

Corrigendum No. IV

Tender No. IGR/Desk3/eTender2/2015

'RFP for Redundant VPN over MPLS connectivity for Department of Registration & Stamps,
Maharashtra'

Date: 18th May 2015

1. As per the Government of Maharashtra e-procurement rules, tender dates have been revised which are as follows,

EVENT	TARGET DATE
Start date of Bid submission	25/05/2015 till 9.00 a.m.

Request for Proposal
Redundant Virtual Private Network (VPN) over
Multi Protocol Label Switching (MPLS) Connectivity
for Department of Registration & Stamps, M.S.

Ref No: IGR/Desk3/eTender2/2015

Inspector General of Registration & Controller of Stamps
Maharashtra State, Pune

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DISCLAIMER

The information contained in this Request for Proposal document (hereinafter referred to as “RFP”) or subsequently provided to Bidder(s), whether verbally or in documentary or any other form by or on behalf of the Inspector General of Registration & Controller of Stamps (Maharashtra State), Pune (hereinafter referred to as “IGR (M.S.), Pune”), (the “Authority”) or any of their employees or advisors, is provided to Bidder(s) on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

The purpose of this RFP is to provide interested parties with information that may be useful to them in making their financial offers pursuant to this RFP (the "Bid"). This RFP includes statements, which reflect various assumptions and assessments arrived at by the IGR (M.S.), Pune in relation to the project. Such assumptions, assessments and statements do not purport to contain all the information that each bidder may require. This RFP may not be appropriate for all persons, and it is not possible for the IGR (M.S.), Pune, its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP, may not be complete, accurate, adequate or correct. Each bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this RFP and obtain independent advice from appropriate sources.

Information provided in this RFP to the Bidder(s) is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. IGR (M.S.), Pune accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

IGR (M.S.), Pune, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this Bid Stage.

IGR (M.S.), Pune also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.

IGR (M.S.), Pune may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP.

The issue of this RFP does not imply that IGR (M.S.), Pune is bound to select a bidder or to appoint the Selected Bidder, as the case may be, for providing services. IGR (M.S.), Pune reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.

Bidder shall bear all its costs associated with or relating to the preparation and submission of its bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by IGR (M.S.), Pune or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the bidder and IGR (M.S.), Pune shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation for submission of the bid, regardless of the conduct or outcome of the bidding process.

Tender Notice

Inspector General of Registration & Controller of Stamps (Maharashtra State), Pune has implemented iSARITA and various other applications as part of their ambitious e-governance Programme. In order to run these applications smoothly without any disruption, Inspector General of Registration & Controller of Stamps (Maharashtra State), Pune proposes to seek the services of reputed organizations having relevant experience in providing **Wired Redundant VPNoMPLS network connectivity for IGR Department**.

Inspector General of Registration & Controller of Stamps (Maharashtra State), Pune invites proposals to provide services as per the attached RFP document.

Yours sincerely,

Sd/-

Dr. Shrikar Pardeshi, IAS
Inspector General of Registration & Controller of Stamps,
Maharashtra State, Pune

Date: 31/03/2015

OFFICE OF THE INSPECTOR GENERAL OF REGISTRATION & CONTROLLER OF STAMPS (M.S.), PUNE

GROUND FLOOR, NEW ADMINISTRATIVE BUILDING,
OPPOSITE COUNCIL HALL
PUNE – 411 001

Inspector General of Registration & Controller of Stamps (M.S.), Pune invites tender offers (Technical and Commercial) for providing wired Redundant VPNoMPLS network connectivity for IGR Department, from the telecom service providers who are having experience of similar type of work. The description of work and earnest money are as under:

Sr. No.	Name of Work	Earnest Money Deposit (INR)	Tender Fee (INR)
1.	Redundant VPNoMPLS network connectivity for IGR Department	45,00,000/-	1,000/-

Bidders have to submit EMD and non-refundable Tender Fee as mentioned above by online payment process of e-tendering system, <http://mahatenders.gov.in/>

The timelines for downloading tenders and submission of technical and commercial bids online will be as per the timelines mentioned in the RFP.

The Inspector General of Registration & Controller of Stamps reserves the right to accept or reject any tender offer without assigning any reason.

Sd/-

Dr. Shrikar Pardeshi, IAS

Inspector General of Registration & Controller of Stamps

Pune, Maharashtra

Schedule

Tender Reference & date	Tender No. IGR/Desk3/eTender2/2015 dated 31/03/2015
Non-refundable Tender cost	Rs. 1,000/- through online payment process of e-tendering system, http://mahatenders.gov.in/
Earnest Money Deposit	Rs. 45,00,000/- through online payment process of e-tendering system, http://mahatenders.gov.in/
Pre Bid Meeting	1100 Hrs. on 13/04/2015 in the office of Inspector General of Registration & Controller of Stamps (MS) Pune, Ground Floor, New Administrative Building, Opp. Council Hall, Pune-1
Last Date and Time for submission of EMD and Tender fees (in the office of IGR (M.S.), Pune	1800 Hrs on 30/05/2015
Last Date for online submission of Proposals	
Time and Date of Opening of Technical Bid	1400Hrs onwards on 04/06/2015 in the office of Inspector General of Registration & Controller of Stamps (MS) Pune, Ground floor, New Administrative Building, Opp. Council Hall, Pune-1
Declaration of short-list of bidders for commercial bid	To be declared later
Time and Date of Opening of commercial Bid	To be declared later

Address for Communication	Inspector General of Registration & Controller of Stamps (MS) Pune, Ground floor, New Administrative Building, Opp. Council Hall, Pune-1
Contact Telephone Numbers	020-2613 8432, 020-2612 4012
Contact Fax Numbers	020-2612 9949
Contact Email ids	igrrfp@gmail.com , do3.igro@igrmaharashtra.gov.in

1. INTRODUCTION

1.1. Definitions

1. “**IGR**” means Inspector General of Registration & Controller of Stamps (Maharashtra State), Pune
2. “**Department**” means Department of Registration & Stamps, Maharashtra
3. “**OEM**” means Original Equipment Manufacturer.
4. “**Bidder**” means the Network Service Provider who offers the service of providing connectivity including necessary hardware.
5. “**Vendor**” means the successful bidder with whom the Purchaser enters into an agreement against this tender.
6. “**Agreement**” means an agreement entered into by the Purchaser with the successful bidder by signing an Agreement form in a given format by the parties, including all the attachments and appendices thereto, and all documents incorporated by reference therein;
7. “**Contract Price**” means the price payable to the Vendor under the Agreement for the full and proper Performance of its contractual obligations;
8. “**Network Infrastructure Items**” means Routers, Switches, UTP Cables, Information Outlets etc.
9. “**Non-compliance**” means failure/refusal to comply the terms and conditions of the tender
10. “**Non-responsive**” means failure to furnish complete information in a given format and manner required as per the RFP or non-submission of tender offer in given Forms / Pro forma or not following procedure mentioned in this RFP or any of required details or documents is missing or not clear or not submitted in the prescribed format; or non submission of tender fee or EMD.
11. “**CPE**”, means customer premises equipment including router, cables, connectors and software installed at offices. This also includes any other network infrastructure item installed for connectivity purpose at spoke location.
12. “**Jitter**”, means the inter packet delay variation between CPE to CPE. Jitter is expressed in milliseconds (“ms”).
13. “**Month**”, means a calendar month.
14. “**Normal Business/Working Hours**”, means IGR (M.S.), Pune normal business hours, which are generally from 6:00 A.M. to 10:00 P.M., unless otherwise specified in the Agreement.

15. “**Outage**”, means the non-availability of the MPLS VPN Service at any spoke Location, which prevents department offices from sending or receiving data using the MPLS VPN Service.
16. “**PLR**” or “**Packet Loss Ratio**” means the ratio between the number of IP packets sent by source router and the number of packets actually received by the destination router. The Packet Loss Ratio is expressed as a percentage.
17. “**Latency**” means the elapsed time taken for the two-way transmission of a packet between CPE routers and DC. The LATENCY is expressed in milliseconds.
18. “**Site Availability**”, means the virtual communication link availability, expressed as a percentage, between a Location and a PE Router to which the CPE Router is connected, including Access Circuit and the part of service provider Network that provides connectivity for the Location.
19. “**Scheduled Maintenance**”, means maintenance scheduled by service provider to occur during low Network traffic basically after office hours to implement generic changes to or generic version updates of the Network.
20. “**DC**”, means Primary Data Centre with which all the IGR offices are connected in hub-spoke model. As of now DC for IGR Dept is State Data Centre, Mumbai which may change during contract period.
21. “**DR**”, means Disaster Recovery Centre with which all the IGR offices are connected. As of now DR for IGR Dept is National Data Centre, NIC, Pune which may change during contract period.
22. “**NDR**”, means Near Disaster Recovery Centre. As of now NDR for IGR Dept is BSNL IDC, Mumbai which may change during contract period.
23. “**SPOC**” means Single point of contact
24. “**RTO**” means Recovery Time Objective which is the maximum tolerable length of time that a network can be down after a failure or disaster occurs.

1.2. Department Background

The Department of Registration and Stamps looks after registration of documents and recovery of stamp duty. A set procedure of registration and collection of stamp duty is laid down as per the Registration Act, 1908 and Maharashtra Stamp Act, 1958 respectively.

The main functions performed by the department are:

- Registration of documents and preservation of the registered documents
- Collection of Stamp Duty

The Department of Registration and Stamps has a vast expanse in the state of Maharashtra and is the 2nd highest revenue earning department for the Government of Maharashtra. The department provides services through more than 500 offices in the State of Maharashtra.

1.3. Project Background

SARITA (Stamp and Registration Information Technology Application)

The manual process of registration of deeds was operational and was suffering from many lacunae. Inefficient process was posing many difficulties for citizen and there were chances of errors. To bring more efficiency, transparency & effectiveness in registration process, department started 'Computerisation of Registration' project (popularly known as SARITA) in 2002.

After the essential data entry regarding registration was done, the original document is scanned after registration and original was immediately returned back to the registrant within prescribed time. The thumb impressions and photographs of parties were being taken during registration. The SARITA application was operational in a decentralized mode at Sub Registrar offices. This project helped the department in removing shortcomings in the prevailing manual registration and resulted in significant improvement in efficiency.

i-SARITA (Integrated SARITA)

After a clear cut understanding of the problems and constraints in the decentralized registration process and its further improvement through centralized registration process, the development of Integrated Stamp and Registration Information Technology Application (i-SARITA) was initiated. The centralized process of computerized registration was rolled out in the year 2012 in field offices across the state.

To carry our centralized registration, every SRO is required to be connected through MPLS VPN connectivity.

1.4. Project Objective

For successful implementation and roll out of any software, three aspects are most important. All the aspects are important in their own way. In this RFP, we will try to capture requirements of one of these aspects.

- Hardware Infrastructure
- **Network Infrastructure**
- Application

Network Infrastructure shall consist of Primary Network connectivity and Redundant Network connectivity. This RFP takes care of the requirement of redundant network connectivity for iSARITA and other IGR applications that Department may desire to connect

1.5. Primary & Redundant Tenders

Through this tender, Department intends to procure redundant wired MPLS VPN network connectivity to connect critical IGR offices to Data Centre and Disaster Recovery Centre.

Department is also in process of procuring primary connectivity for all its offices. The technology of primary connectivity will also be wired MPLS VPN. It will be procured through separate tendering process.

The work order for primary connectivity tender will be given well in advance before redundant connectivity tender. The successful bidder of the primary connectivity tender will automatically get disqualified in the technical evaluation of redundant connectivity tender.

1.6. State Data Center (SDC)

As per section 1.1, currently Department is using services of State Data Center (SDC), Mumbai for department's Primary Data Centre. Department is availing co-location services of SDC, Mumbai to host iSARITA and other web-based e-services of the Department. All the data generated by iSARITA and also of some other projects of Department of Registration & Stamps is stored in Data Center. All the SROs and other offices of IGR Dept. eventually connect to DC through the private MPLS Cloud of IGR department.

1.7. Stakeholders of the project

For the success of any project, it is important to identify right stakeholders and classify them correctly. Prioritization of these stakeholders on the basis of the impact of the project on them is an important activity at the beginning of the project. Stakeholders in this project are as follows:

- High Power Committee
- Core committees or various committees for the Project Implementation
 - Project Implementation Committee
 - Desk 3 and Project Monitoring Unit
- Directorate of Information Technology, Government of Maharashtra
- National Informatics Center, Pune

- Department of Registration & Stamps, Maharashtra
- External Project Management Consultants
- Project related software and hardware implementation/maintenance bidder
- Network Connectivity provider
- Citizen

2. QUALIFICATION CRITERIA AND BID EVALUATION

2.1. Qualification Criteria

#	Qualification Criteria	Documentary Evidence
1.	<p>Bidder must be</p> <ul style="list-style-type: none"> • A company in India, registered under the Companies Act 1956 or • Public Sector Undertaking 	<i>Copy(ies) of Certificate of Registration</i>
2.	Bidder should be in business of providing network service for at least three financial years as on the date of publication of this tender.	<i>Work Order/Contract agreement</i>
3.	Bidder should have a minimum annual turnover of Rs. 400 crores in each of the last three (3) years i.e. FY 2013-14, 2012-13 and 2011-12.	<i>Copy of the Audited Profit & Loss Statement, Balance sheet and/or Copy of the letter /certificate from a Chartered Accountant regarding turnover</i>
4.	Bidder should have positive net worth as on 31 st March 2014	<i>Copy of the Audited Profit & Loss Statement, Balance sheet and/or Copy of the letter /certificate from a Chartered Accountant regarding networth</i>
5.	Bidder should be a Layer 3 MPLS VPN Service Provider with Class A- National Long Distance (NLD) Licenses and ISP A Category License/UASL - Unified Access Service License under the License of Government of India to operate and provide virtual private network services in India	<i>Copy of the relevant license</i>
6.	<p>Bidder should have implemented, commissioned, and successfully operationalized in the last 5 years at least 1 large scale network connectivity project of minimum 100 WAN nodes and 2 projects of minimum 25 WAN nodes each in pan-India.</p> <p>Note: In house projects shall not be considered for the above criteria.</p>	<i>Work order copy and testimonial signed by a competent authority should be submitted</i>
7.	Bidder should have own Network Operating Center (NOC) operated by skilled certified resources	<i>Provide undertaking with relevant reports confirming the same</i>

8.	Bidder should have provision in network to take care of bandwidth on demand requirement (for connectivity with DC, DR and other special locations).	<i>Provide relevant reports/certificates and an Undertaking confirming the same</i>
9.	Bidder should have Proactive Network Monitoring with own on-line real time monitoring and reporting tool with 24*7*365 support	<i>Provide relevant documents confirming the same, duly signed by competent authority</i>
10.	Bidder should have its own wired connectivity in at least 90% of the talukas of Maharashtra where redundant connectivity may be required.	<i>Relevant copy of reports should be submitted indicating reach of wired connectivity, duly signed by the competent authority</i>
11.	Bidder should not have been blacklisted by Central Government or any of the State Governments in India	<i>Undertaking/self declaration to that effect should be submitted along with the Technical bid</i>
12.	Bidder should have valid documentary proof of Sales Tax/VAT registration number in Maharashtra, Service Tax Registration Number & PF registration number	<i>Provide Copy of Sales Tax/VAT registration number in Maharashtra, Service Tax Registration Number and PF Registration Number</i>
13.	Bidder (Prime bidder in case of consortium) should have PAN Card	<i>Provide copy of PAN Card</i>

Note:

Copy of all the above documents should be self attested by the the competent authority from the bidder along with seal of the bidder.

2.2. Technical Bid

The Technical Bid shall be complete in all respect and contain all information and documents asked for, except prices. **IT MUST NOT CONTAIN ANY PRICE INFORMATION.** The list of documents to be uploaded as part of Technical Bid is at the checklist table in *Annexure I – “Qualification Criteria Checklist” and Annexure M – “Other Documents Checklist”*.

2.3. Commercial Bid

Bidder shall submit their prices only in Commercial Bid in the eTendering system. Price quoted elsewhere shall be liable to rejection. Rate quoted shall be inclusive of activities

mentioned in Scope of Work, inclusive of all taxes and duties.

2.4. Address for Correspondence

Dr. Shrikar Pardeshi, IAS

Inspector General of Registration & Controller of Stamps (Maharashtra State)

Ground floor, New Administrative Building,

Opp. Council Hall,

Pune – 411 001

2.5. Tender Evaluation Committee

Tender Evaluation Committee (TEC) constituted by the IGR (M.S.), Pune shall evaluate the tenders. The decision of the Evaluation Committee in the evaluation of the **Technical** and **Commercial** bids shall be final. No correspondence will be entertained outside the process of negotiation/discussion with the Committee.

2.6. Preliminary Scrutiny

Prior to the detailed evaluation, IGR (M.S.), Pune will determine the substantial responsiveness of each bid to the tender documents. For purpose of this Clause, a **substantially responsive bid** is one, which is in conformity with all the terms and conditions of the RFP Documents without any material deviations. IGR (M.S.), Pune's determination of an offer's responsiveness will be based on the contents of the tender offer itself without recourse to extrinsic evidence.

Tender Evaluation Committee will scrutinize the offers in respect of their completeness, submission of technical documents duly signed, etc. IGR (M.S.), Pune will shortlist technically qualified bidders based on compliance of the qualifying criteria.

IGR (M.S.), Pune reserves the right to waive any minor irregularity in the tender offer on recommendation of the committee, if he finds, it is in the interest of the department. The decision in these regards of IGR (M.S.), Pune will be final and binding on all Bidders.

2.7. Tender Opening and Method of Evaluation

The technical bids will be opened before the Tender Evaluation Committee and the same will be evaluated as per the qualification criteria and relevant documents in support of them. **Commercial bids of only technically qualified bidders will be opened before the committee on the prescribed date and time.** Decision of the committee will be final.

