



**NATIONAL INSTITUTE OF SECURITIES
MARKETS**

**REQUEST FOR PROPOSALS
FOR
DATA CIRCUITS AT NISM CAMPUS, PATALGANGA
(Document Reference No: NISM/ICT/RFP/04/2016-17)**

**NISM Bhavan,
Plot No. : 82,
Sector - 17, Vashi,
Navi Mumbai: 400703
Tel: 022-66735100-05
Fax: 022-66735110
Web: www.nism.ac.in**

1. INTRODUCTION

National Institute of Securities Markets (NISM) is a public trust established by Securities and Exchange Board of India (SEBI) with the objective of enhancing the quality of securities market in the country through knowledge-based interventions. The institute has six schools of excellence for imparting professionalized education in securities markets. This Request for Proposals (RFP) is for Data Circuits to be procured for NISM Campus at Patalganga.

2. SUBMISSION OF PROPOSALS

The Proposals must be prepared covering the following information and submitted to NISM at the address contained herein on or before the closing date specified in Section-10 of this document. Please refer to the checklist given in Section-2.2 to ensure that the submission has all the required items.

2.1 Proposal Submission

The Proposal will be submitted in three separate sealed envelopes.

The first sealed envelope will contain the EMD as stated in Section-2.3 and the envelope will be super scribed as “EMD for Data Circuits at NISM Campus, Patalganga (Document Reference No: NISM/ICT/RFP/04/2016-17)”.

The second sealed envelope will contain the response to the Eligibility Criteria stated in Section-7 and the envelope will be super scribed as “Eligibility to bid for Data Circuits at NISM Campus, Patalganga (Document Reference No: NISM/ICT/RFP/04/2016-17)”.

The third sealed envelope will contain the Price Bid strictly as per the format given in Annexure-E and the envelope will be super scribed as “Price Bid for Data Circuits at NISM Campus, Patalganga (Document Reference No: NISM/ICT/RFP/04/2016-17)”.

The three separate sealed envelopes should be put together in another sealed main envelope super scribing it as “Proposal for Data Circuits at NISM Campus, Patalganga (Document Reference No: NISM/ICT/RFP/04/2016-17)”.

Please note that the Eligibility Proposal must not contain cost figures of the proposed products and services. If the cost figures are mentioned anywhere in the Eligibility Proposal, the Proposal will be disqualified and will not be evaluated.

The Price Bid must be unconditional. Condition if any should be indicated in eligibility proposal only.

2.2 Content of Envelopes

#	Content Check list
Envelope -1: EMD	
1.	EMD with cover letter Note: The bidder must write the name of the company and the RFP Document reference Number at the back of EMD Demand Draft/Bankers Cheque/Pay Order.
Envelope -2: Bidding Eligibility	
1.	Letter of Commitment to RFP terms and conditions as per Annexure -A
2.	Company profile as per Annexure - B
3.	Certificate of incorporation of the company or the lead company of the consortium responding to the RFP
4.	Purchase Orders and Installation Reports as mentioned in <u>Section 7</u>
5.	Audited Company Balance sheets as mentioned in <u>Section 7</u>
6.	Duly Filled and Signed Technical Capability Report as per Annexure -C
7.	Statement of Commitment to Delivery Schedule as per Annexure -D
Envelope -3: Price Bid	
1.	Price Bid as per Annexure - E

2.3 Earnest Money Deposit (EMD)

- Suppliers are required to provide an EMD of Rs. 3,60,000/- (Rupees Three Lakh Sixty Thousand only) by Demand Draft/Bankers Cheque/Pay Order drawn on any bank in Mumbai in favor of “National Institute of Securities Markets”. The EMD must be valid for a minimum period of 3 months. Cheques for EMD will not be accepted and bids accompanying cheques or without EMD will stand rejected.
- The bidder must write the name of the company and the RFP Document reference Number at the back of EMD Demand Draft/Bankers Cheque/Pay Order.
- The EMD will be placed in envelope-1 and submitted to NISM as indicated in Section-2.1.
- The EMD will be released to the unsuccessful bidders without interest soon after the tender is awarded.
- The EMD shall stand absolutely forfeited if the bidder revokes his bid during the period he is required to keep his bid open for acceptance by the institute.
- The EMD will not bear any interest.
- Bids not accompanied by EMD will be rejected.
- The EMD of the successful bidder will be released soon after receipt of the Performance Bank Guarantee in accordance with the condition stated in Section 11.

