



# **NATIONAL INSTITUTE OF SECURITIES MARKETS**

## **REQUEST FOR PROPOSALS FOR DATA CIRCUITS AT NISM CAMPUS, PATALGANGA (Document Reference No: NISM/ICT/RFP/05/2019-20)**

NISM Bhavan,  
Plot No. : 82,  
Sector - 17, Vashi,  
Navi Mumbai: 400703  
Tel: 022-66735100-05  
Fax: 022-66735110  
Web: [www.nism.ac.in](http://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. National Institute of Securities Markets currently has a campus on 70 Acres land at Patalganga, a location around 40 kilometers away from Vashi on Mumbai-Pune highway. 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 two separate sealed envelopes.

The first 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/05/2019-20)”.

The second sealed envelope will contain the Price Bid strictly as per the format given in Annexure-D and the envelope will be super scribed as “Price Bid for Data Circuits at NISM Campus, Patalganga (Document Reference No: NISM/ICT/RFP/05/2019-20)”.

The two 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/05/2019-20)”.

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
	<u>Envelope -1: Bidding Eligibility</u>

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
<b><u>Envelope -2: Price Bid</u></b>	
1.	Price Bid as per Annexure - D

### **2.3 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.
- Any one time installation charges quoted by the supplier will be paid only on successful delivery and commissioning of all the lines as stated in Section-3.  
**Annual Bandwidth Charges as quoted in Annexure-D 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.**

## **2.4 Contact Details**

- a) The Proposals must be submitted to the officer in sealed envelopes at the following address:  
Mr. Narayana Maddala,  
Senior Vice President,  
National Institute of Securities Markets,  
5<sup>th</sup> Floor, NISM Bhavan, Plot No. 82,  
Sector - 17, Vashi, Navi Mumbai - 400 703.
- b) For any clarifications/queries contact the following person:  
Mr. Sumit Malik,  
Assistant Manager -IT,  
National Institute of Securities Markets,  
Plot No - IS 1 & IS 2, Patalganga Industrial Area,  
Village Mohopada (Wasambe), Rasayani,  
District Raigad, Maharashtra - 410222.  
Email: [sumit.malik@nism.ac.in](mailto:sumit.malik@nism.ac.in), Contact Tel.: 02192-668382.

## **3. SCOPE OF WORK**

The bidders are requested to quote for wired data circuits (point to point data circuits as well as Internet Leased Lines) as mentioned in Section - 3.2. The details are given below:

### **3.1. Data circuit Termination Locations**

#### **Location A**

Data Center, NISM Campus,  
Plot No. IS-1 & IS-2,  
Patalganga Industrial Area,  
Village Mohopada (Wasambe),  
Rasayani, Raigad District,  
Maharashtra, Pin-410222.

#### **Location B**

National Stock Exchange of India Ltd.,  
Exchange Plaza, C-1, Block G,  
Bandra Kurla Complex,  
Bandra (E)  
Mumbai - 400051

### **Location C**

National Commodity & Derivatives Exchange Limited,  
Akruti Corporate Park, 1st Floor,  
Near G.E.Garden , L.B.S. Marg,  
Kanjurmarg (West), Mumbai – 400078

## **3.2. Data Circuits Specifications**

The interested service providers (bidders) will be required to install the data circuits as mentioned below. Bidders must quote for the lines as per the guidelines provided in section – 3.3.

