

## **BRIEF TENDER NOTICE**

Ref Ref No.: WTL/TSRCTE/CON/12-13/005

Date: 27.08.12

Sealed Tender are invited from MPLS-VPN provider/service provider having NLD / ILD licenses and being capable of providing complete connectivity through Wired/Wireless (RF/VSAT) links and also having sufficient experience and credentials for successful completion of similar nature of work in Government Departments / PSUs / Banks etc.

1.	Brief description of Work	Implementation of complete MPLS-VPN connectivity of 522 locations across West Bengal with 2 Mbps per site connected at West Bengal State Data Center, Salt Lake City, for the Directorate of Treasuries, Directorate of Registration and Stamp Revenue, Directorate of Commercial Taxes & Excise Directorate under Govt. of West Bengal
2.	Tender document Fee	Rs. 10,000.00 (Rupees Ten Thousand only)
3.	Earnest Money Deposit	Rs.4000000.00 (Rupees forty lakhs only) in the form of Demand Draft from any Scheduled bank drawn in favour of Webel Technology Limited payable at Kolkata
4.	Commencement date of Sale of Tender document	27.08.2012
5.	Last date of Sale of Tender document	18.09.2012
6.	Pre-Bid Meeting date & time	11.09.2012 at 14.30 hrs <ul style="list-style-type: none"><li>• Only two persons from each intending bidder's organization, who have already procured the tender document, will be allowed to attend the Pre Bid Meeting.</li><li>• The person should have proper authorization from respective organization on their Letter Head issued by appropriate authority.</li><li>• Only queries as per format reaching WTL by 06.09.2012 will be considered for discussion.</li><li>• Queries will be entertained for those bidders only who have already procured the tender document.</li><li>• Queries must be sent to Mr. P. S. Mitra, Assistant Manager with a copy to Manager (Purchase)</li></ul>
7.	Last date & time of Tender Submission	19.09.2012 at 14.30 hrs
8.	Date of opening of Tender (Technical)	19.09.2012 at 15.00 hrs
9.	Pre-Bid Meeting, Bid Submission & Bid Opening venue	WEBEL TECHNOLOGY LIMITED (A Govt. of West Bengal Undertaking) Plot - 5, Block – BP, Sector – V, Salt Lake City, Kolkata – 700091.
10.	Availability of Tender Document	Tender document will be available at WTL's office (address given below) on all working days from 9.30 hrs to 17.00 hrs. On submission of Demand Draft of Rs.10000.00 (Rupees Ten Thousand only) drawn from any scheduled bank. Demand Draft will be in favour of Webel Technology Limited payable at Kolkata. WEBEL TECHNOLOGY LIMITED (A Govt. of West Bengal Undertaking) Plot-5, Block-P, Sector-V, Salt Lake City, Kolkata – 700091.
11.	Contact person	Mr. P. S. Mitra - 23673403-06 (Extn – 114) Mr. Arunava Saha – 23673403-06 (Extn – 112)

## **SECTION – A**

### **INTRODUCTION**

WTL, (hereinafter referred to as "Customer") invites Request for Proposal (hereinafter referred to as "RFP") for provision of connectivity for the following offices under Government of West Bengal.

- a) Offices under Directorate of Treasuries – 88 offices
- b) Offices under Directorate of Registration and Stamp Revenue - 273 offices
- c) Offices under Excise Directorate - 106 offices
- d) Offices under Directorate of Commercial Taxes - 55 offices

(hereinafter referred to as "Locations"), on dedicated bandwidth on reliable media from MPLS-VPN providers/Service provider (hereinafter referred to as "Service Provider or Bidder").

All these offices are required to be connected to West Bengal State Data Centre (WBSDC).

By virtue of the topology, all different offices will be speaking and WBSDC will be Hub location.

Webel Technology Ltd. intends to procure services for 522 nos. of 2 Mbps connectivity for the various offices under several Departments/Directorates of Government of W.B. to **West Bengal State Data Center, Salt Lake**, for data transfer & Internet using bandwidth Connectivity.

The bidders should have to quote for all line items as per Section- P, non submission / omission of any items will lead to summarily rejection of the bid. WTL reserves the right to distribute the work for four different Directorates between the eligible bidders.

### **OBJECTIVE OF THE PROJECT**

Various departments/directorates under Government of West Bengal have gone live on e-payment portal. This is hosted at WBSDC. Directorate of Commercial Taxes has already hosted its internal server in data-center and also planning to host Web server.

The customer wants to engage reputed Bidders [Service Provider] for providing 522 (five hundred and twenty two) nos. 2(Two) Mbps dedicated link at customer premise end points.