2.8. Bid Evaluation

A tiered evaluation procedure will be adopted for evaluation of proposals, with the technical evaluation being completed before the commercial proposals are opened and compared. Two-Bid system shall be followed for the bid evaluation. The first stage would be a technical evaluation of Technical Proposal. Second stage would be a Commercial Evaluation. The details of evaluation have been explained below.

a. First stage – Technical Evaluation

The first stage of evaluation would involve examination of the technical bid documents of each of bidders against the

1. Pre-Qualification Criteria

This will be verified against the documents submitted by bidder.

2. Compliance w.r.t the technical parameter compliance sheet mentioned in *Annexure C - "Technical Compliance Parameter Format"*

This will be verified from the technical parameter compliance sheet submitted by bidder.

3. Submission of EMD & Tender fees as required

This will be verified from the EMD and Tender fees online submitted by bidder.

Bidders fulfilling all the above criteria will be eligible for further process i.e Commercial Evaluation.

This is to ensure that the technical skill base, experience and financial capacity and other bidder attributes claimed therein are consistent with the needs of this project. IGR (M.S.), Pune may ask bidder(s) for additional information, visit to bidders site and/or arrange discussions with their professional, technical faculty to verify claims made in bid documentation.

During technical bid preparation, the bidder is required to strictly adhere to the section 2.2 Technical Bid.

Tender Evaluation Committee (TEC) formed under the chairmanship of IGR (M.S.) will evaluate both technical & commercial bids.

b. Second stage

Commercial envelope of only those bidders who qualify through Technical Evaluation shall be opened. Cost shall be calculated based on price summary given in *Annexure D – "Commercial Bid format"*.

Note:

- a. *The evaluation done by the Tender Evaluation Committee will be final and binding on the bidders.*
- b. *A substantially responsive bid is one, which conforms to the requirements, terms, conditions and specifications of the Request for Proposals without material deviation. A material deviation is one which affects in any substantial way the functionality, scope, quality, or performance of the deliverables, or which limits in any substantial way, inconsistent with the Request for Proposal's, IGR (M.S.), Pune's rights or the Bidder's obligations for, performance of the project and the rectification of which deviation would affect unfairly the competitive position of other bidders presenting substantially responsive Bids.*
- c. *Conditional bids shall be summarily rejected. The bidder shall quote only one solution*
- d. *Tender Evaluation committee will examine the bids to determine whether they are complete, whether any computational error have been made and whether the bids are generally in order*
- e. *IGR (M.S.), Pune may conduct clarification meetings with each or any bidder to discuss any matters, technical or otherwise.*
- f. *Technical bids receive without tender fee and EMD shall be rejected.*
- g. *IGR (M.S.), Pune may waive any minor informality or non-conformity or irregularity in a Bid, which does not constitute a material deviation.*

2.9. Price Comparisons

IGR (M.S.), Pune will evaluate Commercial Offers of only technically qualified vendors. If there exists any discrepancy between words and figures, the lower amount indicated will be considered.

2.10. Contract Period

The bidder selected through this tender will remain in contract with the Department for the period of three years, starting from the date of issue of work order. During this contract period, the quoted rate of the bidder shall remain valid.

The contract period may be extended further by 1 year for maximum upto 2 years.

2.11. Award of Contract

IGR (M.S.), Pune will award the Contract to the technically qualified bidder with lowest total cost (L1).

If L1 bidder fails to sign an agreement or during course of implementation of project L1 bidder fails to implement the project as per Terms & Conditions of signed agreement, L2 bidder (& in this order L3, L4.....) will be invited to take the order at L1 price.

The award of contract doesn't guarantee bidder or put any obligation on Department, to issue order for connecting any number of locations.

2.12. Erasures or Alterations and Signing of Tender Offers (Bids)

The Tender Offer (bid) shall be typed or written in ink and shall be signed by the Bidder or a person/s duly authorized in writing to bind the Bidder to the Contract. Such authorization shall be indicated by power-of-attorney accompanying the tender offer. All pages of the Tender Offer, except for non-amended printed literature, shall be initialed by the authorized person/s signing the Tender Offer.

The Tender Offer shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder, in that case such corrections shall be initialed by the person/ persons signing the offer.

2.13. Clarification of Offers

To assist in the scrutiny, evaluation and comparison of offers, IGR (M.S.), Pune may, at its discretion, ask some or all the Bidders for clarification of their offers on any of the points mentioned therein and the same may be sent through email, facsimile, letter. However, in such cases, original copy of the technical clarifications shall be sent to IGR (M.S.), Pune through courier or in person. The request for such clarifications and the response shall be in writing.

2.14. Completeness of Bid

Technical details must be completely filled in. Correct technical information of the product being offered must be filled in. Filling up of the Technical Detail Form in the website using terms such as "OK", "accepted", "noted", "as given in brochure / manual" is not acceptable. IGR (M.S.), Pune may treat offers not adhering to these guidelines as non-acceptable.

2.15. Earnest Money Deposit (EMD)

Bidders are required to submit Earnest Money Deposit online on e-tendering website of value Rs. 45,00,000. Offers, made without EMD, will be treated incomplete and non-responsive and the same will not be considered.

The Public Sector Undertakings are exempted from submitting EMD.

EMD will be discharged/returned to bidders that do not meet the qualification criteria within 60 days from the finalization of the tender.

The EMD may be forfeited, in case:

- i. If a bidder withdraws its tender during the period of bid validity
- ii. Or in case of a successful bidder, if the bidder fails
 - a. To sign the contract in accordance with terms and conditions;
 - b. To furnish Performance Bank Guarantee as specified in terms and conditions.

2.16. Performance Bank Guarantee

- i. The successful bidder shall at his own expense deposit with IGR (M.S.), Pune within 15 working days of the date of order of connectivity at a particular location, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a Nationalized Bank acceptable to IGR payable on demand, for the due performance and fulfillment of the contract by the successful bidder.
- ii. The Performance Bank Guarantee shall be denominated in the currency of the contract and shall be in the form of a bank guarantee or FDR.
- iii. This Performance Bank Guarantee will be for an amount equivalent to 10% of order value. All charges whatsoever such as premium; commission etc. with respect to the Performance Bank Guarantee shall be borne by the successful bidder.
- iv. The Performance Bank Guarantee shall be valid until the end of 3 months after the completion of the order for the particular location. Subject to the terms and conditions in the Performance Bank Guarantee, 3 months after the order period, the Performance Bank Guarantee will lapse automatically.
- v. The Performance Bank Guarantee may be discharged/ returned by IGR(M.S.), Pune upon being satisfied that there has been due performance of the obligations of the successful bidder under the contract. However, no interest shall be payable on the Performance Bank Guarantee.
- vi. In the event of the successful bidder being unable to service the contract for whatever reason, IGR (M.S.), Pune would invoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of IGR (M.S.), Pune under the contract in the matter, the proceeds of the PBG shall be payable to IGR (M.S.), Pune as compensation for any loss resulting from the Vendor's failure to complete its obligations under the Contract. IGR (M.S.), Pune shall notify the successful bidder in writing of the exercise of its right to

receive such compensation within 14 days, indicating the contractual obligation(s) for which the successful bidder is in default.

- vii. IGR (M.S.), Pune shall also be entitled to make recoveries from the bidder's bills, Performance Bank Guarantee, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.

2.17. No Commitment to accept lowest or any offer

IGR (M.S.), Pune shall be under no obligation to accept the lowest or any other offer received in response to this tender notice and shall be entitled to reject any or all offers, including those received late, or incomplete, without assigning any reason therefore. IGR (M.S.), Pune reserves the right to make changes in terms and conditions of the tender. IGR (M.S.), Pune will not be obliged to meet and have discussions with any of the Bidder and / or to give a hearing on their representations.

3. SCOPE OF WORK

Redundant Network connectivity has to be provided to the critical offices of the IGR Dept. as ordered by the Department. This RFP intends to procure connectivity services along with all other related network infrastructure and maintenance of the same.

Scope of Work includes network designing, providing network infrastructure, last mile bandwidth, installation, configuration, maintenance support, integration with LAN/WAN, providing maintenance of network till router, proactive monitoring and reporting, change management, training etc., with SLA binding the service provider to uptime and application/service quality commitments.

3.1. Activities to perform

3.3.1 Provision of 2 Mbps wired MPLS VPN connectivity at IGR offices

The successful bidder shall be responsible for providing Redundant wired 2 Mbps MPLS VPN connectivity with contention ratio of 1:1 in the required offices of the IGR Department. Department will give order for connecting offices through redundant connectivity as and when need is felt in each office. If primary connectivity at a particular office is not working properly, order for redundant connectivity may be given for that office. The possible locations of redundant connectivity is provided in Annexure A. Wherever ordered, wired connectivity has to be given without failure. Department doesn't want wireless connection even at single office.

The successful bidder will provide the entire necessary network infrastructure for the same. Technical Specifications for network connectivity has been mentioned in section 3.2.

The Successful Bidder shall be required to provide end to end connectivity from the server in DC/DR site till router in office. After the router LAN is already in place in office. This router will be provided by vendor selected through primary connectivity tender.

The successful bidder needs to fully coordinate with the primary connectivity vendor to terminate both primary and redundant links on same router. The configuration of router has to be done in coordination with primary connectivity vendor. This configuration is the combined responsibility of both the vendors.

3.3.2 Provision of all necessary Network equipments

- Please refer to Network architecture diagram in annexure J.

- It would be successful bidder's responsibility to configure the Redundant MPLS link connectivity in such a way that primary connectivity can also be configured with fall back mechanism. This should be achieved with required configurations at the Router where both links will terminate. End users operations and PC configurations should not be affected any time during WAN link swapping. Configuration of router should be done in such a way that at the time of failure of primary connectivity, switching to redundant connectivity should happen automatically. Without such an arrangement at the router, the work & responsibility of the vendor will not complete.
- Successful bidder will be expected to arrange all the installation equipments and tools required for the installation of the system.
- The Successful Bidder shall install and commission the active network equipment as well as passive network components (Cabling etc) as per approved deployment design.
- All the work shall be done in a conscientious manner as per the OEM guidelines and best industry practices.
- Local regulation/ codes shall be followed at all times. The Successful Bidder shall follow all Safety Regulations and practices.
- The Successful Bidder shall not cause any damage to Government buildings/other premises and property and will perform restoration if any damage occurs. Trenches, path cutting etc. will be back-filled and restored to the original condition immediately after laying of the conduit/cable. The Successful bidder shall plug conduits and entrance holes where the cabling has been installed with suitable sealing material.
- The Successful Bidder shall configure the network equipments, transmission medium, and servers/desktops etc for end-to-end user access to applications/services.
- The Successful Bidder shall be responsible for the installation and configuration of software applications/modules for the Network Management and security management

3.3.3 Provision of central pipe connectivity at DC

Spoke locations mentioned above has to be connected to hub location Data Centre (DC). The bandwidth required for central connectivity at hub location shall be calculated by formula,

$$20\% * (\text{Total number of spoke locations} * 2 \text{ Mbps}).$$

Therefore with every spoke location connectivity at office, corresponding office has to be connected to DC with 0.4 Mbps central connectivity.

Successful bidder has to always maintain the bandwidth of central connectivity according to the formula mentioned.

Successful bidder has to provide central connectivity till the IGR servers in the data centre at the time of providing connectivity at 1st spoke location. For this they need to

fully cooperate with the DC authorities. Successful bidder needs to arrange its own networking equipments/tools/cable/accessory or any other hardware item to provide central connectivity. Successful bidder has to provide necessary documentation, CRFs, cables and other connectivity related hardware items to DC/DR to provide central connectivity.

3.3.4 Provision of central pipe connectivity at DR

Spoke locations as ordered by the Department has also to be connected to hub location Disaster Recovery Centre (DR). The bandwidth required for central connectivity at hub location is 1.2 Mbps. In case of disaster, successful bidder has to upgrade bandwidth from 1.2 Mbps to as calculated by formula,

$20\% \times (\text{Total number of spoke locations} \times 2 \text{ Mbps})$. This upgradation of bandwidth should happen within 30 mins of declaration of disaster. Disaster will be communicated to vendor through email/phone/fax. Vendor has to fully cooperate with the Department and other stakeholders to make all the spoke locations LIVE from DR site.

Department may also decide to run the entire spoke locations, at its own discretion, any number of times, from the DR site, even in the absence of any disaster. In such cases also, vendor has to upgrade the bandwidth and has to support as mentioned above.

Successful bidder has to provide central connectivity till the IGR servers in the DR centre. For this they need to fully cooperate with the DR authorities. Successful bidder needs to arrange its own networking equipments/tools/cable/accessory or any other hardware item to provide central connectivity.

It has been understood that NIC provides connectivity to private service provider only through BSNL, PGCIL and RAILTEL. Bidder to take note of this and may enquire further with NIC about details.

3.3.5 Provision of Network Monitoring System

Successful bidder has to provide Network Monitoring System. It is expected that successful bidder shall regularly monitor the SLA parameters through this system. Some of the expected features of Network Monitoring System (NMS) are:

1. Generate all the reports required to monitor SLA.
 - a. NMS should generate in tabular format on real time basis the total locations to be connected, the locations connected at the time of generation of such report, the locations not connected at the time of generation of such report and date & time since such locations not connected.
 - b. NMS should generate in tabular format the total working time (in mins.), uptime (in mins), downtime ('From' date & time, 'To' date & time & duration in mins), and uptime percentage of individual links, of all links across all the locations on a

daily, weekly, monthly and yearly basis. NMS should also be able to aggregate the above information at IGR level, DIG level and JDR level.

NMS should have facility to mark holidays separately for each location/all the locations of particular JDR/all the locations of particular DIG.

- c. NMS should generate in tabular format the allocated bandwidth (in Mbps), consumed bandwidth (in Mbps) and bandwidth utilization percentage of individual links, of all links across all the locations on real time basis. NMS should also be able to aggregate the above information at IGR level, DIG level and JDR level.

NMS should have facility to mark holidays separately for each location/all the locations of particular JDR/ all the locations of particular DIG.

- d. NMS should generate necessary and sufficient reports for Latency, Jitter and Packet Loss to monitor SLA
2. NMS should have alert system (preferably a sound based alert and mandatorily a visual alert) to immediately alert the user about any fault/disconnectivity.
3. NMS should generate reports in various formats like text reports, graphs, pie charts showcasing information on the connectivity as desired by Department.
4. NMS should generate reports in both pdf and excel formats which should be available for download. All the reports getting downloaded should be formatted and in usable format.
5. NMS should generate daily, weekly and monthly reports as applicable
6. NMS should be able to generate all the reports for at least last 3 years.
7. NMS should be accessible to the Department over internet (preferably) or over MPLS VPN.
8. All the reports should be generated in both the manners i.e. by measuring parameters till router and till desktop.

3.3.6 Monitoring

It will be the prime responsibility of the bidder to monitor the SLAs mentioned in this RFP. Any deviation to the SLAs will not be allowed. Bidder will place a full time resource in IGR Office, Pune to monitor the SLA and train the department officials on network monitoring portal. Details of Networking Monitoring System have been mentioned in Section 3.3.6 and Service Level Agreement has been mentioned in Section 6.2.

3.3.7 Reporting and Documentation

The vendor shall submit the following documents to the department:

- 1) At the time of start of the project**

Vendor need to submit following documents at the start of the project as per 'Project Implementation Schedule'

a) *Risk Mitigation Plan*

List of all possible risks and methods to mitigate them

b) *Escalation Matrix*: A detailed list of contact persons with contact details, whom to contact on arrival of issues with issue handling time shall be submitted by the vendor.

2) After completion of the implementation

a) Site diagram showing exact location of connects

b) Bill of Material used for the site and for this project

c) Number of data connects which are active and those, which are not.

d) IP addressing scheme of all the WAN Nodes in the project.

All the above diagrams and documents should be submitted within two weeks of the completion of implementation.

3) During Maintenance and support period

Following reports in hard format should be submitted monthly and at the time of submission of invoice for the period of invoice

a) Uptime Report

Vendor need to submit uptime calculation of every link (including both central connectivity) as per SLA on monthly basis.

b) Latency, Jitter and Packet Loss report

Vendor need to submit report mentioning monthly average values of Packet Loss, Latency and Jitter of all the links separately in a month.

c) Payment Report

Alongwith invoice, vendor need to submit payment & penalty calculations. All the penalty calculations should be supported with sufficient reports as explained above.

3.3.8 Maintenance and Support

Successful bidder need to provide maintenance and support from server placed in DC/DR till router in IGR office.

Bidder should manage the entire network components involved in end-to-end connectivity (from server till client end router). Maintenance and management of last mile link/media and network equipment will be the responsibility of the bidder.

- Vendor need to deploy one network engineer as its representative to the IGR Dept. during the entire period of contract. This engineer will act as SPOC from the vendor side. This engineer will coordinate with IGR dept. to provide maintenance and support services as mentioned below. This engineer will be responsible to provide all the reports

required to monitor SLA. This engineer will also be required to log tickets and do necessary follow up in case of any issue in network. Further responsibilities of this person may be defined later by the Department.

