. Network Response Time d. Packet loss	
27	The router Should support IPv6 addressing architecture, IPv6 name resolution, IPv6 statistics, ICMPv6, IPv6 DHCP	
28	The router Support for the following IP v6 features: RIP NG, OSPF v3, BGP Support for V6, IP V6 Dual Stack, NAT 64, and IP v6 Policy based	

	Routing, and IP v6 QoS.	
29	The router Should support following IP v6 Tunneling mechanisms: IP v6 to 4 tunnels, IP v4 compatible tunnels, IP v6 over IP v4 GRE Tunnels, ISATAP Tunneling Support.	
30	The router shall have capability for Stateful Inspection Firewall, NAT transparency, Firewall support for clients	
31	SFTP, SSH and Telnet access should be through centralized and/or distributed TACACS+, RADIUS auth	
32	The router Should support for SNMP v1,v2 & v3 over IPV6 and subsequent versions of IPv4	
33	Router Should support controlling incoming and outgoing traffic using : a. Traffic Shaping b. Traffic Policing	
34	Router should support managing congested network connectivity using a. TCP congestion protocol b. IP Precedence c. Ingress and Egress Rate limiting etc	
35	Router should support industry standard redundancy protocol such as VRRP etc	
36	During the tenure , all the software/Patch/OS upgrade should be done by the Bidder/OEM with no Cost to customer	
37	All the functionality and feature license should be pre-installed and it should be usable from day one of operation.	
38	Router should provide control plane policy control to protect the router from unnecessary or DoS traffic by supporting control plane policy to protect the router from excessive and malicious traffic and giving priority to important control plane and management traffic	
39	Router should have enterprise license without any restrictions. If during the contract, router is not performing as per specifications in this RFP, bidder has to upgrade/enhance the devices or place additional devices and reconfigure the system without any cost to EB Customer	

AGM EB Mumbai
O/o CGMT MH, BSNL
Mumbai-54

Annexure I **“Eligibility Documents”**

The National level SI empanelled with BSNL should have existing functional NOC/ Helpdesk (at Customer end or own) specified in this RFP and the experience to monitor at least 4 L2 switches /Router for links (MPLS/ILL/P2P) in the last 05 years i.e. 2019-20,2020-21,2021-22,2022-23, 2023-24 . The SIs is requested to submit supporting document to above mentioned work.

"Eligibility Documents" envelope shall contain

1. Details of the NOC.
2. Duly signed copy of RFP document by authorized signatory.
3. Experience/work completion certificate for supply, installation, testing, commissioning, configuration, maintenance and monitoring of at least 04 nos. of L2 switches / routers issued by Authorized officer of Nationalized/PSU/Private Bank during last five financial years i.e. 2019-20,2020-21,2021-22,2022-23, 2023-24 put together.
4. MANUFACTURERS AUTHORIZATION FROM OEM Annexure –IV
5. Bidders and OEM should provide Certificate “Model Certificate for Tenders”, on their Letter head, as indicated on Annexure III at Page 11 of the Notification No. F.No.6/18/2019-PDD dated July 23, 2020 issued by Public Procurement Division of Department of Expenditure, Ministry of Finance
6. Compliance to Technical Specification Annexure- A
7. Undertaking from Bidder/SI for Non-Debarred/Blacklisted by any Circle of BSNL.
8. National empaneled SI agreement copy duly signed by authorized signatory. Empanelment should be valid as on bid submission date.

ANNEXURE-II

Commercial Bid

To
Asst. General Manager (EB-Mumbai)
5th Floor, 'D'-Wing, Admin Bldg.,
BSNL Complex, Juhu Rd.,
Santacruz (W), Mumbai-400054.