2.4 Other Information

- The supplier is advised to study all technical and commercial aspects, instructions, forms, terms and specifications in the RFP carefully. Failure to furnish all information required in the proposal or submission of a proposal not substantially responsive to the RFP in every respect will be at the supplier's risk and may result in rejection of the quotation.
- The proposals not submitted in the prescribed format or incomplete in any manner are likely to be rejected.
- NISM is not responsible for non-receipt of Proposals within the specified due date due to any reason including postal delay or holidays.
- The prices quoted shall be in Indian Rupees only.
- Submission will be valid only if
 - It is received on or before the closing date and time as stated in Section-10 of this document.
 - The submission is not by Fax or Email.
- Only one response to this RFP from each bidder will be permitted. In case of partnerships / consortium, only one submission is permitted through the lead bidder.
- All expenses incurred towards the preparation and submission of the proposals by the bidder will be entirely borne by bidder themselves.
- NISM reserves the right to reduce or increase the scope of this RFP or cancel this RFP without stating any reasons whatsoever.
- NISM reserves the right to accept or reject any Proposals and to annul the bidding process and reject all Proposals at any time prior to award of the contract/purchase order, without thereby incurring any liability towards the affected supplier(s) or any obligation to inform the affected supplier(s) of the grounds for NISM's action.
- Payment for bandwidth charges will be made only on successful delivery and installation of all items stated in Section-3. **Annual Bandwidth Charges as quoted in Annexure-E will be paid on monthly basis upon submission of an invoice in the first week of every month for the services delivered in the preceding month.**

2.5 Contact Details

a) The Proposals must be submitted in sealed envelopes as mentioned above to the following officer:

Mr. Narayana Maddala,
Senior Vice President,
National Institute of Securities Markets,

5th Floor, NISM Bhavan, Plot No. 82,
Sector - 17, Vashi, Navi Mumbai - 400 703.

- b) For any clarifications/queries contact the following person:
Mr. Ankit Kumar Singh,
Assistant Manager -IT,
National Institute of Securities Markets,
5th Floor, NISM Bhavan, Plot No. 82,
Sector - 17, Vashi, Navi Mumbai - 400 703.
Email: ankit.singh@nism.ac.in, Contact Tel.: 022-66735154.

3. SCOPE OF WORK

The bidders are required to quote for wired data circuits (a few are point to point data circuits while the others are Internet Leased Lines). The said Data Circuits can be standard leased lines or MPLS. We require seven data circuits. The details are given below:

3.1. Data circuit Termination Locations

Location A

SEBI Data Center, SEBI Bhavan,
Plot No.C4-A,'G' Block, Bandra Kurla Complex,
Bandra (East), Mumbai 400051.

Location B

Data Center, NISM Campus, Plot No. 16-1, 16-2,
Patalganga Industrial Area, Wasambe Village,
Khalapur Talluka, Raigad District,
Maharashtra, Pin-410222.

Location C

Overseas Towers,
7th Floor, 756-L,
Anna Salai, Chennai: 600002.

3.2. Data Circuits Specifications

The interested service providers (bidders) will be required to install the data circuits mentioned below. Bidders must quote for all lines and not a part thereof.

#	Data Circuit Specifications
1	<p><u>a) Point 'A' to Point 'B' Data Circuits</u></p> <p><u>Data Circuit-1</u></p> <ul style="list-style-type: none"> • Dedicated wired Point-to-Point data circuit • 100 Mbps bandwidth • Last mile connectivity from PoP must be on Fiber Optic medium <p><u>Data Circuit -2</u></p> <ul style="list-style-type: none"> • Dedicated wired Point-to-Point data circuit • 20 Mbps bandwidth • Last mile connectivity from PoP must be on Fiber Optic medium <p><u>Data Circuit -3</u></p> <ul style="list-style-type: none"> • Dedicated wired Point-to-Point data circuit • 20 Mbps bandwidth • Last mile connectivity from PoP must be on Fiber Optic medium <p><u>b) Point 'C' to Point 'B' Data Circuits</u></p> <p><u>Data Circuit -1</u></p> <ul style="list-style-type: none"> • Dedicated wired 1:1 Point-to-Point data circuit • 100 Mbps bandwidth • Last mile connectivity from PoP must be on Fiber Optic medium <p><u>Data Circuit -2</u></p> <ul style="list-style-type: none"> • Dedicated wired 1:1 Point-to-Point data circuit • 8 Mbps bandwidth • Last mile connectivity from PoP must be on Fiber Optic medium <p><u>c) Internet Leased Lines at Point 'B'</u></p> <p><u>Internet Leased Line-1</u></p> <ul style="list-style-type: none"> • Dedicated wired 1:1 Internet leased line • 20 Mbps bandwidth • Last mile connectivity from PoP must be on Fiber Optic medium <p><u>Internet Leased Line-2</u></p> <ul style="list-style-type: none"> • Dedicated wired 1:1 Internet leased line • 10 Mbps bandwidth • Last mile connectivity from PoP must be on Fiber Optic medium
2	IP Address:

	Bidder has to provide four WAN public IPs and eight LAN pool IPs for each data circuit.
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3.3. Services