- Vendor shall provide support to the Department through different channels like call centre, email, web portal etc. Purchaser should be able to log its complaint through any of these three channels. Bidder should note that this will be apart from the Network Monitoring System provided to IGR(M.S.), Pune. Key features of this helpdesk are as follows:
 - The support service shall be provided in Marathi and English
 - The support service will serve as point of contact for all network, hardware and software related issues which comes under the purview of vendor
 - The support service team of vendor shall track and route all requests to ensure issues are resolved in the agreed timeframe as mentioned in this RFP
 - The vendor shall submit a monthly report on the number of complaint tickets submitted, number of complaint tickets in progress of resolution and number of complaint tickets resolved with other details like
 - Name of Office from where call was raised
 - Name of person logging call
 - Contact number of the person logging call
 - Date and time of Call log
 - Date and time of Call resolved
 - Name of person resolving call
 - Contact number of the person resolving call
 - Time between call logged and resolved
 - Number of pending calls with reasons
- Vendor should provide a minimum 4 level escalation matrix which needs to be contacted in case problem is not resolved through above mechanism in agreed timeframe. The matrix should have person name and contact details (Landline number, mobile number, email id, official address) clearly mentioned.
- Vendor should carry sufficient inventories to ensure ex-stock supply of consumables and spares for network infrastructure for rendering aforesaid services. The bidder shall ensure availability of spares in stock for immediate delivery.
- Vendor should carry out software upgrades, updates and apply patches to network equipments during the tenure of the contract at no extra cost.
- Vendor will provide on the site corrective and preventive maintenance support for the network equipments supplied by them and existing inside the office for the project. The bidder should ensure that all the systems operate without defects.

3.3.9 Operational Training

The Vendor will have to train two users nominated by IGR (M.S.), Pune for a day (full-time) at his cost for operation of all the network infrastructure items supplied and installed at each location. The training will be as per the satisfaction of the client/end user.

3.2. Technical Aspects

- The basic objective of taking redundant connectivity is to ensure business continuity at office when primary link is down. In such a case, if redundant link is also down then entire objective of taking redundant connectivity fails. Therefore vendor selected through this tender should ensure that redundant link is 100% up, when primary link is down.
- Successful Bidder should ensure there is no single point of failure between PoPs
- Successful Bidder should have predefined traffic transport QoS (Quality of Service) parameters, which provide throughput, latency, packet loss, jitter commitments and application prioritization.
- Successful Bidder should provide detailed solution design explaining each component. Bidder should also point out all the assumptions made.
- The successful bidder has to submit full details of his network back bone infrastructure covering technical design and architecture, capability (coverage of voice/Video/data etc) redundancy features (multiservice provider backbone, Multiple NOC, bandwidth details including flexibility and scalability features) and security features (MPLS/ IP security etc)
- Successful Bidder should also provide entire details of the enterprise network architecture to be provided including the backbone and access and list of equipments used (along with their technical details) and should provide details of the hardware to be used at the DC for central pipe. Bidder should provide web reporting of all the reports mentioned above
- The network should be available 24 X 7. However, following uptime should be provided:

At DC and DR,

Bidder should provide a monthly uptime of 99.5% for the connectivity at DC and DR calculated monthly on total available minutes in that month. The percentage uptime or link availability shall be calculated on monthly basis as follows:

$$\text{Link Availability (in \% DC or DR)} = \left[\frac{\text{TH} - \text{TO}}{\text{TH}} \right] \times 100\%$$

Where,

TH = Total number of minutes in month which shall be calculated as,

$$\text{Number of calendar days of office in month} \times 1440 \text{ mins (24 hrs)}$$

TO = Total outage minutes in calendar days in a month for consideration.

At spoke locations till router,

Bidder should maintain site uptime of 98.5% till router for all the locations, calculated monthly on total available minutes in that month per office location. The percentage uptime or link availability shall be calculated on monthly basis as follows:

Link Availability (in %) in an office location till router = $[(TH - TO) / TH] \times 100\%$

Where,

TH = Total number of minutes in month which shall be calculated as,

Number of working days of office in month \times 960 mins (6 AM to 10 PM per day)

TO = Total outage minutes in working days in working time (6 AM to 10PM per day) in a month for consideration.

Downtime will start as soon as the department/department's representative logs a complaint with service provider or service provider NMS detects the problem or as soon as alert through e-mail or SMS is received with the timestamp.

- Successful bidder has to ensure that in case of failure of primary connectivity, the switching of iSARITA system from primary to redundant should take place instantaneously maximum upto 5 mins. Otherwise penalty would be levied as per SLA.
- Successful Bidders should create a separate VPN only for IGR (M.S.), Pune network and in no way the VPN should be shared with other customers sharing the network backbone. IGR (M.S.), Pune Network must be accessible to IGR (M.S.), Pune nodes only.
- Network should be capable of running Voice, Video and Data. As of now, IGR (M.S.), Pune will be using the network only for Data. But it may use voice and video in the future. Network should fully support any Video Conferencing solution implemented by the Department in future.
- Bidder should have capability to run IPV6. Upgrade to IPV6 if required will have to be done without any extra cost to IGR (M.S.), Pune.
- Bidder should ensure that they configure network link in such a way that there is no change in the IP scheme being currently used by the department or suggested by DC. In case of a change, bidder will have to follow the instructions regarding provisioning of new IP.
- Latency should not exceed 120 ms for ICMP packet size of 1024 Bytes.
- The jitter should not exceed 30 ms.
- The packet drop should not be more than 1%
- Various VPN configurations made for the department's VPN by the successful bidder should be shared with the department. Successful Bidder should also allow audit of the same by external independent auditors if appointed by department. Any high and medium risk vulnerabilities pointed out in Audit should be immediately rectified by the Successful bidder without any extra cost to the purchaser.

- The service provider should ensure that major security features against attacks as mentioned below are implemented in their network:
 - Protection against all kinds of attacks including DOS attacks, SYN attacks, smurf attacks etc.
 - Protection against all kinds of spoofing like VPN spoofing/IP spoofing etc.
- The last mile at State Data centre should have full redundancy.
- The service provider must provide the network links that must be on Hub and Spoke star topology.
- Successful Bidder should provide connectivity with minimum number of “hop” for all links.
- Bandwidth should be upgradable on request from department on selective basis, in case there is any such need in the future
- All the POPs from where the network connection is provided to IGR(M.S.), Pune should have redundancy of equipment, links, power, backhaul connectivity etc. Service provider needs to confirm it in writing.
- The proposed bandwidth for department must be dedicated (1:1) at each site and on dedicated ports.
- Bidder should have independent Network Operation Centre with 24x7 support to take care of the complete network management requirements. Bidder should furnish details of Toll Free number, email id and other phones for logging complaints. Bidder should submit an escalation matrix for the same.
- Bidder has to provide portal to department which can be used to monitor the SLA parameters and log the Trouble tickets through the same..
- Bidder should facilitate availability of service centres/service personnel across Maharashtra to attend faults in the offices within 24/48 hours

4. INSTRUCTIONS TO BIDDERS

4.1. General instructions

1. **THIS RFP IS NOT TRANSFERABLE.**
2. Bidders are advised to study the RFP document carefully. Submission of bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
3. The response to this RFP should be full and complete in all respects. **INCOMPLETE OR PARTIAL BIDS SHALL BE REJECTED.** The bidder must quote for all the items asked for in this RFP.
4. The bidder shall bear all costs associated with the preparation and submission of the bid, including cost of presentation for the purposes of clarification of the bid, if so desired by IGR (M.S.), Pune. IGR (M.S.), Pune will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
5. All communications to IGR (M.S.), Pune including this RFP and the bid documents shall be signed on each page by the authorized representative of the bidder along with the authority letter attached.
6. Kindly note that the bidder should take care that the costs quoted by the him sufficiently covers all expenses that the he shall incur for the project's scope of work

4.2. Important limits and values

S.N	Parameter	Details
1.	Bid Validity Period	180 days from the date of submission of bids by the bidder(s)
2.	Period for furnishing Performance Bank Guarantee	At the time of signing contract i.e. within 15 working days from the date of issue of Letter of intent
3.	Performance Bank Guarantee value	10% of the contract value
4.	Performance Bank Guarantee validity period	3 months beyond Contract period
5.	Last date for signing of contract	Within 15 working days from the date of issue of Letter of Intent by the Department

4.3. Timely Submission

Bidders are solely responsible for timely submission of the bids. Proposals received after the last date and time of submission will not be considered.

IGR (M.S.), Pune may, at its discretion, extend this deadline for submission of bids by amending the bid documents, in such case all rights and obligations of IGR (M.S.), Pune and bidders subject to the deadline will thereafter be subject to the deadline as extended.

4.4. Late Bids

Late submission will not be entertained and will not be permitted by the e-Tendering system.

At any time before the deadline for submission of bids, IGR (M.S.), Pune may for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFP Document by amending, modifying and/or supplementing the same.

The amended RFP along with the necessary corrigendum shall be available on the e-tendering/department website. IGR (M.S.) is not responsible to communicate any of the prospective bidders directly about the amendments. All such amendments shall be binding on them without any further act or deed on IGR (M.S.), Pune part. Prospective bidders are advised to periodically browse the above mentioned websites to find out any further corrigendum/addendum/notice published with respect to this RFP.

In the event of any amendment, IGR (M.S.), Pune reserves the right to extend the deadline for the submission of the bids, in order to allow prospective bidders reasonable time in which to take the amendment into account while preparing their bids.

4.5. Clarification of offers

To assist in the scrutiny, evaluation and comparison of offers, IGR (M.S.), Pune may at its own discretion, ask some or all bidders for clarification of their offer. The request for such clarifications and the response will necessarily be in writing.

4.6. Opening of bids

Proposals/Bids will be opened in presence of bidder's representatives (if they are present, else it will be opened in presence of the other representatives, officials present).

IGR (M.S.), Pune will open all bids as per schedule mentioned in "Schedule". If all documents mentioned in each parts of proposal are not found, then proposal/bid may be summarily rejected. The bidder's representative willing to attend the opening of the bids

shall bring authorization letter. The bidder's representative shall sign the attendance register.

The bidder's name, technical solutions given by bidder, bid prices and presence or absence of requisite bid security and such other details, as IGR (M.S.), Pune at its discretion may consider appropriate, will be announced at the time of corresponding openings.

Note:

- *The date for opening of the Commercial bid will be announced after the opening of technical bid and completion of technical scrutiny*

4.7. Contacting IGR (M.S.), Pune

No bidder shall contact IGR office on any matter relating to its bid, after opening of commercial bid till contract is awarded. If bidder wishes to bring additional information to the notice of IGR office, he/she can communicate in writing to address given for correspondence. IGR reserves the right for consideration of such information.

Any effort by bidder to influence IGR in its decision on bid evaluation, bid comparison or contract award may result in disqualification of the bidders bid and forfeiture of the bid security amount.

4.8. Costs & Currency

The offer must be given in Indian Rupees only, inclusive of the following:

- Cost of network connectivity
- Cost of network infrastructure equipments
- Installation and commissioning charges
- Warranty and Maintenance charges
- Transportation and Forwarding charges to the site
- Insurance to cover network infrastructure item during transit, up to installation of those items at the respective sites and handing it over to end-user.
- Any other cost to provide services as per scope of work.
- All taxes, duties etc. including VAT / Sales Tax, Service Tax.

4.9. Fixed Price

Commercial Offer shall be on a fixed price basis, inclusive of *all taxes, duties etc including VAT / Sales Tax, Service Tax*. No price variation shall be asked for relating to increase in customs duty, excise tax, dollar price variation, etc.

4.10. Offer Validity Period

The tender offer must be valid for 180 days from the date of submission of the tender offer. However, IGR (M.S.), Pune may extend this period for another 30 days, if the bidder accepts the same in writing.

4.11. Pre-bid conference

Pre-Bid conference of all the interested bidders will be held at the scheduled date and time. The bidders will have to submit their queries in the format prescribed in *Annexure K - "Response to Bidder's Queries"*. In pre-bid meeting problems of general nature will be entertained. Any change decided in the pre-bid shall be uploaded on <http://maharashtra.gov.in/english/Pages/Tenders.aspx> as corrigendum. This will form a part of this bid document.

4.12. Right to Alter Items

IGR (M.S.), Pune reserves the right to include or exclude any services, and also reserves the right to make change in specifications.

5. PROJECT IMPLEMENTATION

Following table delineates various project activities and the associated timelines in weeks from the project start date.

K	Activity	Timeline
K1	1 st Order for providing connectivity at a particular office	T
K2	Provision of 1 st Connectivity at Data Centre and DR Site and provision of NMS	T + 2 weeks
K3	Provision of 2 Mbps Connectivity at 1 st spoke location	T + 3 weeks
K4	Provision of 2 Mbps Connectivity at every subsequent spoke location and upgradation of bandwidth at DC & DR	Date of order + 1 week

Note:

K = Key events

T = 1st Order for providing connectivity at any particular office.

Connectivity mentioned above indicates providing bandwidth and any such other service as included in scope of work.

Week mentioned above is calendar week.

Any key event will be considered complete only after acceptance by the department officials. The bidder has to show that the link is working by opening prescribed websites/applications as suggested by the department.

6. SERVICE LEVEL AGREEMENTS

6.1. Service Level Objective

The purpose of Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service to be provided by the successful bidder to the department for the duration of this contract. SLA defines the terms of the successful bidder's responsibility in ensuring the timely delivery of the deliverables and the correctness of the same based on the agreed Performance Indicators as detailed in the RFP & Agreement. This section defines various Service Level Indicators which will be considered by the department in the Service Level Agreement with successful bidder.

The successful bidder has to comply with all Service Level Agreements (SLAs) defined below to ensure adherence to project timelines, quality and availability of services.

Note:

Penalties shall not be levied on the successful bidder in the following cases:

1. *There is a Force Majeure event affecting the SLA which is beyond the control of the successful bidder*

6.2. SLA definition, Measurement and Monitoring

SLA describes the Service Levels applicable to the MPLS VPN Service. Non achievement of a Service Level may attract penalties, as set out in this SLA.

S.N.	Activity	Desired Service Level	Penalty																					
1.	Project Implementation	As per 'Project Implementation' schedule	<p>For any delay in completion of project key event of the project as per 'Project Implementation' schedule, IGR dept. will charge penalty of 0.1% per day of the recurring annual cost of the concerned link, subject to a maximum of 5 % of the link. For e.g.</p> <p>1. After 1st connectivity, for subsequent location, from the date of issue of order, the location should be connected in 7 days. If suppose connectivity is done on 10th day, then penalty with respect to delay of 3 days for that particular location will be levied as,</p> <p>0.1% of (Annual cost of single link) * (number of days of delay). For the purpose of calculation of number of days, part of day will rounded up to next integer.</p>																					
2.	Uptime till router	Offices (Spoke locations) >= 98.5% DC/DR >= 99.50%	<p>Uptime at DC/DR</p> <table border="1"> <thead> <tr> <th>S.N.</th> <th>Uptime</th> <th>Penalty in % of payment</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>>=99.5%</td> <td>0%</td> </tr> <tr> <td>2.</td> <td>>=99% to <99.5%</td> <td>10%</td> </tr> <tr> <td>3.</td> <td>>=98.5% to <99%</td> <td>20%</td> </tr> <tr> <td>4.</td> <td>>=98% to <98.5%</td> <td>30%</td> </tr> <tr> <td>5.</td> <td><98%</td> <td>100%</td> </tr> </tbody> </table> <p>Uptime at offices (Spoke locations)</p> <table border="1"> <thead> <tr> <th>S.N.</th> <th>Uptime</th> <th>Penalty in % of payment</th> </tr> </thead> <tbody> </tbody> </table>	S.N.	Uptime	Penalty in % of payment	1.	>=99.5%	0%	2.	>=99% to <99.5%	10%	3.	>=98.5% to <99%	20%	4.	>=98% to <98.5%	30%	5.	<98%	100%	S.N.	Uptime	Penalty in % of payment
S.N.	Uptime	Penalty in % of payment																						
1.	>=99.5%	0%																						
2.	>=99% to <99.5%	10%																						
3.	>=98.5% to <99%	20%																						
4.	>=98% to <98.5%	30%																						
5.	<98%	100%																						
S.N.	Uptime	Penalty in % of payment																						

S.N.	Activity	Desired Service Level	Penalty			
			1.	≥98.5%	0%	<p>The percentage uptime shall be calculated on monthly basis as follows: Link Availability (in %) = $[(TH - TO) / TH] \times 100\%$ Where, (In case of uptime calculation at spoke locations) TH = Total number of working minutes in month which shall be calculated as, Number of working days of office in month × 960 mins (6 AM to 10 PM per day) TO = Total outage minutes in working days in working time (6 AM to 10PM per day) in a month for consideration. (In case of uptime calculation at DC/DR) TH = Total number of working minutes in month which shall be calculated as, Number of calendar days in month × 1440 mins (24 hrs) TO = Total outage minutes in any day at any time in a month for consideration</p>
2.	≥97.5%to <98.5%	10%	3.	≥96.5%to <97.5%	20%	
4.	≥95% to <96.5%	30%	5.	<95%	100%	
3.	Packet Loss, Latency and Jitter	Packet loss≤ 1 %, Latency (CPE to CPE)≤ 120 ms,	If average Packet Loss, Latency or Jitter of any link in a month is more than what is specified in the Desired Service Level then penalty levied will be 1% of the link cost for that month.			