#	Data Circuit Specifications
1	<p><b>a) <u>Data Circuit – 1: Point ‘A’ to Point ‘B’</u></b></p> <ul style="list-style-type: none"><li>• Dedicated wired Point-to-Point data circuit</li><li>• 5 Mbps bandwidth</li><li>• Last mile connectivity from PoP must be on Fiber Optic medium</li></ul> <p><b>b) <u>Data Circuit – 2: Point ‘A’ to Point ‘B’</u></b></p> <ul style="list-style-type: none"><li>• Dedicated wired Point-to-Point data circuit</li><li>• 10 Mbps bandwidth</li><li>• Last mile connectivity from PoP must be on Fiber Optic medium</li></ul> <p><b>c) <u>Data Circuit – 3: Point ‘A’ to Point ‘C’</u></b></p> <ul style="list-style-type: none"><li>• Dedicated wired Point-to-Point data circuit</li><li>• 5 Mbps bandwidth</li><li>• Last mile connectivity from PoP must be on Fiber Optic medium</li></ul> <p><b>d) <u>Data Circuit – 4: Point ‘A’ to Point ‘C’</u></b></p> <ul style="list-style-type: none"><li>• Dedicated wired Point-to-Point data circuit</li><li>• 10 Mbps bandwidth</li><li>• Last mile connectivity from PoP must be on Fiber Optic medium</li></ul> <p><b>e) <u>Internet Leased Line – 1 at Point ‘A’</u></b></p> <ul style="list-style-type: none"><li>• Dedicated wired 1:1 Internet leased line</li><li>• 50 Mbps bandwidth</li><li>• Last mile connectivity from PoP must be on Fiber Optic medium</li></ul> <p><b>f) <u>Internet Leased Line – 2 at Point ‘A’</u></b></p> <ul style="list-style-type: none"><li>• Dedicated wired 1:1 Internet leased line</li></ul>

	<ul style="list-style-type: none"> <li>• 80 Mbps bandwidth</li> </ul> <p>Last mile connectivity from PoP must be on Fiber Optic medium</p> <p><b>g) <u>Internet Leased Line – 1 at Point ‘A’</u></b></p> <ul style="list-style-type: none"> <li>• Dedicated wired 1:1 Internet leased line</li> <li>• 100 Mbps bandwidth</li> </ul> <p>Last mile connectivity from PoP must be on Fiber Optic medium</p>
2	<p>IP Address:</p> <p>Bidder has to provide Four WAN public IPs and eight LAN pool IPs for each data circuit.</p>

**Note:**

- i. Please note that if the stated bandwidth sizes are not available then bandwidth sizes closest to the stated figure can be quoted. e.g. if 60 Mbps is available then it can be quoted in place of 50 Mbps. Likewise 4 Mbps or 6 Mbps for 5 Mbps, 70 Mbps for 80 Mbps etc.
- ii. NISM will either procure Point-to-Point Data Circuit – 1 or Point-to-Point Data Circuit – 2 and likewise Point-to-Point Data Circuit – 3 or Point-to-Point Data Circuit – 4 depending on the bandwidth to be decided. Furthermore, NISM will initially issue purchase order only for either Point-to-Point Data Circuit – 1 or Point-to-Point Data Circuit – 2. A decision will be taken at a later point in time regarding procurement of Point-to-Point Data Circuit – 3 or Point-to-Point Data Circuit – 4
- iii. Similarly NISM will procure Internet Leased Line – 1 or Internet Leased Line – 2 or Internet Leased Line – 3 depending on the bandwidth to be decided.

### **3.3.Guidelines for Quotation**

- i. M/s Tata Teleservices Maharashtra Limited and M/s Bharat Sanchar Nigam Limited has already provided Internet Leased Line at NISM Campus. Therefore they are requested not to quote for Internet Leased Lines mentioned above (Line 1-e, 1-f and 1-g). However they may quote for the Point-to-Point data circuits (Line 1-a, 1-b, 1-c and 1-d).
- ii. The rest of the bidders are requested to quote for all lines mentioned above.

### **3.4.Services**

- i. The last mile connectivity at Point ‘A’ and ‘B’ shall also be fiber optic cable and shall be terminated in the NISM Data center located in NISM Campus, Patalganga and NSE office, BKC respectively.