- i. The last mile connectivity at Point 'A' and 'C' shall also be fiber optic cable and shall be terminated in the SEBI Data center located in SEBI Bhavan, BKC and SEBI office, Overseas Towers, Chennai respectively.
- ii. The last mile connectivity from the nearest PoP shall be Fiber Optic cable. The last mile connectivity at Point 'B' (i.e. NISM Campus, Patalganga) shall extend from NISM Campus main gate up to the SEBI Data center located on the ground floor in the library and this shall be provided by the bidder. See Figure-1 in Annexure-F for the cable route. The fiber optic cable along this route shall be drawn only through the trench available in the campus. The approximate length of this route is 1.6 KM. However, the bidders are advised to take exact measurements of this route on their own before submission of bids.
- iii. The fiber optic cable from the Data Circuit service provider will be terminated on the MUX in the "meet-me" room at SEBI Data Center in the library. From SEBI Data center at Library, one 10Mbps line will be terminated at the NISM Data center located on the lower ground floor in the Academic Block D. See Figure-2 and Figure-3 in Annexure-F
- iv. Fiber patch cords of adequate length shall be provided by the bidders as follows:
 - a) From MUX to the Server Racks in the SEBI Data Center located in the Library.
 - b) From the termination point in the Server Room at the NISM Data Center to the Racks in the Server Room.
- v. The line must be activated within two days of completion of installation.
- vi. Each line should provide the required throughput as mentioned in Section 3.2.
- vii. Adequate security measures (i.e. encryption etc.) must be taken to secure the data in transit.
- viii. Availability of the data circuit should be more than 98.8%
- ix. The termination of the line at the end points should be on Gigabit-Ethernet ports.
 - x. The point-to-point data circuits should allow creation of IPSec tunnel between the end points of the data circuits.
 - xi. The bidders will provide access to a software tool/portal to monitor the stability and utilization status of all data circuits.
- xii. The bidders shall commit to the "Support and Maintenance" service level mentioned in Section 5 of Annexure - C.

- xiii. Acceptance Testing will be carried out by NISM and SEBI soon after activation of the lines and the project will be signed off. The bidder shall start billing for the lines from the date of sign off.

Note: NISM advises bidders to visit the site to have an idea of the location of various buildings mentioned above and also to verify the estimated distance to avoid any inaccuracies.

4 DELIVERY ADDRESS AND DATA CIRCUITS TERMINATION LOCATION

The scope of work as stated in Section -3 will be carried out at the following locations:

Location A

SEBI Data Center, SEBI Bhavan,
Plot No.C4-A,'G' Block, Bandra Kurla Complex,
Bandra (East), Mumbai 400051.

Location B

Data Center, NISM Campus, Plot No. 16-1, 16-2,
Patalganga Industrial Area, Wasambe Village,
Khalapur Talluka, Raigad District,
Maharashtra, Pin-410222.

Location C

Overseas Towers,
7th Floor, 756-L,
Anna Salai, Chennai: 600002.

5 DELIVERY LEAD TIME

The chosen supplier will be expected to complete the scope of work as stated in Section-3 within **eight weeks** from the date of issuance of the Purchase Order.

6 PRICE VALIDITY PERIOD

The quoted prices for the dedicated Data Circuits as stated in Section 3 of this document are expected to remain valid for a period of 9 months from the date of closure of this RFP.

7 ELIGIBILITY CRITERIA

The Company/Bidder/Lead Bidder (in case of a consortium) must meet the following criteria. **The proposals of the suppliers not meeting these criteria will be rejected. Furthermore, BSNL is excluded from bidding for this RFP.** NISM may ask for supplementary information or additional documents as necessary by email only to address inadequacy of information to develop more clarity at the time of eligibility assessment of each bidder within ten days from the date of opening of envelopes containing EMD and eligibility information (Envelope - 1 and 2). NISM is not responsible for any delay in receiving responses or non-receipt of any response from the bidders to such requests. All email correspondence will be addressed to email id mentioned under section 2.5.

A) Experience

The bidders must be from telecommunication industry and must have very good experience in installation and maintenance of data circuit service. The bidder or its sister concerns:

a) Mumbai/Navi Mumbai

- i. Should have installed three Point-to-Point data circuits or Internet leased lines (in the past 3 years), each not less than 50 Mbps.
OR
- ii. Should have installed two Point-to-Point data circuits or Internet leased lines (in the past 3 years), each order not less than 65 Mbps.
OR
- iii. Should have installed one Point-to-Point data circuit or Internet leased line (in the past 3 years) of not less than 100 Mbps.

b) Chennai

- i. Should have installed three Point-to-Point data circuits or Internet leased lines (in the past 3 years), each not less than 50 Mbps.
OR
- ii. Should have installed two Point-to-Point data circuits or Internet leased lines (in the past 3 years), each order not less than 65 Mbps.
OR
- iii. Should have installed one Point-to-Point data circuit or Internet leased line (in the past 3 years) of not less than 100 Mbps.

The details of customers must be provided as per Section- 1 of Annexure C. A copy of Purchase Order and Installation Reports must be submitted in envelope-2 as mentioned in Section 2.2.

B) Turnover

The Bidder/Lead Bidder (in case of a consortium) must have a minimum turnover of Three Crores and Fifty Lakhs per annum for the FY 2014-15, FY 2013-

14 and FY 2012-13(Please note that the turnover for each year is expected to be a minimum of Three Crores and Fifty Lakhs).

The Bidder/Lead Bidder (in case of a consortium) must enclose copies of Audited Company Balance sheet (along with Profit & Loss Account Statement) for the said financial years. In case of a Lead Bidder, the Balance Sheet & Profit and Loss Account Statements must be that of the Lead Bidder Company. This should be submitted in envelope-2 as stated in Section-2.2.