S.N.	Activity	Desired Service Level	Penalty						
		Jitter: <30 ms							
4.	Reporting	Successful Bidder need to submit all the reports to the Department as per section 3.3.8. and section 3.3.9	More than 3 instances of non-compliance after three warnings will attract penalty of Number of non compliances * Rs. 1 lakh						
5.	Attendance of enigneer	Attendance >= 90%	Attendance of engineer deployed at IGR office should be more than 90% per month, after excluding number of leaves authorized by the Department. Less than 90% of attendance will attract a penalty of Rs. 5000 per day. For eg, Suppose there are 24 working days in a calendar month. Department permitted engineer for leave of 2 days in that month. If engineer was absent for 5 days, his attendance = $[(19/22) * 100] = 86.3\%$. As it is less than required level of 90%, penalty would be levied as Penalty for unauthorized leaves = $3 * Rs. 5000 = Rs. 15,000$						
6.	Providing required bandwidth	As per Scope of work	More than 3 days of non-compliance in a month for any particular link will attract penalty of Two times of payment of that link due for the period (rounded up to day) when bandwidth was lesser than required bandwidth. For Eg. If bandwidth was lesser than required bandwidth for 10 days in any spoke location, penalty would be levied as, $2*10*$ daily payment against that link						
7.	Switchover from Primary to Redundant	<= 5 mins	Whenever primary connectivity is down, IGR office desktops should get connected to redundant connectivity within 5 mins. Beyond 5 mins of switchover time, penalty would be levied as follows, <table border="1" data-bbox="891 1267 1473 1377"> <thead> <tr> <th>S.N.</th> <th>Switchover time (mins)</th> <th>Penalty in % of monthly payment</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> </tr> </tbody> </table>	S.N.	Switchover time (mins)	Penalty in % of monthly payment			
S.N.	Switchover time (mins)	Penalty in % of monthly payment							

S.N.	Activity	Desired Service Level	Penalty		
			1.	<5	0%
			2.	>=5 to <15	10%
			3.	>=15 to <30	20%
			4.	>=30 to <60	30%
			5.	>=60 to <120	50%
			6.	>=120	100%
			<p>Penalty would be deducted for every instance of non-compliance. For eg. Monthly payment of any spoke link is Rs. 12,500. Suppose at any location, at any moment of time, primary connectivity is down and office is non-working due to failure in connectivity. Then as per SLA, office should get started within 5 mins using redundant connectivity. If it takes, say 20 mins to go up, then for this instance of non-compliance, penalty would be calculated and levied as $20\% * \text{Rs. } 12,500 = \text{Rs. } 30,000.$</p>		

Note:

For penalty calculations,

1. All above mentioned penalties are mutually exclusive to each other.
2. Working Days: Seven days a week (Monday to Sunday)
3. Normal Business Hour: 6 am to 10 pm
4. Month: Calendar Month

5. Reporting: It will be the responsibility of the vendor to submit all the necessary reports alongwith invoice required for calculation of payment and penalty. In absence of any of such report, invoice won't be processed by the Department.
6. Downtime due to following situations will not be considered for penalty calculation
 - o Schedule maintenance by the successful bidder with prior intimation and approval
 - o Link down due to power failure at office location
7. During Project Implementation, penalty will only be calculated for active links.
8. All the penalties mentioned above mutually exclusive to each other
9. The penalty shall be calculated and deducted from the immediate payment due.

10. Penalty will be calculated on a monthly basis.
11. If the total penalty reaches an amount equal to or more than 10% of the order value, the purchaser may invoke the Performance Bank Guarantee and seek an equivalent Performance Bank Guarantee from the vendor.

6.3. Warranty

1. The Vendor shall provide comprehensive onsite warranty for a period of three years from the date of installation and commissioning of network infrastructure item supplied.
2. If, during the warranty period, any network infrastructure item at offices has any failure on three or more occasions, it shall be replaced by equivalent new network infrastructure item by the Vendor at no cost to IGR (M.S.), Pune.

7. TERMS AND CONDITIONS

7.1. Signing of Contract

1. The successful bidder shall execute an agreement within 15 days from issue of the Letter of Intent from IGR (M.S.), Pune. In exceptional circumstances, on request of the successful bidder in writing for extension, IGR (M.S.), Pune reserves the right to grant an extension for appropriate period after getting satisfied with the reasons given.
2. In addition to terms and conditions being mentioned hereunder, all terms and conditions of the RFP and corrigenda issued will also be applicable for the agreement.
3. At the time of signing the agreement, the successful bidder shall submit Performance Bank Guarantee equivalent to 10% of the contract value in the form of Bank Guarantee drawn on any Nationalized Bank in favour “Assistant Inspector General of Registration(Desk No 7), M.S. payable at Pune in the format given in *Annexure E – “Performance Security Form”*. Without this agreement will not be executed.
4. On failure of execution of the Agreement by the successful bidder, EMD furnished will be forfeited.

7.2. Payment terms

Following payments will be made when each spoke location is activated,

1. 2 Mbps Connectivity at spoke location
2. 0.4 Mbps Central Connectivity at DC
3. 0.4 Mbps Central Connectivity at DR Site

After successful activation of link at each location, the successful bidder shall be eligible for payment after acceptance of link by department officials. The verification of the connectivity shall be done by the concerned department officials. Bidder will capture screen shot of the websites as desired by the department along with timestamp. Every link will be eligible for billing and hence payment from such timestamp. All the reports duly signed by the concerned department officials will be considered for completion of work for that office.

The invoices submitted should be accompanied with necessary reports and documents as per section 3.3.8. In absence of such reports, invoice will be termed as incomplete and will not be further processed for payment.

In case of consortium, all the payments shall be done to prime bidder only, on his name and in his account only.

7.3. Transfer and Sub-letting

The Vendor shall have no right to give, bargain, sell, assign or sublet or otherwise dispose of the contract to a third party. The vendor may outsource certain non-critical activities in the scope of work like installation of the equipment to a third party after prior written consent from IGR (M.S.), Pune. However such consent shall not relieve the vendor from any liability or obligation under the contract.

7.4. Completeness of Contract

The contract will be deemed as incomplete if any component of the network infrastructure item, software, etc., or any documentation/media relating thereto is not delivered, or is delivered but not installed and/or not operational or not acceptable to IGR (M.S.), Pune after acceptance testing /examination.

7.5. Protection against Risk of Obsolescence

Vendor will make the spare parts for the systems available for a minimum period of five years from the time of acceptance of the system. The vendor will give at least twelve months notice prior to discontinuation of support services, so that IGR (M.S.), Pune may order its requirements of the spares, if he so desires. If any of the components are not available or difficult to procure, or the procurement is likely to be delayed for replacement, if required, the replacement shall be carried out with state of the art technology equipment of equivalent or higher capacity, at no additional charges to IGR (M.S.), Pune.

During the validity period of the order, if any of the network infrastructure item /chip/parts becomes unavailable in the market, the vendor will be bound to supply the next higher version/configuration/family of the network infrastructure item /chips/parts at the same price at which the Agreement is fixed.

7.6. Termination of the Contract

IGR (M.S.), Pune reserves the right to cancel the contract at any time if it is not satisfied with the services of the successful bidder or there is breach of any of the condition of this agreement by the successful bidder, provided a period of 10 days has lapsed from the date of serving notice on the successful bidder requiring it to remedy the breach and if the breach has continued up to the date of the termination. In this event, the work done till then by the successful bidder shall be taken over by IGR (M.S.), Pune. IGR (M.S.), Pune reserves the right to appoint a new vendor and hand over to him all the documents to complete the assignment. In such an event, the vendor shall not be entitled to receive any payments upon

termination of the contract. Upon termination, IGR (M.S.), Pune may also impose liquidated damages. Notwithstanding anything to the contrary contained in this agreement successful bidder's collective liability arising out relating to this agreement shall be limited to the fees paid to the successful bidder for which decision of the IGR (M.S.), Pune in this regard shall be final and binding on the successful bidder. The successful bidder will be required to pay any such liquidated damages to IGR (M.S.), Pune within 30 days of termination date.

7.7. Risk Purchase Clause

In case the successful bidder fails to execute the project as stipulated in the delivery schedule; IGR (M.S.), Pune reserves the right to procure the similar services from alternate sources at the risk, cost and responsibility of the successful bidder.

7.8. Indemnity

The successful bidder shall indemnify, protect and save IGR(M.S.), Pune against all claims, losses, costs, damages, expenses, action suits and other proceeding, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components (like system software, software tools, network infrastructure item etc.) and the services rendered under this tender.

7.9. Intellectual Property Rights

All intellectual property rights for the work performed under this RFP as far as data is concerned shall lie with IGR (M.S.), Pune. This clause is applicable to all data in any form or format procured, processed, scanned or produced under this RFP by the successful bidder. The successful bidder shall not use such data for any other purpose during and after the term of contract. In no cases, any document provided by the department is taken out of the space provided to the successful bidder for scanning.

7.10. Performance Obligations

While providing services as per Scope of Work, the successful bidder shall ensure that there is no infringement of any patent or design rights or violate any intellectual property or other right of any person or entity and shall comply with all applicable Laws, Statute, regulations and Governmental requirements and he/she shall be solely and fully responsible for consequence / any actions due to any such infringement.

7.11. Publicity

Neither Party can use the trademarks of the other Party without the prior written consent of the other Party. Except as required by law or the rules and regulations of stock exchange upon which the securities of bidder is listed, neither Party shall publish or permit to be published either alone or in conjunction with any other person any press release, information, article, photograph, illustration or any other material of whatever kind relating to this Agreement, the SLA or the business of the Parties without prior reference to and approval in writing from the other Party, such approval not to be unreasonably withheld or delayed.

7.12. Corrupt or Fraudulent Practices

IGR (M.S.), Pune requires that the Bidders under this RFP should observe the highest standards of ethics during the procurement and execution of such contracts. In pursuance of this policy, IGR (M.S.), Pune defines the terms set forth as follows:

1. “Corrupt Practice” means the offering, giving, receiving or soliciting of anything of value to influence the action of the public official in the award of the Contract, procurement process or in contract execution;
2. In the event of corrupt practice and fraudulence in addition to penal action as per the terms and conditions of the Agreement, legal action shall also be initiated against the concerned.
3. “Fraudulent practice” means a misrepresentation of facts in order to influence award of contract or a procurement process or a execution of a contract to the detriment of IGR (M.S.), Pune, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Purchaser of the benefits of the free and open competition;
4. IGR (M.S.), Pune will suspend the award of contract if prima-facie it is established that the vendor had engaged in corrupt or fraudulent practices in competing for the contract in question.
5. IGR (M.S.), Pune will declare a Bidder ineligible after giving opportunity of being heard, either indefinitely or for a stated period of time, to be awarded a contract if at any time it is found that the Bidder has engaged in corrupt and fraudulent practices in competing for, or in executing, a contract.

7.13. Force Majeure

1. Force Majeure would include natural and unavoidable catastrophe that interrupts the expected course of events.
2. The bidder shall not be liable for penalty, liquidated damages or termination for default, if and to the extent that, his delay in performance or other failure to perform his obligations under the contract is the result of an event of Force Majeure.
3. For purposes of this clause, “Force Majeure” means an event beyond the control of the bidder and not involving the bidder and not involving the bidder’s fault or negligence and not foreseeable. Such events may include, but are not restricted to, instances of, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes which would have an impact on IGR (M.S.), Pune
4. If a Force Majeure situation arises, the bidder shall promptly notify IGR (M.S.), Pune in writing of such conditions and the cause thereof. Unless otherwise directed by IGR (M.S.), Pune, the bidder shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
5. The Force Majeure circumstances and events shall include the following events to the extent that such events or their consequences (it being understood that if a causing event is within the reasonable control of the affected party, the direct consequences shall also be deemed to be within such party's reasonable control) satisfy the appropriate definition as per this agreement. Without limitation to the generality of the foregoing, Force Majeure Event shall include the following classes of events and circumstances and their effects:
 - a. Natural events (“Natural Events”) to the extent they satisfy the foregoing requirements including:
 - Any material effect on the natural elements, including lightning, fire, earthquake, cyclone, flood, storm, tornado, or typhoon;
 - Explosion or chemical contamination (other than resulting from an act of war);
 - Epidemic such as plague;
 - Any event or circumstance of a nature analogous to any of the foregoing
 - b. Other Events (Political Events) to the extent that they satisfy the foregoing requirements including:
 - Act of war (whether declared or undeclared), invasion, armed conflict or act of foreign enemy, blockade, embargo, revolution, riot, insurrection, civil commotion, act of terrorism or sabotage;
 - Strikes, work to rules, go-slows which are either widespread, nation-wide, or state-wide and are of political nature;
 - Any event or circumstance of a nature analogous to any of the foregoing

7.14. Resolution of disputes

The Bidder and the IGR Dept. shall endeavor their best to amicably settle all disputes arising out of or in connection with the Contract in the following manner:

- a) The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice.
- b) The matter will be referred for negotiation between Purchaser and the Authorized Official of the Bidder. The matter shall then be resolved between them and the agreed course of action documented within a further period of 15 days.

In case any dispute between the Parties, does not settle by negotiation in the manner as mentioned above, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration within 20 days of the failure of negotiations. Arbitration shall be held in Pune and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Each Party to the dispute shall appoint one arbitrator each and the two arbitrators shall jointly appoint the third or the presiding arbitrator.

The “Arbitration Notice” should accurately set out the disputes between the parties, the intention of the aggrieved party to refer such disputes to arbitration as provided herein, the name of the person it seeks to appoint as an arbitrator with a request to the other party to appoint its arbitrator within 45 days from receipt of the notice. All notices by one party to the other in connection with the arbitration shall be in writing and be made as provided in this tender document.

The arbitrators shall hold their sittings at Pune. The arbitration proceedings shall be conducted in English language. Subject to the above, the courts of law at Pune alone shall have the jurisdiction in respect of all matters connected with the Contract/Agreement even though other Courts in India may also have similar jurisdictions. The arbitration award shall be final, conclusive and binding upon the Parties and judgment may be entered thereon, upon the application of either party to a court of competent jurisdiction. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides. The Bidder shall not be entitled to suspend the Service/s or the completion of the job, pending resolution of any dispute between the Parties and shall continue to render the Service/s in accordance with the provisions of the Contract/Agreement notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.

7.15. Subject Laws and Jurisdiction

The Agreement shall be governed by Indian Laws and the Courts at Pune will have jurisdiction to entertain the dispute(s).

7.16. Exit Management Clause

a. Exit Management Purpose

This clause sets out the provisions, which will apply on expiry or termination of the Agreement. The Parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Clause.

b. Transfer of Assets

Successful bidder shall be entitled to use the Assets for the duration of the exit management period of one month on termination of the Agreement.

c. Confidential Information, Security and Data

Successful bidder will promptly on the commencement of the exit management period, supply to IGR or its nominated agencies the following:

Information relating to the current services rendered and performance data relating to the performance of the services; Documentation relating to project, project's Intellectual Property Rights including data and confidential information related to the Project;

Project data as is reasonably required for purposes of the Project or for transitioning of the services to its replacing Successful bidder in a readily available format.

All other information (including but not limited to documents, records and Agreements) relating to the services reasonably necessary to enable purchaser and its nominated agencies, or its replacing Vendor to carry out due diligence in order to transition the provision of the services to IGR or its nominated agencies, or its replacing Vendor (as the case may be).

Project Documentation, including but not limited to the following:

- Project Commencement Documentation
- Training Plan and Training Material
- User Manuals

d. Rights of Access to Information

At any time during the exit management period, Successful bidder will be obliged to provide an access of information to IGR and/or any replacing vendor to material related to the project.

e. Exit Management Plan

Successful bidder shall provide IGR with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects:

- A detailed program of the transfer process that could be used in conjunction with a Replacement Vendor including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer
- Plans for the communication with such of successful bidder, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on this project's operations as a result of undertaking the transfer;

During the exit management period, Successful bidder shall use its best efforts to deliver the services.

This Exit Management plan shall be furnished in writing by Successful bidder within 7 days from the receipt of notice of termination or before the expiry of the Agreement for this project.

ANNEXURE A – LIST OF OFFICES

Summary of offices (spoke locations) for Redundant Network Connectivity		
S.N.	Division	Number of Redundant locations
1	Mumbai	30
2	Pune	53
3	Thane	40
4	Nashik	24
5	Latur	7
6	Aurangabad	13
7	Nagpur	15
8	Amravati	12
9	NIC, Pune	1
Total		195

Mumbai

Number of Redundant locations -30

#	Office Name	Type of Office	Address	Contact No.	Email id	Redundant Location
1.	Jt. Sub Registrar Mumbai City 1	SRO	Ground Floor, Old Custom House, Fort, Mumbai - 23	8275090065	Jsr.mumbaicity1@igr.maharashtra.gov.in	Yes
2.	Jt. Sub Registrar Mumbai City 2	SRO	Adersh Nagar, MTNL Buldg. 1st Floor, Hatiskar Marg, Varali, Mumbai, 25	8275090066	Jsr.mumbaicity2@igr.maharashtra.gov.in	Yes
3.	Jt. Sub Registrar Mumbai City 3	SRO	Adersh Nagar, MTNL Buldg. 1st Floor, Hatiskar Marg, Varali, Mumbai, 25	8275090067	Jsr.mumbaicity3@igr.maharashtra.gov.in	Yes
4.	Jt. Sub Registrar Mumbai City 4	SRO	Adersh Nagar, MTNL Buldg. 1st Floor, Hatiskar Marg, Varali, Mumbai, 25	8275090073	Jsr.mumbaicity4.igrm@igrmaharashtra.gov.in	Yes
5.	Jt. Sub Registrar Mumbai City 5	SRO	Adersh Nagar, MTNL Buldg. 1st Floor, Hatiskar Marg, Varali, Mumbai, 25	8275090074	Jsr.mumbaicity5.igrm@igrmaharashtra.gov.in	Yes
6.	Jt. Sub Registrar Mumbai City 6	SRO	New Office, Address will be intimated later.	-	-	Yes

Request for Proposal: Redundant VPNoMPLS Network Connectivity for IGR (M.S.)