Ref: dated: .08.2024

Dear Sir,

Having examined the Tender (and amendments, if any), the receipt of which is hereby duly acknowledged, we, the undersigned, submit our Price (**excluding Goods Service Tax**) per location for supply, commissioning, configuration and maintenance of Router for EB Customer on Capex model **having minimum 8 Gbps of encrypted throughput & 8 Gbps of WAN throughput with two years warranty and further 3 years AMC** as shown below:

Commercial Format

S.No.	Description	Location	Unit Cost including 2 years Warranty excluding GST (A)	Annual Maintenance Cost (AMC) excluding GST (B)	Total AMC for 3 years excluding GST (C) = 3 x (B)	Qty (D)	Total Cost for 5 years excluding GST (E) = (D) x(A+C)
1	3 nos. of Routers having minimum 8 Gbps of encrypted throughput & 8 Gbps of WAN throughput	DC-Belapur				3	
2	2 nos. of Routers having minimum 8 Gbps of encrypted throughput & 8 Gbps of WAN throughput	DR-Chennai				2	
Total cost (In figures) excluding GST							

Note:

- Prices quoted should be exclusive of all applicable taxes such as GST.
- The rates quoted should be in prescribed Commercial Bid Format, any other cost or expense of any kind will not be entertained.

Maharashtra Telecom Circle,
O/o The G.M. EB-Mumbai,
5th Floor, D-Wing, Administrative Building,
B.S.N.L. Complex,
Juhu-Danda Road, Mumbai-400054.
Tel: 022-26604816 Fax:26612176



भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)



3. CGMT, MH Circle, BSNL reserves the right to accept or reject any or all commercial proposals without assigning any reason. He is not bound to accept the lowest commercial proposal.

Mode of Evaluation:

The lowest bidder (L1) will be evaluated on the basis of total cost as detailed above at Commercial Format

During reverse auction with the customer, the successful L1 bidder will also be asked to reduce the rates of routers for becoming L1. Final order will be placed to successful L1 bidder only when BSNL gets the order from the customer.

Dated this day of 2024

(Name, Signature& Stamp - Authorized signatory)

Annexure –III

The location details of site are as below:

Sr. No.	Location Name	Throughput	No. of Routers	Address
1	Navi Mumbai	Minimum 8 Gbps	03	Navi-Mumbai
2	Chennai	Minimum 8 Gbps	02	Chennai

For the Performance Guarantee
(To be typed on Rs.500/- non-judicial stamp paper)

Annexure- B

PROFORMA FOR PERFORMANCE BANK GUARANTEE

To
The Chief General Manager
MH Telecom Circle
5th floor , D wing,
BSNL ADMN BLDG, Santacruz (W)
Mumbai - 54

In consideration of the work order no. issued by BSNL to M/s (hereinafter called 'System Integrator') to supply, installation, testing, configuration, commissioning and maintenance of routers for EB Platinum Customer at Navi Mumbai (3 Nos) and Chennai (2 Nos) on Capex model offered by BSNL (hereinafter called 'the Service') to M/s Customer Name as per the RFP No. MHCO-EBPT/47(11)/2/2024-EBPT Dated:2024 (hereinafter called 'the said agreement') on the terms and conditions contained in the said agreement, which inter-alia provides for production of a Bank Guarantee to the extent of Rs..... (In words) for the service by way of security for the due observance and performance of the terms and conditions of the said agreement. We (indicate the name and address and other particulars of the Bank) (hereinafter referred to as 'the Bank') at the request of System Integrator hereby irrevocably and unconditionally guarantee to BSNL that System Integrator shall render all necessary and efficient services which may be required to be rendered by System Integrator in connection with and/or for the performance of the said System Integrator and further guarantees that the service which shall be provided by System Integrator under the said agreement, shall be actually performed in accordance with terms & conditions of System Integrator to the satisfaction of the BSNL.

2. We, the Bank, hereby undertake to pay BSNL an amount not exceeding Rs. (Rs.only) against any loss or damage caused to or suffered or would be caused to or suffered by BSNL by reason of any breach by the said System Integrator of any of the terms and conditions contained in the said agreement including failure to extend the validity of this guarantee or to give a fresh guarantee in lieu of the existing one.

3. We, the Bank hereby, in pursuance of the terms of the said agreement, absolutely, irrevocably and unconditionally guarantee as primary obligor and not merely as surety the payment of an amount of Rs. (Rupees Only) to the BSNL to secure due and faithful performance by System Integrator of all his/their obligations under the said agreement.