Location lists for various offices under Departments/Directorates are attached as **Section - M**

Subject to any law to the contrary, and to the maximum extent permitted by law, customer and its officers, employees, contractors, agents, and advisers disclaim all liability from any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of any information including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the loss or damage arises in connection with any negligence, omission, default, lack of care or misrepresentation on the part of Customer or any of its officers, employees, contractors, agents, or advisers.

## **SECTION - B**

### **SCOPE OF WORK**

Government of West Bengal intends to provide 2 Mbps managed MPLS connectivity at 522 remote locations spread across West Bengal for offices under four Directorates' of Government of West Bengal. The RFP is intended to select reputed vendors with credentials to deliver and manage the MPLS and Internet network service across the state for the four interested departments/directorates. The vendor is expected to bid separately as per the four different BOM's for the four different departments/directorates, requirement with router and 24 port managed switch (as per specification in section-G) at each location (as per the detailed BOM Section - P ) and manage the network along with the switches at these locations for a period of 5 years.

The hub location will have MPLS connectivity on Gigabit Ethernet/ Optical interface depending on the bandwidth size as per the BOM in Section - P. Routers and Switches are not required to be supplied at the hub location for Directorate of Commercial Tax, but have to be provided for the other three departments/directorates in **High Availability (HA)** mode.

An internet link for every department/directorate has been considered to be provided by bidder at the WBSDC which will be accessed by the remote offices over MPLS. The internet link should be terminated on **Unified Threat Management (UTM)** in High Availability Mode (as per specification in section- G).

At Hub location in West Bengal State Data Centre the bidder has to propose for MPLS on dual last mile from dual pop (own pop and at least one has to be optical fiber in last mile). The geographically different addresses of the two POP's at Kolkata has to be mentioned in the proposal with network diagram justifying how these POP's would function in the event of failure of one POP.

Bidder should also provide trained experienced, technical manpower for every department s'/directorates' network. The manpower should be available for the complete tenure of this project (5 years).

#### **CPE End point:**

- Link should terminate on Router/Core Switch only on Ethernet port.
- The routers/switches/UTM delivered in this project has to be managed and maintained by the bidder for five years.

#### **Last Mile:**

- Last mile on FIBER/Copper/RF
- The POP's from which last miles are extended should be managed POP's.
- To support Multiple COS for real time and non real time traffic
- Handoff- Fast Ethernet
- All statutory clearance/permission for Last mile connectivity outside the building will be bidder's responsibility.
- In case of RF last mile, Bidder should take all necessary/precautionary measures like aviation lamp, lightning arrester, connecting to building Earthing etc.

#### **MPLS VPN:**

- To support Multiple COS for real time and non real time traffic
- Every departments'/directorates' network is unique and should be monitored through different NMS. Bidder should be able to extend NMS (Network Management System) of respective department/directorate with its end user on requirement basis.
- Handoff- GE/FE

**Internet Provision:**

- Internet has to be provisioned at WBSDC on separate links for each department/directorate on GE/FE interfaces.
- Internet bandwidth for each department/directorate has to be terminated on the UTM boxes of each department/directorate to be supplied and managed by the bidder.
- Bidder will have to implement security policy for internet (which are subject to change) as per guidelines issued by concerned department/directorate/Government.

**Manpower:**

- Manpower should be posted at Hub location on (24 x 7) basis.
- Engineer should maintain all necessary documents/transactional requests/approvals for every department/directorate.
- Engineer should maintain the network along with hardware and be accountable for the monthly/quarterly reports.
- Should coordinate with service-provider's NOC for all network related issues, upkeep activities.
- Should maintain inventory of network equipments, services for respective departments/directorates.

**Department/Directorate Scope:**

- UPS power and permission at each of the offices for fiber or copper entry/ installation of RF equipment on the roof top of the remote offices & West Bengal State Data Center will be provided by Department/Directorate.
- Building earthing at working condition.

**Site Survey:**

- Bidder can survey (at their own cost) the sites if required.

**Network Equipment:**

- For any network equipments save as those specified in **Section -G**, if required to be supplied, the cost is to be borne by the bidders.

## SECTION – C

### PROPOSED ARCHITECTURE OF BANDWIDTH CONNECTIVITY

WTL propose to connect all the locations with the following architecture. The last mile connectivity with CPE (Customer Premises Equipment) and vendor POP (Point of Presence) should be connected using OFC/Copper/RF with Ethernet drop.

This includes network designing, providing network hardware on lease, last mile, bandwidth, installation, configuration, hardening, maintenance support, proactive monitoring and reporting, fault update through e-Mail alert, change management, training etc., with SLA binding the service provider to uptime and application/service quality commitments.

The bidder has to provide all the equipments required on this network till CPE device. The equipments shall remain service provider's property and should be replaced in case of failure as and when it occurs. WTL will ensure healthy site conditions for these equipments as per industry standard.