#	Office Name	Type of Office	Address	Contact No.	Email id	Redundant Location
7.	Jt. Sub Registrar, Andheri 1	SRO	MTNL Building 2nd Floor, LaluBhai Park, Parshi Colony, Station Road, Andheri (W) Mumbai 58	8275090304	jsr.andheri1@igrmaharashtra.gov.in	Yes
8.	Jt. Sub Registrar, Andheri 2	SRO	Family Court Building, Ground Floor, Bandra Kurla Complex, Bandra (East) Mumbai 51	8275090305	jsr.andheri2@igrmaharashtra.gov.in	Yes
9.	Jt. Sub Registrar, Andheri 3	SRO	MTNL Building, Ground Floor, Khar Pali Road, Khar (W), Mumbai 52 .	8275090306	jsr.andheri3@igrmaharashtra.gov.in	Yes
10.	Jt. Sub Registrar, Andheri 4	SRO	MTNL Building, Ground Floor, Khar Pali Road, Khar (W), Mumbai 52 .	8275090307	jsr.andheri4@igrmaharashtra.gov.in	Yes
11.	Jt. Sub Registrar, Andheri 5	SRO	MTNL Building, First Floor, Near Ram Shyam Theather, Jogeshwari, Mumbai, 400 102	8275090319	jsr.andheri5@igrmaharashtra.gov.in	Yes
12.	Jt. Sub Registrar, Andheri 6	SRO	MTNL Building, First Floor, Near Ram Shyam Theather, Jogeshwari, Mumbai, 400 102	8275090320	jsr.andheri6@igrmaharashtra.gov.in	Yes
13.	Jt. Sub Registrar, Andheri 7	SRO	New Office, Address will be intimated later.	-	-	Yes
14.	Jt. Sub Registrar, Borivali 1	SRO	MTNL Building, Ground Floor, Goregaon, Mumbai 22 .	8275090308	jsr.borivali1@igrmaharashtra.gov.in	Yes
15.	Jt. Sub Registrar, Borivali 2	SRO	MTNL Building, 1st Floor, Behind Technical Hakoba Compond, Borivali (E) Mumbai 66	8275090309	jsr.borivali2@igrmaharashtra.gov.in	Yes
16.	Jt. Sub Registrar, Borivali 3	SRO	MTNL Building, 1st Floor, Behind Technical Hakoba	8275090310	jsr.borivali3@igrmaharashtra.gov.in	Yes

Request for Proposal: Redundant VPNoMPLS Network Connectivity for IGR (M.S.)

#	Office Name	Type of Office	Address	Contact No.	Email id	Redundant Location
			Compond, Borivali (E) Mumbai 66			
17.	Jt. Sub Registrar, Borivali 4	SRO	Shri Shrimal House, Near Jain Mandir, Station Road, Goregaon (W) Mumbai 62	8275090311	jsr.borivali4@igrmaharashtra.gov.in	Yes
18.	Jt. Sub Registrar, Borivali 5	SRO	New Tahasildar Building, Natakwala, lane, Borivali (W) Mumbai, 92	8275090312	jsr.borivali5@igrmaharashtra.gov.in	Yes
19.	Jt. Sub Registrar, Borivali 6	SRO	MTNL Building, Ground Floor, Goregaon (W) Mumbai 62	8275090313	jsr.borivali6@igrmaharashtra.gov.in	Yes
20.	Jt. Sub Registrar, Borivali 7	SRO	2nd Floor Charkop MTNL Building Sec 8, Kandiveli (W) Mumbai 67	8275090314	jsr.borivali7@igrmaharashtra.gov.in	Yes
21.	Jt. Sub Registrar, Borivali 8	SRO	MTNL Building, 1st Floor, Behind Technical Hakoba Compond, Borivali (E) Mumbai 66	8275090323	jsr.borivali8@igrmaharashtra.gov.in	Yes
22.	Jt. Sub Registrar, Borivali 9	SRO	MTNL Building, 1st Floor, Behind Technical Hakoba Compond, Borivali (E) Mumbai 66	8275090324	jsr.borivali9@igrmaharashtra.gov.in	Yes
23.	Jt. Sub Registrar, Borivali 10	SRO	New Office, Address will be intimated later.	-	-	Yes
24.	Jt. Sub Registrar Kurla 1	SRO	New Admn Bldg - Phase 2 Ground Floor, next to Rationing Office R.C. Margh, Chembur, Mumbai 71	8275090315	jsr.kurla1@igrmaharashtra.gov.in	Yes
25.	Jt. Sub Registrar Kurla 2	SRO	Exzim Link Complex, Opp. Indira Container yard Nahur (W) Mumbai 80	8275090316	jsr.kurla2@igrmaharashtra.gov.in	Yes

Request for Proposal: Redundant VPNoMPLS Network Connectivity for IGR (M.S.)

#	Office Name	Type of Office	Address	Contact No.	Email id	Redundant Location
26.	Jt. Sub Registrar Kurla 3	SRO	New Admn Bldg - Phase 2 Ground Floor, next to Rationing Office R.C. Margh, Chembur, Mumbai 71	8275090317	jsr.kurla3@igrmaharashtra.gov.in	Yes
27.	Jt. Sub Registrar Kurla 4	SRO	Exzim Link Complex, Opp. Indira Container yard Nahur (W) Mumbai 80	8275090318	jsr.kurla4@igrmaharashtra.gov.in	Yes
28.	Jt. Sub Registrar Kurla 5	SRO	New Office, Address will be intimated later.	-	-	Yes
29.	Marriage Registrar Office - Fort	MRO	Old Custom House, Fort, Mumbai - 23	-	-	Yes
30.	Marriage Registrar Office – Bandra	MRO	Family Court Building, Ground Floor, MHADA Building, BKC, Bandra East	-	-	Yes

Pune

Number of Redundant locations - 53

#	Office Name	Type of Office	Address	Contact No.	Email id	Redundant Location
1.	Inspector General of Registratio n, Pune	IGR	Ground Floor, New Administrative building, Opposite Council Hall, Pune – 01	-	Dig.it@igrmaharashtra.gov.in	Yes
2.	Jt. Sub Registrar Cl 2 Haveli No. 1	SRO	Tashil Office Compound, Shukrawar Peth, Pune	8275090122	jsr.haveli1@igrmaharashtra.gov.in	Yes
3.	Jt. Sub Registrar Cl 2 Haveli No. 2	SRO	Pushpamangal Building, Bibewadi Corner, Pune 37	8275090110	jsr.haveli2@igrmaharashtra.gov.in	Yes
4.	Jt. Sub Registrar Cl 2 Haveli No.3	SRO	Mega City, Mega Center, Magarpatta , Hadapsar , Pune 28	8275090116	jsr.haveli3@igrmaharashtra.gov.in	Yes
5.	Jt. Sub Registrar Cl 2 Haveli No. 4	SRO	"Ishana" Building No. 2, S.No. 77/2, ShindeNagar,	8275090119	jsr.haveli4@igrmaharashtra.gov.in	Yes

Request for Proposal: Redundant VPNoMPLS Network Connectivity for IGR (M.S.)

#	Office Name	Type of Office	Address	Contact No.	Email id	Redundant Location
			Paud Road, Pune 38			
6.	Jt. Sub Registrar Cl 2 Haveli No. 5	SRO	Shevale Complex, Opp. Elpro Company Chinchwad Railway Station, Pune 33	8275090122	jsr.haveli5@igrmaharashtra.gov.in	Yes
7.	Jt. Sub Registrar Cl 2 Haveli No. 6	SRO	Servey No. 221, Jijaji Mention Pune - Solapur Road, Hadapsar, Pune 28	8275090323	jsr.haveli6@igrmaharashtra.gov.in	Yes
8.	Jt. Sub Registrar Cl 2 Haveli No. 7	SRO	Pathare Complex, Chandan Nagar, Khadki, Pune 14	8275090324	jsr.haveli7@igrmaharashtra.gov.in	Yes
9.	Jt. Sub Registrar Cl 2 Haveli No. 8	SRO	J.J. Complex, S.No. 289, Dhanori, Vishrantwadi, Pune	8275090325	jsr.haveli8@igrmaharashtra.gov.in	Yes
10.	Jt. Sub Registrar Cl 2 Haveli No. 9	SRO	Samarth Sonako Heights, Shop No. 8 and 9, Chaitnayanagar, Dhankawadi, Pune 43	8275090326	jsr.haveli9@igrmaharashtra.gov.in	Yes
11.	Jt. Sub Registrar Cl 2 Haveli No. 10	SRO	5, Finance Road Govt. photo Registrar Office Building near B.J. Medical Ladies Hostel, Pune - 01	8275090327	jsr.haveli10@igrmaharashtra.gov.in	Yes
12.	Jt. Sub Registrar Cl 2 Haveli No. 11	SRO	5, Finance Road Govt. photo Registrar Office Building near B.J. Medical Ladies Hostel, Pune - 01	8275090328	jsr.haveli11@igrmaharashtra.gov.in	Yes
13.	Jt. Sub Registrar Cl 2 Haveli No.12	SRO	Maruti Cmplx, First Floor, Bathe Nagar Telephone Bhavan, Kondhava, Bh. Pune 48	8275090438	jsr.haveli12@igrmaharashtra.gov.in	Yes
14.	Jt. Sub Registrar Cl 2 Haveli No.13	SRO	Kakade Plaza, Hingane Kh., Karve Nagar, Pune 52	8275090439	jsr.haveli13@igrmaharashtra.gov.in	Yes
15.	Jt. Sub Registrar Cl	SRO	Parvati Heights, S.No. 650 /5A/1,	8275090454	jsr.haveli14@igrmaharashtra.gov.in	Yes

#	Office Name	Type of Office	Address	Contact No.	Email id	Redundant Location
	2 Haveli No.14		Landewadi Chowk, Bhosari, Pune			
16.	Jt. Sub Registrar Cl 2 Haveli No.15	SRO	Kale Eliet Bldg. Opp. Swami Vivekanand Soc. Nimahan Mala, Shop No. 4 Pashan Gaon, Pune 21	8275090455	jsr.haveli15@igrmaha.rashtra.gov.in	Yes
17.	Jt. Sub Registrar Cl 2 Haveli No.16	SRO	Opp. Hotel Brahma, Manik Bagh, Vadgaon Bh. Singhgad Road, Pune 53	8275090456	jsr.haveli16@igrmaha.rashtra.gov.in	Yes
18.	Jt. Sub Registrar Cl 2 Haveli No. 17	SRO	Near Kasarwadi Mandai Granthalay, Near Railway Crossing, Kasarwadi, Pune	8275090459	jsr.haveli17@igrmaha.rashtra.gov.in	Yes
19.	Jt. Sub Registrar Cl 2 Haveli No.18	SRO	Pimpri Chinchwad Mahanagarpalika Building, Vyapari Sankul, First Floor, Near Ashok Theater, Pune	8275090499	jsr.haveli18@igrmaha.rashtra.gov.in	Yes
20.	Jt. Sub Registrar Cl 2 Haveli No.19	SRO	Raghukul Nagari, Buldg. No. A 2, Ambedkar Chowk, Aundh, Khadaki Road, Bopodi Pune 20	8275090500	jsr.haveli19@igrmaha.rashtra.gov.in	Yes
21.	Jt. Sub Registrar Cl 2 Haveli No. 20	SRO	Beldare Patil Chowk, Beldari Buldg., Dattanagar, Ambegaon Bh. Pune 43	8275090081	jsr.haveli20@igrmaha.rashtra.gov.in	Yes
22.	Jt. Sub Registrar Cl 2 Haveli No. 21	SRO	S.No. 39/2/2 S.S.No. 943, Yugai Mangal, 2nd Floor, Erandwane, Pune	8275090033	jsr.haveli21@igrmaha.rashtra.gov.in	Yes
23.	Jt. Sub Registrar Cl 2 Haveli No.22	SRO	S.No. 39/2/2 S.S.No. 943, Yugai Mangal, 2nd Floor, Erandwane, Pune	9423974998	jsr.haveli22@igrmaha.rashtra.gov.in	Yes

Request for Proposal: Redundant VPNoMPLS Network Connectivity for IGR (M.S.)

#	Office Name	Type of Office	Address	Contact No.	Email id	Redundant Location
24.	Jt. Sub Registrar Cl 2 Haveli No.23	SRO	5, Finance Road Govt. photo Registrar Office Building near B.J. Medical Ladies Hostel, Pune - 01	9421468670	jsr.haveli23@igrmaharashtra.gov.in	Yes
25.	Jt. Sub Registrar Cl 2 Haveli No.24	SRO	Pimpri Chinchwad Navnagar Pradhikaran Admn. Amarajad - A Block, First Floor Near Railway Station, Akurdi, Pune 44	9423007462	jsr.haveli24@igrmaharashtra.gov.in	Yes
26.	Jt. Sub Registrar Cl 2 Haveli No.25	SRO	Near Kasarwadi Mandai Granthalay, Near Railway Crossing, Kasarwadi, Pune	8600418730	jsr.haveli25@igrmaharashtra.gov.in	Yes
27.	Jt. Sub Registrar Cl 2 Haveli No.26	SRO	Pimpri Chinchwad Mahanagarपालिका Building, Vyapari Sankul, First Floor, Near Ashok Theater, Pune	9604884667	jsr.haveli26@igrmaharashtra.gov.in	Yes
28.	Jt. Sub Registrar Baramati	SRO	Tashil Office Compound, Shukrawar Peth, Pune	8275090334	sr.baramati@igrmaharashtra.gov.in	Yes
29.	Sub Registrar Grade 1 Shirur	SRO	Tashil Office Compound, Shirur	8275090341	sr.shirur@igrmaharashtra.gov.in	Yes
30.	Sub Registrar Grade 1 Talegaon Dhamdhere	SRO	Near Grampanchayat, Shirur, Dist. Pune	8275090349	sr.talegaon@igrmaharashtra.gov.in	Yes
31.	Sub Registrar Grade 1 r Mulshi 2	SRO	S.No. 152/22 Income Tax, 1127, Ganga Estate, Near Hinjewadi Hospital, Maruti Road, Hinjewadi, Dist. Pune	8275090351	sr.mulshi2@igrmaharashtra.gov.in	Yes
32.	Sub Registrar Grade 1 Maval 1	SRO	Tashil Office Compound Maval, Dist. Pune	8275090352	sr.vadgaomawal@igrmaharashtra.gov.in	Yes

Request for Proposal: Redundant VPNoMPLS Network Connectivity for IGR (M.S.)

#	Office Name	Type of Office	Address	Contact No.	Email id	Redundant Location
33.	Sub Registrar Grade 1 Maval 2	SRO	Talegaon Nagarpalika Commercial Complex, Shala Chawk, 2nd Floor, Talegaon Dabhade, Dist. Pune	8275090351	sr.mulshi2@igrmaharashtra.gov.in	Yes
34.	Sub Registrar Grade 1 Purander (Saswad)	SRO	Tashil Office Compound, Purander, Dist. Pune	8275090336	sr.saswad@igrmaharashtra.gov.in	Yes
35.	Sub Registrar Grade 1 Khed	SRO	Tashil Office Compound, Rajgurunagar, Dist. Pune	8275090485	sr.khedpune@igrmaharashtra.gov.in	Yes
36.	Sub Registrar Grade 1, Khed 2	SRO	Shikrapur Road, Vishal Garden, Chakan, Tal. Khed, Dist. Pune	8275090350	sr.khed2@igrmaharashtra.gov.in	Yes
37.	Jt. Sub Registrar, Satara 1	SRO	Hajeri Bangloo, Tihasil Office Compound, Satara	8275090372	sr.satara@igrmaharashtra.gov.in	Yes
38.	Jt. Sub Registrar, Satara 2	SRO	Bal Vikas Bhavan, Godoli Dist Satara	8275090373	sr.satara2@igrmaharashtra.gov.in	Yes
39.	Jt. Sub Registrar, Phaltan 1	SRO	Tashil Office Compound, Phaltan	8275090376	sr.phaltan@igrmaharashtra.gov.in	Yes
40.	Jt. Sub Registrar, Miraj 1,	SRO	Sangli Rajwada Compound, Sangli	8275090356	sr.sangli1@igrmaharashtra.gov.in	Yes
41.	Jt. Sub Registrar, Miraj 2	SRO	Miraj Tashil Office Compound Miraj, Dist. Sangli	8275090357	sr.miraj2@igrmaharashtra.gov.in	Yes
42.	Jt. Sub Registrar, Miraj 3,	SRO	Kupwad Jain Basti, Kavathekar Galli, Kupwad, Dist. Sangli	8275090358	sr.sangli3@igrmaharashtra.gov.in	Yes
43.	Jt. Sub Registrar, Solapur Uttar 1	SRO	Behind Dakshin Tasil Office, Collector Office Compound, Solapur	8275090389	sr.solapur1@igrmaharashtra.gov.in	Yes
44.	Jt. Sub Registrar, Solapur Uttar 2	SRO	Behind Dakshin Tasil Office, Collector Office Compound, Solapur	8275090390	sr.solapur2@igrmaharashtra.gov.in	Yes

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#	Office Name	Type of Office	Address	Contact No.	Email id	Redundant Location
45.	Jt. Sub Registrar, Solapur Dakshin	SRO	Collector Office Compound, Solapur	8275090391	sr.solapurd@igrmaharashtra.gov.in	Yes
46.	Sub Registrar Grade 1, Barshi	SRO	Dr. Babasaheb Ambedkar Complex Sulakhe Highschool, Barshi, Dist. Solapur	8275090392	sr.barshi@igrmaharashtra.gov.in	Yes
47.	Jt. Sub Registrar, Karvir 1	SRO	Old Rajwada, Bhavani Mandap, Kolhapur	8275090407	sr.karvir1@igrmaharashtra.gov.in	Yes
48.	Jt. Sub Registrar, Karvir 2	SRO	Central Administrative Building, Kasba Bavada Road, near D.S.P. Office, Kolhapur	8275090408	sr.karvir2@igrmaharashtra.gov.in	Yes
49.	Jt. Sub Registrar, Karvir 3	SRO	Old Rajwada, Bhavani Mandap, Kolhapur	8275090409	sr.karvir3@igrmaharashtra.gov.in	Yes
50.	Jt. Sub Registrar, Karvir 4	SRO	Rajaram Stadium, Shop No. 2, Ichalkaranji, Tal Hatkalangle Dist. Kolhapur	8275090410	sr.karvir4@igrmaharashtra.gov.in	Yes
51.	Sub Registrar, Ichalkaranji 1	SRO		8275090411	sr.ichalkaranji@igrmaharashtra.gov.in	Yes
52.	Sub Registrar, Grade I, Hatkalangle	SRO	Tashil Office Compound, Hatkalangle, Dist. Kolhapur	8275090413	sr.hatkangle@igrmaharashtra.gov.in	Yes
53.	Marriage Registrar Office	MRO	Collectorate compound, Near State Bank of India Main Branch, Pune	-	-	Yes