4. We, the Bank hereby also undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand

from the BSNL stating that the amount claimed is due by way of loss or damage caused or would

be caused to or suffered by the BSNL by

reason of breach by the said System Integrator of any of the terms or conditions contained in the said agreement or by reason of System Integrator 's failure to perform any of it's obligations under the said agreement."

5. We, the Bank, hereby agree that the decision of the BSNL as to whether System Integrator has failed to or neglected to perform or discharge his duties and obligations as aforesaid and/or whether the service is free from deficiencies and defects and is in accordance with or not of the terms & conditions of the said agreement and as to the amount payable to the BSNL by the Bank hereunder shall be final and binding on the Bank.

6. WE, THE BANK, DO HEREBY DECLARE AND AGREE that:

(a) the Guarantee herein contained shall remain in full force and effect for a period of Five years Six months from the date hereof and that it shall continue to be enforceable till all the dues of the BSNL and by virtue of the said agreement have been fully paid and its claims satisfied or discharged or till BSNL satisfies that the terms and conditions of the said agreement have been fully and properly carried out by the said System Integrator and accordingly discharged this guarantee.

(b) The BSNL shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said agreement or to extend time of performance of any obligations by the said System Integrator from time to time or to postpone for any time or from time to time any of the powers exercisable by the BSNL against the said System Integrator and to forbear or to enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any variation or extension being granted to the said System Integrator or forbearance act or omission on the part of the BSNL or any indulgence by the BSNL to the said System Integrator or to give such matter or thing whatsoever which under the law relating to sureties would but for this provision, have effect of so relieving us.

(c) Any claim which we have against System Integrator shall be subject and subordinate to the prior payment and performance in full of all the obligations of us hereunder and we will not without prior written consent of the BSNL exercise any legal right or remedy of any kind in respect of any such payment or performance so long as the obligations of us hereunder remains owing and outstanding.

(d) This Guarantee shall be irrevocable and the obligations of us herein shall not be conditional of any prior notice by us or by System Integrator.

7. We the BANK undertake not to revoke this Guarantee during its currency except with the previous consent of the BSNL in writing.

8. Notwithstanding anything contained above, our liability, under the Guarantee shall be restricted to Rs. and our Guarantee shall remain in force until Five years six months from the date hereof. Unless a demand or claim under this Guarantee is made on us in writing within this date i.e. all your rights under the Guarantee shall be forfeited and we shall be released and discharged from all liabilities there under.

Maharashtra Telecom Circle,
O/o The G.M. EB-Mumbai,
5th Floor, D-Wing, Administrative Building,
B.S.N.L. Complex,
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DateDay..... For (Name of Bank)

In the presence of Witnesses:

Signature

Signature

Name

Name

Occupation

Occupation

Address

Address

Place

Place

DATE

DATE

Maharashtra Telecom Circle,
O/o The G.M. EB-Mumbai,
5th Floor, D-Wing, Administrative Building,
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Annexure- IV

MANUFACTURERS AUTHORIZATION FROM OEM

(To be submitted on the Company's Letter Head and included in the Technical Bid)

To,
Asst. General Manager (EB-Mumbai)
5th Floor, 'D'-Wing, Admin Bldg.,
BSNL Complex, Juhu Rd.,
Santacruz (W), Mumbai-400054.

Dear Sir,

We _____ (**OEM Vendor**) of _____ product / service / solution hereby authorize **M/s. _____ (Successful Bidder / Vendor Name)** to offer their quotation, negotiate and conclude the contract with you against the above invitation for the Bid.

We hereby extend our comprehensive 2 year (Two) warranty as per terms and conditions of the tender and the contract for our product / application solution / services offered against this invitation for Bid by the above firm.

We also extend our back to back service support and assurance of availability of our equipments/Solution/Software and their components as per terms and conditions of the tender, to **M/s. _____ (Vendor Name)** for a period of five years i.e. up to _____ (Period)

Dated at _____ this ___ day of ___ 2024

Signature : _____

Name : _____

Designation : _____

Company seal :