



RANCHI MUNICIPAL CORPORATION

Kutchury, Ranchi-834001

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SHORT TENDER NOTICE

Tender Ref No:1917

Date: 25/05/2015.

Ranchi Municipal Corporation , Ranchi invites tender in one packet system from reputed Indian Firms/Agencies/Govt. Licensed firms for 10 Mbps Internet Connectivity Leased Line (OFC) (1:1) uncompressed & unshared with last mile Access Network Over Ethernet Interface) with the provision of increasing the bandwidth to any desired higher value on demand at Ranchi Municipal Corporation.

A. The details are as follows:

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| 1. PERIOD OF ISSUE OF TENDER FORMS | : 26.05.2015 |
| 2. LAST DATE AND TIME OF SUBMISSION OF TENDERS | : 01.06.2015 |
| 3. DATE AND TIME OF OPENING TENDER | : 02.06.2015 |
| 4. COST OF TENDER FORM | : Rs. 1000/- only |
| 5. TIME OF COMPLETION OF WORK | : 1 week from the day of acceptance
of the Tender by the RMC |

Tender document can be collected / downloaded from Ranchi Municipal Corporation office / website www.ranchimunicipal.com.

Sd/-

Municipal Commissioner
Ranchi Municipal Corporation

::TERMS AND CONDITIONS::

1. The connectivity will be through dedicated Internet service.
2. The hardware and software required for the establishment of fully functional leased line will be provided by the bidder.
3. The bidder should have a valid ISP license from Govt. of India (Attach a copy of license).
4. ISP must have DOT license to set up and operate International gateways.
5. The bidder should have a fully functional Customer Service Centre, which is operational 365X7X24 hours. (Attach details)
6. The bidder would insure that the local loop provisioning does not violate regulations as laid by Government of India/TRAI in respect of such links/networks. Bidder will be responsible for making all the payments towards the local loop charges/rentals/WPC charges etc.
7. Ranchi Municipal Corporation reserves the right to carry out the capability assessment of the bidder and the decision of Ranchi Municipal Corporation shall be final in this regard.
8. Ranchi Municipal Corporation will not be responsible for any kind of damage of hardware / software related to this service. All these items shall be in complete maintenance warrantee of the selected bidder.
9. Bidder should submit valid documentary proof of VAT/ Service Tax Registration Number as applicable and the details of income tax registration (PAN)
10. Ranchi Municipal Corporation reserves the right to verify/seek confirmation of all original documentary evidence submitted by bidders in support of above mentioned specification for eligibility criterion. In case any information furnished by the bidder is found to be false/incorrect at any stage, the bid shall be summarily rejected and no correspondence on the same shall be entertained.
11. The bidder is prohibited from sub-contracting or sub-letting of the work to any other agency.
12. The Bidder will do preventive maintenance once a month for upkeep of the Systems running.
13. 99.5% Uptime shall be calculated as $(\text{Total Time} - \text{Down Time}) \times 100 / \text{Total Time}$ on monthly basis.
14. Deduction in payment will be made for downtime in the monthly bills raised by the ISP.
15. The response time for attending the faults will be four hours (maximum) after they are reported to the Bidder.
16. The Bidder will rectify the faults within 12 hours failing which; the Bidder will arrange temporary replacements. The services shall be provided 24 hours & 7 days in a week.
17. The bidders have the experience in the similar nature of service. (Attach Experience Certificate)
18. **10 Mbps Internet bandwidth at all the time. Latency:** Less than 350 ms from Ranchi Municipal Corporation to ISP's tier 1 peering point. **Packet Losses:** Less than 1 % (Average over 1000 ping) at any given point of time to any part of globe. **Network Availability:** More than 99.5 % per month. Reports for above along with performance, monitoring /usage to be submitted by the ISP on monthly basis as per requirement of Ranchi Municipal Corporation. The bidder will provide the facilities to measure the above parameters at IT Division of Ranchi Municipal Corporation. The facility of measurement / monitoring of above parameters or graphical display will be provided by the bidder.
19. Bids must be submitted in a single sealed cover (Envelope) containing techno commercial and clearly superscripting the cover as "Techno commercial bid for 10 Mbps Internet connectivity Leased Line for Ranchi Municipal Corporation".
20. Every bid document should be signed and stamped by authorized signatory.
21. All disputes or differences whatever arising between the parties and RMC shall be settled at Ranchi Court.

Annexure-I

Technical specification and requirements for 10 Mbps Internet connectivity leased Line.