Thane

Number of Redundant locations - 40

#	Office Name	Type of Office	Address	Contact No.	Email id	Redundant Location
1.	Jt. Sub Registrar Thane -1	SRO	Mahila Mandal Bldg., Talavpali, opp. Perfect driving school,	8275090427	sr.thane1@igrmaharashtra.gov.in	Yes

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#	Office Name	Type of Office	Address	Contact No.	Email id	Redundant Location
			Thane (w) 400601.			
2.	Jt.Sub Registrar Thane -2	SRO	Charai MTNL Bldg., Ground floor, Mavali Mandal Road, Charai, Thane-1	8275090428	sr.thane2@igrmaharashtra.gov.in	Yes
3.	Jt. Sub Registrar Thane -3	SRO	Central facility Bldg., 3rd floor, sector 19, Vashi.	8275090429	sr.thane3vashi@igrmaharashtra.gov.in	Yes
4.	Jt. Sub Registrar Thane -4	SRO	MTNL Bldg., Bhainder(w)	8275090430	sr.thane4@igrmaharashtra.gov.in	Yes
5.	Jt. Sub Registrar Thane -5	SRO	Charai MTNL Bldg., Ground floor, Mavali Mandal Road, Charai, Thane-1	8275090431	sr.thane5@igrmaharashtra.gov.in	Yes
6.	Jt. Sub Registrar Thane -6	SRO	Konkan Bhavan Bldg., CBD, Belapur, Navi Mumbai.	8275090432	sr.thane6@igrmaharashtra.gov.in	Yes
7.	Jt. Sub Registrar Thane -7	SRO	MTNL Bldg., 3rd floor, Bhainder (w)	8275090433	sr.thane7@igrmaharashtra.gov.in	Yes
8.	Jt. Sub Registrar Thane -8	SRO	Sector 19, Shanti Suman Bldg., Near Vijaya Bank, ground floor, Kopar khairane, Navi Mumbai	8275090434	sr.thane8@igrmaharashtra.gov.in	Yes
9.	Jt. Sub Registrar Thane -9	SRO	Matruchhaya Bldg., ground floor, Near Post office, Kalwa, Thane 400 605.	8275090435	sr.thane9@igrmaharashtra.gov.in	Yes
10.	Jt. Sub Registrar Thane -10	SRO	Ramnagar, Mira-Bhainder Municipality Corporation Bldg., Mira Road.	8275090436	sr.thane10@igrmaharashtra.gov.in	Yes
11.	Jt. Sub Registrar Thane -11	SRO	MTNL Bldg., Nerul, Navi Mumbai.	8275090437	sr.thane11@igrmaharashtra.gov.in	Yes
12.	Jt. Sub Registrar Thane -12	SRO	Milap Arkade, 2nd floor, MTNL Bldg., Hari Bhoir Estate, Balkum, Thane (w)	022-27561209	sr.thane12@igrmaharashtra.gov.in	Yes
13.	Jt. Sub Registrar Kalyan -1	SRO	Opp. Holycross hospital, Karnik Road,	8275090440	sr.kalyan1@igrmaharashtra.gov.in	Yes

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#	Office Name	Type of Office	Address	Contact No.	Email id	Redundant Location
			Chikanghar, Kalyan (w)			
14.	Jt. Sub Registrar Kalyan -2	SRO	Durve Bldg., 1 st floor, Behind Holycross School, Chikanghar, Kalyan (w) 421 301.	8275090441	sr.kalyan2@igrmaharashtra.gov.in	Yes
15.	Jt. Sub Registrar Kalyan -3	SRO	Tarte Plaza, Gandhi nagar, Near Subhash Dairy, Dombivali (E)	8275090442	sr.kalyan3@igrmaharashtra.gov.in	Yes
16.	Jt. Sub Registrar Kalyan -4	SRO	Tarte Plaza, Gandhi nagar, Near Subhash Dairy, Dombivali (E)	8275090443	sr.kalyan4@igrmaharashtra.gov.in	Yes
17.	Jt. Sub Registrar Kalyan -5	SRO	Ganeshkrupa Bldg., Gandhinagar, PNT Colony, Dombivali (E)	8275090444	sr.kalyan5@igrmaharashtra.gov.in	Yes
18.	Jt. Sub Registrar Ulhasnagar -1	SRO	Tahsildar Compound, Gandhi Chowk, Ulhasnagar-5. 421 005	8275090448	sr.ulhasnagar1@igrmaharashtra.gov.in	Yes
19.	Jt. Sub Registrar Ulhasnagar -2	SRO	Bipin Apartment, plot No.67, Katrap Gaon, Badlapur (E) Tal. Ambernath Dist.Thane 421 503	8275090449	sr.ulhasnagar2@igrmaharashtra.gov.in	Yes
20.	Jt. Sub Registrar Ulhasnagar -3	SRO	Administrative Bldg., Panchayat Samiti, Amberbath.	8275090450	sr.ulhasnagar3@igrmaharashtra.gov.in	Yes
21.	Jt. Sub Registrar Vasai -1	SRO	Daya Niwas Co. op.Hou.so., 1 st floor, Near Barampur station,Vasai (W).	8275090451	sr.vasai@igrmaharashtra.gov.in	Yes
22.	Jt. Sub Registrar Vasai -2	SRO	Gokul plaza, B wing, 2 nd floor, Virar (E) Dist.Thane	8275090452	sr.vasai2virar@igrmaharashtra.gov.in	Yes
23.	Jt. Sub Registrar Vasai -3	SRO	Yashomangal Complex, 1 st floor, Nalasopara (E)	8275090453	sr.vasai3@igrmaharashtra.gov.in	Yes

Request for Proposal: Redundant VPNoMPLS Network Connectivity for IGR (M.S.)

#	Office Name	Type of Office	Address	Contact No.	Email id	Redundant Location
24.	Jt. Sub Registrar Vasai -4	SRO	Sai Narayan Bldg., Near S.T. stand, Nalasopara, Tal.Vasai	0251-2520549	sr.vasai4@igrmaharashtra.gov.in	Yes
25.	Jt. Sub Registrar Vasai -5	SRO	Kishor Kunj phase-1, ground floor, opp. Viva college, Virar (W)		sr.vasai5@igrmaharashtra.gov.in	Yes
26.	Jt. Sub Registrar Vasai -6	SRO	Tahsildar Compound, Vasai.		sr.vasai6@igrmaharashtra.gov.in	Yes
27.	Jt. Sub Registrar Bhiwandi-1	SRO	Tahsildar Compound, Bhiwandi Dist.Thane 421302	8275090457	-	Yes
28.	Jt. Sub Registrar Bhiwandi-2	SRO	Nandan Arkade, 2 nd floor, Kapkaneri, opp. SBI, Bhiwandi.	8275090458	sr.bhivandi2@igrmaharashtra.gov.in	Yes
29.	Jt. Sub Registrar Bhiwandi-3	SRO	Hari dhara Complex, 2 nd floor, Anjurphata Bhiwandi.	0222-256615	sr.bhivandi3@igrmaharashtra.gov.in	Yes
30.	Sub Registrar Grade I , Palghar-1	SRO	Tahasil Compound, Palghar	8275090462	sr.palghar@igrmaharashtra.gov.in	Yes
31.	Sub Registrar Grade I ,Shahapur	SRO	1 st floor, Krushi Uttpan Bajar samiti blud, Shahapur, Thane	8275090463	sr.shahapur@igrmaharashtra.gov.in	Yes
32.	Jt. Sub Registrar Alibag	SRO	Nr. Police station, Raigad Alibag	8275090495	sr.alibagh@igrmaharashtra.gov.in	Yes
33.	Jt. Sub Registrar Panvel-1	SRO	Panvel Industrial Estate co.op.lt., 1 st floor, Near Hero Honda show room, Panvel.	8275090496	sr.panvel1@igrmaharashtra.gov.in	Yes
34.	Jt. Sub Registrar Panvel-2	SRO	MTNL Bldg., ground floor, New Panvel	8275090497	sr.panvel2@igrmaharashtra.gov.in	Yes
35.	Jt. Sub Registrar Panvel-3	SRO	MTNL Bldg., ground floor, New Panvel	8275090498	sr.panvel3@igrmaharashtra.gov.in	Yes
36.	Jt. Sub Registrar Panvel-4	SRO	Panvel Industrial Estate co.op.lt., 1 st floor, Near	02227-451060	sr.panvel4@igrmaharashtra.gov.in	Yes

#	Office Name	Type of Office	Address	Contact No.	Email id	Redundant Location
			Hero Honda show room, Panvel.			
37.	Jt. Sub Registrar Panvel-5	SRO	MTNL Bldg., ground floor, New Panvel	02227-458283	sr.panvel5@igrmaharashtra.gov.in	Yes
38.	Sub registrar Grade I, Karjat	SRO	Tahsildar Compound, Karjat	8275090504	sr.karjatraigad@igrmaharashtra.gov.in	Yes
39.	Jt. Sub Registrar Ratnagiri	SRO	Collector Office Compound, Ratnagiri	8275090483	sr.ratnagiri@igrmaharashtra.gov.in	Yes
40.	Jt. Sub Registrar sindhudurg	SRO	Main Administrative Bldg., 1 st floor, C Block, Sindhudurgnagari, Tal. Kudal, Dist. Sindhudurg	8275090472	sr.kudal@igrmaharashtra.gov.in	Yes

Nashik

Number of Redundant locations - 24

#	Office Name	Type of Office	Address	Contact No.	Email id	Redundant Location
1.	Joint Sub Registrar Class 2 Nashik 1,	SRO	Collectorate Campus, Nashik Pin Code 422 002	8275090517	sr.nasik1@igrmaharashtra.gov.in	Yes
2.	Joint Sub Registrar Class 2 Nashik 2,	SRO	Genuji Bhuwan, Nashik Road Pin Code 422 101	8275090518	sr.nasik2@igrmaharashtra.gov.in	Yes
3.	Joint Sub Registrar Class 2 Nashik 3,	SRO	Pinnacle Mall, Nashik Pin Code 422 002	8275090519	sr.nasik3@igrmaharashtra.gov.in	Yes
4.	Joint Sub Registrar Class 2 Nashik 4,	SRO	Pinnacle Mall, Nashik Pin Code 422 002	8275090520	sr.nasik4@igrmaharashtra.gov.in	Yes
5.	Joint Sub Registrar Class 2 Nashik 5,	SRO	2nd Flour, Doctor House, Nashik Pin Code 422 002	8275090521	sr.nasik5@igrmaharashtra.gov.in	Yes
6.	Joint Sub Registrar Class 2 Malegaon 1,	SRO	Royal Hub, Opp. Court, Malegaon Pin Code 423105	8275090522	sr.malegaon1@igrmaharashtra.gov.in	Yes

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#	Office Name	Type of Office	Address	Contact No.	Email id	Redundant Location
7.	Joint Sub Registrar Class 2 Malegaon 2,	SRO	Royal Hub, Opp. Court, Malegaon Pin Code 423105	8275090523	sr.malegaon2@igrmaharashtra.gov.in	Yes
8.	Sub Registrar Grade 1, Sinnar 1	SRO	Tahasil Office, Sinnar Pin Code 422103	8275090524	sr.sinnar@igrmaharashtra.gov.in	Yes
9.	Sub Registrar Grade 1 Niphad 1	SRO	Tahasil Office, Niphad Pin Code 422303	8275090531	sr.niphad@igrmaharashtra.gov.in	Yes
10.	Jt Sub Registrar Cl-2 Ahmednagar 1,(Dakshin)	SRO	Parag Building, Collector Office Area, Ahmednagar414001	8270590541	Sr.ahmednagar1s@igrmaharashtra.gov.in	Yes
11.	Jt Sub Registrar Cl-2 Ahmednagar 2 (Uttar 2)	SRO	, Parag Building, Collector Office Area, Ahmednagar414001	8275090542	Sr.ahmednagar2n@igrmaharashtra.gov.in	Yes
12.	Jt Sub Registrar Cl-2 Ahmednagar 3,	SRO	Parag Building, Collector Office Area, Ahmednagar 414001	8275090543	Sr.ahmednagar3@igrmaharashtra.gov.in	Yes
13.	Jt Sub Registrar Office Cl-2,Sangamner 1	SRO	Tehsil Karyalaya Awar, Sangamner 422605	8275090544	sr.sangamner@igrmaharashtra.gov.in	Yes
14.	Sub Registrar Grade 1, Parner	SRO	Tehsil Karyalaya Awar, Parner414302	8275090551	sr.parner@igrmaharashtra.gov.in	Yes
15.	Jt Sub Registrar Cl-2, Jalgaon 1	SRO	Collector Office Compound , Jalgaon	8275090575	sr.jalgaon1@igrmaharashtra.gov.in	Yes
16.	Jt Sub Registrar Cl-2, Jalgaon 2	SRO	Tahasil Office Premises , Jalgaon	8275090574	sr.jalgaon2@igrmaharashtra.gov.in	Yes
17.	Jt Sub Registrar Cl-2, Jalgaon 3	SRO	New Administrative Building Near Akashwani kendra, Collector Office Dis.Jalgaon.425001	8275090576	sr.jalgaon3@igrmaharashtra.gov.in	Yes
18.	Sub Registrar, Grade 1	SRO	Tahasil Office Compound , Amalner	827509078	sr.amalner@igrmaharashtra.gov.in	Yes

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#	Office Name	Type of Office	Address	Contact No.	Email id	Redundant Location
	Amalner					
19.	Sub Registrar, Grade 1 Chalisgaon	SRO	Near Manish Shaha Bangloo, Police Ground, Chilasgaon	8275090579	sr.chalisgaon@igrmaharashtra.gov.in	Yes
20.	Sub Registrar, Grade 1 Jamner	SRO	Tahasil Office Compound, Jamner	8275090582	sr.jamner@igrmaharashtra.gov.in	Yes
21.	Joint Sub Registrar (class-2) Dhule-1	SRO	Recidental Building of Class-2 Officers, Near Alfabachat Bhuvan Ganpati Mandir Road Tal. Dis. Dhule. 424001	8275090560	sr.dhule1@igrmaharashtra.gov.in	Yes
22.	Joint Sub Registrar (class-2) Dhule-2	SRO	Old Colletor Office Premises Tal. Dis. Dhule. 424001	8275090561	sr.dhule2@igrmaharashtra.gov.in	Yes
23.	Joint Sub Registrar (Class-2), Nandurbar-1	SRO	Panchayat Samiti Building Near Uddanpool Tal. Dis. Nandurbar 425412	8275090562	sr.nandurbar@igrmaharashtra.gov.in	Yes
24.	Sub Registrar Grade-1, Shirpur	SRO	Nagarpalika Shopping Complex Tal. Shirpur Dis. Dhule 425405	8275090564	sr.shirpurdhule@igrmaharashtra.gov.in	Yes

Latur

Number of Redundant locations - 7

#	Office Name	Type of Office	Address	Contact No.	Email id	Redundant Location
1.	Jt. Sub Registrar Latur 1	SRO	Collector Compond, Latur	8275090798	sr.latur1@igrmaharashtra.gov.in	Yes
2.	Jt. Sub Registrar Latur 2	SRO	Collector Compond, Latur	8275090799	sr.latur2@igrmaharashtra.gov.in	Yes
3.	Sub Registrar Grade I Udgir	SRO	Khatib Colony Bider Road, Udgir, Dist. Latur	8275090803	sr.udgir1@igrmaharashtra.gov.in	Yes

#	Office Name	Type of Office	Address	Contact No.	Email id	Redundant Location
4.	Jt. Sub Registrar Nanded 1	SRO	Pomod Building, VIP Road, Nanded	8275090813	sr.nanded1@igrmaharashtra.gov.in	Yes
5.	Jt. Sub Registrar Nanded 2	SRO	Pomod Building, VIP Road, Nanded	8275090814	sr.nanded2@igrmaharashtra.gov.in	Yes
6.	Jt. Sub Registrar, Parbhani 1	SRO	Admn. Buldg. 3rd Floor, Parbhani	8275090833	sr.parbhani1@igrmaharashtra.gov.in	Yes
7.	Jt Sub Registrar, Usmanabad	SRO	Central Admin Bldg , First Floor, Room No. 18, Usmanabad	8275090850	sr.osmanabad@igrmaharashtra.gov.in	Yes

Aurangabad

Number of Redundant locations – 13

#	Office Name	Type of Office	Address	Contact No.	Email id	Redundant Location
1.	Joint Sub Registrar Cl-2, Aurangabad No 1	SRO	Collector Office Campas, Aurangabad	8275090595	sr.aurangabad1@igrmaharashtra.gov.in	Yes
2.	Joint Sub Registrar Cl-2, Aurangabad No 2	SRO	Collector Office Campas, Aurangabad	8275090596	sr.aurangabad2@igrmaharashtra.gov.in	Yes
3.	Joint Sub Registrar Cl-2, Aurangabad No 3	SRO	opposite Patel lons Beed Bypass	8275090597	sr.aurangabad3@igrmaharashtra.gov.in	Yes
4.	Joint Sub Registrar Cl-2, Aurangabad No 4	SRO	Nage Patil Building Fulambri	8275090598	sr.aurangabad4@igrmaharashtra.gov.in	Yes
5.	Joint Sub Registrar Cl-2, Aurangabad No 5	SRO	Collector Office Campas, Aurangabad	8275090599	sr.aurangabad5@igrmaharashtra.gov.in	Yes
6.	Joint Sub Registrar Cl-2, Aurangabad No 6	SRO	opposite Patel lons Beed Bypass	8275090600	sr.aurangabad6@igrmaharashtra.gov.in	Yes
7.	Sub Registrar Grad-1, Paithan	SRO	Nagar Parishad Campas, Paithan	8275090603	sr.paithan@igrmaharashtra.gov.in	Yes

