



(Sponsored by Syndicate Bank)
A Govt. of India Undertaking

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Sub: RFP for 10 MBPS Dedicated Internet Leased Line Connectivity

Tender Documents Details

Tender Reference Number and Date	Ref: PBHO/DIT/167/2016,	DATED: 02-09-2016
Last date of seeking Clarifications	09-SEP-2016	
Date of submitting the Bid Documents	14-SEP-2016 up to 14:00 Hours	
Date of opening of technical Bids	14-SEP-2016 up to 16:00 Hours	
Date of opening of commercial Bids	15-SEP-2016 up to 13:00 Hours	
RFP cost	Non-refundable Rs.2000/ in form of DD or Bankers Cheques/NEFT (BGL/Account#: 98801902002 IFSC Code: PRTH0000001 and share the UTR number)	

The RFP document is available at our Bank's website <http://www.prathamabank.org/tenders.html> and can be downloaded from website

Issued by:

General Manager
Prathama Bank
Head Office
Ramganga Vihar –Phase –II
MORADABAD-244001

Contact Person: Gurpreet Singh – 9837327827 (SPOC for this RFP)

Contact Numbers:

05912455176, 178,179

SCOPE OF WORK:

To provide **10 Mbps (scalable up to 100 Mbps)** Internet leased line connectivity on uncompressed, unshared leased line (1:1) at Prathama Bank including installation, commissioning, testing & up keep of the complete link for the service period. The connectivity will be through dedicated Internet service. The minimum guaranteed bandwidth taken from the vendor is 10 Mbps.

Location of Installation:

Prathama Bank,
Ram Ganga Vihar-II
Moradabad – 244001
Uttar Pradesh, INDIA

Sealed two-bid (technical and price (yearly charge)) tenders are invited for 10 mbps (fully dedicated 1:1 unshared Bandwidth) internet leased line. The link will be terminated in Ethernet ports.

The bidder should provide the following technical features for the link.

1. Service provider should provide the bandwidth on their own Fiber. No third party media will be entertained in this context.
2. Flexibility to upgrade the 100 mbps bandwidth on a circuit without interrupting service on that circuit.
3. Enhanced SLA based services for Uptime, Utilization and Latency.
4. Redundant local loop services if required.
5. The bidder shall include the necessary end equipment
6. Bidder should ensure the availability and reliability of the line through a similar redundant line which will be used in case of service failure.
7. The bidder should have its own Network support office in Moradabad.
8. The bidder should have service facilities with 24 hrs x 7 days technical Support by NOC.
9. The bidder should have the capability of increasing / decreasing bandwidth on demand and should be willing to change the bandwidth up or down on demand. The change in bandwidth must be provided within 15 days.
10. Minimum Bandwidth for up-link / Down-link shall not be below 95% of committed bandwidth.
11. **The bidder should submit the bids (techno commercial and price bid) along with all the relevant Technical documents.**
12. **Bank will do the quarterly payment as invoice raised by and also Bank may asked for performance BG with mutual discussion.**

WARRANTY :

- 1-The Vendor will be responsible for comprehensive maintenance for entire warranty period. Warranty period will start after acceptance of installation & testing of complete connectivity.
- 2- The vendor will do preventive maintenance once a quarter for upkeep of the end equipments. The schedule will have to be adhered to strictly by them.
- 3- Should have ISP Network & Internet Gateway Uptime of 99.5 % or more and consistent Latency (< 50

msec). Uptime shall be calculated as (Total Time – Down Time) X 100 /Total Time. Violation of which will attract the deduction in payment bills raised by the ISP.

4- The response time for attending the faults will be one hour (maximum) once reported to the Vendor. The Vendor will rectify the faults within 4 hours failing which; the vendor will arrange temporary replacements. A Manager for the single point of contact, for any maintenance related activities to be identified for this agreement.

5- The bidder shall provide separate compliance statement for each of the requirements mentioned above in the eligibility criteria and warranty .

Bid Currencies:

Bids are to be quoted in Indian Rupees only.

Cancellation of Tender:

1. The Bank may cancel the tender process at any point of time prior to the issuance of purchase order without assigning any reason whatsoever for unforeseen and unavoidable circumstances.

2. The Bank may also cancel the tender process for want of any participating Bidder, or if all the participating Bidders fail to qualify eligibility criteria in terms of technical or other reasons. Technical & commercial bids should be submitted in separate sealed envelopes mentioning the contents on it. Any Technical Bid not containing the above specifications may be rejected. The Technical Bid should not contain any price information. Otherwise, such proposals will be rejected.

Bid opening:

Opening date of the sealed envelopes of the bidders containing the document marked “Technical Bid”, shall be announced in the Bank website (<http://www.prathamabank.org>) in announcement column. One representative of each bidder may participate at the time of opening the bids (The representative must have the valid authorization from their respective company for attending the tender opening meeting). The “Commercial Bid” of only those parties who qualify in “Technical Bid” will be opened on a later date.

Bill of Material

(To be included in Technical Bid)

The Bidder should provide Bill of Material in the following format.

Item	Description

Signature of Bidder :

Name :

Business address :

Company Seal

Place :

Date :

Tender Form for Price Bid
(To be included in Commercial Bid)

Description	Quantity	Unit Rate	Total Amount
10 MBPS Internet Leased Line	1		
Vendor also provide the rate of 2 MBPS unit prices also for further in case Bank may want to increase the bandwidth based on requirement in multiple of 2 MBPS upto 100 MBPS.	1		

Optional items may be quoted separately

Signature of Bidder :

Name :

Business address :

Contact Number :

Place :

Date :

Quotation Address :

To

The General Manager

Prathama Bank

Head Office

Ram Ganga Vihar-II

Moradabad-244001

Uttar Pradesh, India