At central site the routers provided should be in HA (High Availability) mode to ensure maximum uptime. Also link at WBSDC site should be provided on underground media.

#### **Bandwidth Requirement – Department/Directorate wise :-**

Sr. no	Department /Directorate	No of locations	Individual Spoke Bandwidth	Hub MPLS Bandwidth	Hub Internet Bandwidth	Hardware on Lease
1	Directorate of Treasuries	88	2 Mbps	100 Mbps	35 Mbps	Spoke Router +Spoke Switch +Hub Router in HA+ Hub UTM in HA
2	Directorate of Registration and Stamp Revenue	273	2 Mbps	250 Mbps	85 Mbps	Spoke Router +Spoke Switch +Hub Router in HA+ Hub UTM in HA
3	Excise Directorate	106	2 Mbps	100 Mbps	35 Mbps	Spoke Router +Spoke Switch +Hub Router in HA+ Hub UTM in HA
4	Directorate of Commercial Taxes	55	2 Mbps	50 Mbps	25 Mbps	Spoke Router +Hub UTM in HA

## **SECTION – D**

### **ELIGIBILITY CRITERIA**

Bidders must meet the following eligibility criteria.

1. The bidder submitting the offers should be a Registered Company in India under the Companies Act, 1956. Photocopy of certificate to be submitted.
2. The Bidder should be a MPLS-VPN provider having NLD/ILD and ISP licenses and should be capable of providing Bandwidth through various Last mile media links. Bidder shall have to submit photocopy of NLD/ILD and ISP license.
3. The Bidder has registered a turnover of Rs. 200.00 Crores per financial year (Finance year shall mean an accounting period of 12 months. Figures for an accounting period exceeding 12 months will not be acceptable) for the last three financial years (FY 2009-2010, FY 2010-2011 & FY 2011-2012 as per the audited accounts. Bidder shall have to submit photocopy of balance sheets in support of the above criteria.
4. Bidder should have minimum 100 POPs (own infrastructure) with necessary network equipments across country operational as on date. Bidder shall have to submit a declaration in Letter head mentioning the address of PoPs & NOC.
5. The Bidder should have minimum-
  - Minimum 50 operational MPLS PoPs across India.
  - Its own Centralized NOC and backed by redundant NOC in different seismic zone.Bidder should submit a declaration in Letter head mentioning detailed address PoPs & NOC.
6. The bidder shall have valid Quality Certificate (ISO 9001: 2008). Photocopy of the certificate to be submitted.
7. The bidder shall have independently executed at least one similar Data connectivity order of at least Rs.5.00 (Five) Crores preferably in PSU/ Government/Public or private sector bank /Insurance companies, during last three financial years (2009-10, 2010-11 & 2011-12). References order copy along with completion certificate/MRTG Graph for the project to be submitted.
8. Bidder should submit Earnest Money Deposit (EMD) of Rs.4000000.00 (Rupees Forty Lakh only) in the form of Demand Draft drawn from any Scheduled Bank in favour of Webel Technology Limited payable at Kolkata.
9. The bidder should have valid VAT Registration Certificate, Service Tax Registration Certificate, PAN & Trade License. Photocopy of all document to be submitted.
10. Bidder to ensure posting of engineer (24 x 7 basis) per Hub location, under supervision of Webel Technology Ltd. for managing the network for the entire service period (i.e., 5 year from the date of successful commissioning). No

separate cost for manpower will be chargeable. A declaration in this regards is to be submitted in bidder's letter head.

11. The Bidder should have a centralized Help Desk with 24 X 7 supports to take care of the Network management for the customer and an exclusive Toll free number of Help Desk for the customer. **The bidder should give a brief note on help desk operation, trouble ticketing (Pro-active/Complaints), call escalation, resolution procedure for attending downtime at each location.** Each registered call would be provided a unique number. All received calls and their resolution details have to be communicated to WTL on a fortnightly basis during the entire period of the contract **The SLA will be reviewed on a monthly basis.**

12. **Managed Services and Remote NOC:**

- i) NOC should be working 24 X 7 to take care of the Network management for the Customer. Bidder's declaration in letter head to be submitted.
- ii) Such NOC should be managed by a minimum of 10 certified engineers (minimum BE/B-Tech). The list of Engineers and their qualifications should be submitted as per format (Section - R).
- iii) The NOC should have been in existence for a minimum of last 3 years. Photocopy of the certificates to be submitted.
- iv) The NOC should possess ISO compliant certification. Photocopy of the certificate to be submitted.

13. The bidder should have the capability of providing bandwidth on demand i.e. from 2Mbps to 5 Mbps at critical locations. A declaration in this regards is to be submitted in bidder's letter head.

The Bidder must submit the bid in accordance with the formats specified in the tender document.