#	Office Name	Type of Office	Address	Contact No.	Email id	Redundant Location
8.	Joint Sub Registrar Cl-2, Beed No 1	SRO	Collector Office Campas, Beed	8275090611	sr.beed1@igrmaharashtra.gov.in	Yes
9.	Joint Sub Registrar Cl-2, Beed No 2	SRO	Collector Office Campas, Beed	8275090612	sr.beed2@igrmaharashtra.gov.in	Yes
10.	Sub Registrar Grad-1, Georai	SRO	Behind Tahasil Office, Georai	8275090613	sr.gevrai@igrmaharashtra.gov.in	Yes
11.	Joint Sub Registrar Cl-2 Jalna No.1	SRO	Old Tahasil Office Compound, Kacheri Road Old Jalna, Jalna	8275090626	sr.jalna1@igrmaharashtra.gov.in	Yes
12.	Sub Registrar Grade-1 Badnapur (Jalna No.2)	SRO	Tahasil Office Building, Tq, Badnapur, Jalna	8275090627	sr.jalna2@igrmaharashtra.gov.in	Yes
13.	Joint Sub Registrar Cl-2 Jalna No.3	SRO	Old Tahasil Office Compound, Kacheri Road Old Jalna, Jalna	8275090628	sr.jalna3@igrmaharashtra.gov.in	Yes

Nagpur

Number of Redundant locations - 15

#	Office Name	Type of Office	Address	Contact No.	Email id	Redundant Location
1.	Joint Sub-Registrar Nagpur city No.1	SRO	Near Collector Office, Civil Lines, Nagpur	8275090638	sr.nagpur1@igrmaharashtra.gov.in	Yes
2.	Joint Sub-Registrar Nagpur city No.2	SRO	C/o Mr. Bhujangrao Raut, Plot No.10D, Ayurvedik Lay-Out, Sakkardara, Nagpur	8275090639	sr.nagpur2@igrmaharashtra.gov.in	Yes
3.	Joint Sub-Registrar Nagpur city No.3	SRO	Near Narsingh Tackis, Mahal Nagpur	8275090640	sr.nagpur3@igrmaharashtra.gov.in	Yes
4.	Joint Sub-Registrar Nagpur city No.4	SRO	C/o Mrs. Anusayabai Sakharkar, Gulab Apartment, Kotval Nagar,	8275090641	sr.nagpur4@igrmaharashtra.gov.in	Yes

Request for Proposal: Redundant VPNoMPLS Network Connectivity for IGR (M.S.)

#	Office Name	Type of Office	Address	Contact No.	Email id	Redundant Location
			Khamala, Nagpur			
5.	Joint Sub-Registrar Nagpur city No.5	SRO	C/o Mr. Bhujangrao Raut, Plot No.10D, Ayurvedik Lay-Out, Sakkardara, Nagpur	8275090642	sr.nagpur5@igrmaharashtra.gov.in	Yes
6.	Joint Sub-Registrar Nagpur city No.6	SRO	Near Narsingh Tackis, Mahal Nagpur	8275090643	sr.nagpur6@igrmaharashtra.gov.in	Yes
7.	Joint Sub-Registrar Nagpur Rural No.7	SRO	C/o Mr. Anandkumar Pande, Pande Lay-out, opp. Gulmohar Sabhgruh, Khamala, Nagpur	8275090644	sr.nagpur7@igrmaharashtra.gov.in	Yes
8.	Joint Sub-Registrar, Class-2 Hingna	SRO	Administrative Building, Tahsil Office, Hingna-441110	8275090647	sr.nagpur10@igrmaharashtra.gov.in	Yes
9.	Sub-Registrar, Grade-1, Kamthi	SRO	Administrative Building, Tahsil Office, Kamthi	8275090656	sr.kamthi@igrmaharashtra.gov.in	Yes
10.	Joint sub Registrar Class 2 Bhandara	SRO	collector Office Premises Bhandara	8275090665	jdr.bhandara@igrmaharashtra.gov.in	Yes
11.	Joint sub Registrar Class 2 Gondia	SRO	collector Office Premises gondia	8275090666	sr.gondhiya@igrmaharashtra.gov.in	Yes
12.	Joint Sub Registrar Class-II, Wardha	SRO	Collector Office Compound, Sewagram Road, Wardha Ta.Dist. Wardha- 442 001	8275090714	sr.wardha@igrmaharashtra.gov.in	Yes
13.	Joint Sub Registrar, Chandrapur -1	SRO	Collector office compound, Chandrapur	8275090682	sr.chandrapur@igrmaharashtra.gov.in	Yes
14.	Joint Sub Registrar, Chandrapur -2	SRO				
15.	joint sub registrar class-2	SRO	Tahsil office gadchiroli 442605	8275090700	Jdrci2gadchiroli@rediffmail.com	Yes

#	Office Name	Type of Office	Address	Contact No.	Email id	Redundant Location
	gadchiroli					

Amaravati

Number of Redundant locations - 12

#	Office Name	Type of Office	Address	Contact No.	Email id	Redundant Network
1.	Joint Sub-Registrar Class-2, Amravati City No.1	SRO	Collector Office Compound, Amravati	8275090725	sr.amravati1@igrmaharashtra.gov.in	Yes
2.	Joint Sub-Registrar Class-2, Amravati City No.2	SRO	Collector Office Compound, Amravati	8275090726	sr.amravati2@igrmaharashtra.gov.in	Yes
3.	Joint Sub-Registrar Class-2, Amravati City No.3	SRO	Collector Office Compound, Amravati	8275090727	sr.amravati3@igrmaharashtra.gov.in	Yes
4.	Joint Sub-Registrar Class-2, Achalpur	SRO	Opposite P.W.D. Office, Achalpur	8275090729	sr.achalpur@igrmaharashtra.gov.in	Yes
5.	Jt Sub-Registrar, Akola 1	SRO	Collector Office Compound, Akola	8275090744	sr.akola1@igrmaharashtra.gov.in	Yes
6.	Jt Sub-Registrar, Akola-2 (Rural)	SRO	Collector Office Compound, Akola	8275090745	sr.akola2rural@igrmaharashtra.gov.in	Yes
7.	Jt Sub-Registrar, Akola-3	SRO	Collector Office Compound, Akola	8275090746	sr.akola3@igrmaharashtra.gov.in	Yes
8.	Jt Sub-Registrar, (HQ), Buldhana	SRO	Collector Office Compound, Buldhana	8275090762	sr.buldhana@igrmaharashtra.gov.in	Yes
9.	Jt Sub-Registrar, Chikhali	SRO	Near Nagar Parishd , Chikhali	8275090763	sr.chikhali@igrmaharashtra.gov.in	Yes
10.	Sub-Registrar, Deowalgaon raja	SRO	Old Jalana Road, Deowalgaonraja	8275090766	sr.deowalgaon@igrmaharashtra.gov.in	Yes
11.	Jt Sub-Registrar,	SRO	New Administrative	8275090778	sr.yeotmal1@igrmaharashtra.gov.in	Yes

#	Office Name	Type of Office	Address	Contact No.	Email id	Redundant Network
	Yeotmal -1		Bldg.,Ground Floor, Yavatmal			
12.	Jt Sub-Registrar, Yeotmal -2	SRO	New Administrative Bldg.,Ground Floor, Yavatmal	8275090779	sr.yeotmal2@igrmaharashtra.gov.in	Yes

Note:

- *SRO has 3 desktop and 1 network printer each which are connected through internal LAN*
- *Successful bidder should conduct thorough site survey and seek approval from the concerned department officials, NIC officials and IGR(M.S.), Pune office before actual installation of network infrastructure items for MPLS connectivity*

ANNEXURE B- COVERING LETTER FORMAT

RFP Reference No.:
xx/xx/2015

Date:

To,

Inspector General of Registration & Controller of Stamps

Ground floor, New Administrative Building

Opp. Council Hall

Pune – 411 001

Dear Sir,

Having examined the RFP including all Annexure the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide wired redundant VPNoMPLS Network Connectivity to the Department of Registration & Stamps, Maharashtra in conformity with the said tender documents.

If our tender offer is accepted, we will submit the Performance Bank Guarantee as mentioned in the RFP, for the due Performance of the Contract alongwith signed agreement within 15 days from the date of receipt of your Notification of Award / Letter of Intent.

We agree to abide by this tender offer for a period of 180 days from the date of submission of bid and shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal agreement is prepared and executed, this tender offer, together with your written acceptance thereof, RFP document and your notification of award shall constitute a binding agreement between us.

We understand that you are not bound to accept the lowest or any offer you may receive.

Dated this ____ day of _____ 2015

Signature: _____

(In the Capacity of) _____

Duly authorized to sign the tender offer for and on behalf of

CERTIFICATE AS TO AUTHORISED SIGNATORIES

I, certify that I am of the, and that who signed the above proposal is authorized to bind the company, pursuant to the resolution passed in the meeting of Board of Directors of the company on _____(date).

Date

(Seal here)

[ALSO ATTACH COPY OF BOARD RESOLUTION]

ANNEXURE C - TECHNICAL PARAMETER COMPLIANCE FORMAT

#	Parameter	Compliance (Yes/No)
A	Scope of Work	
1.	Feasibility of providing of 2 Mbps MPLS wired connectivity at all IGR offices as per Annexure A	
2.	Provision of all necessary network equipment	
3.	Provision of central pipe connectivity at DC	
4.	Provision of central pipe connectivity at DR	
5.	Provision of Network Monitoring System	
6.	Monitoring	
7.	Reporting & Documentation	
8.	Maintenance and Support	
9.	Operational Training	
B	Technical Parameters	
1.	Vendor selected through this tender should ensure that redundant link is 100% up, when primary link is down	
2.	Vendor should provide a complete turnkey solution including the supply, installation and maintenance of Network Connectivity Services	
3.	Vendor should ensure there is no single point of failure between PoPs	
4.	Vendor should have predefined traffic transport QoS (Quality Of Service) parameters, which provide throughput, latency, packet loss, jitter commitments and application prioritization.	
5.	Vendor should have Proactive Network Monitoring with own on-line real time monitoring and reporting tool with 24*7*365 support .It which should address all issues related to bandwidth utilization, uptime, downtime etc.	
6.	NMS should generate in tabular format on real time basis the total locations to be connected, the locations connected at the time of generation of such report, the locations not connected at the time of generation of such report and date & time since such locations not connected.	

7.	<p>NMS should generate in tabular format the total working time (in mins.), uptime (in mins), downtime ('From' date & time, 'To' date & time & duration in mins), and uptime percentage of individual links, of all links across all the locations on a daily, weekly, monthly and yearly basis. NMS should also be able to aggregate the above information at IGR level, DIG level and JDR level.</p> <p>NMS should have facility to mark holidays separately for each location/all the locations of particular JDR/all the locations of particular DIG.</p>	
8.	<p>NMS should generate in tabular format the allocated bandwidth (in Mbps), consumed bandwidth (in Mbps) and bandwidth utilization percentage of individual links, of all links across all the locations on real time basis. NMS should also be able to aggregate the above information at IGR level, DIG level and JDR level.</p> <p>NMS should have facility to mark holidays separately for each location/all the locations of particular JDR/ all the locations of particular DIG.</p>	
9.	<p>NMS should generate necessary and sufficient reports for Latency, Jitter and Packet Loss to monitor SLA</p>	
10.	<p>NMS should have alert system (preferably a sound based alert and mandatorily a visual alert) to immediately alert the user about any fault/disconnectivity.</p>	
11.	<p>NMS should generate reports in various formats like text reports, graphs, pie charts showcasing information on the connectivity as desired by Department.</p>	
12.	<p>NMS should generate reports in both pdf and excel formats which should be available for download. All the reports getting downloaded should be formatted and in usable format.</p>	

13.	NMS should generate daily, weekly and monthly reports as applicable	
14.	NMS should be able to generate all the reports for at least last 3 years.	
15.	NMS should be accessible to the Department over internet (preferably) or over MPLS VPN.	
16.	All the reports should be generated in both the manners i.e. by measuring parameters till router and till desktop.	
17.	Vendor should provide detailed solution design explaining each component. Vendor should also point out all the assumptions made	
18.	Vendor has to submit full details of his network back bone infrastructure covering technical design and architecture, capability (coverage of voice/Video/ data etc) redundancy features (multiservice provider backbone, Multiple NOC, bandwidth details including flexibility and scalability features) and security features (MPLS/ IP security etc)	
19.	Vendor should also provide entire details of the enterprise network architecture to be proposed including the backbone and access and list of equipments used (along with their technical details) and should provide details of the hardware to be used at the DC for central pipe connectivity	
20.	Vendor should provide web reporting of all the reports mentioned above	
21.	The network should be available 24 X 7. However, following uptime should be provided: Vendor should provide a monthly uptime of 99.50% for the connectivity at DC & DR, calculated monthly on total available minutes in that month. Vendor should maintain site uptime of 98.5% for all the locations. The percentage uptime or link availability shall be calculated on monthly basis as explained in the relevant sections of the RFP.	
22.	Successful bidder has to ensure that in case of failure of primary connectivity, the switching of iSARITA system from primary to redundant should take place instantaneously maximum upto 5 mins.	

	Otherwise penalty would be levied as per SLA.	
23.	Downtime will start as soon as the department logs a complaint with service provider or service provider NMS detects the problem or as soon as alert through e-mail or SMS is received with the timestamp.	
24.	Vendor should create a separate VPN only for IGR(M.S.), Pune network and in no way the VPN should be shared with other customers sharing the network backbone. IGR(M.S.), Pune Network must be accessible to IGR(M.S.), Pune nodes only.	
25.	Network should be capable of running Voice, Video and Data. IGR (M.S.), Pune will be using the network only for Data. But it may use voice and video in the future	
26.	Vendor should have capability to run IPV6. Upgrade to IPV6 if required will have to be without any extra cost to IGR (M.S.), Pune.	
27.	Vendor should ensure that they configure network link in such a way that there is no change in the IP scheme being currently used by the department or suggested by DC.	
28.	Latency should not exceed 120 ms for ICMP packet size of 1024 Bytes.	
29.	The jitter should not exceed 30 ms.	
30.	The packet drop should not be more than 1%	
31.	Various VPN configurations made for the department's VPN by the vendor should be shared with the department. Vendor should also allow audit of the same by external independent auditors if any appointed by the department. Any high and medium risk vulnerabilities pointed out in Audit should be immediately rectified by the bidder.	
32.	The service provider should ensure that major security features against attacks as mentioned below are implemented in their network:	
33.	Protection against all kinds of attacks including DOS attacks, SYN attacks, smurf attacks etc.	
34.	Protection against all kinds of spoofing like VPN spoofing/IP spoofing etc.	
35.	Proper Change management procedure must be maintained for all the configuration changes done for/affecting the department's network. The same should be made available to the department immediately/on demand.	

36.	The last mile at State Data centre should have full redundancy.	
37.	Vendor must provide the network links to IGR (M.S.), Pune that must be on Hub and Spoke Star topology.	
38.	Vendor should provide connectivity with minimum number of “hop” for all links.	
39.	Bandwidth should be upgradable on request from department on selective basis, in case there is any such need in the future	
40.	All the POPs from where the network connection is provided to IGR(M.S.), Pune should have redundancy of equipments, links, power, backhaul connectivity etc. Service provider needs to confirm it in writing.	
41.	The proposed bandwidth for department must be dedicated (1:1) at each site and on dedicated ports.	
42.	Bidder should have independent Network Operation Centre with 24x7 support to take care of the complete network management requirements. Bidder should furnish details of Toll Free number, email id and other phones for logging complaints. Bidder should submit an escalation matrix for the same	
43.	Bidder has to provide portal to department which can be used to monitor the SLA parameters and log the Trouble tickets through the same.	
44.	Bidder should facilitate availability of service centres/service personnel across Maharashtra to attend faults in the talukas offices within 24/48 hours	

ANNEXURE D - COMMERCIAL BID FORMAT**COST SUMMARY**

#	Item	Annual/One time cost per node (Rs.)	Taxes	Annual/One time cost per node including taxes (Rs.)
	A	B	C	D =B + C
1.	Cost of 2 Mbps wired MPLS VPN connectivity at spoke location (Annual Cost)			
2.	Cost of 0.4 Mbps central pipe connectivity at DC (per spoke)(Annual Cost)			
3.	Cost of 0.4 Mbps central pipe connectivity at DR Site (per spoke) (Annual Cost)			
4.	Cost of NMS (One time)			
Grand Total				

Note:

- **L1 WILL BE DECIDED BASED ON GRAND TOTAL MENTIONED**
- *Kindly note that the bidder should take care that the cost mentioned above sufficiently covers all the expenses that the bidder shall incur for the project*
- *The above cost should be inclusive of all taxes, duties etc including VAT / Sales Tax, Service Tax.*
- *Bidder should note that only GRAND TOTAL COST mentioned COST SUMMARY will be considered for bid evaluation.*

ANNEXURE E – DRAFT PERFORMANCE SECURITY FORM

Bank Guarantee No. _____

Date: _____

To,

Inspector General of Registration & Controller of Stamps

Ground floor, New Administrative Building

Opp. Council Hall

Pune – 411 001

Dear Sir,

Whereas <M/s. Name of Vendor> having its corporate office at <Address of Vendor> (hereinafter called “Vendor”), has undertaken, in pursuance of agreement dated <Date> (hereinafter referred to as the Agreement) for project – **“Redundant VPNoMPLS Network Connectivity for IGR (M.S.)”**.