Sr. no	Technical Specification for Internet Leased Line Connection	Complied (Yes/No)	Deviation if any
1	The bidder must be a Category- B ISP license holder.		
2	The Internet connectivity leased line should have fully dedicated (1:1), unshared & High Quality 10 Mbps symmetric bandwidth without any compression factor.		
3	The ISP/bidder should have fully resilient and self healing network architecture, on fiber medium, from the international gateway in India upto the international Points of Presence		
4	The ISP/bidder should have Network Operation Centre (NOC) for trouble shooting around the clock		
5	Internet Router Port at ISP Gateway for required Bandwidth and 32 Public IP addresses of ipv4 pool and 64 Public IP addresses of ipv6 pool.		
6	The bidder should furnish a detailed network/ schematics diagram of total solution proposed showing connectivity from ISPs gateway Terminal Point to required locations of the RMC.		
7	The connectivity from the POPs of service providers to RMC, premises shall be through Optical Fiber Media		
8	All the equipments supplied by the bidder should be capable of handing higher band width in case up gradation is required in the later stage.		
9	Any Software and Hardware required establishing the purchased bandwidth will be provided by bidder to make leased line fully functional		
10	The bidder should submit technical literature explaining the proposed implementation diagram with the technical bid		

11	The bidders should have Direct \ toll free number to register complaints round the clock (24x7), Maintenance support service (24 hours and 7 days a week)		
12	All the POPs from where the ILL bandwidth is provided to RMC should have redundancy of equipments, links, power, backhaul connectivity etc. Service provider needs to confirm it in writing.		
13	The ILL links should be available in full duplex mode which must be demonstrated to IT Division RMC		
14	The service provider should have independent Network Operation Centre with 24x7 supports to take care of the ILL link management requirements. The service provider should furnish details of Toll Free number reachable from any phones/mobile for logging complaints		
15	Service provider has to provide facility to IT Division RMC, to monitor the SLA (Service level Agreement) parameters and log the Trouble tickets on line. RMC should also be able to obtain standard reports on the ILL links' Bandwidth Utilization (in Mbps, in frames/sec), Errors (frames/sec), Discarded (frames/sec), Non uncast(frame/sec), Bandwidth availability, Packet loss (in %), Latency of links etc. through any network monitoring tool / web browser provided by service provider.		
16	The service provider network should be backed by availability of service centers/service personnel to attend the faults.		

17	<p>IT Division of RMC will consider the successful provision of the link subject to satisfactory Acceptance Test. The methodology for the test will be at the discretion of the RMC. However, the same will be shared with the Bidder / SP.</p> <p>Following tests may be adopted :</p> <p>a. Average latency should not be more than 250 ms up to ISPs 1st Tier 1 peering point.</p> <p>b. Domestic Latency < 80 Millisecond during peak traffic hours</p> <p>c. International Latency < 250 Millisecond during peak traffic hours</p> <p>d. Packet Loss < 0.5%</p> <p>Facilities of testing above parameters will be provided by the Bidder / ISP</p>		
18.	Number of IP Addresses Provided		

Annexure-II

Please fill your details in the table below. Please note that the maximum permissible lead time for commissioning the link is 30 calendar days.

Company Name, Postal Address, Contact Details, Phone, Email	Total Bandwidth sold in India	Total Bandwidth sold outside India	Internet Connectivity via (Strike out the options not applicable)	Lead Time Required for Link Commissioning (max 07 calendar days)
			Asia-Pacific Europe USA	

- Please fill up the details about your top 3 customers (ranked in terms of Bandwidth serviced) in India.

Company Name	Contact Person Details with Phone, Email Address etc	Bandwidth Sold

Please note that the Tender Evaluation Committee considers your client base to be important criteria for short listing potential bandwidth suppliers.

Annexure-III

COMMERCIAL OFFER

- A) Annual Charges for the following Internet bandwidth all inclusive, inclusive of local loop charges over Ethernet Interface upto Ranchi Municipal Corporation HQ.

Link Capacity	Installation Charges	Service Tax on Installation Charges	Internet Bandwidth Charges per Month	Service Tax on Internet Bandwidth Charges	Local Loop Charges per Month	Service Tax on Local Loop Charges	Total Monthly Charges (Internet Bandwidth inclusive of Local Loop Charges over Ethernet Interface)
10 Mbps (1:1)							

C) Higher Bandwidth On Demand

Incremental Bandwidth	Minimum Available Period (MAV)	Addln. Bandwidth (Port) Charges per MAV	Svc Tax on Port Charges	Addn. Local Loop Charges	Svc Tax on Local Loop Charges	Total Charges per MAV

Termination equipment provided by the Service Provider should be placed in such a way that at given point of time Internet Bandwidth inclusive of last mile access network would be increased up to 50 Mbps within 10 days notice. Minimum Available period should be maximum 20 days.