- ii. The last mile connectivity at Point 'A' and 'C' shall also be fiber optic cable and shall be terminated in the NISM Data center located in NISM Campus, Patalganga and NCDEX office, Kanjurmarg respectively.
- iii. The last mile connectivity from the nearest PoP shall be Fiber Optic cable. The last mile connectivity at Point 'A' (i.e. NISM Campus, Patalganga) shall extend from NISM Campus main gate up to the NISM Data center located in the Basement of the Academic Block - D and this shall be provided by the bidder. 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 600 meters. However, the bidders are advised to take exact measurements of this route on their own before submission of bids.
- iv. The fiber optic cable from the Data Circuit service provider will be terminated on the MUX in the NISM Data Center in Academic Block - D. See Figure in Annexure-E.
- v. Fiber patch cords of adequate length shall be provided by the bidders as follows:
  - a) From the termination point in the Server Room at the NISM Data Center to the Racks in the Server Room where the router is kept.
- vi. The line must be activated within two days of completion of installation.
- vii. Each line should provide the required throughput as mentioned in Section 3.2.
- viii. Adequate security measures (i.e. encryption etc.) must be taken to secure the data in transit.
- ix. Availability of the data circuit should be more than 99%
  - x. The termination of the line at the end points should be on Gigabit-Ethernet ports.
- xi. The point-to-point data circuits should allow creation of IPSec tunnel between the end points of the data circuits.
- xii. The bidders will provide access to a software tool/portal to monitor the stability and utilization status of Internet Leased Lines.
- xiii. The bidders shall commit to the "Support and Maintenance" service level mentioned in Section 2 of Annexure - C.
- xiv. Acceptance Testing will be carried out by NISM 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.
- xv. 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 2 of Annexure C.

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**

Data Center, NISM Campus,  
Plot No. IS-1 & IS-2,  
Patalganga Industrial Area,  
Village Mohopada (Wasambe),  
Rasayani, Raigad District,  
Maharashtra, Pin-410222.

##### **Location B**

National Stock Exchange of India Ltd.,  
Exchange Plaza, C-1, Block G,  
Bandra Kurla Complex,  
Bandra (E)  
Mumbai - 400051

##### **Location C**

National Commodity & Derivatives Exchange Limited,  
Akruti Corporate Park, 1st Floor,  
Near G.E.Garden , L.B.S. Marg,  
Kanjurmarg (West), Mumbai - 400078

#### 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 6 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.** 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 eligibility information (Envelope - 1). 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 2.4.

#### **A) Experience**

The bidders must be from telecommunication industry and must have very good experience in installation and maintenance of data circuit service. Past 7 years of experience ending as on 30<sup>th</sup> November 2019 shall be taken into consideration. The bidder should have carried out installation, delivery and commissioning of data circuits of capacities as mentioned in Section - 3 and of the following order values:

- i. Should have successfully executed three orders for Point-to-Point data circuits or Internet leased lines, each order not less than Rs. 5,00,000/-.  
OR
- ii. Should have successfully executed three orders for Point-to-Point data circuits or Internet leased lines, each order not less than Rs. 7,50,000/-.  
OR
- iii. Should have successfully executed three orders for Point-to-Point data circuits or Internet leased lines, each order not less than Rs. 10,00,000/-.

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-1 as mentioned in Section 2.2.

#### **B) Turnover**

The Bidder/ Lead Bidder (in case of a consortium) must have a minimum average annual turnover of Sixty Eight Lakhs for the past three Financial Years i.e. FY 2018-19, FY 2017-18 and FY 2016-17.

**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-1 as stated in Section-2.2.**

#### **C) Technical Capability**

The bidder must also meet the technical criteria as mentioned in Section- 2 of Annexure - C and confirmation to this effect must be provided as per Annexure -C.

## **8 EVALUATION PROCESS**

### **8.1 Eligibility Assessment**

- i. Envelope-1 containing eligibility information of the bidder will be opened.
- ii. The Eligibility Information of all those bidders will be checked against the eligibility criteria stated in Section-7 for compliance.