C) Technical Capability

The bidder must meet the following technical criteria and confirmation to this effect must be provided as per Annexure -C.

- i. The bidder or any of its sister concerns should be a data circuit Service Provider/ISP having at least 25 ISP PoPs across the country out of which two PoPs must be in Mumbai/Navi Mumbai and one PoP must be in Chennai. Confirmation to this effect must be provided as per Section 2 of Annexure C. See Annexure -G for the definition of PoP adopted for the purpose of this RFP.
- ii. The bidder should be a Point-to-Point data circuit/Internet Leased Line Service Provider having direct peering with global Tier-1 ISPs. Confirmation to this effect must be provided as per Section 2 of Annexure C. A copy of relevant document must be attached. If the bidder himself is a Tier-1 ISP, a duly signed letter stating the same on the letter head is adequate. Please see the 'Internet Service Architecture' provided in Annexure - G for the concept of various tiers of Internet Service.
- iii. The bidders must have a fully functional establishment in Navi Mumbai /Mumbai and Chennai as per Section -3 and 4 of Annexure -C.

D) Support and Maintenance Service

The selected bidder shall sign a Service Level Agreement with NISM. Amongst various other mutually agreeable clauses of this agreement the bidder must commit to the key aspects mentioned in Section 5 of Annexure C.

8 EVALUATION PROCESS

8.1 EMD and Eligibility Assessment

- i. Envelope-1 containing EMD will be opened first. If the EMD is found to be in order as per the terms stated in Section-2.3 then the second envelope containing eligibility information of the bidder will be opened.
- ii. The Eligibility Information of all those bidders whose EMD is found to be in order will be checked against the eligibility criteria stated in Section-7 for compliance.

8.2 Evaluation of Price Bids

- i. Envelope-3 containing Price Bids of only those bidders who meet the eligibility criteria will be opened.

- ii. Price Bids will be checked for completeness and correctness as per Annexure-E. Bidders must quote for both options as mentioned in Annexure - E.
- iii. The Evaluation Committee of NISM reserves the right to choose one of the options stated in Annexure-E. For the purpose of cost comparison the following will be taken into account:
 - a) In option-1, the total cost of service comprising of one year of bandwidth charges and "One Time Data Circuit Installation" charge shall be used.
 - b) In option-2, the total cost of service comprising of three years of bandwidth charges and "One Time Data Circuit Installation" charge shall be used.
- iv. The Purchase Order will be issued to the bidder offering the lowest cost of service.

9 CANCELLATION OF RFP

NISM reserves the right to cancel the RFP at any time during the process for lack of response or for other reasons deemed appropriate for cancellation.

10 IMPORTANT DATES

Date of Issuance of RFP: 31/05/2016

Pre-bid meeting to seek clarifications regarding the RFP: 06/06/2016 at 4 p.m.

Date and Time of Closure of RFP: 14/06/2016 at 5:30 pm

Date and Time of Opening of Eligibility Envelope: 15/06/2016 at 5:00pm

Date and Time of Opening of Price Bids: 24/06/2016 at 5:00 pm

11 PERFORMANCE BANK GUARANTEE

The selected supplier will be required to submit a Bank Guarantee of 10% of the Cost of Service (inclusive of applicable taxes) covering the scope of work stated in Section-3. For the purpose of computation of the value of PBG, the said "Cost of Service" is "One time data circuit installation charges" plus one month bandwidth charges. The Bank Guarantee will remain valid for a period of 8 months from the date of issuance of Purchase order or 3 months from the Project Sign-off whichever is longer. Bank Guarantee will be submitted by the selected bidder within a week of issuance of Purchase Order. The Bank Guarantee will be drawn on a bank located in Mumbai or Navi Mumbai. The Bank Guarantee will be promptly extended by the bidder (if required) by a suitable period in line with the above mentioned validity period. The bank guarantee from Cooperative Banks will not be acceptable. The Performance Bank Guarantee shall be forfeited if the work is not completed as per the agreed project schedule and the requirements stated in Section - 3.

12 PENALTY FOR DELAY

The supplier must strictly adhere to the project schedule agreed with NISM immediately after issuance of purchase order. The supplier shall have to pay penalty to NISM @ One percent (1%) per week of the "Cost of Service" inclusive of all taxes, duties levies etc. (covering the scope of work stated in Section-3) for late delivery. The said "Cost of Service" is "One time data circuit installation charges" plus one month bandwidth charges. There shall be an upper limit of 10% of the "Cost of Service" for the penalty to be deducted. The applicable penalty will be deducted from the amounts due for payment. In case of delay beyond 3 months from the agreed project schedule, NISM reserves the right to terminate the contract by recovering the penalty. Also the Performance Bank Guarantee will be forfeited in the event of termination of the contract. The supplier will be asked to remove all equipment pertaining to any work in progress not acceptable to NISM and will not be paid for the concerned equipment and services. NISM also reserves the right to engage a third party supplier to complete the ongoing works to its satisfaction and recover the cost of the same from the terminated supplier.

13 TERMINATION OF SERVICES

In the event of bidder failing to commit to key aspects of Maintenance and Support Service mentioned in Section 5 of Annexure – C, the contract of the bidder may be terminated serving a notice period of 3 months.