AND WHEREAS it has been stipulated in the said Agreement that the Vendor shall furnish a Bank Guarantee (“the Guarantee”) from a nationalized bank for the sum specified therein as security for project – **“Redundant Network Connectivity for IGR Department”**.

WHEREAS <Name of Bank> branch at <Name of Branch> (Hereinafter referred to as the “Bank” which expression shall unless repugnant to the context or contrary to the meaning thereof, include its successors and assigns) have agreed to give the Inspector General of Registration & Controller of Stamps (M.S.), Pune (hereinafter called “IGR”) the Guarantee.

THEREFORE the Bank hereby agrees and affirms as follows:

1. The Bank hereby irrevocably and unconditionally guarantees the payment of all sums due and payable by the Vendor to IGR under the terms of the said agreement. Provided however that the maximum liability of the Bank towards IGR under this Guarantee shall not, under any circumstances, exceed Rs. <<10% of the contract value>> in aggregate.
2. In pursuance of this Guarantee, the Bank shall, immediately upon the receipt of a written

notice received by us during normal banking hours, on or before _____ from IGR in that behalf and without delay/demur or setoff, pay to IGR any and all sums demanded under this guarantee by IGR under the said demand notice, subject to the maximum limits specified in Clause 1 above. A notice from IGR to the Bank shall be sent by registered post (acknowledgement due) at the following address, which should be received by the Bank, on or before Date

Name of Bank _____

Name of Branch _____

Address of Branch _____

3. This Guarantee shall come into effect immediately upon execution and shall remain in force up to <Date>

The Bank may at its sole discretion extend the Guarantee for a further period which may be mutually decided by the Vendor and IGR, provided we are in receipt of a written notice received by us during normal banking hours, on or before <Date>

The liability of the Bank under the terms of this Guarantee shall not, in any matter whatsoever, be modified, discharged or otherwise affected by:

- Any change or amendment to the terms and conditions of the contract or the execution of any further agreements.
- Any breach or non compliance by the Vendor with any of the terms and conditions of any agreement/credit arrangement, present or future between the Vendor and the Bank, provided that nothing herein above will enlarge or extend the liability of the Bank under this Guarantee.

4. The Bank shall not be released of its obligations under these presents by reason of any act of omission or commission on the part of IGR or any other indulgence shown by IGR or any other matter whatsoever which under the law, but for this provision, have the effect of relieving the bank provided that nothing hereinabove will enlarge or extend the liability of the Bank under this guarantee.

Any part payment made by the Bank under this Guarantee shall proportionately reduce the amount outstanding under this guarantee.

5. This Guarantee will be subject to Indian law and jurisdiction of courts in Pune.

6. Notwithstanding anything contained above:

- i) Our liability under this bank guarantee shall not exceed **Rs.** <<10% of the contract value>>.
 - ii) This bank guarantee shall be valid up to <Date>
 - iii) We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if we receive a written claim or demand on or before <Date>. And if no such claim is received by us by the date mentioned as aforesaid, then all rights of the IGR under this guarantee shall cease.
7. The beneficiary should seek confirmation of issuance of this guarantee from the controlling office of the issuing branch which is <Name of Branch>
8. We <Name of Bank> lastly undertake not to revoke this guarantee during its currency except with the previous consent of IGR (M.S.), Pune in writing

Dated the _____ day of _____ 2015

For Name of Bank

- i. Signature _____
- ii. Name _____
- iii. Designation _____
- iv. GBPA No. _____

Guarantee Bond No.

ANNEXURE F - DRAFT CONTRACT FORM

THIS AGREEMENT made on the _____ day _____ 2015

BETWEEN

the **Inspector General of Registration & Controller of Stamps (M.S), Pune** having its office at Ground floor, New Administrative Building, Opp. Council Hall, Pune (hereinafter referred to as “**IGR (M.S), Pune**”) which expression shall unless repugnant to the context or meaning thereof mean and be deemed to include its authorized agents, representatives and permitted assigns of the First part

AND

<<**Name of Successful Bidder**>> (hereinafter referred to as the “**Vendor**”) which expression shall unless repugnant to the context or meaning thereof mean and be deemed to include their successors and permitted assigns having its corporate office at <<*Address of the Successful Bidder*>> of the Second Part.

WHEREAS the Vendor has tendered for providing services to IGR (M.S.), Pune as per the terms and conditions mentioned in the Request for Proposal Document (from herein after referred to as “RFP”) and all subsequent acceptance letters from Vendor, at a value of <<Amount in Numbers>>, <<Amount in Words> as per the Commercial Bid submitted in response to the RFP and mentioned in *Annexure D –“Commercial Bid format”*. Whereas such tender proposal has been accepted and the Vendor has deposited Bank Guarantee with IGR(M.S.), Pune for the sum of <<Amount in Numbers>>, <<Amount in Words> as security for the fulfillment of this Agreement.

NOW IT IS HEREBY AGREED between the parties hereto as follows:

1. The Vendor has accepted the Agreement on the terms and conditions set out in the RFP Reference Number XXXXXX dated xx/xx/2015 as well as Letter of Intent dated xx/xx/2015 which shall hold good during contract period of this Agreement.
2. Upon breach by the Vendor of any of the conditions of the Agreement, IGR (M.S.), Pune may issue a notice in writing, determine and put an end to this Agreement without prejudice to the right of IGR (M.S.), Pune to claim damages for antecedent breaches thereof on part of the Vendor and also to reasonable compensation for the loss occasioned by the failure of the Vendor to fulfill the Agreement as certified in writing by

the IGR (M.S.), Pune whose certificate shall be conclusive evidence of the amount of such compensation payable by the Vendor to IGR (M.S.), Pune.

3. Upon the determination of this Agreement whether by effluxion of time or otherwise, the said deposit shall after the expiration of the PBG validity period from the date of such determination be returned to the Vendor but without interest after deducting there from any sum due by the Vendor to the IGR (M.S.), Pune under the terms and conditions of this Agreement.
4. This Agreement shall remain in force until the expiry of 3 years or till completion of work for due performance as per terms and conditions set herewith in the Agreement but the IGR (M.S.), Pune may cancel the Agreement at any time upon giving one month's notice in writing without compensating the Vendor.
5. IGR (M.S.), Pune or any Gazette Officer in the office of the IGR (M.S.), Pune authorized by the IGR (M.S.), Pune may give notices in connection with the Agreement.
6. IGR(M.S.), Pune hereby covenants to pay the Vendor in consideration of the provision of the Services and the remedying of defects therein, the Agreement Price or such other sum as may become payable under the provisions of the Agreement at the times and in the manner prescribed in the Agreement.
7. If subject to circumstances beyond (Force Majeure) the Vendor fails to deliver the deliverables in accordance with the conditions mentioned in the Acceptance of Tender and work order, the Inspector General of Registration & Controller of Stamps (M.S.) Pune shall at his option be entitled either :
 - a. to do this work elsewhere, after giving due notice to the Vendor on the account and at the risk of the Vendor the similar description (where other exactly complying with the particulars are in the opinion of the Inspector General of Registration & Controller of Stamps (M.S.) Pune which shall be final readily procedurable) without canceling the Agreement in respect of consignment not yet due for delivery or;
 - b. to recover from the Vendor as liquidated damages sum not less than 10% of price of total purchase.
8. In the event of action being taken under Clause 7 (a), (b) the Vendor shall be liable for any loss which the IGR (M.S.), Pune, may sustain on that account. The recovery on account of agreed liquidated damages or by way of penalty

- under (a) above will be made by deducting the amount in the bills and the recovery of any loss, which the IGR (M.S.) ,Pune may sustain
- under (b) should be made good by a credit note within the stipulated period for the purpose.

9. The following documents shall be deemed to form and be read and construed as part of this Agreement viz:

- a. RFP Document (Ref No. _____)
- b. Bid Proposal Letter submitted by <<Name of Successful Bidder>> on _____,2015
- c. Letter from <<Name of Successful Bidder>> dated _____,2012 regarding acceptance of Scope of Work

In witness where of the said Vendor hath set his hand hereto and the IGR (M.S.), Pune or any Gazetted Officer in the office of the Inspector General of Registration & Controller of Stamps (M.S.) Pune authorized by the IGR (M.S.), Pune has affixed his hand and seal thereto the day and year first above written.

**For and on behalf of Government of State of
and on Maharashtra by IGR**

**Authorized Agent for
behalf of Vendor**

Name:

Name:

Title:

Title:

Place:

Place:

Witness:

Name:

Name:

Title:

Title:

ANNEXURE G – Pending Cases declaration

To,

**Inspector General of Registration & Controller of Stamps
Ground floor, New Administrative Building,
Opposite Council Hall
Pune – 411 001**

Dear Sir,

I hereby declare that there are no pending cases against M/s _____
(Name & Address of Bidder) with Government of Maharashtra or any other court of law.

Signature of Bidder

Business Address

Place:

Date:

ANNEXURE H – BLACKLIST DECLARATION

Undertaking

We M/s. _____ (Name of the Bidder) having head office at _____ undertake the following:

1. We M/s _____ (Name of the Bidder) are not blacklisted by the Central Government, State Governments, Government Departments, PSU or ULB in India at the time of submission of tender.

2. We further undertake that our dealer(s) M/s _____ (Name of dealers) having office at _____ is/are also not blacklisted at the time of submission of tender by the Central Government, State Governments, Government Departments, PSU or ULB in India.

Signed on behalf of M/s _____ (Name of Bidder)

Place:

Date:

ANNEXURE I – QUALIFICATION CRITERIA CHECKLIST

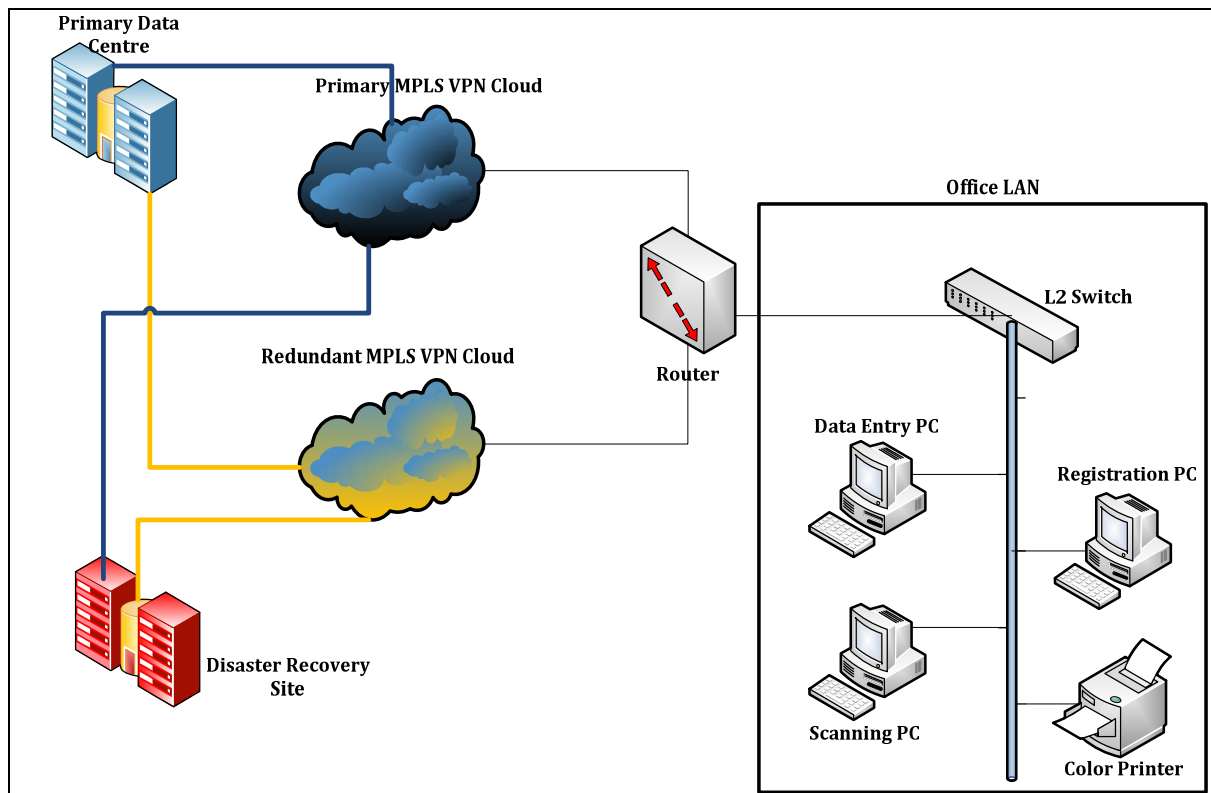
#	Qualification Criteria	Documentary Evidence	Complied (Yes/No)
1.	<p>Bidder must be</p> <ul style="list-style-type: none"> • A company in India, registered under the Companies Act 1956 or • Public Sector Undertaking 	<i>Copy(ies) of Certificate of Registration</i>	
2.	Bidder should be in business of providing network service for at least three financial years as on the date of publication of this tender.	<i>Work Order/Contract agreement</i>	
3.	Bidder should have a minimum annual turnover of Rs. 400 crores in each of the last three (3) years i.e. FY 2013-14, 2012-13 and 2011-12.	<i>Copy of the Audited Profit & Loss Statement, Balance sheet and/or Copy of the letter /certificate from a Chartered Accountant regarding turnover</i>	
4.	Bidder should have positive net worth as on 31 st March 2014	<i>Copy of the Audited Profit & Loss Statement, Balance sheet and/or Copy of the letter /certificate from a Chartered Accountant regarding networth</i>	
5.	Bidder should be a Layer 3 MPLS VPN Service Provider with Class A-National Long Distance (NLD) Licenses and ISP A Category License/UASL - Unified Access Service License under the License of Government of India to operate and provide virtual private network services in India	<i>Copy of the relevant license</i>	
6.	<p>Bidder should have implemented, commissioned, and successfully operationalized in the last 5 years at least 1 large scale network connectivity project of minimum 100 WAN nodes and 2 projects of minimum 25 WAN nodes each in pan-India.</p> <p>Note: In house projects shall not be considered for the above criteria.</p>	<i>Work order copy and testimonial signed by a competent authority should be submitted</i>	

7.	Bidder should have own Network Operating Center (NOC) operated by skilled certified resources	<i>Provide undertaking with relevant reports confirming the same</i>	
8.	Bidder should have provision in network to take care of bandwidth on demand requirement (for connectivity with DC, DR and other special locations).	<i>Provide relevant reports/certificates and an Undertaking confirming the same</i>	
9.	Bidder should have Proactive Network Monitoring with own on-line real time monitoring and reporting tool with 24*7*365 support	<i>Provide relevant documents confirming the same, duly signed by competent authority</i>	
10.	Bidder should have its own wired connectivity in at least 90% of the talukas of Maharashtra where redundant connectivity may be required.	<i>Relevant copy of reports should be submitted indicating reach of wired connectivity, duly signed by the competent authority</i>	
11.	Bidder should not have been blacklisted by Central Government or any of the State Governments in India	<i>Undertaking/self declaration to that effect should be submitted along with the Technical bid</i>	
12.	Bidder should have valid documentary proof of Sales Tax/VAT registration number in Maharashtra, Service Tax Registration Number & PF registration number	<i>Provide Copy of Sales Tax/VAT registration number in Maharashtra, Service Tax Registration Number and PF Registration Number</i>	
13.	Bidder (Prime bidder in case of consortium) should have PAN Card	<i>Provide copy of PAN Card</i>	

Other Items for Eligibility

Sr. No.	Item	Evidence	Complied (Yes/No)
1.	Tender Fees	Online Submission of required amount	
2.	Earnest Money Deposit	Online Submission of required amount	

ANNEXURE J – ARCHITECTURE DIAGRAM



ANNEXURE K - BIDDER'S QUERIES

All enquiries from the bidders relating to this RFP must be submitted in writing (along with email to igrfp@gmail.com) in the following format:

Name of Bidder:

Name and position of person submitting request:

Full formal address of the bidder's organization including phone, fax and email id:

Sl. No	RFP Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required
1.			
2.			
3.			
4.			
5.			

ANNEXURE L – WIRED CONNECTIVITY DECLARATION

Undertaking

We M/s. _____ (Name of the Bidder) having head office at _____ undertake the following:

We M/s _____ (Name of the Bidder) have given wired connectivity to at least one location in atleast 90% of the talukas where redundant connectivity is required in the state of Maharashtra and it is working successfully.

Signed on behalf of M/s _____ (Name of Bidder)

Place:

Date:

ANNEXURE M - OTHER DOCUMENTS CHECKLIST

Bidder need to submit the following filled checklist along with technical bid

S.N.	Document	Yes/No
1.	Covering letter in the format given Annexure B – “Covering letter Format”	
2.	Power of Attorney (Certificate as to authorized signatories)	
3.	Signed copy of tender document	
4.	Signed copy of all corrigendum issued	
5.	Technical Specification of all products bidding for	
6.	Product Brochures and leaflets	
7.	Annexure C - Technical Parameter Compliance Format	
8.	Annexure G – Pending Cases declaration	
9.	Annexure H – Blacklist declaration	
10.	Annexure I - Qualification Criteria Checklist	
11.	All the documents as mentioned in Qualification Criteria Checklist	
12.	Annexure L – Wired Connectivity Declaration	
13.	Annexure M – Other Documents Checklist	

*** End of Corrigendum ***