## **8.2 Evaluation of Price Bids**

- i. Envelope-2 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-D.
- iii. The cost comparison will be based on the total cost of service comprising of one year of bandwidth charges and “One Time Data Circuit Installation” charge.
- 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: 13/12/2019**

**Pre-bid meeting to seek clarifications regarding the RFP: 18/12/2019 at 4 p.m. at the address mentioned in Section – 2.4 (a).**

**Date and Time of Closure of RFP: 01/01/2020 at 4:30 pm**

**Date and Time of Opening of Eligibility Envelope: 01/01/2020 at 5:00pm**

**Date and Time of Opening of Price Bids: 09/01/2020 at 4:30 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) of the number of data circuits covered by the Purchase Order. The Cost of Service of each data circuit comprises of “One-time data circuit installation charges” plus one year 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. The Bank Guarantee will be promptly extended by the bidder (if required) by a suitable period in line with the above mentioned validity period. Bank Guarantee will be submitted by the selected bidder within 7 working days from the date of issuance of Purchase Order. The Bank Guarantee will be drawn on a bank located in Mumbai or Navi Mumbai. 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 Cost of Service of each data circuit comprises of “One-time data circuit installation charges” plus one year 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 2 of Annexure – C, the contract of the bidder may be terminated serving a notice period of 1 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-1)**

Date:

To,

National Institute of Securities Markets,  
NISM Bhavan, Plot No: 82, Sector - 17, Vashi,  
Navi Mumbai - 400703.

Dear Sir/Madam,

**Subject: Response to the Request for Proposal for Data Circuits at NISM Campus, Patalganga (Document Reference No: NISM/ICT/RFP/05/ 2019-20)**

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 - 1)

#### 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	
GSTIN 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:

NISM



## ANNEXURE - C

### Eligibility Information

(To be submitted in Envelope-1)

#### 1. Customers Details

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

#### 2. Technical Information

#	Confirmation Items	Confirm (Yes / No)
1	25 Points of Presence (PoPs) outside Mumbai/Navi Mumbai spread across Maharashtra or even outside Maharashtra. See Annexure -E for the definition of PoP adopted for the purpose of this RFP.	
2.	Four PoPs in Mumbai/Navi Mumbai	
3.	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. Please see the 'Internet Service Architecture' provided in Annexure - E for the concept of various tiers of Internet Service.	
4.	Access to a software tool/portal shall be provided to monitor the stability and utilization status of all data circuits.	
5.	<b>Response Time</b> Confirm that 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. (Yes/No)	
6.	<b>Uptime</b> Confirm that the availability of the data circuit should be more than 99%. (Yes/No)	
7.	<b>Service Restoration Time</b> Please confirm that the services will be restored within 60 minutes through an alternate route in the event of a data circuit being down. (Yes/No)	

8.	<b>Proactive Monitoring</b> Confirm that all data circuits will be monitored proactively and alerts shall be sent to the contact persons of NISM. (Yes/No)	
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**3. Address of Fully Functional Office of the Bidder in Navi Mumbai/Mumbai**

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**4. 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				

Signature:

Name:

Designation:

Phone No Fax and Email Address:

Company Seal:

**ANNEXURE - D**  
**Price Bid**  
**(To be submitted in Envelope-2)**

COMPANY NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CONTACT PERSON: \_\_\_\_\_ PHONE NUMBER: \_\_\_\_\_

EMAIL: \_\_\_\_\_ WEB SITE: \_\_\_\_\_

**Cost Break Down**

# (1)	Item (2)	Quantity (no. of lines) (3)	Charges per Annum (Exclusive of Taxes) (4)	GST at 18% (in Rs) (5)	Total Cost (Inclusive of Taxes) (6) =(3) X [(4)+(5)]
1	5 Mbps wired Point-to-Point data circuit NISM Campus, Patalganga to NSE, BKC, Mumbai.	1			
2	10 Mbps wired Point-to-Point data circuit NISM Campus, Patalganga to NSE, BKC, Mumbai.	1			
3	5 Mbps wired Point-to-Point data circuit NISM Campus, Patalganga to NCDEX, Kanjurmarg, Mumbai.	1			
4	10 Mbps wired Point-to-Point data circuit NISM Campus, Patalganga to NCDEX, Kanjurmarg, Mumbai.	1			
5	50 Mbps wired Internet leased line at NISM Campus, Patalganga.	1			
6	80 Mbps wired Internet leased line at NISM Campus, Patalganga.	1			
7	100 Mbps wired Internet leased line at NISM Campus, Patalganga.	1			
8	Installation cost (to be charged only once). This shall cover the entire scope of work stated in <u>Section-3</u> of RFP.	1	(One Time)		