14 SIGNING OF PROPOSALS

The Proposals will be typed or written in ink and shall be signed (on the cover letter) by a person or persons duly authorized by the Bidder to bind the Bidder to the contract. All pages of the Proposals, except unamended printed literature, shall be initialed by the person or persons signing the Proposal. The Proposal shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the Proposal.

15 INSPECTION

NISM or its representative will carry out inspection and testing of the data circuits for the committed bandwidth. Should the Internet data circuits and the terminal network devices fail to conform to the specifications or it is not as per the purchase order, NISM may reject them and the supplier shall either replace the rejected goods or do the necessary to meet specifications at no cost to NISM.

16 INDEMNITY

The supplier shall indemnify, protect and save NISM against all claims, losses, costs, damages, expenses, action suits and other proceedings resulting from infringements in respect of the equipment supplied to NISM.

17 ARBITRATION

In the event of a dispute or difference of any nature whatsoever between NISM and the supplier during the course of assignment arising as a result of this RFP, the same shall be referred for arbitration to a panel of arbitrators. The panel shall be constituted prior to commencement of arbitration and shall comprise of two arbitrators and an umpire. NISM and the supplier shall each nominate an arbitrator to the panel and these arbitrators shall appoint an umpire. Arbitration shall be carried out at NISM office in Navi Mumbai and as per extant laws.

18 JURISDICTION

The jurisdiction for the purpose of settlement of any dispute of differences whatsoever in respect of or relating to or arising out of or in any way touching the works awarded or the terms and conditions thereof shall be that of the appropriate court in Mumbai. The jurisdiction of any other court in any place other than Mumbai is specifically excluded.

19 FORCE MAJEURE

Should either party be prevented from performing any of its obligations under this RFP by reason of any cause beyond its reasonable control, the time for performance shall be extended until the operation or such cause has ceased, provided the party affected gives prompt notice to the other of any such factors or inability to perform, resumes performance as soon as such factors disappear or are circumvented. If under this clause either party is excused of performance of any obligation for a continuous period of 90 days, then the other party may at any time hereafter while such performance continuous to be excused, terminate this agreement without liability, by notice in writing to the other. In all such cases NISM's decision shall be final and binding on all concerned.

ANNEXURE A
(This will be submitted in Envelope-2)

Date:

To,

National Institute of Securities Markets,
NISM Bhavan, Plot No: 82, Sector - 17, Vashi,
Navi Mumbai - 400705.

Dear Sir/Madam,

Subject: Response to the Request for Proposal for Data Circuits at NISM Campus, Patalganga (Document Reference No: NISM/ICT/RFP/04/ 2016-17)

1. Having examined the Request for Proposals including the Annexures, the receipt of which is hereby duly acknowledged, we, the undersigned offer to supply, install and activate the required Point-to-Point data circuits /Internet Leased Lines in accordance with the scope of work as stated Section-3 of the RFP within the cost stated in the quotation.
2. If our proposal is accepted, we undertake to abide by all terms and conditions of this RFP and also to comply with the delivery schedule as mentioned in the RFP.
3. We certify that we have provided all the information requested by NISM in the requested format. We also understand that NISM has the right to reject this offer if NISM finds that the required information is not provided or is provided in a different format not suitable for evaluation process.

Thank you.

Yours faithfully,

Signature:

Name:

Designation:

Phone No Fax and Email Address:

Company Seal:

(This letter should be typed on the letterhead of the Company and must be signed by the Authorized Signatory of the Company/Lead Company of the Consortium.)

ANNEXURE - B
Company Profile

(The following details of the company must be submitted in Envelope - 2)

Company Profile

Name of the company	
Legal Status (e.g., sole proprietor, partnership, limited liability partnership, corporation etc., (Attach a copy of the certificate of incorporation)	
Physical Address	
Business Profile of the company (Attach a separate write-up or brochure that provides details of the business activities of the company)	
Email ID of the company	
PAN Number of the company	
TAN Number of the company	
TIN/VAT Number of the company	

Service Tax Registration Number	
Name of the Contact Person with Mobile and land line Number	
Company Name as it appears in its Bank Account	
Bank Account Number	
Type of Account	
Bank Name	
Bank's Branch Address	
Bank Branch IFSC Code	

Signature:

Name:

Designation:

Phone No Fax and Email Address:

Company Seal:

ANNEXURE - C
Eligibility Information
(To be submitted in Envelope-2)

1. Customers Details

#	Company Name	Address in Navi Mumbai/Mumbai/Chennai	Contact Person Name	Mobile Number
In Mumbai/Navi Mumbai				
1.				
2.				
In Chennai				
1.				
2.				

2. Technical Information

#	Confirmation Items	Confirm (Yes / No)
1.	25 Points of Presence (PoPs) across the country.	
2.	Two PoPs in Mumbai/Navi Mumbai	
3.	One PoP in Chennai.	
4.	A copy of appropriate document from Tier- 1 Global ISP showing Peering Service Agreement/Contract/Permission is attached or if the bidder himself is a Tier-1 ISP, a duly signed letter stating the same on the letter head is attached.	
5.	Access to a software tool/portal shall be provided to monitor the stability and utilization status of all data circuits.	