Signature:

Name :

Designation :

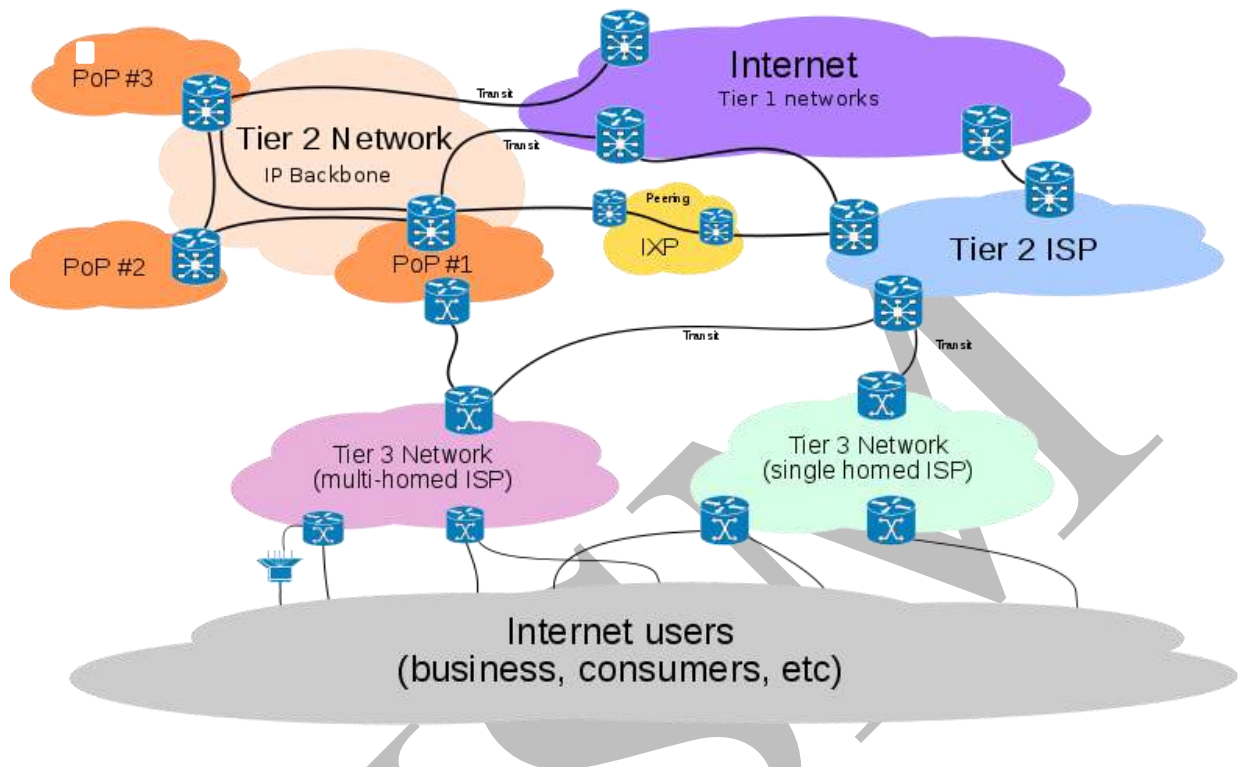
Phone No Fax and Email Address:

Company Seal

### Academic Block 'D'

## ANNEXURE- F

### 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.

\*\*\*End of Document\*\*\*