3. Address of Fully Functional Office of the Bidder in Navi Mumbai/Mumbai

4. Address of Fully Functional Office of the Bidder in Chennai

5. Commitment to key aspects of Maintenance and Support Service

a) Escalation Matrix

Level	Authority	Name	Designation	Mobile Number	Email ID
1	Area/Circle Manager (or Supervisor)				
2	Regional Manager				
3	Head of Operations at country level				

b) Response Time

The response time for any reported faults shall not exceed 15 minutes from the time of reporting the fault. This means that the technical team shall start examining the fault within 15 minutes from the time of reporting.

c) Uptime

Availability of the data circuit should be more than 98.8%

d) Service Restoration Time

In the event of a data circuit being down the services will be restored within 60 minutes through an alternate route

e) Proactive Monitoring

All data circuits will be monitored proactively and alerts shall be sent to the contact persons of NISM and SEBI.

Signature:

Name:

Designation:

Phone No Fax and Email Address:

Company Seal:

ANNEXURE D
(This will be submitted in Envelope-2)

Date:

To
Senior Vice President (ICT)
National Institute of Securities Markets,
NISM Bhavan, Plot No: 82,
Sector - 17, Vashi,
Navi Mumbai - 400703.

Dear Sir/Madam,

Subject: Letter of Commitment to delivery Lead time for RFP No.: NISM/ICT/ RFP / 04/2016-17

We commit to the delivery lead time as stated in **Section -5** of the RFP.

Thank you.
Yours faithfully,

Signature of the Authorized person

Name:

Designation:

Phone No (Mobile):

Fax and Email Address:

Official Seal:

(This letter should be typed on the letterhead of the Company and must be signed by the Authorized Signatory of the Company/Lead Company of the Consortium)

ANNEXURE E
Price Bid
(To be submitted in Envelope-3)

COMPANY NAME: _____

ADDRESS: _____

CONTACT PERSON: _____ PHONE NUMBER: _____

EMAIL: _____ WEB SITE: _____

Cost Break Down

Note: Bidders **must** quote for both options as mentioned below. The Evaluation Committee of NISM reserves the right to choose one of the options.

Option-1 (One year tenure)

# (1)	Item (2)	Quantity (no. of lines) (3)	Charges per Annum (Exclusive of Taxes) (4)	Tax Amount (in Rs) (5)	Total Cost (Inclusive of Taxes) (6) =(3) X [(4)+(5)]
1	100 Mbps wired Point-to-Point data circuit BKC,SEBI to NISM Campus, Patalganga[Charges per Annum]	1			
2	100 Mbps wired Point-to-Point data circuit SEBI Data Centre, Chennai to NISM Campus, Patalganga[Charges per Annum]	1			
3	20 Mbps wired Point-to-Point data circuit BKC,SEBI to NISM Campus, Patalganga[Charges per Annum]	2			
4	8 Mbps wired Point-to-Point data circuit SEBI Data Center, Chennai to NISM Campus, Patalganga[Charges per Annum]	1			
5	20 Mbps wired Internet leased line at NISM Campus, Patalganga[Charges per Annum]	1			
6	10 Mbps wired Internet leased line at NISM Campus, Patalganga[Charges per Annum]	1			
7	Installation cost (to be charged only once) for all the above mentioned lines (i.e. item 1 to 6). This shall cover the	1			

	entire scope of work stated in <u>Section-3</u> of RFP.		(One Time)		
Total (Option-1)					

Option-2 (Three years tenure)

#	Item	Quantity (no. of lines)	Charges per Annum (Exclusive of Taxes)	Tax Amount (in Rs.)	Period (in years)	Total Cost (Inclusive of Taxes) (7) ={ (3) x [(4)+(5)] x (6)
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1	100 Mbps wired Point-to-Point data circuit BKC,SEBI to NISM Campus, Patalganga	1			3	
2	100 Mbps wired Point-to-Point data circuit SEBI Data Centre, Chennai to NISM Campus, Patalganga	1			3	
3	20 Mbps wired Point-to-Point data circuit BKC,SEBI to NISM Campus, Patalganga	2			3	
4	8 Mbps wired Point-to-Point data circuit SEBI Data Center, Chennai to NISM Campus, Patalganga	1			3	
5	20 Mbps wired Internet leased line at NISM Campus, Patalganga	1			3	
6	10 Mbps wired Internet leased line at NISM Campus, Patalganga	1			3	
7	Installation cost (to be charged only once) for all the above mentioned lines (i.e. item 1 to 6). This shall cover the entire scope of work stated in <u>Section-3</u> of RFP.	1			NA	
Total (Option-2)				(One Time)		

Signature:

Name :

Designation :

Phone No Fax and Email Address:

Company Seal

ANNEXURE- F Drawing and Layout

I. Data Circuit Pathway

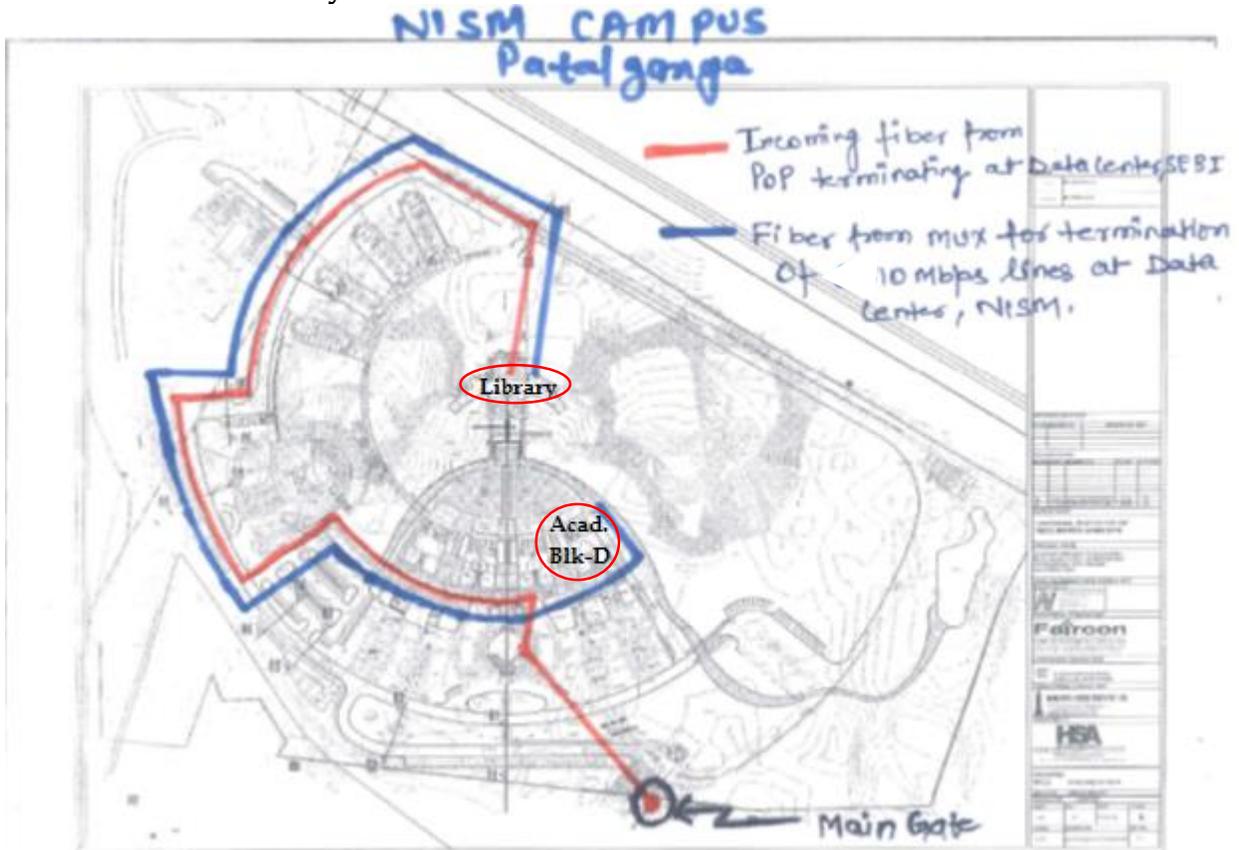


Figure -1

III. SEBI Data Center

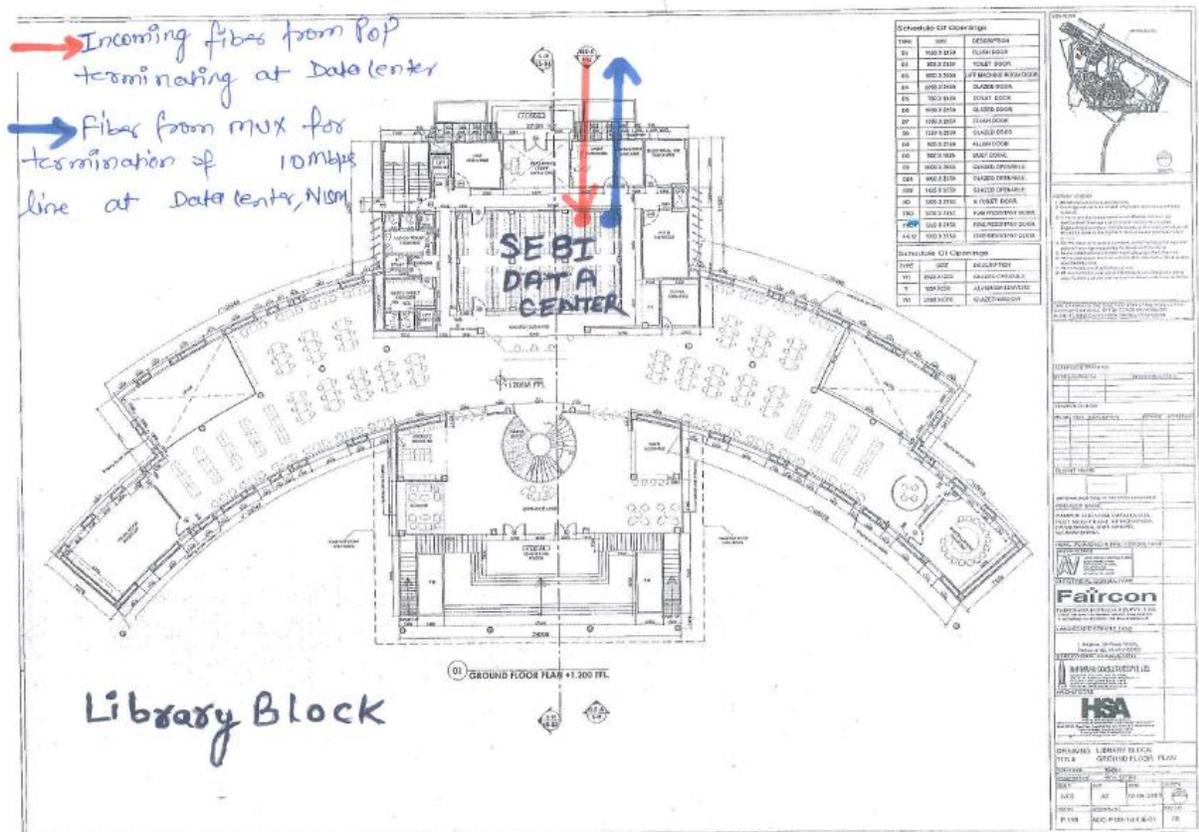
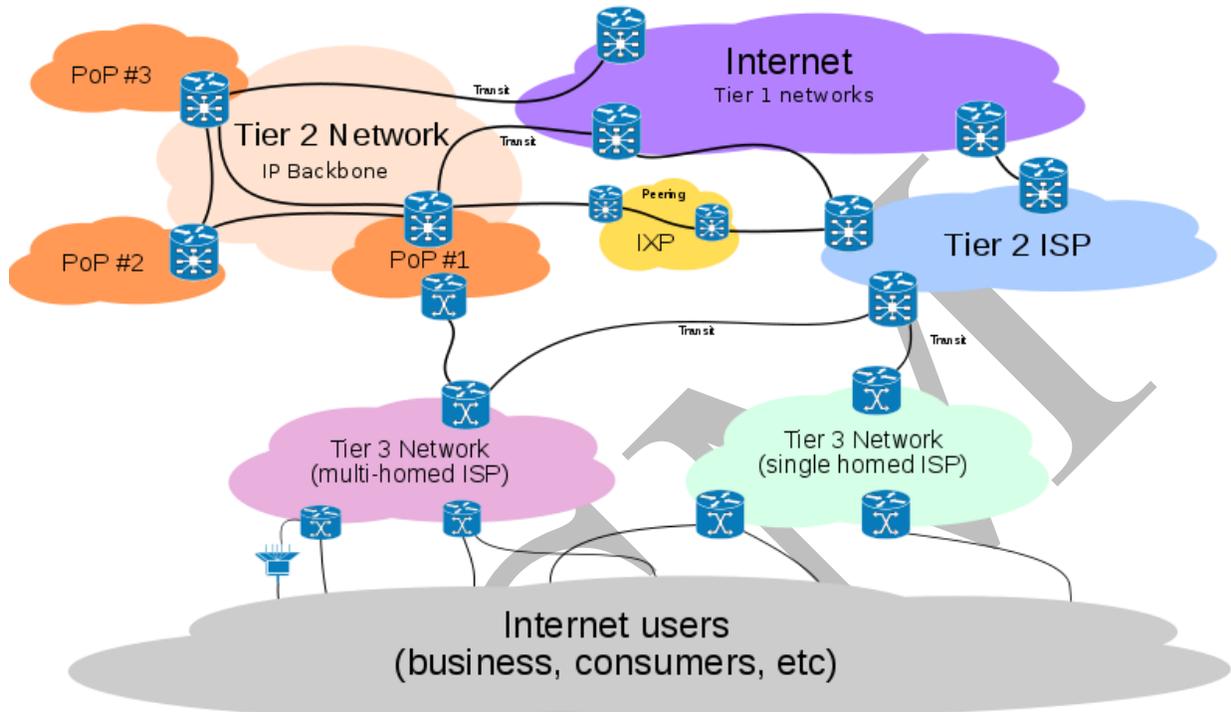


Figure-3

ANNEXURE- G Internet Service Architecture



Tier 1 ISP: An Internet Service Provider in the "Internet Region" having a network with no overt settlements. An overt settlement is a monetary charge (or barter) for the amount, direction, or type of traffic sent between networks. An Internet Region is a portion of the Internet network typically bounded by a country's geographical boundaries. Each Internet Region has its own set of "Tier 1 ISPs."

Tier 2 ISP: An Internet Service Provider having a network that peers with some networks, but still purchases IP transit or pays settlements (or barter) to reach at least some portion of the Internet.

Tier 3 ISP: An Internet Service Provider having a network of internet end users that solely purchases transit from other networks to participate in the Internet.

PoP: An Internet "point of presence" is an access point to the Internet. It is a physical location that houses servers, routers, ATM switches and digital/analog call aggregators. A POP necessarily has a unique Internet Protocol (IP) address.

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